“After class, me and my friends often hang out ‘Cultuur Café‘ which also organises fun activities in the evening like pub quizzes, karaoke nights or poetry slams. In winter, it’s the perfect cozy place for a hot chocolate and in summer we usually enjoy a few drinks in the sun on the terrace!”

Nora – Master Business Administration
Hello there! Welcome!

We hope that you are fine, and we are very happy that you chose Radboud University.

Are you already excited to start your study and life here?

Want to know more about what to expect, what to do and where to go?

In this booklet you will find a lot of information, some tips and tricks on how to make your start as a Radboud student as smooth as possible.

Enjoy reading it. We hope you can use it as a truly helpful guide during your stay at Radboud.

**Looking forward to welcoming you on our campus!**

On behalf of Radboud University,

**Radboud International Students | Student Life and International Mobility**

*Follow us on Instagram for updates, useful information and other matters regarding student life!*

[Instagram link](https://www.instagram.com/radboudinternationalstudents)
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Useful Dutch words and phrases</td>
<td>5</td>
</tr>
<tr>
<td>Enrolment and student card</td>
<td>8</td>
</tr>
<tr>
<td>Usefull apps</td>
<td>9</td>
</tr>
<tr>
<td>Services &amp; Facilities on campus</td>
<td>10</td>
</tr>
<tr>
<td>Information and library services</td>
<td>10</td>
</tr>
<tr>
<td>Restaurants &amp; cafés on campus</td>
<td>11</td>
</tr>
<tr>
<td>Events</td>
<td>12</td>
</tr>
<tr>
<td>News</td>
<td>12</td>
</tr>
<tr>
<td>Frequently asked questions</td>
<td>13</td>
</tr>
<tr>
<td>Visa, residence permit and local administration</td>
<td>16</td>
</tr>
<tr>
<td>Money and Finance</td>
<td>19</td>
</tr>
<tr>
<td>Opening a Dutch bank account</td>
<td>19</td>
</tr>
<tr>
<td>Working in the Netherlands</td>
<td>21</td>
</tr>
<tr>
<td>COVID-19, Health care and insurance</td>
<td>23</td>
</tr>
<tr>
<td>COVID-19</td>
<td>23</td>
</tr>
<tr>
<td>Medical treatment</td>
<td>23</td>
</tr>
<tr>
<td>Dentist</td>
<td>25</td>
</tr>
<tr>
<td>Health and liability insurance / basic insurance</td>
<td>27</td>
</tr>
<tr>
<td>Types of insurance</td>
<td>28</td>
</tr>
<tr>
<td>International alumni</td>
<td>31</td>
</tr>
</tbody>
</table>
## Useful Dutch words and phrases

### On campus

<table>
<thead>
<tr>
<th>English</th>
<th>Dutch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>Gebouw</td>
</tr>
<tr>
<td>Class/Lecture</td>
<td>College</td>
</tr>
<tr>
<td>Culture on Campus</td>
<td>Cultuur op de Campus</td>
</tr>
<tr>
<td>Department (part of faculty)</td>
<td>Opleiding (onderdeel van faculteit)</td>
</tr>
<tr>
<td>Desk</td>
<td>Balie</td>
</tr>
<tr>
<td>Elevator</td>
<td>Lift</td>
</tr>
<tr>
<td>Entrance</td>
<td>Ingang</td>
</tr>
<tr>
<td>Examination</td>
<td>Tentamen</td>
</tr>
<tr>
<td>Exit</td>
<td>Uitgang</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>English</th>
<th>Dutch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>Faculteit</td>
</tr>
<tr>
<td>Floor</td>
<td>Etage/verdieping</td>
</tr>
<tr>
<td>Internship</td>
<td>Stage</td>
</tr>
<tr>
<td>Lecture</td>
<td>Hoorcollege</td>
</tr>
<tr>
<td>Library</td>
<td>Bibliotheek</td>
</tr>
<tr>
<td>Project group</td>
<td>Werkgroep</td>
</tr>
<tr>
<td>Room</td>
<td>Kamer</td>
</tr>
<tr>
<td>Seminar/tutorial</td>
<td>Werkcollege</td>
</tr>
<tr>
<td>To study</td>
<td>Studeren</td>
</tr>
<tr>
<td>Toilet</td>
<td>WC</td>
</tr>
<tr>
<td>English</td>
<td>Dutch</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>Faculty of Arts</td>
<td>Faculteit der Letteren</td>
</tr>
<tr>
<td>Faculty of Law</td>
<td>Faculteit der Rechtsgeleerdheid</td>
</tr>
<tr>
<td>Faculty of Medical Science</td>
<td>Faculteit der Medische Wetenschappen</td>
</tr>
<tr>
<td>Faculty of Philosophy, Theology</td>
<td>Faculteit der Filosofie, en Religiewetenschappen</td>
</tr>
<tr>
<td>Theologie and Religious Studies</td>
<td></td>
</tr>
<tr>
<td>Faculty of Social Sciences</td>
<td>Faculteit der Sociale Wetenschappen</td>
</tr>
<tr>
<td>Faculty of Science</td>
<td>Faculteit der Natuurwetenschappen, Wiskunde en Informatica</td>
</tr>
<tr>
<td>Nijmegen School of Management</td>
<td>Faculteit der Managementwetenschappen</td>
</tr>
</tbody>
</table>
“I love to be at the Radboud Sports Centre playing squash, tennis, or to discover any other cool sport”

Ramon – Master of Business Administration

<table>
<thead>
<tr>
<th>Buildings</th>
<th>Address</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>‘Collegezalencomplex’</td>
<td>Mercatorpad 1</td>
<td>CC</td>
</tr>
<tr>
<td>(Lecture Halls)</td>
<td>(next to the Cultuur Café)</td>
<td></td>
</tr>
<tr>
<td>Elinor Ostrom (gebouw)</td>
<td>Heyendaalseweg 141</td>
<td>EOS*</td>
</tr>
<tr>
<td>Erasmus (gebouw)</td>
<td>Erasmusplein 1</td>
<td>E**</td>
</tr>
<tr>
<td>Erasmuslaan 9</td>
<td>Erasmuslaan 9</td>
<td>ELAAN</td>
</tr>
<tr>
<td>Grotius (gebouw)</td>
<td>Montessorilaan 10</td>
<td>GR</td>
</tr>
<tr>
<td>Gymnasion/Sports Centre</td>
<td>Heyendaalseweg 141</td>
<td>GN (or HAL)</td>
</tr>
<tr>
<td>Linnaeus (gebouw)</td>
<td>Heyendaalseweg 137</td>
<td>LIN</td>
</tr>
<tr>
<td>Spinoza (gebouw)</td>
<td>Montessorilaan 3</td>
<td>SP / SPG</td>
</tr>
<tr>
<td>Sports Centre</td>
<td>Heyendaalseweg 141</td>
<td>SPORTC</td>
</tr>
<tr>
<td>Thomas van Aquinostraat 1 &amp; 8</td>
<td>Thomas van Aquinostraat</td>
<td></td>
</tr>
<tr>
<td>Thomas van Aquinostraat 1 &amp; 8</td>
<td>Thomas van Aquinostraat</td>
<td></td>
</tr>
<tr>
<td>Maria Montessori (gebouw)</td>
<td>Thomas van Aquinostraat 4</td>
<td>MM</td>
</tr>
<tr>
<td>Berchmanianum</td>
<td>Houtlaan 4</td>
<td>BM</td>
</tr>
</tbody>
</table>

* (floor first, then hall. E.g: EOS 00.150 is Elinor Ostrum, ground floor, room no. 150)

** (floor first, then hall. E.g: E 2.66 is Erasmus building, 2nd floor, room no. 66)
Enrolment and student card

There are a number of things you need to know, take care of before you start your life as a Radboud student. Below we have listed some of the most important ones.

Proof of enrolment

Statement of enrolment

If the enrolment is complete you will be able to download a statement from Osiris that states for which period you are enrolled at Radboud University. This statement in combination with the student card serves as proof of your enrolment.

- www.ru.nl/currentstudents/registration/student-card/statement-enrolment
- www.ru.nl/english/education/study-radboud/vm/enrolment/

Information desks

Central Student Desk/ Student Admissions

Houtlaan 4, the Berchmanium (the old monestary)

For general questions about your enrolment, visa, housing. From 22 August - 9 September open for first year international students from 10.00-16.00. Otherwise and after 9 September you will have to make an appointment.

centralstudentdesk@ru.nl.

- www.ru.nl/currentstudents/registration/enrolment/make-certified-copie

STIP desk at the Faculty

For questions concerning your study programme
- www.ru.nl/english/stip

Student card (campus card)

The student card has multiple functions:

Library card

In order to use it as a library card, you have to activate it first. See www.ru.nl/library/services/borrowing/library-card

Sports card

Getting a membership at Radboud Sports Centre is one of the cheapest ways to play sports in Nijmegen. Check out their website on:
- www.ru.nl/sportscentre.

For printing using the Kuario app

The card can get access the Radboud University printing system. You will be able to print, scan, and copy anywhere on campus, regardless of the faculty at which they study or work. When printing, you send your print job to a print queue instead of a specific printer. The next step is to simply retrieve your print job from any printer. Check www.ru.nl/fb/english/print/using-kuario for more information.

Exchange students

You will be informed upon arrival whether your student card is ready or not. Any questions?

exchangeadmissions@ru.nl.

Bachelor’s and (Pre)Master’s students:

After all the official paper work has been completed, Bachelor’s and (Pre) Master’s students will receive their card on arrival or at their address in Nijmegen.

admissions@ru.nl for questions about enrolment. For other questions:
centralstudentdesk@ru.nl.
Usefull apps

**For Radboud University**

**Osiris app**
See your timetable, exam results and study progress in one app. You also receive push notifications when a new exam result or note is added.

*Download in the App Store*
*Download in the Play Store*

**Kuario app**
With KUARIO you can use the printers on campus.

*Download in the App Store*
*Download in the Play Store*

**Brightspace Pulse**
The app for our online learning environment Brightspace.

*Download in the App Store*
*Download in the Play Store*

**Radboud Sports Centre**
In the app of the Radboud Sports Centre, among other things, you can book tickets to sports classes or see how busy the fitness centre is.

* [www.ru.nl/currentstudents/during-your-studies/campus-facilities/ru-ready](http://www.ru.nl/currentstudents/during-your-studies/campus-facilities/ru-ready)

*Download in the App Store*
*Download in the Play Store*

**To find directions & maps**

**Google maps**
Find local businesses, view maps and get driving directions.

**Maps.me**
With this app you can download maps of cities and countries, including Nijmegen, and check it off line.

**Student Portal**
With this portal, you can access your messages, receive your email, follow various news sources, consult your timetable, register for courses, see your exam results and more! You can log in with your student number (S1234567) and password. You can find the Student Portal at

* [portal.ru.nl](http://portal.ru.nl)

The Student Portal Helpdesk is the Central Student Desk, Houtlaan 4. You can also go there if you have lost or have not received your password.

* [centralstudentdesk@ru.nl](mailto:centralstudentdesk@ru.nl)

**Student Life website**
On this website you will find lots of information on living in Nijmegen as a student. Get to know everything about student associations and organisations, you name it!

* [www.ru.nl/en/students/student-life](http://www.ru.nl/en/students/student-life)

**The code of conduct for international students**
The Code of Conduct is a joint initiative of educational institutions (including Radboud University), independent education-related organisations, and the Dutch government. Radboud University has also signed this code. The code consists for example of language requirements and an agreement on the quality of education provided to international students. Check

* [www.internationalstudy.nl/?lang=en](http://www.internationalstudy.nl/?lang=en)
Student Wellbeing

Student wellbeing is very important. Student Support and study advisors at the faculty are specialised in advising and stimulating you to solve your problems by looking for the right decisions. They also offer workshops and courses. Some problems can be so serious, that you might have to turn to the Students’ psychologists for a solution. Radboud Social Workers can help you with challenges and problems you may encounter when adjusting to your new environment. More information about where to turn: • https://www.ru.nl/en/students/student-support Radboud University is also contributing to a healthy, free world with equal opportunities for all and has its own Diversity office. • www.ru.nl/english/about-us/our-university/diversity-equity-inclusion

Information and library services

• You can use wireless internet almost everywhere on campus using your own student number and RU-password. At the Faculty of Medical Sciences you cannot log in with a student number if you do not study at that faculty, but you can request a day account.
• All faculties have their own computer rooms.
• In the Central Library Learning Zone you can use one of over 100 computers. The Learning Zone is located on the ground floor of the Central Library, Erasmuslaan 36. Check: • www.ru.nl/library and for reservations: • www.ru.nl/library/services/study/reservation-study
• You can connect your laptop to the wireless network Eduroam everywhere in the Learning Zone and use the printer (see • www.ru.nl/fb/english/print/printing-campus).
• Laptops can be connected to the wired network and plugged into electrical outlets which have been installed in the tables at the purple sofas. There are laptop lockers near the desk where you can safely store your laptop during a short break.
• If you need help in installing wireless internet on your laptop, please go to the Learning zone in the Central Library to the ICT Service Point. Open every weekday.
Post & Print: copyshop and ordering for readers (‘Dictatencentrale’)

- Erasmusplein 1 (ground floor, hall E 0.51)
- +31-(0)24-3612609
- Open on weekdays from 9.00–17.00.
- You can order your readers online: • www.ru-bestel.nl (choose English). For questions: readershop@fb.ru.nl
- For (second hand) books: try faculty study associations, the bookstore in town: Dekker van der Vegth or via • www.bol.com.

(Dutch) language courses
Offered by Radboud ‘into Languages.
- www.ru.nl/radboudintolanguagesuk.
The Social Dutch 1 and 2 courses are offered for free to all international students and RU staff who meet the conditions, as students can get a refund, if attendance of classes is 80% or over.

Radboud Writing lab
Offers workshops and courses to become a better academic writer.
www.ru.nl/writinglab/english/

Restaurants & cafés on campus
Radboud campus is home to various lovely restaurants and cafés. Here is an overview.
- www.ru.nl/fb/english/food-and-drink
Please note: on campus alcohol is only served from 15.30 onwards.

De Refter
Address: Erasmusplein 1 • (@ Erasmus building)
Open: Mondays–Thursdays 8.00–19.00. Friday 8.00-16.30. It has foodcourts (burgers, pizza etc.)

Het Gerecht
Address: Montessorilaan 10 • (@ Grotius building, Faculty of Law)
Opening hours: Mondays – Thursdays: 11.00–19.00. Fridays: 11.00–14.00.
On Fridays it serves delicious Dutch pancakes!

University Restaurant ‘A gebouw’
Geert Grootplein Zuid 10 • (University hospital RadboudUMC, building A, route 607)
Open: Mondays – Fridays 08.00–20.00.
Saturdays – Sundays: 11.00-20.00

University Restaurant Giga-Bite
Address: Heyendaalseweg 135 • (@ Huygens building, Faculty of Science)
Open: Mondays – Fridays 11.00–14.00
It serves warm snacks and sandwiches.

Cultuur Café
Mercatorpad 1 • (@ Collegezalencomplex)
Open: Mondays - Fridays 08.00–17.30 It offers lunch, coffee, drinks and snacks.

The Yard Sports bar & Café C
Address: Heyendaalseweg 141 • (@ Elinor Ostrom Building)
The Yard, open: Mondays – Fridays: 07.00–23.00
Café C, open: Mondays – Fridays: 7.00-22.30

Coffee Corner UB
Erasmuslaan 36 • (@ Central University Library)
Opening hours: Mondays – Fridays 08.30–22.00.

Grand Cafe Iris
Thomas van Aquinostraat 4 • (@ Maria Montessori building, Faculty of Social Sciences)
Open Monday - Thursdays 08.00-21.30, Friday 08.00-20.00

SPAR university supermarket
At SPAR university next to the Refter you can buy maller meals like sandwiches. Card payment only.
**Events**

*Cultuur op de Campus (Culture on Campus - CODC)*

- [www.ru.nl/culturopdecampus](http://www.ru.nl/culturopdecampus)

CODC organises live music, cinema, theatre, comedy, fine arts and festivals. Many activities are in English, so check the agenda!

**Radboud Reflects**

- [www.ru.nl/radboudreflects/nieuwsbrief/subscribe-to-newsletter](http://www.ru.nl/radboudreflects/nieuwsbrief/subscribe-to-newsletter)

Radboud Reflects organises interesting lectures and debates on campus, so subscribe to their newsletter!

**Radboud Events**

Radboud organises free festivals and activities on campus, so check the socials!

**Study & student organisations**


There is much more to life in Nijmegen than just studying. There is a wide range of student organisations and activities for you to develop yourself, relax and to make friends.

Study organisations organise activities related to your study, an easy way to become friends with your fellow students! You can become a member, but also get more involved by joining the board or becoming a committee member.

**ESN Nijmegen (part of Erasmus Student Network)**

- [www.esnnijmegen.nl/](http://www.esnnijmegen.nl/)

Nijmegen also has a student organisation for all internationally minded students. Like their Instagram to keep updated on the activities they will organise for BA, (Pre) MA en exchange students during the year. Information about how to become a member is on their website.

**Radboud International Students (RIS)**

- [www.instagram.com/ radboudinternationalstudents](http://www.instagram.com/ radboudinternationalstudents)

Organises the International Orientation Week as well as other events for international students.

Follow RIS on Instagram to keep informed about all kinds of events.

**Orientation Week**

Radboud organises an Orientation Week in August.

- [www.ru.nl/en/students/orientation-week](http://www.ru.nl/en/students/orientation-week)

And an extra Orientation Week for international exchange and (Pre) Master's students in January.

- [www.ru.nl/ris-orientation](http://www.ru.nl/ris-orientation)

**Master's Welcome Day**

New (pre-)Master's students are welcome to come and find out about Radboud University at the Master's Welcome Day in September

[https://www.ru.nl/en/students/orientation-week/for-masters-students](https://www.ru.nl/en/students/orientation-week/for-masters-students)

**Radboud Wellbeing Week**

In October you can join Radboud Wellbeing Week with lots of interesting sessions

**News**

**Online Magazine VOX**

- [http://voxweb.nl/international](http://voxweb.nl/international)

For interesting articles, including blogs by international students and staff.

**Radboud News**

You can check out all the Radboud related news on [www.ru.nl/news](http://www.ru.nl/news)

**Student Newsletter**

Always check the monthly student newsletter as it will contain a lot of useful, fun and interesting information.
**Frequently asked questions**

**Where can I get Radboud Merchandise?**
You can buy it online via
- [radboudstore.nl](http://radboudstore.nl/)

**Getting around / transport**
Where can I buy a (second hand) bike and where can I find a bicycle repairman?
- **Wheels tweewielers**, St. Annastraat 42, 024 323 01 58
- **BikeWerk Nijmegen**, Bloemerstraat 125, 024 323 16 05
- **AFAC** (Algemene Fiets Afhaal Centrale), Hulsenseweg 2, 024 737 01 26
- **Bike Totaal Jos van Hees** (on campus), Geert Grooteplein 22, 024 361 90 09
- **De Concurrent**, Van Trieststraat 23, 024 323 18 19
- **Rijwielshop Station Nijmegen**, Stationsplein 7, 024 322 96 18

**How can I hire a bike?**
Long term; Swapfiets: [https://swapfiets.nl/en-NL](https://swapfiets.nl/en-NL)
Short term; At the central train station, [www.ns.nl/en/door-to-door/ov-fiets-oud/how-the-ov-fiets-works.html](http://www.ns.nl/en/door-to-door/ov-fiets-oud/how-the-ov-fiets-works.html) if you have a personalised OV card.

**How does public transport work?**
Which card do I need to use?
**OV Chipcard: travel pass for train & bus**
- There are different types of OV chip cards. On the website [www.ov-chipkaart.nl/purchase-an-ov-chipkaart/which-card-is-right-for-you.htm](http://www.ov-chipkaart.nl/purchase-an-ov-chipkaart/which-card-is-right-for-you.htm) you can check which card suits you best. If you already have a personalised OV-chipcard, you can buy and upload a subscription to your card with discount. A personalised card is only possible with a Dutch bank account. For all train subscriptions take a look at [https://www.ns.nl/en/nsflex/webshop#bestelling/producten](https://www.ns.nl/en/nsflex/webshop#bestelling/producten)
- Anonymous cards that you can top up can be purchased at the BRENG service desk at the central train station and at service counters of certain supermarkets, some bookshops and tobacco shops. Here you will also find loading docks to top up your card (with a Maestro bank card). For more information please also have a look at [www.ov-chipkaart.nl/?taal=en](http://www.ov-chipkaart.nl/?taal=en).
- Tourists’ disposable chip cards are available on the bus (payment only possible by card) or at the train station.
- If you buy an NS season subscription, you automatically get a free personal OV chip card with your name.

**Student Mobility Card/OV-Chipkaart**
With the Student Mobility Card you can get a 15% discount in off peak hours on public transport. For more information: [www.ru.nl/radboudinternational/mobilitycard](http://www.ru.nl/radboudinternational/mobilitycard) With this card you also automatically receive the online ISIC card. With the ISIC card you make the most out of your student status, everywhere in the world. The ISIC card is the only internationally accepted student identity card.
- At the university library and the Central Student Desk there is also a loading dock for the OV chip card. You will need a Maestro bank card to be able to use it.
- More information: There is an OV Service & Ticket Office at the central train station in Arnhem.
**Nijmegen Bus Discount pass**
Nijmegen municipality offers its residents with a low income a special discount pass, that can be uploaded on a personal OV card. It will only cost you 15 Euro’s a year to travel in off peak hours. You can download the flyer with more detailed information on [www.ru.nl/radboudinternational/nijmegenbuscard](http://www.ru.nl/radboudinternational/nijmegenbuscard)

**Traveling by train**

**Train tickets**
You can buy a ticket via the NS app with credit card or iDeal. You can also buy a paper ticket at the ticket machine, but you will have to pay 1,00 Euro extra. For more information check out the NS website [www.ns.nl/producten/en/losse-kaartjes-toeslagen](http://www.ns.nl/producten/en/losse-kaartjes-toeslagen) (choose English).

**Please note:** It is not possible to buy a ticket on the train.

**Group tickets**

**Planning your trip**
For train schedules, go to
- [www.journeyplanner.9292.nl](http://www.journeyplanner.9292.nl)

**Checking in and out on the train**
Checking in and out at the Dutch Railroad company (NS) is mandatory. This is possible with an OV-chipkaart, but it is also possible to buy special (discount) (paper) tickets, but remember to always check in before you go on the train and out when you leave. Otherwise you will be fined.

**Two train companies**
Please note that there are two kinds of trains in the Netherlands: NS (yellow) and Arriva (red or blue). Sometimes you need to switch trains and train companies while going from one city to another. So check carefully which train company you are travelling with and make sure you pick the right check-in pole before you go on the platform and the right check out when you leave the train station.

**General traffic rules**
What are the traffic rules of the Netherlands? • [www.government.nl/topics/mobility-public-transport-and-road-safety](http://www.government.nl/topics/mobility-public-transport-and-road-safety). You can also have a look at Road signs and regulations for cycling in the Netherlands.

**Mobile phones**
Where can I get/ buy phone cards?
Radboud University will automatically provide all International non-EU students with a free prepaid Lebara card that already has some credit on it. EU students can also get a free sim card at the student desk.

Do you not want to use the free sim card provided by Radboud University?
You can also buy another sim card in the city centre or online.
If you do, please let us know your new phone number and change it in Osiris so we can contact you in case of an emergency.

[admissions@ru.nl](mailto:admissions@ru.nl).

**What is the cheapest way to phone home?**
You can best use Whatsapp or facebook to call for free. Please also check the website: [www.teledump.nl](http://www.teledump.nl) (only in Dutch)

**What are the rules concerning alcohol and drug use in the Netherlands?**
• Alcohol: [www.government.nl/topics/alcohol](http://www.government.nl/topics/alcohol)
• Drugs: [www.government.nl/topics/drugs](http://www.government.nl/topics/drugs)
Where can I find general information about social activities and living in Nijmegen?

- Radboud International Students Instagram and facebook, • [www.ru.nl/RIS](http://www.ru.nl/RIS) • [www.ru.nl/socialactivities](http://www.ru.nl/socialactivities)
- ESN Nijmegen, Instagram and website
- City of Nijmegen: • [en.intonijmegen.com](http://en.intonijmegen.com)
- The Tourist Information Office (VVV) • [www.vvvarnhemnijmegen.nl](http://www.vvvarnhemnijmegen.nl) (choose EN) • [www.arnhemnijmegencityregion.nl](http://www.arnhemnijmegencityregion.nl)
- Our booklet ‘Go Dutch’

What are other useful links?

- • [nijmegen.studentenkorting.nl](http://nijmegen.studentenkorting.nl) for information about student discounts (only in Dutch)
- • [www.studyinholland.nl](http://www.studyinholland.nl)
- • [www.ru.nl/english/education/exchange-phd-other/exchange-students/useful-links](http://www.ru.nl/english/education/exchange-phd-other/exchange-students/useful-links)
- • [stuffdutchpeopelike.com](http://stuffdutchpeopelike.com) a page with fun facts about the Dutch

“My favorite spot on the university’s campus is the benches behind the Huygens building where I used to have lunch and meet up with my friends. I think not many students from other faculties really drop by the Huygens building, and so this area is kind of a “hidden gem” with not so many visitors. I was lucky enough to coincidentally discover it and it became my favorite spot to just relax after many hours of studying. There are some nice benches and tables outside where you can sit and enjoy the sun. You can also enjoy the lovely view of a lake and many trees and flowers, so it is especially picturesque in the summer. I remember sitting by the lake with some friends and enjoying some berries last summer there, and it was the most peaceful feeling ever!”

Linh Le – Bachelor Economics and Business Economics
Visa, residence permit and local administration

The IND (Dutch Naturalisation Services) distinguishes 4 different groups

- **Group I**: Citizens from EU countries (incl. Croatia), Norway, Iceland, Liechtenstein and Switzerland.
- **Group II**: Citizens from Australia, Canada, Japan, Monaco, New Zealand, the United States of America, Vatican City State and South Korea, United Kingdom.
- **Group III**: Citizens from Albania, Andorra, Antigua and Barbuda, Argentina, Bosnia, Brazil, Brunei, Chile, Columbia, Costa Rica, El Salvador, Georgia, Guatemala, Honduras, Israel, Macedonia, Malaysia, Mauritius, Mexico, Moldavia, Montenegro, Nicaragua, Panama, Paraguay, Peru, San Marino, Serbia, Singapore, Taiwan, Ukraine, United Arab Emirates, Uruguay, and Venezuela.
- **Group IV**: Citizens from all other countries.

**Residence permit**

You need a residence permit if your stay exceeds 3 months and your nationality belongs to **Groups II, III and IV**: The procedure for the application of your residence permit should already have been started by Student Admissions before your arrival, that is if you followed the instructions for this procedure correctly. In case no application has not been started yet please contact Student Admissions immediately.  

On [www.studyinholland.nl/plan-your-stay](http://www.studyinholland.nl/plan-your-stay) you can check the exact rules and regulations that apply to you. Your residence permit is valid for the period it officially takes to finish your study programme.

**Short stay visa**

For **Group IV only**

If your stay is less than 3 months, you should have already obtained a short-stay visa in your country to enter the Netherlands.

**Please note**: A short-stay visa cannot be extended in the Netherlands. Moreover, if you are in the Netherlands on a short-stay visa, you cannot be issued a residence permit. To receive a residence permit, you must return to your own country and apply for a Provisional Residence Permit (Machtiging tot Voorlopig Verblijf: MVV). You can only obtain an MVV by contacting the Radboud University visa department. Send an email to visa@ru.nl for more information about the procedure.
After Arrival
Handing out of the residence permit
The visa department will send you an email with instructions on how and where you can pick up your residence permit.

Extension of the residence permit
If your stay in the Netherlands will last longer than your study period, you will have to obtain an extension. The charge for this is 192 euros. Please contact visa@ru.nl for more information as the visa department will have to apply for the extension.

GGD / Tuberculosis
Depending on your nationality, you might need to be examined for tuberculosis. If you have to be checked, the ‘GGD’ will contact you to make an appointment, Monday through Thursday 10.00 - 15.00. It is not possible to call them yourself for an appointment. Please, do not forget to bring your passport to the appointment! Address: Groenewoudseweg 275, Nijmegen.
For questions please call 088 144 71 10.
Please note: hopefully in September, the GGD will be on campus. More information will be sent to you by email.

Sufficient educational progress needed to retain your residence permit
In order to retain your residence permit as a regular student, your educational progress must be adequate. As a student, you must attain at least half of the number of study points required per study year. Pre-Master’s students need to obtain all credits in one year. Radboud University will check this at the end of every study year. If your progress is inadequate, the IND can withdraw your residence permit.

Registration at the local administration (Stadswinkel)
If your stay exceeds 4 months, you will have to register yourself as a citizen of the municipality with the local administration. If you are going to live inside the borders of the municipality of Nijmegen and you arrive in Nijmegen before the start or at the beginning of the semester you can make an appointment online: please go to www.ru.nl/radboudinternational/municipality.
You will then have an appointment in a specific time frame that is specially reserved for international students. You will receive an email from the Student Admissions about making an appointment. Students needing a residence permit who did not yet get an approval from the IND, will have to make an appointment at a later date. If you arrive outside of the period reserved for international students you will have to call the municipality within 3 days of arrival to register yourself as a citizen of Nijmegen.

Required documents for registration at the local administration (Stadswinkel)
• A valid passport or ID
• A copy of your room contract. If you do not have a room contract you will have to give them a signed statement of the main occupant, which states that you are allowed to live at that address and you will need a copy of the passport or ID of the main occupant
Address: Mariënburg 30, 6511 PS Nijmegen
Opening hours: Monday to Friday from 09.00 - 17.00 (and onWW Thursday 9.00 - 20.00). Telephone: +31 24 329 9000, from Monday to Friday: 8.30 - 17.00.
• informatiebalie@nijmegen.nl
More information: • www.ru.nl/radboudinternational/municipality
Are you living outside the municipality of Nijmegen?

You have to register with the local administration there within 3 days of arrival. It depends on the municipality whether a birth certificate is also necessary. Please contact the local administration for more information.

Moving house /Changing your address
• Every time you move to a new address within Nijmegen (including Lent), you have to inform De Stadswinkel and Student Admissions about your new address. Please send an email to antwoordservice.burgerzaken@nijmegen.nl. Also, do not forget to change your address via the Student Portal.
• BA and (Pre) MA students also need to change their address in Osiris and Studielink.
• Exchange students should change their address in Osiris and send an email to exchangeadmissions@ru.nl.

Leaving Nijmegen
• At the end of your stay in Nijmegen, you will have to de-register with the local administration that you first registered at. This has to be done in writing by sending an email to antwoordservice.burgerzaken@nijmegen.nl. Please enclose a copy of your passport or ID, mention your last address in Nijmegen, your permanent address in your home country and the date of departure.

Going abroad for a study period/internship during your study at Radboud University

You only need to de-register with the Stadswinkel, if you are going abroad for more than 8 months. Please send an email to antwoordservice.burgerzaken@nijmegen.nl, enclose a copy of your passport or ID, mention your last address in the Netherlands, your address in your new country and the date of departure. If you live outside of the borders of the municipality of Nijmegen you will have to cancel your registration there. If you are leaving Nijmegen for a period over 8 months or longer, perhaps forever, please let the municipality know. In case your are going abroad for study purposes or an internship, please also send an email to visa@ru.nl.

Always have a means of identification with you

In the Netherlands, anyone at the age of 14 years or older always has to carry some means of identification. Nationalities of one of the countries of the EEA and Swiss nationals must carry a valid passport or national identity card. Non-EEA-citizens who stay less than 3 months must carry a passport. Non-EU/EEA-citizens who stay here longer than 3 months must carry a passport until they receive their residence permit. Then they must carry their residence permit. People who violate this law can be fined up to €95 (excl. the administrative fee). A driver’s license is not enough!
Money and Finance

Methods of payment
In the Netherlands payment is usually made by debit card (pinpas) and in cash with Euros. Most stores and (super)markets only accept cash or debit cards. Some hotels, restaurants and bars and others accept credit cards, but please check in advance if you want to use your credit card. At some stores it is possible to get some extra cash if you did your shopping there, e.g. Kruidvat and Jumbo. All services of Radboud University (e.g. restaurants, the Spar on campus, the Sports Centre) will only accept card payments.

Activate your bank card
If you want to use your own bank in the Netherlands, and do not open a Dutch bank account, make sure your bank card contains an actual EMV chip, and activate your bank card for use in the Netherlands before arrival, and have some cash with you in case your card for some reason does not work.

Opening a Dutch bank account
Dutch regulations for opening a bank account may be different from what you are used to. In general, opening a bank account in the Netherlands takes about 1-2 weeks. Most banks will charge you for opening and making use of a bank account. Costs may vary per bank. We hereby inform you about the most recent information and requirements as known to us. Please keep in mind though that regulations are subject to change and different banks may apply different procedures. Please check [www.ru.nl/radboudinternational/openingabankaccount](http://www.ru.nl/radboudinternational/openingabankaccount) for more information.

When staying less than six months
(Exchange) students who stay in the Netherlands for less than six months cannot open a regular bank account. However they can open a Bunq account which is an online only bank, check [https://www.bunq.com/](https://www.bunq.com/)
**Opening a bank account under the age of 18:**
It is only possible to open a bank account in the Netherlands if one of your parents or guardians is present in the Netherlands during the final interview.

**Necessary documents for opening a bank account**
Banks will generally need the following documents:
- Passport or ID-card, valid during your complete period of stay
- Official proof of address, such as a statement of registration from the Stadswinkel or your room contract;
- A (Dutch mobile) phone number if you want to have access to internet banking
- Citizen Service Number (BSN). This is a personal number that government agencies and other official bodies use in their communications with citizens You will receive this number at your registration with the Stadswinkel
- Residence permit or letter from the IND

**When you open a student account, banks also require:**
- An official Radboud University statement (e.g. the registration letter, letter of acceptance or student card) in which your status as a student is mentioned, as well as the period of time you’re supposed to be staying here.

**Some banks may even ask for:**
- An official document which mentions your address back home (bank card, English extract from the municipal population register, official other document which mentions your home address, other);

**Commercial banks**
- **ABN Amro**, hertogstraat 70, • [www.abnamro.nl/en](http://www.abnamro.nl/en)
- **ING**, molenstraat 5-7, • [www.ing.nl/particulier/english/index.html](http://www.ing.nl/particulier/english/index.html)
- **Rabobank**, Keizer Kareiplein 1, • [www.rabobank.nl/particulieren](http://www.rabobank.nl/particulieren)
- **BUNQ online bank only**, • [www.bunq.com](http://www.bunq.com)

**ATM on campus**
You can find an ATM inside the main entrance hall of the hospital, RadboudUmc, Geert Grooteplein 10.
Working in the Netherlands

Please note that it might not be easy to combine study and work. And it is not always easy to find a part time job. So make sure you have enough money to live on.

If you are from the EU/EEA or Switzerland you are free to work without restrictions.

Are you from another country than mentioned above?

Then there are some restrictions if you want to take a job next to your studies. You need a permit and you can only work for a maximum of sixteen hours a week or, instead, you can work full-time during the summer months of June, July and August.

Work permit application

Your employer needs to apply for your work permit. The organisation that issues work permits is called UWV. For more information: • www.studyinholland.nl/life-holland/working-while-studying

Looking for a (part time) job?

Campus Detachering

Radboud University has its own student temp agency.

Check out their website, • www.ru.nl/campusdetachering/english, for job opportunities. Please note that there are not enough jobs for all of our students, but you can sign up for their newsletter to keep informed about the current vacancies.

Career Central

For a job or internship check out Career Central: it is the community for everything related to networking and your career, besides and after your studies. It is a place where (former) students meet, come into contact with professionals and apply for internships and jobs, • www.ru.nl/careerservice/english/career-central

International Students Work

This is a temp agency that helps international students find temporary jobs. • www.internationalstudentswork.nl

Found a job? Change your insurance!

Congratulations! But please note: you will need a Basic Health insurance. See page 29 for more information.
Radboud Career Service
Do you already have a clear picture of your ideal career? Or do you need some career guidance? The Radboud Career Officers can provide the answers to questions you might have about your career, your personal profile and the job market. From the moment you start your studies, until one year after graduation, Career Services offers individual career guidance, workshops (for example about networking or LinkedIn) and consultation hours for job applications.

During your time in the Netherlands, you can continuously update your CV by doing voluntary work, an internship, extra courses or relevant part-time work. Schedule an appointment with the Career Officer from your faculty to ask for advice and individual guidance in how to increase your chance of success in the labor market.

- www.ru.nl/careerservice/english/

Career Central
Radboud also has an online Networking community for managing your career. This is for (Former) students, professionals, partner organisations.
Check: https://www.ru.nl/careerservice/english/career-central/

Career Officers
Faculty of Philosophy, Theology and Religious studies
Ignace de Haes
✉ l.dehaes@ftr.ru.nl
• https://www.ru.nl/ftr/@1082365/career-service/

Faculty of Arts
Margriet Joosten
✉ careerservice@let.ru.nl
• www.ru.nl/facultyofarts/careerservice

Nijmegen School of Management
Jitske Rassa and Steffi van Tilborg
✉ careerservice@fm.ru.nl
• www.ru.nl/nsm/careerservice

Faculty of Medical Sciences
Hanneke Santegoets and Suzanne Heemskerk
✉ careerservice.rha@radboudumc.nl
• www.radboudumc.nl/en/education/careerservice

Faculty of Law
Jitske Kleisterlee
✉ careerservice@jur.ru.nl
• www.ru.nl/rechten/careerservice

Faculty of Science
Wencke Kieft and Fieke Maas
✉ careerservice@science.ru.nl
• www.ru.nl/science/careerservice

Faculty of Social Sciences
Sophie Raaijmakers
✉ career@socsci.ru.nl
• www.ru.nl/fsw/careerservice/english
COVID-19

Due to the current Covid-19 situation a lot of things in the Netherlands and at university can be different from what you are used to. For example social distancing, (partial) online education, medical issues etc.

For more information check
• www.ru.nl/io/covid19
• Radboud International Students Instagram
• www.ru.nl/coronanews
• NOS in English: www.facebook.com/NOSinEnglish

Medical treatment

The Dutch medical care system might be different from your system at home. Therefore, if you are in need of medical treatment please follow the instructions below:

Family doctor (general practitioner (GP) / huisarts)

A different approach to medical care in the Netherlands

General practitioner is your first and central contact

Internationals who come to the Netherlands are often surprised by the way in which medical treatment is provided here. To avoid confusion or frustration, the following information may be useful: in the Netherlands, your general practitioner will be your main source for medical care. The extent of responsibility and treatment of the general practitioner goes further than in many other countries. This means they seldom give recommendations for treatment from a specialist and instead treat the problem themselves.

Furthermore, there is often the impression that Dutch general practitioners undermedicate their patients in comparison to many other countries. For example, when calling for an appointment to see your doctor it is not unusual to be told by the assistant that you should wait several more days to see if your symptoms go away spontaneously.
When they do not, you will be granted an appointment to see the general practitioner. When visiting the general practitioner, you may again hear that you will need to wait before any medication is prescribed. This is sometimes a point of frustration for internationals when visiting their GP in the Netherlands, but it is common practice here and experience shows it works out well. Please note that you can only go to a GP in the town/village that you live in.

**First, make an appointment by telephone**
If you need medical treatment, you can visit a general practitioner (huisarts). You will have to make an appointment by telephone to consult the doctor at his or her practice first.

**Prescriptions and referral to medical specialist**
The general practitioner may prescribe medication, which can be obtained from a pharmacy (apotheek). He or she may also refer you to a specialist at the hospital. If necessary, the specialist will arrange hospitalisation for further treatment.

**Medical bills**
Every time you visit your general practitioner or the pharmacy, bring your EU Health Insurance Card, your AON or any other kind of proof of health insurance with you. General practitioners charge about €30-€50 for a visit. **Therefore, do not forget to bring cash money with you to pay for the consultation and ask for proof of payment. You will have to pay in advance and ask your insurance for a reimbursement of the costs.**

---

**General practitioner’s practices in Nijmegen**

**Gezondheidscentrum Brakkenstein**
Dr. P. Pulles, Dr. M. Gieben
Heyendaalseweg 288, call for an appointment between 8:00 a.m. - noon. or from 15.00 p.m. - 17.00 p.m. For an appointment call +31 (0)24-3552339. More information on: gcbrakkenstein.praktijkinfo.nl/english/.

**University Health Centre Heyendael (UCG)**
Gerard van Swietenlaan 3 (on campus), +31-(0)24-3224340 The University Health Centre is open from 8.00 till 17.00 on all workdays. www.ugcheyendael.nl/en.
For emergencies within surgery hours exclusively, please phone their own emergency number: +31-(0)24-3224340.

**Huisartsenpraktijk Bijleveld**
Huurman en Hennekam St. Jacobslaan 343, 6533 VD Nijmegen.
Call for an appointment between 8.00-12.30 and 14.00-17.00, +31(0)24-3550810. Emergency telephone number during weekdays, +31-(0)24-3567940.
For students living in Vossenveld

Huisartsenpraktijk De Haterse Hoed
Couwenbergstraat 34 / 36 -
024 355 22 88 / 024 356 12 04
Call between:
8.00 - 12.30 uur and 14.30 - 16.30
Check • www.dehatertsehoed.nl for more information

Medical emergencies after 17.00 and during weekends
Please call ‘Huisartsenpost’:
Do not forget to bring your insurance pass, your ID or passport and some cash to the appointment.

Dentist

Please note: dental treatment is not always covered by your medical insurance, so please check before you make an appointment. Dentists usually demand immediate payment in cash, so it would be wise to take money with you. As dental care might be expensive, it is also wise to ask in advance for an estimate of the costs.

If you want to make an appointment with a dentist (tandarts) in Nijmegen you can call:
Tandartspraktijk E. Maenen, Bijleveldsingel 74, Nijmegen, +31-(0)24 - 3221430, Monday - Thursday from 8.30-17.00. Friday from 9.00 till noon. After 17.00 and during the weekend, the message on the answering machine (message in Dutch) will inform you about which (other) dentist is on duty (for acute cases).

In case of a real dental emergency outside of office hours
You can make an appointment at De Tandartsenpost Nijmegen. During office hours please contact the dentist mentioned in this leaflet. You can only go there if you have made an appointment. To make an appointment please call: 0900-8276 456 (messages on this line are in Dutch). The location of the Tandartsenpost is at the emergency square of the hospital called Canisius Wilhelmina Ziekenhuis (CWZ). Address: Weg door Jonkerbos 106, 6532 SZ Nijmegen.

Becoming a dentistry patient at the Radboudumc
You can also apply as a patient at the Radboudumc Department of Dentistry. You can call them for more information and to make an appointment on +31-(0)24-361 41 26. Address: Philips van Leydenlaan 25. First you will get an appointment for an intake. After the
intake you will be notified whether you can register there as a patient or not. The costs for regular treatment will be approximately 25% less than the regular rate for dental treatment. Technical extra costs are at the usual rate. They also have their own website (only in Dutch).

**Emergency number on campus:**  
**+31-(024 36)55555 (put it in your phone)**  
What should you do if an accident happens on campus or if you catch a thief red-handed? To get help as fast as possible, call the special emergency number for Radboud University and Radboud university medical center: **(024 36) 55555.** Put it in your mobile, it can save lives! Call the emergency number to reach the Alarm Centre of Radboud university medical center, which will mobilise the emergency services much faster than if you were to call 112. Occupational health care workers, security personnel or first-aid officers present on the campus are notified right away and can be there in a matter of minutes. If necessary, the Alarm Centre will also mobilise other emergency services, such as the fire brigade, the police or an ambulance. Call the emergency number in case of:  
• Accidents  
• Fire  
• Catching a thief red-handed  
• Incidents involving hazardous substances  

If you are not on campus dial **112** (put it in your phone).
## Health and liability insurance / basic insurance

### www.ru.nl/insurances

### Radboud University

---

### INSURANCE CHECKLIST

<table>
<thead>
<tr>
<th>Category</th>
<th>Advice / information</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEA student and I have a European Health Insurance Card (EHIC)</td>
<td>Check if your EHIC is sufficient and check if you have liability and travel insurance (obligatory for Erasmus students). Please note it is possible not all medical costs are covered in the Netherlands by your EHIC.</td>
<td>Read more on <a href="https://www.ru.nl/insurances">www.ru.nl/insurances</a> → EHIC → Liability and travel insurance</td>
</tr>
<tr>
<td>For UK nationals: Brexit has consequences for your insurance</td>
<td>If you come to the Netherlands on or after January 1, 2021, you will be regarded as a 3rd lander. You can therefore no longer claim the EHIC, you will have to apply for a GHIC (Global Health Insurance Card) from the NHS.</td>
<td>Students from the UK should check <a href="https://bit.ly/376k6O">https://bit.ly/376k6O</a></td>
</tr>
<tr>
<td>EEA student and I have insufficient EHIC insurance</td>
<td>Apply for additional private health insurance (e.g. AON Start+ insurance or AON Complete+) and check if you have liability and travel insurance (obligatory for Erasmus students).</td>
<td>Read more on <a href="https://www.ru.nl/insurances">www.ru.nl/insurances</a> → Private insurance → Liability and travel insurance</td>
</tr>
<tr>
<td>EEA student and I do not have a European Health Insurance Card (EHIC)</td>
<td>Apply for an EHIC insurance (and check if it is sufficient) or apply for private health insurance (e.g. AON Complete+), and check if you have liability and travel insurance. AON complete+ also includes liability and travel insurance.</td>
<td>Read more on <a href="https://www.ru.nl/insurances">www.ru.nl/insurances</a> → EHIC → Private insurance → Liability and travel insurance</td>
</tr>
<tr>
<td>Non-EEA student and Radboud University has arranged my residence permit</td>
<td>The International Office applied for an AON Complete+ insurance which covers health, liability and travel insurance. You will receive your insurance policy paper by email.</td>
<td>Read more on <a href="https://www.ru.nl/insurances">https://www.ru.nl/insurances</a> → Private insurance → link to AON</td>
</tr>
<tr>
<td>Non-EEA student and Radboud University did not arrange my residence permit</td>
<td>Apply for private health insurance (e.g. AON Complete+), and check if you have liability and travel insurance. AON complete+ also includes liability and travel insurance.</td>
<td>Read more on <a href="https://www.ru.nl/insurances">https://www.ru.nl/insurances</a> → Private insurance → Liability and travel insurance</td>
</tr>
<tr>
<td>I have a part-time job in the Netherlands, or a paid internship (with at least minimum wage)</td>
<td>Apply for Dutch public health insurance and check if you have liability and travel insurance.</td>
<td>Read more on <a href="https://www.ru.nl/insurances">www.ru.nl/insurances</a> → Dutch public health insurance → Liability and travel insurance</td>
</tr>
</tbody>
</table>

---

### In case of pre-existing health conditions

In case you have any pre-existing health conditions that you feel need to be covered during your stay in the Netherlands, please contact your insurance company for more information about the insurance possibilities and costs. If you cannot find a proper insurance that covers your pre-existing condition(s) at home, please check out the AON complete+ insurance package through the link at [www.ru.nl/insurances](https://www.ru.nl/insurances) → Private insurance

---

**Academic Affairs, Central Student Desk**

Berchmanianum, Houtlaan 4, T: + 31-24-3616055, E: admissions@ru.nl
Types of insurance

European Health Insurance Card (EHIC) - Please note:
• it is not an alternative to travel insurance. It does not cover any private healthcare or costs such as a return flight to your home country or lost/stolen property,
• does not cover your costs if you are travelling for the express purpose of obtaining medical treatment,
• does not guarantee free services. As each country’s healthcare system is different. Services that cost nothing at home might not be free in another country.

Please note that the terms and conditions of the EHIC card vary per country and this might mean that the EHIC card is not valid for the whole study period or does not apply to you. Please check carefully whether additional insurance like the AON insurance is necessary.


This is a:
• Guide on how to use the European Health Insurance Card in the 28 EU countries, Iceland, Lichtenstein, Norway and Switzerland.
• Includes general information about the card, emergency phone numbers, covered treatments and costs, how to claim reimbursement and who to contact in case you have lost your card.
• Available in 24 languages with easy option to switch from one language to another.

Students from the UK should check https://bit.ly/37qlobQ

Claiming your medical costs on your EHIC insurance
When you want to claim the medical costs on your EHIC insurance (consultation family doctor, dentist, etcetera) that you have made during your stay here, please contact Zilveren Kruis Verzekeringen.

Zilveren Kruis Verzekeringen
Representative of the EU Health Insurance Card in the Netherlands
Afdeling Buitenland
Postbus 650 | 7300 AR Apeldoorn |
+31-(0)33 4456870  gbr@zilverenkruis.nl
www.zilverenkruis.nl/NaarNederland (only in Dutch)

The insurance company will always demand an original proof of payment / invoice and a copy of your EU Health Insurance Card in order to process your claim. Always make copies of all the documents you send them.

Please, also keep in mind that the exact coverage of costs will be determined by the specific terms and conditions of the insurance.
• If you need additional insurance AON is a good option (see next page)
• If you are a student from an EU country and you have private health insurance then you should check whether your health insurance in your home country covers your temporary stay in the Netherlands.
• If you do not have an EHIC Insurance the AON Complete+ Insurance (this includes liability) is a good option.
AON Insurance
Non-EEA students who need a residence permit will automatically receive an AON insurance via Radboud University. All other students will have to make their own arrangements: The AON insurance can then provide additional health coverage to your European Health Insurance Card. For more information see next page and • www.ru.nl/insurances.

Students from the UK should also check
• https://bit.ly/37qlobQ

AON is a comprehensive health & travel insurance which covers medical expenses, emergency dental expenses, extraordinary costs (such as repatriation), as well as coverage for legal aid, accidents, liability, luggage, and household goods. There are different packages available ranging from €35 - €45 per month. Application & payment can easily be done online.

Please note that pre-existing health conditions/illnesses are not always covered by AON. In case you have pre-existing health conditions which you feel need to be covered during your stay in the Netherlands, please contact AON directly. They will then inform you about the insurance possibilities and the costs for this.

Liability insurance
Please check with your (health) insurance company at home whether you have valid liability insurance for the Netherlands. In the Netherlands, you are legally liable if someone suffers damage through a mistake or accident caused by you. That means you must compensate the other person for the damage suffered. Personal liability insurance (aansprakelijkheidsverzekering/AVP) protects you against this. Individuals who own or ride a motorised vehicle are obliged to have a liability insurance for motor vehicles (WAM-verzekering). AVP covers almost all damage for which you, as a private individual, can be held liable, regardless of how the incident occurred unless the damage is caused intentionally! Damage caused by motor vehicles, e.g. through a collision, is not covered by the AVP. For this, you must take out third-party insurance (WAM-verzekering) for motor vehicles.

Basic insurance needed during paid internships and (part time) jobs (‘Basisverzekering’)
International interns receiving at least the Dutch minimum wage that applies to their specific situation, are considered to be insured under the Dutch Health Insurance Act. This means they are legally required to take out Dutch basic health insurance. If the internship pay is less than this minimum wage, the interns are not allowed to take out a Dutch basic health insurance. If the latter is the case, they can stay insured with the health insurer in their home country or take out a private international health insurance. Students from the EU/EEA may be eligible to receive a European Health Insurance Card (EHIC) which covers their necessary medical costs during their stay. They are advised to check this with the health insurer in their home country before departure.

List of minimum wage, • www.government.nl/topics/minimum-wage/amount-of-the-minimum-wage. If you have received a letter from the CAK regarding your insurance obligation it is important to contact the Sociale Verzekeringsbank (SVB) for an assessment of your insurance position under the Wlz scheme. You need to take action within 3 months or you will receive a fine of approximately €400. See next page for more details.
Health care benefit / Discount on costs health insurance
You can only apply for health care benefit (in Dutch: zorgtoeslag) if you are eligible for a Dutch public health insurance via the Dutch Tax Office (in Dutch: Belastingdienst).

Special rates for VGZ insurance for students of Radboud University
The Radboud University Executive Board (College van Bestuur) has negotiated a collective health care insurance with VGZ for employees and students (only for those students who are younger than 27 years and are degree seeking students). Like university employees, students will get a discount on the premium for the basic health care insurance and a discount on a supplementary package specifically designed for students.

Collectivity Number
If you apply for a health insurance with VGZ, you will be asked for the collectivity number. For students of Radboud University this number is 000104451.
More detailed information about the Dutch health care system and insurance needed when having a part-time job can be found on • [www.studyclaneholland.nl/plan-your-stay/insurance](http://www.studyclaneholland.nl/plan-your-stay/insurance).

Risks of not being insured properly
If you need care but have no previous insurance, most insurance companies will impose a penalty payment and you will have to pay the back premium.

Warning: Letter from CAK and possible financial consequences
It is possible that you receive a letter in Dutch from CAK (National Health Care Institute), that states that you are not covered under a Dutch healthcare insurance and you should take out a public healthcare insurance. **If you do not react to this letter within three months you will be fined nearly € 400. So please take action immediately!**
To avert being fined you will have to fill out a form, print it and send it to the SVB (Sociale Verzekeringsbank). They will be able to establish if this situation applies to you. We advise you to act promptly. Unfortunately, they have no other way of checking if you are already properly insured. For more detailed background information please go to • [www.studyclaneholland.nl/plan-your-stay/insurance](http://www.studyclaneholland.nl/plan-your-stay/insurance) and for the form to: • [www.svb.nl/Images/3299ET.pdf](http://www.svb.nl/Images/3299ET.pdf).
The obligation to take out Dutch public healthcare insurance only applies to you if you are economically active, meaning you have a job, a side job or a paid internship.
If you have any further question, please contact the International Office. For more information, check • [www.ru.nl/insurances](http://www.ru.nl/insurances).
Although you have only just arrived on our campus and your departure still seems very far away, we would like to inform you about being an alumnus of Radboud University – an important growing part of our academic community.

Who are international alumni?
International alumni are Radboud University’s former students who came from abroad to study here either as exchange students, Bachelor/Master’s students and/or PhD candidates.

Radboud Recharge
Keep updated on articles in your field of interest by registering for the Radboud Recharge services. For more information: • www.radboudrecharge.nl/en/dashboard

International Alumni Ambassadors
Our international alumni are our best ambassadors. We encourage you to share with others the knowledge you have gained here about our education programmes and life in Nijmegen.

Alumni reunions
Neso often organises Alumni reunions for international students. When an event is organized in your area you will receive an invitation when we have your latest contact information. Upcoming events are always posted on the Radboud International Alumni Facebook page! If you are interested in hosting or organizing such an event in your area, or meeting in Nijmegen with other alumni, please let us know! Send an email to info@alumni.ru.nl and we will do our best to support you in this.

Questions, comments or contributions?
Your feedback is extremely helpful to us. Please send us your comments and stories so we can use them to improve our services for Radboud University’s international alumni. info@alumni.ru.nl
Radboud Walks Campus Tour

Legend buildings and facilities
- Radboud University
- Mercator Technologiepark
- Science Park
- Radboudumc
- Parking garage
- Parking lot
- Bus stop
- Train station
- Walking route (5K)

Highlights
1. University library
2. Laboratory building
3. Maria Montessori building
4. Spinoza building
5. Grotius building
6. Adria
7. Dental
8. Engelbert
9. Hooykaas
10. Faculty of Medical Sciences
11. Huib Reinders building
12. Boina
13. Cenme building
14. Berchmanianum
15. Tea & Global Lounge
16. Lecture Hall Complex
17. Tennis
18. De Refter
19. Erasmus building

RIS website www.ru.nl/ris
Go Dutch booklet www.ru.nl/radboudinternational/godutch