

Finding your way around Leiden

2015 - 2016



Universiteit
Leiden

Leiden University. The university to discover.

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Word of welcome

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Quick Guide

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I am delighted with your decision to study in Leiden. My compliments on your excellent choice for our university and our city! I believe we have much to offer you and you undoubtedly have much to offer us as well. We will do our best to ensure that your stay at our university will be unforgettable and that your expectations will be met.

To give you a flying start we have compiled this booklet for you. In it you will find the answers to many practical questions. Such as: what does the number eight on my exam paper mean; where can I play sports, exercise, print, drink coffee, or find study guidance; how can I travel on a budget; where can I find a dentist, a church or a mosque; how do I greet Dutch people on the street and what do I bring to a birthday celebration; why is everyone always on time, but do classes sometimes start fifteen minutes late?

Should any answers be missing from this book, I am certain everyone around you will be keen to help you on your way and provide you with a warm welcome.

Our purpose is that you will find the time to do what you came here for, such as to study, take trips, meet new people and explore our city. After all — as you have already understood— you create your own life. Keep this up and inspire our Leiden students to do the same.

I wish you a memorable time, an abundance of fun, inspiration for your studies and a network of valuable new contacts!

Prof.dr. Simone Buitendijk
Vice-Rector Magnificus

Chapter 1

Important things to do upon arrival

Plexus

Kaiserstraat 25
2311 GN
Leiden

There are a few things that you have to take care of immediately after arrival. In this chapter we only address these issues in a general way, as the exact way to arrange these matters may vary from year to year. For specific information valid at the time of your arrival, we would refer you to www.leiden.edu/students as well as to information sent to you upon acceptance and/or provided to you upon arrival.

Access to your room

In general you will receive the key to your room after payment of the rent and signing of the rental agreement. Students are generally required to pay the first month's rent and a deposit before arrival.

Town hall registration (statement of residency) & residence permit

If you will stay in the Netherlands for longer than four months, or if you have been granted a student residence permit, you are required to register with your local Dutch Town Hall. After registering with the Town Hall you will be allocated a BSN (citizen service number). A BSN is required for purposes such as opening a Dutch bank account.

More information:

<http://www.students.leiden.edu/application-admission/bachelor/after-admission/student-registration/town-hall-registration.html>

TB test

According to Dutch law and in an effort to fight the worldwide spread of tuberculosis, a lung photo is required for all international students who are not from the EU/EEA, Australia,

Canada, Israel, Japan, New Zealand, Monaco, Surinam, USA, Switzerland and Liechtenstein, and who will stay in the Netherlands for more than three months.

Health and liability insurance

Students studying in the Netherlands are required by law to have adequate health insurance. You cannot obtain a residence permit without it. Leiden University itself does not offer insurance, but there are several insurance providers which offer policies for students and staff, for instance AON.

www.students-insurance.eu

Bank account

Leiden University is able to help you with arrangements for opening a bank account. More information about this will be provided upon arrival.

Registration & Student ID card

Your student ID card will be issued after you have met all registration criteria, including financial obligations and Town Hall registration.

Study abroad & Exchange students: Sign up for courses.

Non-degree students should finalise course selection as soon as possible after arrival and make sure that they are properly enrolled in the individual courses of their choice.

LU card

The LU card is an identification card for Leiden University. It gives you access to the library, you can rent books with it and print with it. As a student you should get an LU card. This is possible by going to the student desk at Plexus or order it online. You will receive your LU card within 10 days after uploading your picture at your registered address. The LU cards of students with a foreign address are available at the Plexus Student Centre one week after uploading the photo. Please bring valid identification. After you've received your LU card, you should activate it at an LU card help desk. More information about applying for an LU card:

<http://services-facilities.leiden.edu/lu-card>



Chapter 2

Studying @ the university

Orientation Week Leiden

Prior to the first and second semester, an Orientation programme is organised for SAP/ Exchange and international master students. This programme consists of a general introduction to the University, the faculties, the city of Leiden and its student organisations. Leiden students act as guides and introduce their international guests to the University, town and social events. Last but not least, you will have the opportunity to meet many international students during this week!

More info: www.orientationweek.org

Academic system

All of Leiden University's bachelor's programmes take three years, and most are taught and examined in Dutch. However, since 2014, Leiden University also offers 6 bachelor's programmes that are taught and examined in English. Master's degree programmes are generally also taught in English and take one to two years. The MPhil programmes (Research Masters) take two years.

Credit system

The study load in the Dutch university system is specified in credits based on the European Credit Transfer System (ECTS). An academic year consists of 60 credit points. One credit point is equivalent to 28 hours work and can include lectures/tutorials, reading, preparing for tests, exams, the writing and assessment of papers. Leiden students do not receive credits for courses they have failed.

Dutch grading system

Students receive a mark out of ten for their examination courses.

Table 1 shows a comparison of the Dutch grading system and the American grading system.

Dutch	American	
10	A+	Excellent
9	A	Very good
8	A-	Good
7	B	Good/Fair
6	C	Satisfactory
5	D	Not quite satisfactory
1 to 5	F	Fail
The lowest passing grade is 6, while grades 9 and 10 are rarely given.		

Types of degrees

Certificate

Exchange and Study Abroad students are awarded a certificate for the courses for which they have completed the course work and/or examination. Upon return to their home university, students must not forget to give their Leiden University coordinator the final list of the courses they have taken in order to complete their transcript.

Bachelor's degree

Successful completion of any one of the bachelor's





programmes results in the conferral of a bachelor's degree.

Master's degree

Successful completion of any one of the master's programmes results in the conferral of a master's degree.

PhD degree

Earning a doctorate takes at least 4 years of study and consists of independent and original research under the supervision of a professor. More information about gaining a PhD degree can be found on: www.research.leidenuniv.nl.

Course/Exam schedules

Please contact your study adviser/programme coordinator. You can also check the e-Prospectus online for more information:
<https://studiegids.leidenuniv.nl/en/>

Tests and exams

Each programme has a teaching and examination regulation (onderwijs- en examenregeling), which contains detailed information on the types of exams, re-sits, whether any extra time is offered for certain students, and all other academic rules and regulations. It can be obtained from the relevant department or faculty. Evaluation can range from written or oral exams to written papers and presentations, or other assignments. Although midterm exams are held, a large number of courses set a major exam at the end of the course. It is common practice for the credit points to be awarded only if a student passes the exam and never for attendance only. Usually you have to sign up for exams via USIS well in advance. Some programmes have strict policies regarding enrolment for exams, so make sure you are aware of the rules and regulations of your faculty or department.

Academic calendar

The academic year runs from September 1st through to July 30th. All faculties follow a semester calendar: the first semester lasts from September until December/January. Second semester courses start in January/February.

Holidays

The University will be closed on the following days:

- University Foundation Day, Dies Natalis: 8 February, from 1 pm.
- Easter: Good Friday, Easter Sunday and Easter Monday (Goede Vrijdag, eerste Paasdag and tweede Paasdag): March 25th, 27th, and 28th.
- King's Day (Koningsdag): April 27th.
- Liberation Day (Bevrijdingsdag): May 5th.
- Ascension Day (Hemelvaartsdag) and the day after: May 5th and 6th.
- White Sunday and Monday / Pentecost (eerste and tweede Pinksterdag): May 15th and 16th.
- Relief of Leiden (Leiden's Ontzet): October 3rd;
- Christmas Day and Boxing Day (eerste and tweede kerstdag) and New Year's Day (Nieuwjaarsdag): December 25th until January 1st. (For study purposes only, the Plexus building will have limited opening hours during this holiday.)



Chapter 3

Facilities



Mrs. Jantien Delwel
Kaiserstraat 25, at PITS-
stop

Open consultation hours:
Monday: 09:30 - 12:00
Wednesday: 09:30 - 12:00
Thursday: 09:30 - 12:00

Mrs. Delwel can also be
contacted by e-mail:
j.delwel@sea.leidenuniv.nl
or by phone: 071 527 32 45

**Jantien Delwel,
International
Student Adviser**

Student support: counselling & advisory service

Study and exam help

Student counsellors and psychologists are available
at the Plexus Student Centre daily from 11:00 -
12:00. For appointments, please call: 071 527 80 25

International Student Adviser

The international student adviser is part of the
student support network of Leiden University for
international students. The international student
adviser can provide students with information on
finding their way around Leiden University and the
city. Examples of issues with which they can help
include: rental allowance, DigiD application and
Health insurance allowance.

Student counselling service

The student counselling service has a team of
psychologists who offer individual counselling
for students experiencing personal, emotional
or interpersonal problems, or intercultural or
academic difficulties. Mrs. Vinanda Kapooria,
a native English speaker, is the international
counsellor, providing assistance specifically for
international students.

How to make an appointment with a student counsellor

Visit the student counselling service during the
open consultation hour daily from 11:00 -11:45 at
PITSstop, Plexus Student Centre, Kaiserstraat 25
For further details, see [http://www.students.leiden.
edu/your-study/guidance/coaching/counselling-
international-students.html](http://www.students.leiden.edu/your-study/guidance/coaching/counselling-international-students.html)

Confidentiality

The information provided by a student is confidential and, as such, will not be divulged to a third party without the student's explicit permission.

Counsellor for legal and financial matters

The counsellor for legal and financial matters provides students with an opportunity to obtain advice and help on issues such as:

- legal matters
- complaint and appeal procedures;
- finances
- study delay due to special (family related) circumstances, e.g. illness
- cancelling your enrolment due to illness or special family circumstances
- Binding Study Advice for bachelor's students

Often, these difficulties arise in situations where many different rules and regulations apply. The student counsellor can analyse the situation and in consultation with the student identify the most appropriate solution.

The office hours for consultation are Monday to Friday. The walk-in consultation is from 15:30 to 16:30.

How can I make an appointment?

Visit the Plexus Student Centre.

To make an appointment: 071 527 80 25.

Walk-in consultation 15:50 - 16:30, daily.

It is also possible to address a short question to the counsellor by e-mail: decanen@sea.leidenuniv.nl

Workshops

A series of workshops is offered for international students. The workshops provide tips on orienting to the new culture, effective studying at Leiden University and social aspects of studying abroad. They also provide the opportunity to discuss and share ideas on topics that are especially relevant to international students.

<http://www.students.leiden.edu/your-study/guidance/workshops/>

Fenestra Disability Centre

Plexus Student Centre
Kaiserstraat 25
P.O. Box 9500,
2300 RA Leiden

071 527 80 25/26

fenestra@sea.leidenuniv.nl

Monday, Wednesday,
Thursday:
15:30 - 16:30 hrs

Make an appointment via
e-mail or phone.

Student Ombudsperson (complaints)

The University Ombudsperson is an independent, neutral third party who assists students at Leiden University in resolving complaints and grievances through counselling and mediation. Any student at Leiden University can request the help of the Ombudsperson to investigate his or her complaint. An appointment with the Ombudsperson can be made by phone: 071 527 80 26.

Students with disabilities

Students with disabilities ranging from physical impairments to hearing or visual disabilities, or any other functional impairments which can delay study progress, can use a number of extra facilities. Leiden University policy aims at clearing as many obstacles as possible, to enable students to study to the best of their abilities.

Counsellors are available at the Fenestra Disability Centre for questions or problems concerning studying with a disability.

Student Career Service

The Student Career Service supports (international) students and alumni of Leiden University in exploring and making effective career choices. The career advisers can help students to develop self-awareness, discover different job opportunities and, of course, advise on taking action. Please note that the Student Career Service is not a placement service or a job agency. For more information, please check: www.leiden.edu/studentcareerservice

Study associations

Study associations are connected to a Faculty/Department and membership is usually restricted to students from a specific programme. Although social activities are organised, the study

associations focus primarily on study-related activities.

Student associations

Leiden houses many student associations which vary from fraternities to sport associations and music associations. In this booklet a selection is made of all the student associations active in Leiden.

International associations

International Student Network (ISN) welcomes you to Leiden. We're happy to have you here! What we want is to make your stay in Leiden an unforgettable experience in your life. It might sound too ambitious, but we'll try. Our activities include fun events and parties, a mentor programme and offering support to international students. You can meet us at our office at the ISN Common Room, right next to Plexus. Don't be afraid to knock. If we are not there, for sure you can find us every Wednesday evening at the international nights at Einstein, the bar opposite the Town Hall. To keep in touch, the best thing to do is like the Facebook page at www.facebook.com/isnleiden, for more information about being an international in Leiden.

Leiden United

Leiden United is a new and unique programme directed at all international students in Leiden. At the beginning of every semester, it creates groups of both international and Dutch students and organises dinners at all the major Leiden fraternities. This way, even international students get the opportunity to enter the fraternities which they generally only see from the outside. Besides organising dinners, Leiden United occasionally arranges parties, trips to the Heineken brewery





“The Leiden United programme allows international students to buddy up with home students and then form dinner groups. With the prospective combination of a smashing collection of human beings plus food provided by every student association under the Leiden sun I considered myself sold on the concept! I committed myself to a series of dinners where the bubble of international exchange is finally punctured as it clatters fork and spoon first with that of your average Leiden home student. Gorge yourself not only on good food but also on welcoming hospitality, warm hearts, and stand-up conversation!

**James Gudgeon,
Psychology, 23,
Great Britain**

in Amsterdam and the Efteling theme park to name just a few. Participation in the programme is completely voluntary and with the possibility to join twice a year, Leiden United is a great and easy way to learn more of the Leiden student life! More info can be found on www.facebook.com/LeidenUnited, www.leiden-united.com or by sending an email to info@leiden-united.nl

AEGEE

AEGEE-Leiden is the European Students' Association of Leiden. As a member of the AEGEE-Europe network, covering 200 cities in 40 countries, uniting 13,000 students, AEGEE is one of the biggest student associations in Europe. AEGEE focuses on cultural exchange, active citizenship, peace and stability and higher education. As a member of AEGEE-Leiden, (which you can become for only €37,50 a year!), you are a member of the entire European network. This means that you can apply for all activities that are organized by any AEGEE-local in Europe, of which the Summer Universities probably are the best example. For more information, please check: www.aegEE-leiden.nl

DUNSA/SIB Leiden

The Dutch United Nations Student Association (also known as SIB Leiden or DUNSA) is an organization that focuses on international relations. We organize trips to international organizations, lectures and panel discussions. We have three trips every year. We have a trip to Brussels, one within Europe and a big trip to an interesting destination outside Europe. For example in previous years we visited China, Israel/Palestine and Bratislava. Many of our activities are in English and international students pay half the annual membership, €17.50. For more information, please check: www.sibleiden.nl

General associations

L.V.V.S Augustinus

Augustinus is currently Leiden's largest student association with more than 1600 members. Augustinus was founded on 3 May 1893, and was initially a Roman Catholic student association. Nowadays, Augustinus has a wide diversity of people and activities, and has developed into a place where members can find what they are looking for from a student association. Mondays and Wednesdays are drink days and on Fridays there is the opportunity to dance on the disco floor. In addition, members are allowed to introduce non-members to come and enjoy the various activities. For international students, Augustinus has a special Erasmus regulation. For more information, please check: www.lvvsaugustinus.nl

Catena

Founded in 1952, V.S.L. Catena has for the past five years been one of the five largest student associations in Leiden and has developed and maintained a unique personality throughout its existence. Membership of Catena is open to all students for only €6 per month. Members are also allowed into seven national student associations that Catena is linked to. For more information please check www.vslcatena.nl

Minerva

Minerva is the oldest student association in the Netherlands, founded in 1814, and we are still going strong today. Famous members have included Her Royal Princess Queen Beatrix, His Royal Highness King Willem-Alexander of the Netherlands and NATO Secretary General Jaap de Hoop-Scheffer, to name but a few. For more information, please check: www.lsvminerva.nl



Quintus

Quintus is one of the biggest student unions in Leiden. It was founded in 1979, which made it the fifth student union in Leiden back then, which is why it's called Quintus. As an international student, your membership will be divided into quarters of a year; your contribution is €25 for each quarter and your maximum stay is one year. Your membership will allow you to join drinks nights, parties and a lot of union activities. You can access the building like any regular member, on Tuesdays there are drink nights especially for international students and, in consultation with the management, you can join a few committees. We organise an introduction day for international students four times a year. For more information, please check:

www.alsvquintus.nl

SSR

SSR offers international students the opportunity to explore Dutch student life in a relaxed atmosphere. SSR organises a wide variety of activities throughout the year, ranging from our movie night, cultural activities or our gala. Membership of SSR costs €25 for 3 months. For more information, please check: www.ssr-leiden.nl

Sports associations

Asopos

Asopos de Vliet is one of two student rowing clubs in Leiden. In the 45 years of our existence we have sent teams to national, European and world championships. Students can row, cox and coach at every level in crews which train from once a week to every day. Several of our rowers and coaches are or have been rowing at international level. For more information, please check: www.asopos.nl

K.S.R.V. 'Njord'

Njord is a rowing association. 'Njord' was founded in 1874 by a few members of the 'Leidsche Studenten Corps', nowadays better known as student club 'Minerva'. Njord was the first student sailing club in the Netherlands, and has since been followed by many others. Since 1874, we have won many (inter)national regattas, including Olympic triumphs up to 1996 (bronze W2x). Every Tuesday you can come and eat dinner at Njord. Students can try rowing on 'Het Galgewater' (also called the Old Rhine). For more information, please check: www.njord.nl

E.L.S.Z.W.V. Aquamania

Aquamania is one of the leading swimming clubs for students in the Netherlands. We combine the best of sports (water polo and speed swimming in our case) with the activities of every other student society. Aquamania offers the possibility to practice your skills four times a week. It doesn't matter if you're a beginner or a pro, there's room for everyone! The cost of a whole year's membership is €55; in spring there's a reduced rate. A year sports card from the Leiden University Sports Centre is mandatory. For more information, please check: www.aquamanialeiden.nl

De Blauwe Schuit

De Blauwe Schuit is the student sailing association of Leiden. Our association is for people who know how to sail, but also for people who want to learn how to sail. Besides lots of sailing activities we also have a weekly borrel and regular other activities like parties or film evenings. Being a member costs €87 per year. If you are interested please contact bestuur@blauweschuit.com.





Music associations

Collegium Musicum

In this association, student choir and orchestra Collegium Musicum, you can practise classical music during your stay in Leiden. The orchestra takes in only experienced musicians, but the choir does not require any experience at all. So if you would like to try singing, or you've left your instrument at home, you can still join our wonderful association. We perform a separate programme each semester. You can be a member for just one semester, which is as much appreciated as membership for a longer period. For more information, please check:

www.collegiummusicum.nl

Sempre Crescendo

Founded in 1831 'Sempre Crescendo' is the Netherlands' oldest student orchestra and choir. Our weekly rehearsals take place on Thursdays from 20:00 to 22:00 at Breestraat 50 (Sociëteit 'Minerva'). Following the rehearsal is the highlight of our week! Seeped in a long tradition and a rich history you will find our 'wine-evening' to be very welcoming. With live jazz piano and enthusiastic sing-alongs in the background our members meet each other for drinks in the candlelit 'salon'. Sempre consists of a symphony orchestra, a choir and a madrigal choir, which are led by professional conductors. Additionally we offer a 'grand piano membership' which gives students full access to our concert grand piano. In the last couple of years we have welcomed international members from Canada to Poland, from France to South Korea. Please visit our website at www.sempresite.nl

The Leiden English Choir

The Leiden English Choir is a high-quality and sociable amateur choir made up of singers of all

ages. The choir currently consists of approximately 40 members, with a shared love of singing and an interest in English-speaking countries. Students or visitors from abroad often join us for a semester or two, so then we rehearse in English. The choir performs two concerts per year: the Christmas carol concert and the spring/early summer concert. Each program is self-contained, so it's possible to join for just one project. Want to join us? visit our website: www.lec.nl

Cultural associations

LSSV Het Duivelsei

LSSV Het Duivelsei is for students who like playing games. We play board games, card games, RPG's, console games and more! We know it can be hard to find people to play games with in a new environment, but we can provide that opportunity for you.

Membership fee is only 30 euro's per year, and our only requirement is that you are a student. To become a member or for more information, send an mail to bestuur@duivelsei.nl or visit on one of our game nights. For more information you can also check our website at www.duivelsei.nl

Religious student associations

Ekklesia (AFos: Activities for Foreign Students Committee)

Ekklesia's AFos Committee organises cultural city trips throughout the year for international students interested in getting to know the Netherlands better. Once a month we also organise an evening meal (always on Saturday) for international and Dutch students. You are warmly invited to share a meal with us and fellow students. For more information, please visit www.ekkesialeiden.nl





Contrast

The four Christian student fraternities CSFR Panoplia, Ichthus, Navigators and Gomarus organise activities for international students by means of Contrast. Contrast organises Cultural Evenings on Fridays, about once a month. On these evenings you can meet Dutch students and other international students, have dinner with them and learn about each other's cultures. Furthermore, if you are interested in Christian faith, you can join the Discovery Group, in which Dutch students take you along into the Bible. You can send an email to contrast.leiden@gmail.com. Contrast is related to the International Fellowship of Evangelical Students: www.ifes-bis.nl

Ichthus

Ichthus is a Christian Students' Union that has been part of Leiden's student life for the past forty years. What do we offer? In addition to the events that Contrast (a group formed by the four Christian students' unions) organises for international students, we have the following activities: Twice every three weeks we have a meal (the refectory) on the Wednesday evening, 18:00 - 20:00. Furthermore, once every three weeks we have an Open Evening when we have, for example, a Praise-and-Prayer, a lecture on an interesting religious, political or social topic, a party, or a debate. For more information, please check www.ichthusleiden.nl

SABR

SABR is the Islamic students' association in Leiden. SABR stands for Students Active for the Benefit of Religion. SABR is unique because of its diversity and its Islamic roots. sabr.plexus.leidenuniv.nl

Plexus Student Centre

The aim of the Plexus Student Centre is to bring together as many student facilities as possible, all under one roof. A random selection of the facilities on offer includes: four study rooms, a computer room, a conference/presentation room, the information desk for student affairs, the study info-centre, a fitness centre, and office facilities for a large number of student organisations. The motto of the student centre is “for and by students”, which means that as many posts as possible are filled by students. Plexus also deals with the administrative matters after registration (see also page 22). The centre is open seven days a week from early morning to late evening.

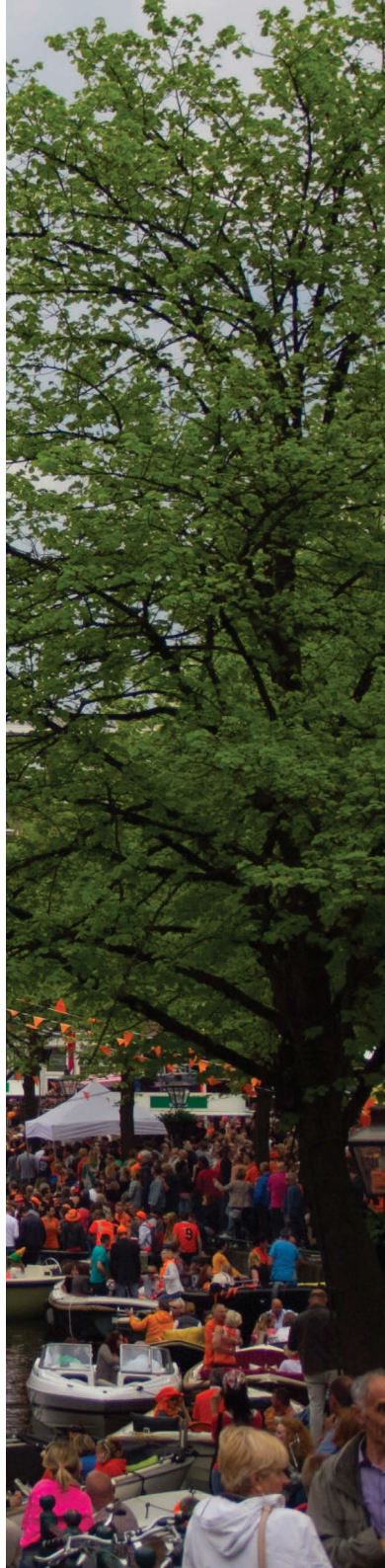
The Visitors' Centre

The Visitor Centre is one of the first contact points for all visitors to Leiden University. The Visitor Centre is located opposite the central train station in Leiden and is a centre for information about the University and the city for all Leiden University visitors. In August/September and January/February, the Visitor Centre welcomes many of the international students who arrive in Leiden. The staff helps students to find their way around Leiden and are able to provide visitors with practical advice and assistance.

IT & Computers

Computer rooms

Computer facilities are available at the faculties, the University Library and Plexus. The opening hours of these rooms vary. At most faculties, the computer rooms are available from Monday to Friday and in the evenings. At the Plexus Student Centre, the University Library and some faculties, it is also possible to use the computer facilities during the weekends.



Visitors' Centre

Stationsweg 41
(opposite Central Train
Station)

Mon to Fri 08:00 -18:00

Sat 10:00 -16:00

Sun 11:00- 15:00

071 516 60 00

info@vcleiden.nl

www.visitors.leidenuniv.nl

Computers

The computers are equipped with standard Microsoft Office with Word, PowerPoint, Excel, Access and FrontPage. In general, supporting software such as Acrobat Reader and Windows Media Player is also available. Not all the computers are provided with a CD Rom drive, but most of them have USB ports.

Laptops and wireless internet

Students can bring their own laptop to most computer rooms. Laptops can be connected to the University network and the internet at most faculties and Plexus. Wireless internet is also available at Plexus and all faculties.

ULCN Services

Leiden University has its own community network, called: ULCN (University Leiden Community Network). Students have access to this network with their U-account. The U-account consists of a user name and a password. The U-account is given to students once they have pre-registered at the University. The U-account gives access to the computers at the different faculties, Plexus and the University Library. Also, it provides access to all the IT-related services offered by ULCN. Not only is it possible to access the ULCN network via the computer facilities provided by the University, it is also possible to log in at home, at internet cafés, etc.

U-mail

The U-account is accompanied by a personal U-mailbox. This mailbox, with a storage capacity of 50 MB, can be used as a personal mail address. It provides the same services as commercial standard e-mail providers. It is also used by the University to send students studyrelated information.

U-SIS

U-SIS gives students access to their examination results. U-SIS can also be used to register or cancel registration, for exams including papers, courses and work groups. <http://www.students.leiden.edu/student-life/studyfacilities/usis/>

Blackboard

Blackboard is a digital learning environment which facilitates communication between lecturers and students. Students can enroll in courses, take part in a discussion forum, and plan courses using the task manager and the calendar available. Lecturers place important course announcements on Blackboard. Online access to course materials placed by the lecturers is obtained via Blackboard. <http://blackboard.leidenuniv.nl>

Catalogue

Catalogue contains an overview of and gives access to the bibliographic databases, full-text sources and electronic journals (e-journals) owned by the University. For more information about ULCN, please check: www.ulcn.leidenuniv.nl

Printing and photocopies

As of January 2015, students are only able to print and to photocopy using the LU-Card. Before being able to use your LU Card to print or photocopy, you must have a balance on your LU Card. There are three ways to top up your balance:

1. Via a PinPoint

At a PinPoint, you can top up your LU card using a debit or credit card (Visa, Eurocard, MasterCard, Diners & Discover, UnionPay and JCB). PinPoints are available at the KOG, Lipsius, Pieter de la Court, Van Steenis, UB, Plexus, Gorlaeus,

Copy shops

Copy Print Shop FSW
(Social Sciences)
Wassenaarseweg 52
(Ground floor)

Copy Print Shop Lipsius
(Humanities)
Cleveringaplaats 1
(Ground floor)

Copy Print Shop KOG
(Law)
Steenshuur 25
(Ground floor)

The Printer Copy Service
Hogewoerd 4b

Lifo
Nieuwe Rijn 22

University Printer Services
Wassenaarseweg 62



Our library looks like Hogwarts! Don't forget to bring your LU card or you will be restricted to the café area. The Library is a really great place for studying, group discussions, last-minute exam cramming, thesis writing and hanging out with friends.

Zoe Liew,
International
Relations, 23,
Malaysia

University Sports Centre

Einsteinweg 6, Leiden
Phone: 071 527 46 10
sportcentrum@usc.leidenuniv.nl

www.services-facilities.leiden.edu/sport

Schouwburgstraat and Anna van Buerenplein.

2. Online

Go to the Webprint website and log in with your ULCN account. Here, you can top up your LU card using iDeal or a credit card.

3. Mobile

Log in with your ULCN-account in the mobile website/app.

You can still print and photocopy even if you don't have a LU card or have forgotten your LU card. You can log in manually at PinPoint terminals and TouchID poles. Touch the screen and enter your ULCN-account name and password. You can also visit one of the many copy shops in Leiden, where facilities such as faxing, scanning and binding are offered.

Libraries

The main University Library is located at the Witte Singel in the Faculty of Humanities area. A number of specialist and faculty libraries are spread throughout the city. The main library has general and specialist reading rooms. Some tips for using the libraries:

1. Your student ID card (LU Card) allows you to check out books from Leiden University Libraries.
2. You can access the Digital Library at digital library. leidenuniv.nl, which includes more than 400 databases, 16.000 e-journals, 2.000 international newspapers, via internet with your U-account from anywhere in the world, including from your own home.
3. You can request or reserve books through the

catalogue (catalogus.leidenniv.nl) before you visit the University Library.

4. Within the libraries you can make use of one of the many computers with an internet connection.

5. In most libraries you can access the internet through the wireless services with your laptop or smartphone.

6. During exam periods the main University Library is open till midnight.

7. In the libraries you will find work spaces, study areas, individual study rooms, reference and reserve collections and much more.

8. Do you have a question about our library services? Do you need help finding scholarly information? Ask a librarian! This can be done online or the helpful librarians in every library!

University Main Library

Witte Singel 27, Leiden

Opening hours: Mon to Fri: 08:30 - 24:00,

Sat: 09:30 - 17:00 Sun: 13:00 - 22:00

Opening hours desk:

Mon to Fri: 08:30 - 19:00

Opening hours Special Collections Reading Room:

Mon to Fri: 09:00 - 17:30

Reception desk: 071 527 28 01

Information Services: 071 527 28 14

helpdesk@library.leidenuniv.nl

www.library.leiden.edu





In the university sports centre you can choose between more than 60 sports to do. Whether you like individual or group sports, I am sure you can find something to your taste (girls, you should try hoop dancing or pole fitness ;)

Erzsebet Szabo,
Psychology, 25,
Hungary

LAK

Cleveringaplaats 1
(Lipsius, Faculty of Arts,
Building 1175)
info@laktheater.nl
www.laktheater.nl (in
Dutch)

Canteens

A canteen or coffee corner with vending machines is available in most faculty buildings. Many machines accept only cash or contactless payment. If your card has the following icon on the back, it is suitable for contactless payment:)))

Sports facilities

Leiden University Sports Centre

The Leiden University Sports Centre offers students the opportunity to choose from over 60 sports, ranging from yoga and aerobics to rugby and rowing. For detailed information contact the Leiden University Sports Centre.

Plex-fit

The Plexus Student Centre also has a fitness centre. More information can be found on:

www.plexus.leidenuniv.nl

Student sports clubs

Independently from the Sports Centre, Leiden University students are also actively involved in specific sports. They have established sports clubs which are only open to students. They often work together with and use the training facilities of the University Sports Centre. An overview of the sports clubs can be found on the website. See also page 17.

The Leiden Academic Arts Centre (LAK)

The Leiden Academic Arts Centre (LAK) organises courses, workshops and weekends during which participants can learn or improve their skills in areas such as acting, sculpting, painting, photography, music and dancing. These courses are offered at a low cost. For students, even lower rates apply. Courses generally start in February and September and last at least 10 weeks.

Academic Language Centre

The Academic Language Centre is part of the Leiden University Faculty of Arts. This Centre offers various language courses and facilities for self-tuition in practical language education. The Language Centre also offers courses in Dutch as a Second Language for international students (including prospective students), members of staff and the general public. For further information see: www.languagecentre.leidenuniv.nl

Administrative matters after registration

For administrative matters after registration at Leiden University, please visit the Plexus Student Centre (see page 20).

Chapter 4 Financial Matters in Leiden

GWK

Leiden Central Station
Opening hours:
Mon - Fri: 07:00 - 20:00
Sat: 09:00 - 17:00
Sun: 10:00 - 17:00

Leiden University Fund

Rapenburg 61
2311 GJ Leiden
071 513 05 03
info@luf.leidenuniv.nl
www.luf.nl

Discounts

NS Off-peak Discount Pass (“Dal Voordeel abonnement”). With the off-peak rail card you are entitled to 40% discount when travelling by train during off-peak times and weekends. You are also allowed to take max. three other accompanied travelers with you for the same reduced price. Enquire at the information desk at Leiden Central Station or view the ticket and pass types on the website of the Dutch railway company www.ns.nl/en for more information.

Museum season ticket

An annual museum card gives free entrance to more than 400 museums in the Netherlands. You can buy this discount card at any of the Museums. You can find further information at the museums or check: www.museumkaart.nl (in Dutch).

Leiden University Fund membership - discount card

Leiden University students can become student members for a year at a minimal cost of € 5,- per year. Besides supporting a good cause (you can choose from several options), membership gives you a discount at many shops in Leiden. More information is available on their website. www.luf.nl

International Student Identity Card (ISIC)

The ISIC card gives you discount on transport and at museums, shops, hotels and bars all over the world. The card costs €15 and can be obtained at the JOHO Company (Stationsweg 2d) in Leiden. More information can also be found

on the ISIC website www.isic.org.

CJP / Euro < 30 youth card

‘CJP’ is the Dutch Euro<30 card organization that offers everyone under 30 great discounts at more than 1.500 locations in the Netherlands. You can obtain discounts on CD’s, at museums, cinemas, theatres or any other place that carries the EURO< 30-logo. The card costs €15. For more information, check: www.cjp.nl or www.euro26.org.

International banking

Banking

Depending on how long you intend to stay in the Netherlands, it may be useful, indeed, necessary to open a bank account. (Please also check chapter 1). Banks in Leiden are: ABN AMRO, ING Bank, Fortis Bank, Rabobank. Most of the major banks are open on Monday from 14:00 - 17:00 and Tuesday to Friday from 10:00 - 17:00. Most banks are closed during the weekend.

ATM

You can find ATMs from all banks in Leiden scattered around the city. Most of them are available near the station or in the Breestraat. You can make unlimited use of your own bank ATM, but bear in mind that you can only use another banks ATM once every 24 hours. Most banks exchange foreign currency. The GWK exchange agency (Grenswisselkantoren) exchanges most currencies. The Leiden branch of the GWK exchange is located in Leiden Central Train Station.





Having a part-time job is a good way to earn money while you're in the Netherlands, but take into account that it is quite difficult to get the necessary papers. After a looong search I finally found a job that suited me through some friends, and now I can even apply for financial help from the government as a working student.

**Agge liki Choufta,
Psychology, 22,
Greece**

Methods of payment

Credit cards

All major credit cards are recognised and accepted in the Netherlands. The most commonly used are Visa and Eurocard/Mastercard, with American Express at the somewhat more up-market places. Although the use of credit cards is not as widespread as in other countries, in general they can be used in hotels, department stores, restaurants, gift shops, petrol stations, car rental agencies, etc. They cannot be used in supermarkets. Although credit cards are widely used, not all shops and restaurants will accept them. So be sure to inquire first (if you do not see your credit card logo in the window or near the counter). In case of stolen or lost cards, the following 24-hour numbers are useful:

- Visa 0800 022 31 10 / 020 6600 611
- American Express 020 504 86 66
- Eurocard and MasterCard 030 283 55 55

It is advisable to immediately contact the emergency Global Customer Assistance Service number in your home country.

Bank cards (debit cards)

Almost all shops accept payment with (Dutch) bank cards (pinpas). It is wise to inquire first when paying in smaller shops.

Cash

Dutch shops will only accept Euro. In general, payments in cash are rounded up or down to the nearest 5 cents.

Contactless Payment

Contactless payment cards are debit, credit, charge or pre-paid cards which can be used to make quick, easy and secure payments for everyday purchases of 25 euro and under, with a maximum of 50 euro

per day. There's no need for a PIN or a signature, just touch your card on a contactless card reader. If you've got a contactless payment card but haven't used it yet, you might need to make a chip and PIN payment elsewhere before using it for contactless payments (including for travel). Most University vending machines accept contactless payment and cash.

Cards from the following banks are likely to be suitable for contactless payment: ING, ABN Amro and SNS. Check for the following symbol on the back of your card:)))

Getting a part-time job

There are possibilities for taking a part-time job and earning some money while studying. In addition to the financial benefits, a job can also offer other advantages: it can provide work experience, bring you into contact with Dutch (and other) people, make it easier to learn the language and help you develop a network. However, a part-time job is not meant to cover your study costs, and it may affect your academic performance. In this respect, it is important to note that all international students participating in an (under)graduate degree programme, are expected to complete the programme within a defined timeframe. It is difficult to extend. Students who have a part-time job are required to have Dutch basic health insurance. For more information, contact the international student adviser.



Chapter 5

Facilities and services in the city of Leiden

Medical assistance - GPs

The Dutch general practitioner (GP) or family doctor is called a 'huisarts'. He or she is your main link to any specialist or hospital. Only in emergency situations is it possible to go to a hospital directly without being referred by a GP.

You are advised to choose a GP practising in your neighbourhood, but not all doctors are able to accept new patients. The first thing to do is to register at a GP's surgery. If you need to visit a GP/ Family Doctor, in most cases you need to make an appointment before you visit them. It depends on the matter of urgency whether you will get an appointment the same day.

GP Emergency post after office hours

After office hours and during weekends, there is a special GP emergency post: 'Huisartsenpost' which you can phone: 0900 513 80 39. It is located at the LUMC (Leiden University Medical Center), Albinusdreef 2, Leiden.

Please note that this is for emergency cases only and is more expensive than a regular visit to a GP during the weekly consulting hours. Also, your health insurance will only reimburse you if it was indeed an emergency.

GPs familiar with international students

- Health Centre Leidse Hout

The location is 10 minutes walking distance from the railway station. The two General Practitioners are Mr H. Boender and Mrs A.M. van den Braken. They work together with a team of psychologists

and physiotherapists. Furthermore, patients have easy access to the facilities of the Diaconessen hospital, including the X-ray department and laboratory. Foreign patients are welcome, and all staff can communicate in English. Appointments for consultation can be made at the reception. Besides the normal services that both doctors offer, Dr Boender is also specialised in sexual health.

Other GPs in Leiden experienced in dealing with international students:

Dr Boels (male) and Dr Berkel (female)
Oosterkerkstraat 1
071 516 25 35

Dr van Schie (female)
Rijnsburgerweg 96
071 517 71 00

Dr Bögel (male)
(speaks French, Portuguese and German)
Dahliastraat 26
071 512 44 03

Dr Lindenhovius (female)
Arubapad 52
071 522 28 22

Emergency Service/Hospitals

For accidents and medical emergencies requiring immediate attention, you can go to one of the following hospitals. However, unless impossible, you should call your GP first, who will refer you to the hospital, if necessary.

Health Centre Leidse Hout

De Schans
Houtlaan 55
2334 CK Leiden
Contact in English: 071 51
377 50

www.gezondheidcentrum-leidsehout.nl

Appointments and medication:
Mr. H. Boender: 071 512
0266
Mrs. A.M. van den Braken:
071 528 34 40

GP in The Hague

International Health Centre

Prins Willemstraat 41
070 306 51 00



“When I crashed my bike and hurt my chest I was recommended to see a GP on the same day which cost around 30€. Then, on the GP's referral, I could go to the ER and they were able to help me without any extra cost. This way they make sure only real emergency cases go to the ER and the system doesn't collapse.

**Clara Sant
Martínez, 22,
Spain, Biology**

- LUMC (Leiden University Medical Center)
Open 24 hrs a day, including weekends.
- Diaconessenhuis (Open weekdays from 08:00 - 17:00, excluding holidays).
- Rijnland Ziekenhuis (Open 24 hrs a day, including weekends).

Pharmacies (apotheek)

If necessary, the GP will give you a prescription. Prescriptions should be taken to the nearest pharmacy.

- Centraal Apotheek (Mon-Fri: 08:00-17:30, Sat: 10:00-16:00)
- The “night pharmacy” serving the Leiden area is ‘De Nachtwacht’. (Weekdays from 18:00 - 08:00 and in the weekends from 18:00 - 10:00).

Chemists (Drogisterij)

Chemists sell ‘over the counter’ non-prescription medicines, such as aspirin, cough medicine and toiletries.

Dentists (Tandarts)

In general, the Dutch have a dental check up twice a year. This is not compulsory for international students, but is recommended. If you should require dental care, call any dentist and you will be referred to the dentist on duty for that day. As a rule, you will be asked to pay cash, so make sure you come prepared. If your insurance covers dental costs, ask the dentist for a receipt to enable you to claim a refund from your insurance company.

GGD (Area Health Authority)

Vaccinations necessary for people planning to go to the tropics can be obtained at the GGD. Foreigners who come to the Netherlands do not usually have to be vaccinated at the GGD. However, people from

certain nationalities are required to be tested for tuberculosis upon arrival.

For more info, see page 8.

- GGD Hollands Midden

Opening Hours: 08:30 - 17:00 (weekdays)

Special health care numbers

(Health: emotional, psychological & sexual)

- Crisis Service

(in case of special or emotional need)

0900 204 20 40

- Help for Victims of Crime

(Bureau Slachtofferhulp)

Langegracht 11, Leiden

071 525 87 97

- Drugs info line (www.drugsinfo.nl)

0900 1995

- Social helpdesk (morning-after pill, sexually transmitted diseases, second opinion)

071 514 63 92

- Birth control enquiries

Medical centre for birth control- CASA

Lammenschansweg 15, Leiden (3rd floor)

Open: 08:30 - 16:30 Mon, Tue, Thur, Fri

Wed/Weekend: closed

088 888 44 44 info@casa.nl

- Advice and information on homosexuality

COC - Langegracht 65

Monday to Friday from 17:00 - 21:00

071 522 06 40 info@cocleiden.nl

For more information, see:

www.leiden.edu

and

<http://www.students.leiden.edu/student-life/medical-services/who.html>



Culture Shock

Living in another country is an exciting experience. New worlds are discovered, horizons broadened, challenges met. As well as being exciting, an intercultural experience can at times be disorienting and stressful, with most people experiencing some degree of culture shock during their stay abroad.

What is culture shock?

Culture shock can be described as a reaction that occurs when a person steps out of a familiar culture and begins to make his or her way in a new culture. It is important to realise that culture shock is a normal response to a sudden change, and that it passes as you adjust to the new culture. The way people react to a cultural transition varies from person to person, while some may be only mildly affected, for others the reaction may be much more intense.

Why does culture shock occur?

After the first wave of excitement, navigating an unfamiliar culture on a daily basis with its different values, attitudes, expectations and ways of communicating can be overwhelming. Adjusting to the climate, food and physical conditions can take time. Strategies you used previously to deal with challenges may be less effective. With all these uncertainties and challenges and without family and friends to provide their familiar support, it is usual in the new environment to feel tired and confused and to experience a drop in self-confidence.

What are the symptoms of culture shock?

The symptoms can range from mild uneasiness and uncertainty to more persistent anxiety, homesickness and unhappiness. Other symptoms are: tiredness, headache, irritability, digestive problems, insomnia and depression.

What can I do to minimize the effects of culture shock?

Be prepared: Knowing that culture shock exists and that it will probably affect you will make it easier to accept. (Reverse culture shock is likely to occur when you return home.)

Adjust your expectations: Realise that many things will be done differently here. Examine your assumptions about how they should be done, and be willing to adjust your expectations and behaviour.

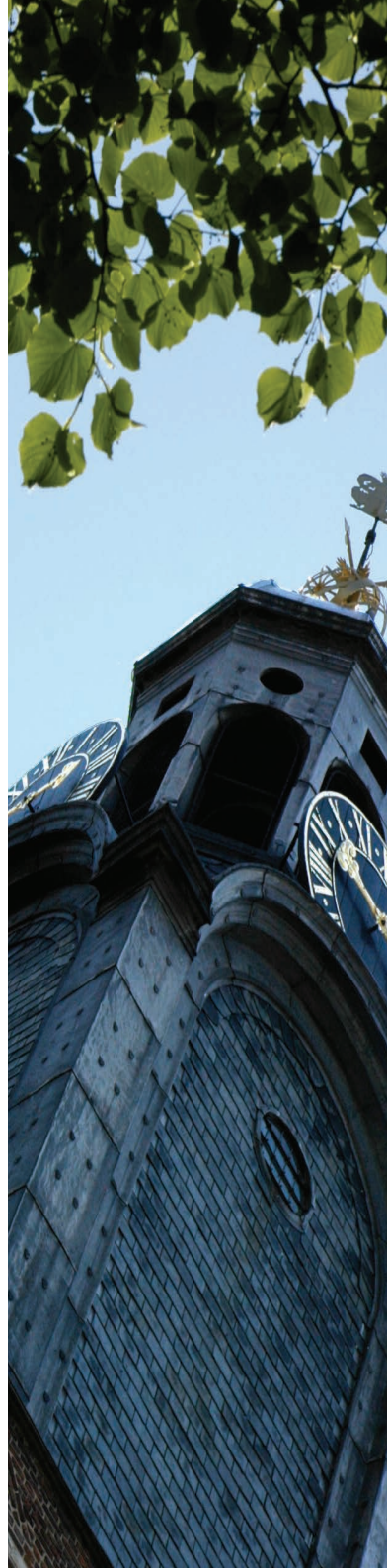
Develop social networks: It is important to have people around you with whom you can share experiences, laugh and give mutual support.

Keep active and stay positive: Keep physically active; take the opportunity to discover the Netherlands and try out new things. This will help keep you positive and confident, benefiting your study as well.

Keep in touch with home: Regular contact with family and friends at home can help you adjust to the unfamiliar environment. However, excessive contact with home can hinder the adjustment process.

Give yourself time to adjust: It can take some time to get used to the new environment and to develop a routine that suits you. You may also need time to get used to the study approach at Leiden University.

Seek help if necessary: If you find that your symptoms are persisting or interfering too much with your daily life, it can help to talk to someone about your situation. The student counselling service has trained counsellors who can help you.





When you think about The Netherlands what first jumps to your mind are probably tulips and Gouda cheese. But this country has far more to offer than this. It's rich with well-groomed ancient buildings, street level canals, flower markets, contemporary art museums, international gastronomy, music festivals and relaxing parks. Take the train to visit some amazing cities. Apart from the over-popular Amsterdam, namely coffee shops and the red light district, Rotterdam, Eindhoven, Utrecht, Maastricht and Texel offer you the original Dutch atmosphere. In the Netherlands it's impossible to get bored!

India Flora Mazzei, Italy, International Relations, 22

Religion

The two largest religious communities in the Netherlands are Protestants and Catholics. Third on this list is the Muslim community. This is especially true in the bigger cities. A wide range of different religious centres (churches, mosques, a synagogue, and temples) can be found in Leiden and its direct surroundings.

Religious services in Leiden

- International Church Leiden (English)

Sundays at 11:00

- Baptist Church (Protestant)

Sundays at 10:00

- Gospel-Lutheran (Protestant)

Sunday at 10:15

- Dutch Reformed (Protestant)

Sundays at 10:00 & 17:00

- Hartenburg Parish (Roman Catholic)

Sundays at 11:00

- Moroccan Mosque (Islamic)

- Turkish Mosque (Islamic)

- Synagogue (Jewish)

Getting around in Leiden, the Netherlands & going abroad

Going abroad with your residence permit/ short-stay visa

Please note that if you are not from one of the EU/ EER countries, and you have not yet received your residence permit card and intent to stay longer than 90 days in the Netherlands, you can leave the Netherlands, but you will NOT be able to re-enter. To re-enter the Netherlands you will need a residence permit or proof that your residence permit application is in progress. This proof is provided in the form of an official re-entry sticker in your passport.

Bikes

The Dutch word for bicycle is 'fiets', pronounced like 'feats'. Cycle paths run all over the country, through scenic areas and villages, as well as through towns and city centres. The cheapest place to buy a bike is at a second-hand bike shop. As theft is very common, don't forget to buy a good lock as well. ISN's website has a good page on bikes in Leiden: <http://www.isnleiden.com/content/bikes>

'Fiets fout = Fiets weg' or 'Bike wrong = Bike gone'

In areas around Leiden and especially the central station there is a restriction on where you are allowed to park your bike. A bike which is not properly parked or has been left for too long may be removed by the local authority. If you think your bike has been removed, then you may search for it on: <http://www.fffw-leiden.nl> follow its instruction on how to pick it up and pay the 26 euro fine.

Public transportation

Travelling by train in the Netherlands is considered safe, and trains usually arrive and depart on time. Trains in the Netherlands are also comfortable and clean, and most of the staff speak English.

International trains

There are good international train connections between the Netherlands and neighbouring countries such as Belgium, France and Germany. For more information about international train connections, check: www.ns.nl.

(City) Bus

For relatively short distances, the bus is an excellent way to get around. Most bus services run from 6:00 - 23:30. Check out www.9292.nl.



Tram and subway

The cities of The Hague, Amsterdam, Rotterdam, and Utrecht offer transportation by tram. Amsterdam and Rotterdam also have a subway system. Most tram and subway services start at 06:00 and run until approximately midnight.

Departure hours and arrival times

Departure hours and arrival times of the public transport are shown on the website www.9292.nl. Or call: 0900 9292 for travelling within the Netherlands, 0900 9296 for travelling internationally. For information about (international) train connections, you can also check: www.ns.nl.

Tickets (OV-chipkaart)

In public transport you have to make use of the so-called 'OV-chipkaart'. This smart card is the size of a bank card and contains a chip. The card can be loaded with credits in euros. At the start of your journey, you have to check in at gate by holding your OV-chipkaart up to the logo on the screen. At the end of your journey, you need to check out again at the gate. If, during your journey, you are unable to show a valid permit to travel, you will be charged a fine. There are three different kinds of OV-chipcards, so choose the one that best fits the way you travel:

1. Personal OV-chipcard

If you often travel by public transport, the personal OV-chipkaart is convenient. You can purchase when online as soon as you have a Dutch Bank account: <https://www.ov-chipkaart.nl/aanvragen/>

You can add several travel products at the same time as well as using passes and age discounts, such as the NS Off-peak Discount Pass:

This pass offers a 40% reduction on train fares to

the cardholder during off-peak hours and weekends, restrictions apply. You are also allowed to take max. three other accompanied travelers with you for the same reduced price. Since the reduction pass is a subscription service, it is important to cancel it before you leave the country. More information is available at the train station and on www.ns.nl/en.

2. Anonymous OV-chipcard

The anonymous card is not linked to an individual, it can be used by more than one person. can be bought for € 7.50 at the station from NS ticket machines

3. Single-use chipcards

The single-use chipcard is a paper ticket with that contains a chip inside. If you are not planning on travelling a great deal, the single-use chipcard is the best option. This paper chipcard can be purchased from an NS ticket machine. There is a € 1 supplement.

More information on the OV-chipkaart can be found at: www.ov-chipkaart.nl.





Public libraries

The public libraries in Leiden offer a variety of books, cds, videos and dvds in different languages, but you are not likely to find any text books there which are of use for your studies. Only members can take out books.

- Main Public Library (B+C)
Nieuwstraat 4, Leiden
071 516 16 27

Study books and English Literature

- The Mayflower Bookshop
Breestraat 73
071 513 84 97
www.themayflowerbookshop.nl
- Van Stockum
Breestraat 113
071 512 48 62
www.vanstockum.nl (website available in English)
- Jongbloed Juridica Bookstore
Breestraat 161
071 512 25 70
- www.studystore.nl

Launderettes

- McWash, Hogewoerd 111A
071 531 00 00
- Splash, Noordeinde 11
071 513 72 99
- Washqueen, Morsstraat 50
071 512 03 38

Water & electricity

Drinking water from the tap is safe in the Netherlands. The voltage in Holland is 220-230 volts. Internationals are advised to bring a power converter and an adapter for two prong, round prong, or three prong plugs with side earthing contacts.

Where to buy food

The cheapest places to buy ingredients are at the Wednesday and Saturday market located on either side of the Nieuwe Rijn. However, for more variety and convenience there are various supermarkets such as Aldi, Jumbo, Hoogvliet, Dirk, Lidl and Albert Heijn.

Housing agencies

You can register via the university website to receive free mail on available housing.

Registration fee: free if you show your LU card.

Commission: one month's rent

More addresses on finding housing yourself are available on the Leiden University site:

www.leiden.edu/studenthousing

Other housing agencies

For finding apartments in the private sector:

- Direct Wonen

www.directwonen.nl

Registration fee: € 35

Commission: one month's rent

- Kamerraad

www.kamerraad.nl

Registration fee € 27.50

Commission from € 50

- Living Today

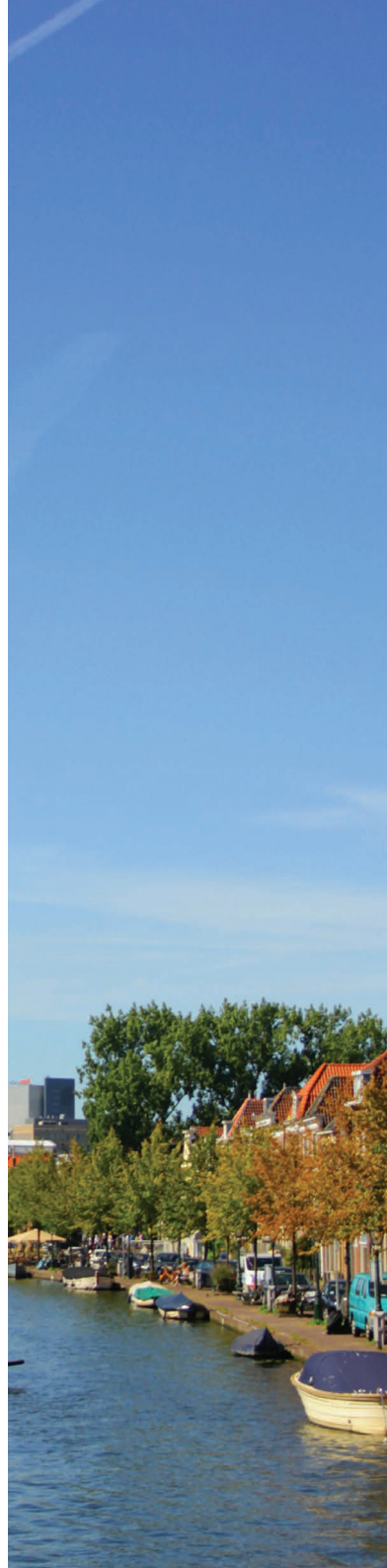
www.livingtoday.nl

- Roofs (Rooms for foreign students)

Kaiserstraat 25a-Plexus building

071 527 11 27

www.stichtingroofs.nl





“



On Living in an International Student House, The Hague

My experience at Leiden University has been greatly shaped by the experience of living among my fellow international students. As a group, we have been able to break down cultural boundaries and experience friendships in a way that hitherto was unprecedented for many of us at our home universities. My building teamed up to do everything from fancy dress parties to dinner nights with food from all over the world. While it may be tempting to stick with people of the same language or from the same country, I encourage you to extend a hand of friendship to people from all around the world. As you start your journey here, make sure to look for Facebook pages for your building and other groups that will encourage cohesion early on.

**Annie Curie, United States,
Political Science, 21**

Personal safety

Although Leiden is considered a very safe city, safer than the big cities such as Amsterdam or Rotterdam, it is always wise to use your common sense.

The main don'ts are:

- Don't give pickpockets a chance: be sure not to flash your money to anyone on the street and do not keep your passport, purse and mobile phone in your pocket or in an open bag;
- Don't leave valuable things such as bags unattended;
- Don't leave your bike unlocked: always secure your bike with at least 1, preferably 2 good quality locks; bicycles get stolen notoriously often. Most students go through their student days in Leiden without ever encountering any difficulties in terms of safety. However, there are always exceptions. It is therefore advisable, when going out and returning home, to do so in the company of others rather than alone.

Victim of a crime

Should you become the victim of a crime, always report this to the nearest police station. They will take your statement and provide you with information about what to do. They can also give you the address of an organisation called Victim Support (Slachtofferhulp), which is there to help victims of crime. When reporting stolen items to your insurance company, make sure to include the police report. It is also advisable to have a copy of important documents such as your passport, etc. handy.

Leiden Police Station
Langegracht 11
0900 8844





Testing of the air-raid alarm/siren

The air-raid alarm is tested every first Monday of the month at exact 12:00 midday throughout the whole of the Netherlands. During the testing you will hear a loud siren. This alarm is used when the public safety or health is in danger. If the alarm sounds outside this monthly testing, people are advised to go inside, close doors and windows and listen to the radio or television for further instructions from the (local) government.

Smoking ban

Dutch law has prohibited smoking in all catering industries in the Netherlands from July 2008. This means that all bars, restaurants, sports canteens and public buildings are now smoke-free zones. An exception is made, however, for coffee shops, where smoking still is permitted.



Practical advice & Counselling for International Students

Student Support Service

If you need information, advice or counselling regarding your studies or your personal situation, you can contact the Student Support Service at Plexus Student Centre.

- ▷ Practical advice & counselling
- ▷ Study and personal support
- ▷ Legal and financial counselling
- ▷ Tips on choosing a study programme & career services
- ▷ Fenestra Disability Centre

The student support service is here to help you succeed in your studies. You can contact the Student Support Service at PITStop. You can also come here for a walk-in consultation with the International Student Adviser, the International Student Counsellor, the Legal and Financial Counsellors, the staff of the Student Career Service or the Fenestra Disability Centre.

Address: PITStop, Student Centre Plexus, Kaiserstraat 25, Leiden (on the ground floor)

☎ 071 5278025 | ✉ Pitsstop@sea.leidenuniv.nl | 🌐 <http://students.leiden.edu/your-study/guidance>



**Universiteit
Leiden**
The Netherlands

Discover the world at Leiden University



Chapter 6

Dutch Customs

There is a great likelihood that you are reading this booklet shortly after your arrival in Leiden. Some of you have travelled a long way and some a little less far. However far you have come, the distance that you have travelled does not change the fact that you have arrived in the Netherlands, a new and strange country, which has different traditions and customs than those you are probably used to. In this chapter we would like to give you a little bit of inside information about Dutch customs and the way that Dutch people think and act. Hopefully this information will prepare you for the interactions you will have with Dutch people during your stay.

Interaction and personal social space

Holland has the highest population density in the world with as many as 452 inhabitants per km². This fact will give you some idea why Dutch people are so strict about their personal social space. The theory is that the Dutch compensate for their lack of physical space by making their personal space wider. This means that Dutch interaction is generally formal. To call somebody you don't know immediately by his or her first name is not considered polite behaviour. People will feel uncomfortable and invaded in their personal space. It is best to address people you do not know so well, as well as older people, using the polite form (in Dutch 'U' instead of 'je' or 'jij'). You can address most young people with "je". Knowing this and maintaining a little distance and formality in your encounter with a Dutchman can really go a long way. Remember the following: curiosity is good and tolerance for each other is high in Holland, as long as nobody pokes their nose into their neighbour's business without being asked to do so.

Visiting someone's home

In general Dutch people are known for their punctuality. If you want to visit Dutch people, it usually is best to call in advance. Probably this has to do with the fact that they may not have extra food to offer you when they weren't expecting company. Dutch students on the other hand are a different story. It's common to knock on someone's door and chat for a while. And even though (older) Dutch people are always on time, arriving late at a Dutch student's house isn't considered inappropriate.

Het Leids Kwartiertje ('The 15 minute rule')

An exception to the punctual behaviour of the Dutch, however, is the Leiden tradition of "Het Leids Kwartiertje". This practice means that lectures start 15 minutes later than announced. For example, if a lecture is announced at 11.00, it will actually start at 11.15. (Most faculties practice this rule, with the exception of the Science Faculty). There are many different explanations as to why this tradition is practiced in Leiden. The fact is, however, that from the start of the hour every student has enough time to drink some coffee, chat a little bit and get a pen and paper ready before the lecture starts.

<http://www.everyculture.com/Ma-Ni/The-Netherlands.html>

Dutch hospitality

If you are invited into a Dutch home, you will definitely be offered some coffee. 'Would you like some coffee?' (or just "Koffie?" in Dutch) might even be the first words a Dutchman will say to you after you have entered his house. The Dutch are well known for their great coffee consumption, but, of course,





you can politely refuse if you don't drink coffee at all. You are sure to be offered some tea instead. If you want to bring a small gift for the hostess, flowers, chocolate or wine are always welcome. As Holland is the largest flower exporter in the world, flowers are quite inexpensive and are widely available. Dutch people love flowers and you can give them on any occasion. During such celebrations as birthdays, the custom is that presents will be opened immediately as soon as they are received. Not to do so would be considered impolite. Also notice that in Holland you congratulate everyone who is related to the birthday boy or girl. This practice of congratulating all the people present at a birthday party on somebody else's birthday, is considered polite and as a side effect it offers you an easy way to break the ice with people you don't know in the room.

Typical Dutch festivities: King's day and the Relief of Leiden

The Dutch are well known for their cool and down-to-earth behaviour. There is a saying in Holland: 'Just behave normally, and you are already acting strangely enough' ("Doe maar normaal, dan doe je al gek genoeg.") Probably it is the Protestant sobriety that Dutch people have inherited that generally makes Dutch people modest and reserved. But, luckily there are some exceptions to this rule that you might experience during your stay in Leiden where you will see exuberant Dutch people on the streets. These occasions are on 27th April (King's day), and 3 October (the Relief of Leiden).

King's day – April 27th

On King's day (Koningsdag) people celebrate the birthday of the Dutch King, currently King Willem-Alexander. Although the founding principles around the festivity of King's day are quite formal, you would not think this if you experience this

festival on the streets. In almost every town or city in Holland, Dutch people celebrate this day often dressed in orange clothes (the colour of the Dutch royal family) drinking and eating on the streets and selling or buying secondhand goods at the flea markets. King's day is a national holiday, so everyone has the chance to celebrate this exciting event. By the way, the king is an alumnus of Leiden University, where he studied History at the Faculty of Humanities.



**Gillian Webb,
English Literature,
20, Canada**



King's Day is one of the best and craziest holidays in the Netherlands. It lives up to its title: a festival of oranjegekte or "orange madness", as it truly becomes a mad sea of orange. Although every town has a celebration, Amsterdam is the destination of most just for the sheer size of the party, which starts on the train ride in. There's a free concert in the famous Museumplein, as well as a few other popular squares, and the roads and canals are so filled with people and impromptu street parties that the whole city becomes a huge crazy festival of orange.

Live music is really the draw though, and there is a festival for every type of music lover. I went to a techno music festival at Strand West, a beach in Amsterdam. Unfortunately it wasn't free (free concerts are for the most part in the actual city) but whole crowd was orange and it was a great mix of artists, Dutch and international. All the concerts





in Amsterdam end at around eight or nine, so my friends and I walked downtown, but the streets were still packed.

Altogether, Koningsdag is a must see festival. I would recommend Amsterdam for the experience, but do take advantage of the shows and events that are put on and join in on the *oranjegekte* that is Koningsdag.

Information and ideas in this chapter are taken from The Holland Handbook for Expatriates. See for further information on Holland for foreigners Bert van Essen, Gerjan de Waard eds. The Holland Handbook, The Indispensable Reference Book for the Expatriate. (Den Haag) 42-44.

The Relief of Leiden - 3 October

Another exciting event which you should experience if you are here is the Relief of Leiden. This festivity which takes place annually during the night and day of 2 & 3 October goes back more than 400 years to the 80 years' war between Holland and Spain. The city of Leiden was besieged by Spanish troops who wanted to take over the city. The people of Leiden however, held their ground and received help from the 'watergeuzen', who fought against Philip II the ruler of Spain. Their tactic of flooding all the land around Leiden eventually forced the Spanish to flee on 3 October 1574.

The entrance from the 'Geuzen' in Leiden with herring "haring" and white bread which they gave to the starving people in Leiden is still celebrated each year at the town hall in the early morning of 3 October. The triumph over the Spanish who left a kettle with hotchpotch on their flight is celebrated on the same day with a big Carnival and fair. Also on the night of 2 October all the people of Leiden go out onto the streets, to enjoy themselves with music and drink. Because it is a local holiday, every citizen of Leiden has a free day to enjoy the festivities.

Maybe this is the first time you have read something about the 3 October celebration. But did you know that the American Pilgrim Fathers brought the idea with them when they left Leiden for the Promised Land? This means that the Relief of Leiden was a source of inspiration to the American Thanksgiving celebration that you are probably more familiar with. The Relief of Leiden also holds a special place in the history of Leiden University, because the University was founded rightly afterwards. The Royal Prince of Orange was so grateful for the courageous behaviour of Leiden's citizen during the siege, that he gave the "Leidenaren" a University as a mark of gratitude. The Dies Natalis of the University of Leiden is 8 February 1575.





Chapter 7

Useful books and websites about The Netherlands

If you want to read more about living in the Netherlands, some of the following books might be interesting and useful for you.

Books (In English)

- The Netherlands's Travel Guide: Lonely Planet.
- The Holland Handbook. The Indispensable Reference Book for the Expatriate, *Xpat Media*.
- A Short History of the Netherlands. *Prof. Dr P.J.A.N. Rietbergen*.
- The UnDutchables. An observation of the Netherlands: Its culture and inhabitants, *Colin White and Laurie Boucke*.
- The Dutch I Presume? Icons of the Netherlands, *Martijn de Rooij, N & L Publishing*.
- Dutch Delight. Eating and Drinking the Dutch Way, *Sylvia Pessireron, N & L Publishing*.
- The Dutch & Their bikes. Scenes from a nation of cyclists, *Shirley Agudo, Xpat Scriptum Publishers*.

Books about Leiden

- Gezicht op Leiden. Thijs Tuurenhout. (Photographic overview of the City.)
- Newcomers in an Old City: the American Pilgrims in Leiden, 1609-1620. Joke Kardux and Eduard van de Bilt.
- Leids Leuks. Nothing but the best within Leiden and its surroundings. (Overview of fun sights and shops in Leiden.) Publisher: Groen Leiden.
- Dicht op de Muur (2) – Gedichten in Leiden (The city of Leiden is decorated throughout with surprising 'wall poems', which are written down in two booklets.) Publisher: Burgersdijk & Niermans Leiden. www.muurgedichten.nl/wallpoems.html (Gives an explanation of the project 'Poems and Walls' in Leiden.)

A nice collection of books in English about Holland (and Leiden) can be found on:
www.hollandbooks.nl

Important and useful websites

Formal

- www.nuffic.nl/en (Offers information on several things for international students in higher education.)
- www.ind.nl/en (Dutch immigration services website offers information on everything you need to know about the formal arrangements relating to your stay in the Netherlands.)
- www.government.nl (Foreign missions/embassies in the Netherlands.)

Travel & Culture

- www.wikitavel.org/en/Netherlands
- www.lonelyplanet.com/the-netherlands

Working

- www.undutchables.nl





Chapter 8

Dutch for Beginners

English

General/meeting people

Yes

No

Good morning

Good afternoon

Good evening

Good night

Hello!

How are you doing?

(Very) good

Excellent

I am.... (name)

What's your name?

My name is

Where do you
come from?

I am from the USA

Thank you

Please/ Here you are

Nice to meet you

Goodbye

Bye!

Do you speak Dutch?

Dutch

Algemeen/ontmoetingen

Ja

Nee

Goedemorgen

Goedemiddag

Goedenavond

Welterusten (informal)/

Goedenacht (formal)

Hallo!

Hoe gaat het met je?

(informal)/Hoe gaat het
met u? (formal)

(Heel) goed

Uitstekend

Ik ben...

Hoe heet je? (informal)/

Wat is uw naam? (formal)*

Ik heet... / Mijn naam is ...

Waar kom je vandaan?

(informal)/Waar komt u
vandaan? (formal)

Ik kom uit de VS (Ve
renigde Staten)

Dank je (informal)/

Dank u (formal)

Alsjeblift (informal)/

Alstublieft (formal)

Leuk je te ontmoeten

(informal)/Aangenaam
(formal)

Tot ziens

Doei!

Spreek je Nederlands?

(informal)/Spreekt u

Ned-erlands? (formal)

I do not understand.
Could you repeat
that again?

I speak a little bit Dutch.

Could you speak a bit
slower?

Could you write that
down for me?

May I ask you something? Mag ik u iets vragen?

Ik begrijp het niet.
Kunt u dat herhalen?

Ik spreek een beetje
Nederlands.

Kunt u wat langzamer
spreken/praten?

Kunt u dat voor mij
opschrijven?

**In Dutch when talking to older people, or when in a formal setting, you would generally address them with 'u'. When talking to peers, or younger people, one would address them with 'je'.*

At the restaurant

Do you have place
for two people?

I made a reservation.
I did not make a
reservation.

May I see the menu,
please?

Do you have a menu/
dish of the day?

Do you have ...?

I'd like ...

- Soup
- Fish
- Meat
- Steak
- Vegetables

In het restaurant

Heeft u plaats voor twee
personen?

Ik heb gereserveerd.
Ik heb niet gereserveerd.

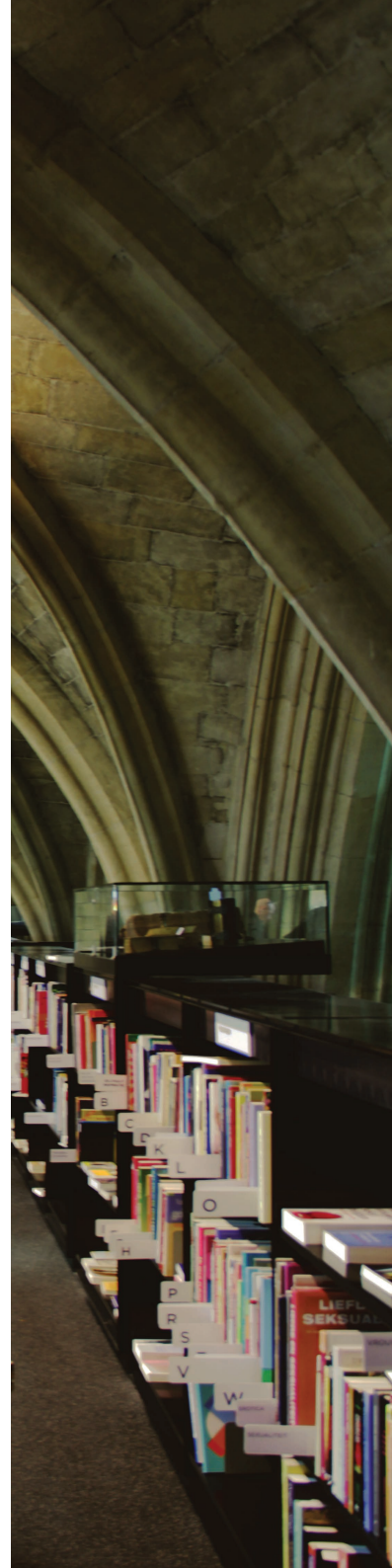
Mag ik de kaart zien,
alstublieft?

Heeft u een dagmenu/
dagschotel?

Heeft u ...?

Ik wil graag ...

- Soep
- Vis
- Vlees
- Biefstuk
- Groente



The Heart



- Fruit
- Salad
- Potatoes
- Dessert
- Coffee
- Tea
- Red/white wine
- Beer
- Softdrink
- Water

Can I have the ... (dish)? Mag ik de ... (gerecht)?

Enjoy your meal!

Eet smakelijk!

I am hungry.

Ik heb honger.

I am thirsty.

Ik heb dorst.

Where are the
restrooms?

Waar is het toilet?

How was your dinner?

Heeft het gesmaakt?

Excellent/delicious!

Heerlijk/lekker!

Can I have the bill,
please?

Mag ik de rekening,
alstublieft?

Tip

Can I pay with my
credit card?

Fooi

Kan ik met mijn
credit card betalen?

On the road

Excuse me, may I
ask you something?

Onderweg

Sorry, mag ik
u iets vragen?

I am lost.

Ik ben de weg kwijt.

Do you know a
supermarket in the area?

Weet u een

How far is it to ...?

supermarkt in buurt?

Could you show that to
me on the map?

Hoe ver is het naar...?

How do I get there?

Kunt u dat op de
kaart aanwijzen?

Is it far by foot?

Hoe kom ik daar?

Is het ver lopen?

Shopping

Where is the nearest ...?

- Bank
- Supermarket
- Bakery
- Postoffice
- Shopping Center
- Pharmacy

Where can I find...?

Could you give me some small change?

How much does this cost? And this?

It is not exactly what I am looking for.

I (do not) like it.

Can you change this for me?

I'll take it / I'll buy it.

That is very expensive/cheap.

Counting & numbers

One, two, three, four, five, six, seven, eight, nine, ten, eleven, twelve, thirteen, fourteen, fifteen, sixteen, seventeen, eighteen, nineteen. Thousand, million.

First, second, third, fourth, fifth.

Winkelen/boodschappen doen

Waar is de/het dichtstbijzijnde ...?

- (de) Bank
- (de) Supermarkt
- (de) Bakker
- (het) Postkantoor
- (het) Winkelcentrum
- (de) Apotheek

Waar kan ik ... vinden?

Kunt u mij wat kleingeld geven?

Hoe duur is dit? En dit?

Het is niet precies wat ik zoek.

Ik vind het (niet) leuk.

Kunt u dit voor mij wisselen?

Ik neem het/ik koop het.

Dat is erg duur/koop.

Tellen & nummers

Een, twee, drie vier, vijf, zes, zeven, acht, negen, tien, elf, twaalf, dertien, veertien, vijftien, zestien, zeventien, achttien, negentien. Duizend, miljoen.

Eerste, tweede, derde, vierde, vijfde.





Chapter 9

Leaving Leiden

Getting your degree

After successful completion of a Master's programme, all students are presented with their diploma either during a graduation ceremony held in the Academy Building or in their own faculty. For some degree programmes, a student has to defend his or her thesis during the official graduation ceremony. After the graduation ceremony, students may put their signature on the walls of the "Zweetkamertje" in the Academy Building.

All non-degree students receive a transcript mentioning the course names and grades. The transcript is usually sent to the home university.

Last check before leaving Leiden

Before leaving the Netherlands, remember that there are some arrangements to be made. The following list is a helpful guide as to what should be done before you leave Leiden.

Before leaving Leiden, check that you have...

- 1 ... deregistered from the university at the Plexus Student Centre
- 2 ... de-registered at the Town Hall
- 3 ... returned your keys to get the deposit back for your housing
- 4 ... returned all your library books
- 5 ... notified the Admission Office of your leaving date and of your new correspondence address and e-mail address once you have left Leiden
- 6 ... paid the last month's rent
- 7 ... returned the residence permit
- 8 ... closed your bank account

- 9 ... made sure that the details on your diploma/ certificate are correct and complete
- 10 ... settled/cancelled any outstanding contracts (i.e. mobile phone, etc.) otherwise they may be renewed automatically. In some instances you are required to cancel three months before the contract is due to end. Please check the company's agreements/contracts
- 11 ... said goodbye to all your favourite people and places in Leiden
- 12 ... deregistered with DUO (only applicable for European students who signed up with DUO)
- 13 ... cancelled your NS Discount **and** your OV-chip card subscription. If you do not cancel in time, your subscription will be renewed and the fee will be deducted from your bank account again.



Chapter 10

Facts & Figures

Guide to University buildings

The ten main University Buildings

1 Academy Building, Faculty club, Ceremonies (Graduation, Promotions etc)

2 Visitors' Centre of Leiden University

3 University Library

4 Gorlaeus Laboratories Faculty of Sciences

5 Pieter de la Court Building Faculty of Social and Behavioural Sciences

6 LUMC Leiden University Medical Center

7 Witte Singel Doelen Complex Faculty of Humanities, Language Centre.

8 Kamerlingh Onnes Building Faculty of Law

9 Plexus Student Centre Student information centre. Facilities: study rooms, computers, w and fitness.

10 University Central Offices

11 University Sports Centre

Quick facts about the Netherlands

Population: 16.805.037 in 2013

Capital city: Amsterdam (population 811.185 in February 2014)

Seat of government: The Hague (population 506.366 in January 2013)

Number of provinces 12 (Noord-Holland, Zuid-Holland, Utrecht, Zeeland, Noord-Brabant, Limburg, Friesland, Groningen, Drenthe, Gelderland, Flevoland, Overijssel)

Area 41,528 km² (1/4 of which is below sea level):
7,655 km² water and 33,873 km² land

Highest point:
Vaalserberg (Limburg), 321 m

Lowest point:
Nieuwerkerk aan de IJssel (South Holland), -6.7 m

Average temperature in July: 17.9°C
Average temperature in January: 3.1°C

Annual average hours of sunshine: 1521
Annual average rainfall: 797.1 mm

Population per km² of land: 495

Longest distance North-South: 300 km
Longest distance East-West: 200 km



Groenordhallen

P

WILLEM DE ZWIJGERLAAN

SCHIPHOLWEG

SCHUTTERSVA

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Station Leiden

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Chapter 11

Emergency numbers and University addresses

Police station Leiden

Langegracht 11, Leiden

Oegstgeest

Rhijngaasterstraatweg 13,
Oegstgeest

Emergency Department

Leiden University Medical
Centre (LUMC)
Albinusdreef 2, Leiden

General emergency numbers

For emergency only: 112 (the national emergency number for police, ambulance and fire brigade)

- Ambulance: +31(0)71 366 13 66
- Fire brigade: +31(0)71 366 13 66
- Police: 0900 8844
- Crisis service (in case of special or emotional need): 0900 204 2040
- Animal ambulance: 0900 0245

University addresses

For more useful addresses and more information about the services listed below, please also check Chapter 3 'Facilities at Leiden University'. For maps see Chapter 10.

Information points for international students at Leiden University

Visitor Centre Leiden (first meeting point upon arrival)

Stationsweg 41 (opposite Central Train Station)

Mon to Fri 07:00 - 19:00 Sat 10:00 - 16:00

Sun 11:00 - 15:00

+31(0)71 516 60 00

info@vclidean.nl

www.visitors.leidenuniv.nl

Plexus Student Centre Student Information Desk

Kaiserstraat 25

+31(0)71 527 80 11

Mon: 09:00 - 17:00 Tuesday: 09:00 - 21:00

Wed: 09:00 - 17:00 Thursday: 09:00 - 21:00

Fri: 09:00 - 17:00

informatiecentrum@sea.leidenuniv.nl

www.plexus.leidenuniv.nl

International Student Adviser

Drs. Jantien Delwel

Plexus Student Centre, PITSstop

Kaiserstraat 25

+31(0)71 527 32 45

j.delwel@sea.leidenuniv.nl

<http://www.students.leiden.edu/your-study/guidance/practical-advice/practical-advice.html>

Counsellor for legal & financial matters

Plexus Student Centre

Kaiserstraat 25

+31(0)71 527 80 25

Walk-in hour Monday-Friday 15:30 - 16:30

You can also email any short questions to: deca-nen@sea.leidenuniv.nl

Housing Office

Plexus Student Centre

Kaiserstraat 25

Tel +31 (0)71 527 53 30

Fax +31 (0)71 514 26 85

housing@leidenuniv.nl

www.studenthousing.leiden.edu/

Student Ombudsperson (for complaints)

Plexus Student Centre

Kaiserstraat 25

Mon to Fri 10.00-12.30

+31(0)71 527 36 57

<http://students.leiden.edu/your-study/rules-regulations/complaints/ombudsperson-for-students.html>

Faculty of Archaeology

Reuvensplaats 3

P.O. Box 9515

2300 RA Leiden

+31(0)71 527 23 90

www.archaeology.leiden.edu/

Faculty of Humanities

Lipsius Building,

Cleveringaplaats 1

P.O. Box 9515

2300 RA Leiden

+31(0)71 527 64 85

www.hum.leiden.edu/

Faculty of Law

Kamerlingh Onnes Building (KOG)

Steenshuur 25, 2311 ES Leiden

P.O. Box 9520

2300 RA Leiden

+31(0)71 527 75 12

www.law.leiden.edu

Faculty of Medicine

LUMC Hippocratespad 21

Directoraat Onderwijs en Opleidingen

Postzone V-O-P

2300 RC Leiden

+31(0)71 526 87 00

www.lumc.nl/

Faculty of Science

Gorlaeus Laboratory

Einsteinweg 55, room HB 205

P.O. Box 9502

2300 RA Leiden

+31(0)71 527 44 00 (reception desk)

+31(0)71 527 5783 (int.office)

www.science.leidenuniv.nl/index.php/english

Faculty of Social and Behavioural Sciences

Pieter de la Court Building

Wassenaarseweg 52

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www.library.leiden.edu/

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With this booklet we hope to help you as new international student to find your way around Leiden and the University.

We would like to draw your attention to the website for international students in Leiden www.leiden.edu/students. This website serves as a reference if you do not have the booklet at hand; it also contains updates and a list of forthcoming events.

Please note that some websites mentioned in this booklet contain information in Dutch.

Colofon

Content

Miranda Verboon
Carmen van de Vis
Thijs Cramer
Michael Leff
Orientation Week Committee '13

Lay-out

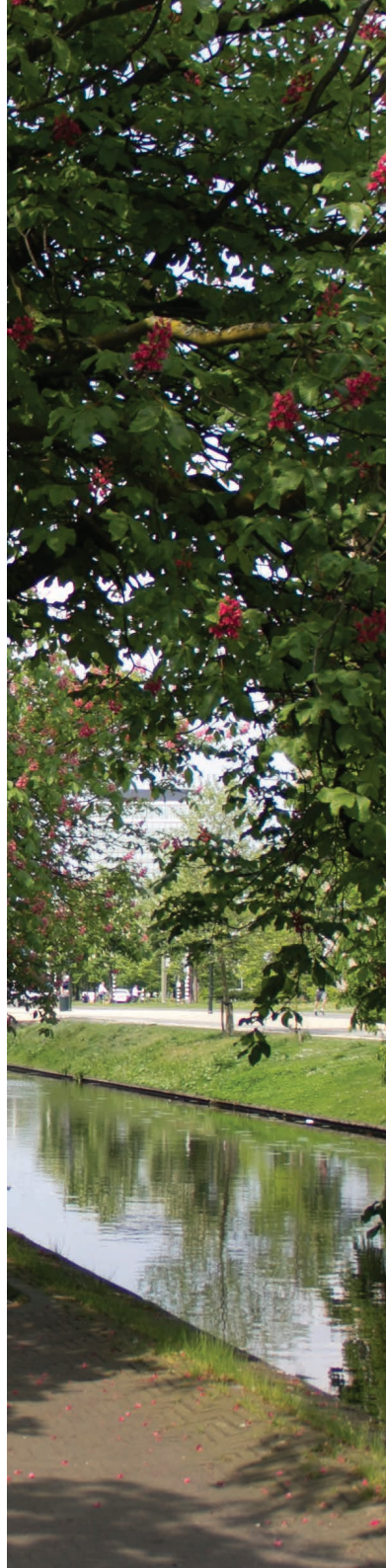
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