Dear student,

It is my great pleasure to welcome you at Eindhoven University of Technology (TU/e).

We are delighted that you have chosen to study at Eindhoven University of Technology, located in the technological heart of Europe.

We proudly welcome over 250 international exchange students each year who have chosen to study at TU/e and pursue their ambitions here. Living and studying abroad, though it can be a bit overwhelming, will bring you new experiences, opportunities and personal development.

In this booklet you will find practical information about student life in Eindhoven and at the university. If you have any further questions, you can contact the Education & Student Affairs and the International Office.

We are looking forward to meeting you. We wish you all the best in your studies and hope you enjoy your time in the Netherlands.

Patrick Groothuis MSc
Managing Director
Education & Student Affairs/International Relations Office
1. The Netherlands and Eindhoven
2. Money Matters
3. TU/e information
4. Leisure
5. Following a degree program at TU/e after your exchange
6. Additional information
1. The Netherlands and Eindhoven

1.1 Useful info & addresses

Information numbers in Eindhoven
- City hall tel. +31 40 2386000
- Tax office tel. 0800-0143

Eindhoven University of Technology
Education & Student Affairs
tel. 040-247 247
stu@tue.nl
www.tue.nl/ESA@tue.nl

Embassy or consulate
To locate your country’s embassy or consulate, you can check the website of the Dutch Ministry of Foreign Affairs: www.rijksoverheid.nl/onderwerpen/immigratie/vraag-en-antwoord/wanneer-heb-ik-een-verblijfsvergunning-nodig

General emergency number
The general emergency number to call for an ambulance, the police or the fire brigade tel. 112

General police number (not urgent)
For non-urgent issues for which you need the police tel. 0900-8844

Police station Eindhoven
Main station visiting address: Mathildelaan 4
**Hospital Eindhoven**
Emergency Department (Spoedeisende Hulp or SEH in Dutch) Catharina Ziekenhuis, Michelangelolaan 2

### 1.2 Getting around

**Public transport**
General information for all public transport can be found on [www.9292ov.nl](http://www.9292ov.nl) or can be accessed by phone: 0900-9292.

**OV-chipkaart**
The OV-chipkaart is a travel card for all public transport in the Netherlands. The card must be credited in Euros in advance. When you use public transport, you need to check in and out by holding the card to the card reader.

There are two types of cards from which you can choose:
- Personal OV-chipkaart
- Anonymous OV-chipkaart

The personal card can only be bought from a public transport company or online at [www.ovchipkaart.nl](http://www.ovchipkaart.nl) (if you have a Dutch bank account).
The anonymous card can be bought at the ticket office and the vending machines at the train station.

For more information about the OV-chipkaart, please visit [www.ovchipkaart.nl](http://www.ovchipkaart.nl).

**Train**
Trains are a popular and easy way to travel through the Netherlands. Information and train schedules can be found at [www.ns.nl](http://www.ns.nl) or [www.9292ov.nl](http://www.9292ov.nl), or by calling 0900-9292. You can buy your OV-chipkaart from the ticket office or the vending machines before you board.

There are various discount passes for the train, please check [www.ns.nl](http://www.ns.nl) for more information about the various tickets and discounts.

**Bus**
You can travel by bus within Eindhoven and from the city to the surrounding towns and villages. There are several bus lines across the city and they all meet at the central station. You can find the schedules on [www.9292ov.nl](http://www.9292ov.nl).

**Bicycle**
Cycling in the Netherlands is the most common way to get around. We suggest you get a sturdy bike that does not look too new or expensive as a non-attractive bike has less chance of being stolen. Make sure you buy a good lock and always lock your bike (if possible to an immovable object). When buying a bike, make sure you check if the lights, brakes and tires are in good order. Most of the bike shops in town also provide bike repair services.

**General road rules for cyclists**
Use the bike lane or a track to the right-hand side of the road. Do not cycle on footpaths, shopping streets or pavements. Give way to all traffic from the right, unless otherwise indicated. Stop for red lights. Signal with your arm when turning. Your bike must have a working headlight and taillight and reflectors.
1.3 Health

GP, Emergency Clinic and Dentist
Life-threatening situation
In the event of a life-threatening situation you should call 112! For a life-threatening situation on the TU/e campus, you should call 2222!

General Practitioner
A general practitioner or family doctor (huisarts) gives full medical assistance. It is strongly recommended that you register with a general practitioner upon your arrival in the Netherlands. If you wish to see your GP, you must make an appointment. Consultations are not free. If you wish to see a specialist you will need to be referred by your GP, so you must see your GP first. Please note that when visiting a GP, specialist, dentist or hospital, you will need to show your insurance papers.

You can register with the GPs office of SGE International:
SGE International
Strijp-S Videolab 4.042
Torenallee 20
5617BC Eindhoven
E-mail: international@sgenl
Website: www.sgeinternational.nl

Emergency Clinic / After-Hours Clinic (Spoedpost)
If you need medical assistance during the evening or night or at the weekend, you should contact the Spoedpost at the Catharina Hospital.
Spoedpost contact details:
Telephone: 0900-8861 (€ 0.10 per minute)
Address: Michelangelolaan 2
5623 EJ Eindhoven

The entrance to the Spoedpost is at the rear of the hospital. You can reach it via Winston Churchillaan. When you reach the hospital, follow the signs ‘Spoedpost’.

**YOU MUST ALWAYS CALL BEFOREHAND!**
The reasons for this are as follows:
• You will be seen more quickly. If necessary a doctor or an ambulance can be sent to you right away.
• Sometimes advice via the telephone is sufficient. In this case you do not need to visit the Spoedpost.
• If you need to see a doctor, an appointment will be made for you at the Spoedpost. This way you know at what time you will be seen. You can wait at home.
• If necessary, you will be seen by a doctor in the Emergency Clinic (Spoedeisende Hulp). Prepare your phone call beforehand, when you call the Spoedpost:
• Have your health insurance card ready (basic health insurance, EHIC or AON) and your Citizen Service Number (BSN).
• If you are calling on behalf of someone else, make a note of their address and telephone number.
• Sometimes the Spoedpost will want to talk to the patient in person. Try to make sure the patient is nearby when you call, so you can hand over the telephone to them if necessary.
• Are you taking any medication? Keep this ready. This information is needed for the Spoedpost to be able to give you good advice.
• If you do not have a valid proof of health insurance, you will need to pay 100 euros upon arrival at the Spoedpost. Otherwise you will not be seen.

**Student dentist**
Eindhoven has a special dentist practice for students (studententandarts). You can make an appointment with the dentist by calling between 9:00 and 12:00 and 13:00 and 17:00 on Monday to Friday. In general, dental treatment is not covered by health insurance unless you have special extra cover.
Student dentist:
Kliniek voor Mondzorg
Botenlaan 82, 5652CB Eindhoven
Tel. 040-2514527

**1.4 Food & shopping**
Eindhoven has various supermarkets. You can expect a variety of products, from vegetables to toiletries at most supermarkets. Supermarkets such as Albert Heijn, Aldi, C1000, Jumbo or Lidl can be found all across the city. If you are looking for specific products that you would typically find at home, you should go to Kruisstraat and Woenselsemarkt. You can find many international grocery stores here as well as a Lidl supermarket. A large supermarket with oriental food is called Amazing Oriental Eindhoven and is located at Langdonkenstraat 7.
Opening hours
The Dutch word for opening hours is openingstijden. In general, most shops don’t open on Mondays until 13:00, with the exception of supermarkets. In Eindhoven, most shops and grocery stores are open on Sunday. Most shops in Eindhoven have extended opening hours on Friday evening (koopavond) until 21:00.

Markets
There is usually an open-air market in Eindhoven on every day of the week. The products here usually are slightly cheaper than in the shops. The markets in Eindhoven usually are mixed markets, selling not only food but also household items and clothing.

<table>
<thead>
<tr>
<th>Day</th>
<th>Location</th>
<th>Opening hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Wijnpeerstraat</td>
<td>12:00-16:30</td>
</tr>
<tr>
<td>Tuesday</td>
<td>City center</td>
<td>09:00-14:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Winkelcentrum Woensel</td>
<td>09:00-12:00</td>
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<tr>
<td></td>
<td>Kastelenplein</td>
<td>13:00-16:30</td>
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<tr>
<td>Thursday</td>
<td>Generaal Bothastraat</td>
<td>09:00-12:00</td>
</tr>
<tr>
<td></td>
<td>St. Trudoplein</td>
<td>13:00-16:30</td>
</tr>
<tr>
<td>Friday</td>
<td>St. Gerardusplein</td>
<td>12:00-17:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>Woenselse Markt</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td></td>
<td>City center</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td></td>
<td>Wilhelminaplein</td>
<td>10:00-16:00</td>
</tr>
</tbody>
</table>

Clothes shops
You can find many big chain stores in Eindhoven that sell cheap clothing, such as H&M, Primark and Zara. Department stores such as V&D and the Bijenkorf also sell clothing.

Specialty shops
These are national chain stores that specialize in particular sectors.

- Household goods: Blokker, Xenos, Hema, Ikea, Kijkshop, Action
- Drugstores: Kruidvat, Etos
- Electronics: Mediamarkt, Dixons, BCC
- Clothing (cheap): Scapino, Wibra, Zeeman
1.5 Practicalities

Phone
For international calls from the Netherlands dial 00, then the country code, the area code (without the first zero) and then the subscriber’s number.
+31 A number starting with these numbers is a phone number in the Netherlands
040 The area code for landlines in the Eindhoven area.
06 A number starting with 06 is a Dutch mobile number.
0900 These numbers will charge you extra for calling.
0800 These numbers are free, but if you call from a mobile phone, you might be charged by your provider.

While you are staying in the Netherlands, it may be useful to buy a Dutch SIM-card. You can either get a prepaid phone number, or sign a contract for 1 or 2 years with a provider. Large media stores and phone shops, such as PhoneHouse, will offer SIM-cards from (almost) all providers. Many providers also have individual shops in Eindhoven.

Post office
If you would like to send some luggage home, you can go to a post office. Post offices also provide other services: selling stamps, foreign currency exchange and insurance. Letter boxes can be found on the streets. Post office opening hours vary as they are usually in certain shops, for example Bruna bookshops, some supermarkets, or tobacconists.

Internet access
TU/e offers its own wireless LAN on campus. Students and staff can log in to the network using their TU/e account. Once you have received your student number and password, you can log in to the WiFi. Until then, you can use the guest network, or you can use the public computers to go online.
There are a number of internet cafes in Eindhoven where you can go online or print documents.

1.6 Religion

Besides the churches mentioned below, there are also various religious and spiritual student associations. You can find them on the studyguide.tue.nl.

Christian (interdenominational)
Eindhovense Studenten Kerk (Eindhoven Student Church)
Location: Kanaalstraat 6, Eindhoven, esk@tue.nl

Pentecostal church

Islamic
Eindhoven Fatih Camii. Location: Willemstraat 67, Eindhoven, Tel.: 040-245 19 44

Roman Catholic
St. Catharina Church. Location: Catharinaplein 1, Eindhoven, Tel.: 040-244 88 97

Protestant
De Morgenster. Location: Mercuriuslaan 1b, Eindhoven www.xpunt.info
2. Money Matters

2.1 Currency

The Netherlands is one of the members of the European Union that uses the Euro. There are eight euro coins (1, 2, 5, 10, 20 and 50 euro cents, and 1 and 2 euro coins). Most shops in the Netherlands, however, do not accept the 1 and 2 cent coins and if you pay in cash, the amount you have to pay is rounded up or down to the nearest 5 euro cents.

2.2 Banks & changing money

Banks are usually open Monday to Friday from 9:00-17:00. You can exchange currency and withdraw cash from your Dutch bank account at the bank. There are cash dispensers (or ATMs) at every bank, as well as at train stations, supermarkets and other public spaces. There is even an ATM in the MetaForum building on campus. You can exchange currency at a bank, a post office, but also at exchange offices. There is an exchange office in the main hall of the train station, the Grenswisselkantoor (GWK).

2.2 Working during your studies

Working during your studies can help you cover some of your costs and also give you some work experience. However, it can be challenging to find a job as an international student in the Netherlands. Most notably there is the language barrier.
Also, if you are looking for a job, please take note of the following issues.

**Work permit**

EU/EEA citizens do not need a work permit, with the exception of Croatia. Non-EU/EEA citizens who would like to work need a work permit. You cannot apply for a work permit yourself; your employer has to arrange this. With a work permit, you may either do seasonal work fulltime (ONLY in the months June, July and August), OR you may work part-time throughout the rest of the year but no more than 10 hours per week. You may not do both.

All students that have a job are obliged to take out a regular basic Dutch healthcare insurance. You need to change your AON student insurance (if you have that) to a basic Dutch health insurance and you need to take out a separate liability insurance. The basic Dutch health insurance and separate liability insurance cost about twice the amount of the AON student insurance.

Everybody who plans to work in the Netherlands needs a Burger Service Number (BSN). You receive this number a few weeks after your registration at the city hall.

Very important notice: students with a scholarship are strongly discouraged from getting a job. Getting a job and receiving an income for that means that taxes will not only be deducted from your paycheck, but may also affect your scholarship. Having a job also reduces your opportunity to concentrate on your studies and may influence your grades (and thus your scholarship).

**Job opportunities**

TU/e has a very small number of student assistant positions. International students can also apply for these positions. The best way to find out whether student assistant positions are available, is by word of mouth and via Euflex Employment Services.

There are a number of commercial job agencies that help students who do not speak Dutch to find a job. **Abroad Experience:** [www.abroad-experience.com/](http://www.abroad-experience.com/)

**Adams Recruitment:** [www.adamsrecruitment.com/](http://www.adamsrecruitment.com/)

**Blue Lynx:** [bluelynx.com/](http://bluelynx.com/)

**English-language jobs:** [www.englishlanguagejobs.com/](http://www.englishlanguagejobs.com/)

**Kelly service:** [www.kellyservices.nl/](http://www.kellyservices.nl/)

**Projob:** [www.projob.nl/en](http://www.projob.nl/en)

**Undutchables:** [www.undutchables.nl/](http://www.undutchables.nl/)

More information about working in the Netherlands can be found here: [www.studyinholland.nl/practical-matters/working-while-studying](http://www.studyinholland.nl/practical-matters/working-while-studying).

**Paid internships**

If you have a residence permit for study purposes and are going to do an internship at a company that is necessary for your study (arranged together with your department) you do not need a work permit. You do, however, need a completed trainee agreement. This agreement needs to be filled out by your department, the company and yourself. All three parties are required to keep a copy of the contract, as proof for possible checks by the Arbeidsinspectie (Labor Inspection).
2.3 Insurance

Health Insurance

In the Netherlands it is compulsory to have health insurance. Make sure that the health insurance you take out covers the Dutch fees. For your residence permit you also need to provide proof that you have adequate health insurance.

If you have health insurance in your home country, you should carefully check the policy to see if it covers your stay in the Netherlands. You should also check how health costs are compensated through your insurance. You can compare your own insurer's coverage with the insurance from AON. If your current insurance is not sufficient for your stay in the Netherlands, you can arrange insurance yourself via the website of AON, www.aonstudentinsurance.com.

The Netherlands has signed treaties regarding health insurance with the following countries: all of the EU member states, Norway, Iceland, Liechtenstein, Turkey, Morocco, most of the countries of former Yugoslavia, Tunisia, Cape Verde Islands and Australia. If you are insured under a health insurance scheme of one of these countries, your insurance company can provide you with an international declaration form called the European Health Insurance Card. This card provides health insurance during your stay in the Netherlands.

Make sure you bring this form with you to the Netherlands, and make a number of copies of it. You will need this card to be able to see a doctor in the Netherlands.
Please do check what is covered by your European Health Insurance Card, as sometimes only emergency help is insured!

Students from outside the EU are advised to take out health and liability insurance from AON (this is an option when the International Office helps you arrange your insurance). You can take out this insurance before or after you arrive. It costs approx. €40 per month and covers you for both health and liability. Aon: www.aonstudentinsurance.com/index.jsp?language=en

Note that you will need both health and liability insurance in the Netherlands.

Make sure you always bring proof of health insurance with you to medical appointments.

**Liability insurance**

Personal liability insurance is not compulsory, but we strongly recommend it. Liability insurance insures you against costs that result from damage you may have caused to someone else or someone else’s property.

Personal liability insurance is included in the AON insurance. If you are an EU citizen and have a European Health Insurance Card, we recommend you take out a separate liability insurance. The same goes if you are a non-EU national and have your own health insurance that covers your stay in the Netherlands. If you have a bank account at Rabobank, you can also take out liability insurance from Rabobank.

**Insurance when working in the Netherlands**

All residents and employees in the Netherlands have the legal obligation to be insured through a basisverzekering (basic Dutch health care insurance). You will have to pay a premium to the insurer for this insurance. It is possible to extend the coverage with additional packages such as dental care. Not all costs of health care are covered through the basisverzekering.

The basisverzekering is also mandatory for international guests if you have a (part-time) job

Note that you will be fined if you are required to have a basisverzekering but have not arranged this. The Dutch National Health Care Institute checks if employees are correctly insured and issues fines if the insurance is not correct. You will likely receive a letter in Dutch. It will state that you are not covered under a healthcare insurance and that according to Dutch law you have to take out Dutch basic health care insurance immediately.

If you do not respond to this letter within three months, you may be fined at least €350. Information on what to do if you receive this letter can be found here: https://www.studyinholland.nl/about-study-in-holland/faq/faq-letter-from-zorginsituut-nederland/view
3. TU/e information

General information concerning your registration can be obtained from the Education & Student Affairs. For more specific information regarding your courses, you can contact your department.

3.1 Education & Student Affairs (ESA)

ESA provides information and on all kinds of issues, from admission to coaching, to help with personal matters, to job opportunities. The ESA service desk is the place to go with your questions on student affairs.

Opening hours: Mon-Fri 8:30-17:00
Location: MF 1.241
Email: ESA@tue.nl
www.tue.nl/educationservices
Tel.: 040-247 47 47

Registration
Your registration as a student at TU/e is managed by ESA. For any questions regarding tuition fees, enrollment, deregistration, or student ID-card, you can contact the ESA desk.

International Office
The International Office is also part of ESA. For information, advice or support on the following topics, please contact the International Office:
• Admissions procedures
• Visa applications and residence permits
• Housing
• Insurance
• Introduction programs for international students.

**Housing and insurance:**
Ms. Peggy van de Voort, p.v.d.voort@tue.nl

**Visa and residence permit:**
Mrs. Angie Lammen, a.lammen@tue.nl

**Student advisor**
If you want or need to talk to a student advisor (for example when your studies are not going as well as you had hoped), you can contact your department’s study advisor. If you want to talk to a student counselor or student psychologist (in case of illness, special family circumstances, or personal problems for example), you can make an appointment through ESA.

**Library**
The library is located in the Metaforum (MF) building. There are 950 study seats available; the library is divided into silent zones and places where students can work quietly in groups. All areas are equipped with wireless internet.

Regular opening hours:
**Mon-Fri:** 08:00-23:00
**Sat-Sun:** 10:00-22:00

Opening hours change during the holidays and exam periods.

### 3.2 MyTU/e

MyTU/e is the starting point for your study day. Logging in to this personalized portal gives you instant access to almost all the systems you need for your studies. You can find the portal at https://mytue.tue.nl. Tip: make this page your start page, and install the app from the HYPERLINK “https://itunes.apple.com/us/app/mytu-e/id1196848880?mt=8” iOS App Store or HYPERLINK “https://play.google.com/store/apps/details?id=nl.tue.mytue&hl=en” Google Play.

**Osiris**
Use MyTU/e to log in to Osiris, the student information system. Here you can register for courses and exams, check your grades and keep track of your study progress.

**MyTimetable**
Use MyTU/e to go straight to MyTimetable. Here you can find your lecture and exam timetable, which you can easily synchronize with your personal digital calendar in Outlook or Google Calendar, for example.

**Canvas**
You can also use MyTU/e to access Canvas, the learning management system. Here you find the course material you need and all group discussions.

**PlanApp**
The new PlanApp enables you to see precisely how a combination of courses works out in your schedule and
3.3 Student life

**Cursor**
Cursor magazine covers the latest TU/e news, both online and in print. The magazine features background articles and new editions can be found in the red stands throughout the campus every two weeks. It is written partly in Dutch and partly in English. www.cursor.tue.nl/en/

**Student Sport Center**
The TU/e Student Sport Center (SSC) offers the largest variety of sports within the Netherlands (compared to other Dutch universities). If you want to use the facilities of the sports center, you have to buy a sports card, which can be obtained from the front desk of SSC. venus.tue.nl/sci-cgi/index.opl

**De Zwarte Doos**
“De Zwarte Doos” is a building on campus that houses a restaurant, bar and cinema. Monday through Wednesday you can watch art house films at student discounts.

**Studium Generale**
Studium Generale not only organizes official ECTS (study credit) lectures, but also concerts, parties, theater, films and interviews. Although the majority of the scheduled events are in Dutch, an increasing number of events is being held in English. www.studiumgenerale-eindhoven.nl/en/
3.4 Associations

Study associations
Every department has its own study association (SA). Unlike student associations, the study associations focus on education activities, in line with their department.
www.tue.nl/study-associations

Student associations
Student associations have traditionally played an important role in Eindhoven student life. Many student associations have their own space at the student center De Bunker, just across from the TU/e or in the city center.
www.tue.nl/student-associations

Cultural and sports associations
Cultural associations are an important part of Eindhoven. You can find many of them at TU/e.
www.tue.nl/culture-associations

There are around forty student sport associations at the SSC. You will need to get a membership card of the sports center to join a sports association.
venus.tue.nl/sci-cgi/sci_7010.opl

International associations
Next to the above-mentioned associations, there also are associations that are aimed at international students.
Cosmos: www.facebook.com/cosmos.tue
Best Eindhoven: www.besteindhoven.nl
IEEE: www.ieee.tue.nl/
Angklung: www.angklungeindhoven.com/
Interactie: industria.tue.nl/interactie/
The Association of Chinese Students and Scholars in Eindhoven: www.acsse.nl/
AIESEC: www.aiesec.nl/
ESTIEM: www.estiem.org/
4. Leisure

4.1 Going out in Eindhoven

With its several higher education institutions, Eindhoven is oriented towards students. You can find more information about events in and around Eindhoven on the website of the tourist information (VVV): www.vvveindhoven.nl/en/agenda.

Nightlife
Eindhoven has a wide variety of bars. Most of them are located at Stratumseind and the Markt. Some bars have special features or particular music choices. You can find these bars at Wilhelminaplein, for example, or the newly developed Strijp-S area. In Eindhoven, bars are open until 04:00 on Fridays and Saturdays. On other days they close at 02:00.

Restaurants
There are many restaurants in Eindhoven. So, you have many options to enjoy a cheap meal or an expensive one, to try typical Dutch cuisine, or to sample more exotic dishes.

Cinema
Foreign films are usually shown in their original language with Dutch subtitles. There are three large cinemas in the city center. The first two predominantly feature recent Hollywood films. The last one mainly shows art-house and international films.
Service Bioscoop Zien, Keizersgracht 19
Theater
Eindhoven has the Park Theater and several smaller theaters. Concerts and cultural events usually take place in the Muziekgebouw (Philips Music Center).

Museums
Eindhoven has a number of museums. The most popular and well-known are: Philips Museum, Van Abbemuseum, Eindhoven Museum and DAF Museum. You can check with the VVV (Tourist Information) for more information about these (and more) museums.

4.2 Events

Eindhoven has many annual festivals and recurring events. Here is a summary of the most important things happening in Eindhoven (and the Netherlands) throughout the year.

Carnival (40 days before Easter)
Carnival is a huge and colorful celebration in the southern parts of the Netherlands. This is a three-day event with parades and people dressing up going from bar to bar, singing songs, dancing, and drinking. Carnival is held from Sunday until Tuesday, forty days before Easter, although many celebrations already start on the Friday evening.
King’s day (27 April)
Koningsdag or King’s day is celebrated on 27 April throughout the Netherlands. In Eindhoven there are a number of stages with different kinds of music and people dress up in orange outfits.

Liberation Day (5 May)
Liberation Day follows the Dutch memorial day on 4 May. On 5 May, the Dutch celebrate the nation’s liberation from the German occupation in 1945. This is celebrated throughout the country with open-air concerts.

Sinterklaas (5 December)
Sinterklaas (Saint Nicholas) is the patron saint of children. In the Dutch tradition, he travels from Spain to the Netherlands every year, arriving in the middle of November by means of his steamboat. His birthday is on 6 December, but he brings presents for all the children that have been good on 5 December. Between his arrival in November and his departure in December, he brings sweets and small gifts to children who place their shoe in front of the fire place. The festivities are not only for children, adults also participate by giving (funny or homemade) gifts to each other, often accompanied by a funny poem.

Events in Eindhoven
Park Hilaria, early August: www.parkhilaria.nl/english
Lichtjesroute, mid-September to mid-October: www.lichtjesroute.org/english
Dutch Design Week, mid October: www.ddw.nl

4.3 ISIC Card

You can use the international student identity card (ISIC) to enjoy various discounts and other benefits, both in the Netherlands and abroad. The ISIC card costs €15 and you need a passport-size photo, a proof of enrollment and a student card.
http://www.isicnederland.nl/en/

4.4 Dutch Culture

There are many books that contain a great deal of information about Dutch customs and culture. The following books are some examples:

The UnDutchables: An observation of the Netherlands, its culture and its inhabitants.
ISBN: 978-1888580471

Discovering the Dutch: On culture and society in the Netherlands.
By Emmeline Besmusca and Jaap Verheul. Amsterdam University Press, 2010.
ISBN: 9789089641007
How to survive Holland.

Dealing with the Dutch.

These books can be found in many bookshops in Eindhoven, but can also be ordered online before your arrival in Eindhoven.
5. Following a degree program at TU/e after your exchange

If you are interested in following a degree program at TU/e after your exchange period, then there are a few options:

- Getting your Master’s degree at TU/e
- Completing a Post-Master’s program (PdEng or designer’s program) at TU/e (with salary)
- Starting a PhD at TU/e (with salary)

Master
If you want to apply for one of the TU/e Master’s programs, admission depends on your previous education. Please check [www.tue.nl/masterprograms](http://www.tue.nl/masterprograms) to get more information on all the Master’s programs that TU/e has to offer. If you have decided which Master’s program you want to apply for, please visit [www.tue.nl/admission](http://www.tue.nl/admission) to send in your application.

PdEng or designer’s program
Are you a young professional graduate or currently completing your Master’s at TU/e or another university of technology? Are you interested in technological design, and would you like to increase your opportunities on the employment market? Are you specifically looking for a career in industry or business? Then the two-year post-Master’s technological designer’s programs at TU/e may well be what you are looking for! If you are interested, please check [https://www.tue.nl/en/university/working-at-tue/development-and-career/scientific-personnel/](https://www.tue.nl/en/university/working-at-tue/development-and-career/scientific-personnel/)
PhD
After your Master’s you can choose to get more deeply involved in research. Over a period of four years you develop the capability to carry out independent research, which means you are at the beginning of a scientific career. As a doctoral candidate you are employed by the university and you perform an important function: you contribute to the reputation and the continuity of the research.

Under the supervision of a professor, you work on a topic that fascinates you and into which you carry out further research. That means you need plenty of curiosity and motivation to increase the depth of your research topic. Independence, good communication skills and the ability to work in a team are important qualities you need to develop.

You will write scientific presentations and give presentations at congresses and seminars to scientists in your own field. You will also carry out teaching tasks. By taking a PhD you show that you are capable of carrying out independent research, and of writing and defending your PhD thesis. After that you are entitled to use the title of doctor, or in English PhD.

After gaining your doctorate you can continue your research at the university. However, many companies are also keen to employ PhDs, because you have proved your ability to work at a very high scientific level. You possess specific knowledge which can be of great value for a company or research institute.

More information on PhDs a TU/e and how to apply can be found on: http://www.tue.nl/en/university/working-at-tue/development-and-career/scientific-personnel/pdeng-trainees/
6. Additional information

The information below may not be applicable to all of you.

6.1 After arrival

After your arrival you should go to your ECTS coordinator of your department. He or she will provide you with a short introduction to the department and inform you of the practical arrangements the need to be made. If you are going to take part in a research project or internship, please also inform your supervisor after arrival. A letter with your identity number and personal code to log on the TU/e system will be emailed to you before arrival.

6.2 All students

All students need to register at the town hall as a citizen of Eindhoven. For students that have an appointment with Angie Lammen an appointment at the town hall will be arranged. Other students need to make an appointment with the town hall by calling (040)2386000. You will here a recorded message in Dutch. The message asks you to press 1 for English. Once you have done this, the tape continues but you immediately press 9 to get someone on the phone who speaks English and who will make your appointment. Or an appointment can be made online: https://www.eindhoven.nl/node/1305.
A few weeks after your registration at the town hall you will receive a letter from the municipality. Check the information in the letter. If it is correct you do not need to do anything. If the details are incorrect or if they change, you should notify the municipality.

If you are moving to a new address or if you are leaving the Netherlands you should notify the town hall.

If you receive a letter from the IND (Dutch Immigration Service) it will be written in Dutch. Please come to the ESA desk immediately so we can translate it for you and help you if anything needs to be done.

It is possible that, a few weeks after your arrival, you will receive some papers from the tax office. These are in a blue envelope and written in Dutch. You have received them because you have come to the Netherlands and the tax office wants to make sure you do not need to pay taxes. You can come to the ESA desk and ask for a translation of these forms. Please fill out the forms and send them back to the tax office.

### 6.3 Students who have a residence permit

- If you want to stay another semester as an exchange student at TU/e, you need to contact your coordinator at your department at TU/e and ask permission. This person needs to send an email to ESA@tue.nl with your new enrollment dates. Then you can contact Ms. Angie Lammen to extend your residence permit.

- If your residence permit gets stolen (in the Netherlands or abroad) you need to go to the police and get a police report. This report is necessary to apply for a new card. Contact ESA for help to out the form. Please take care of your residence permit card, applying for a new one will cost you 253 Euros.

- When you are in the Netherlands you only need to carry your residence permit card with you. If you go abroad you will also need your passport.

### 6.4 EU/EEA students

Students with a EU/EEA nationality do not need a residence permit. Students from Croatia need to apply for a proof of lawful residence if they intend to stay for more than 3 months. You will need to make an appointment with the IND to apply for this certificate. You can make an appointment by calling: 088-0430430.

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**Interesting links**

**Nuffic/Study in Holland**: www.studyinholland.nl  
**IND**: https://ind.nl/en