



2021 – 2022

Welcome Information Packet

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Website: <https://www.pto.ash.nl/monday-morning-networking>

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Important Resources

Wassenaar Gemeente (City Hall)

General 070.512.2222 www.wassenaar.nl (Dutch)
http://www.wassenaar.nl/english/the-municipal_41384/

Den Haag Gemeente (City Hall)

General 070.353.3000 www.denhaag.nl

Emergency

| | |
|-----------------------|--------------|
| Police/Ambulance/Fire | 112 |
| Police (non urgent) | 0900.8844 |
| Gas/Electric | 0800 9009 |
| Coast Guard | 0900 0111 |
| Breakdown (ANWB) | 088 2692 888 |

ASH Groups, Resources and Committees

- ASH: The American School of the Hague - www.ash.nl / Phone: 070.512.1060
- PTO: Parent Teacher Organization at ASH - <https://pto.ash.nl/>
- Monday Morning Networking (MMN): Weekly programs and events for new and returning families - Email: ptomn@ash.nl or Webpage: <https://www.pto.ash.nl/monday-morning-networking>
- School Libraries: Provides books, online books, DVD's, etc for children and adults as well as computer and internet usage before and after school
- School Counselors: A resource to help parents as well as students

General News/Information

- AngloINFO South Holland - <https://www.angloinfo.com/south-holland>
- XPAT Journal - www.xpat.nl
- Local Information - www.thehagueonline.com
- Dutch News in English - www.dutchnews.nl
- Expatica - <https://www.expatica.com/nl/>
- Government of The Netherlands - www.rijksoverheid.nl
- Gemeente Wassenaar - www.wassenaar.nl
- Gemeente Den Haag - <https://www.denhaag.nl/en.htm>
- ACCESS - www.access-nl.org

Generally, local city/town-halls serve as the first point of contact for (new) residents, provide welcome packets, as well as other information on services from various municipal departments (parking permits, driving licenses, etc).

Other Helpful Websites

- Translation Website - www.translate.google.com
- The Netherlands tourism info - www.vvy.nl
- Expat guides to new country, in select your language - www.justlanded.com

International Clubs

- American Women's Club - www.awcthehague.org
- Australian and New Zealand Women's Club - www.anzc.org
- Petroleum Wives' Club - www.pwc-thehague.com
- International Women's Contact The Hague - www.iwcthehague.nl

Other Clubs

- Find Support & Expat Groups in the area:
<https://www.angloinfo.com/south-holland/directory/south-holland-support-expat-groups-the-hague-7>

Public Transportation Websites

- Plan routes for all public transport around The Netherlands - www.9292.nl
- Bus / Trams - www.htm.net
- Chipkaart (tickets for transport) - www.ov-chipkaart.nl
- Dutch Rail in English - www.ns.nl/en
- International Rail - www.nsinternational.nl/en - or - www.thalys.com/nl/en

Facebook Pages

- ACCESS Netherlands
- American School of The Hague
- ASH PTO
- Buienradar
- DutchNews.nl
- Friends of Wassenaar
- Heavenly Holland
- IamExpat in The Netherlands
- I Amsterdam
- Paper The Underground - The Hague
- The English Theatre STET
- The Hague, Netherlands
- The Hague Festivals
- Thuisbezorgd.nl
- Visit Holland
- Volunteers The Hague
- Wassenaar Krant
- Wassenaarders
- Stuff Dutch People Like

Banking

Banking Vocabulary

| | |
|-------------------------------|------------------|
| Name..... | Naam |
| Town..... | Plaats |
| Account..... | Rekening |
| Debit Card..... | Pas |
| Enter (as in data)..... | Invoer/Toets |
| Amount..... | Bedrag |
| Deposit..... | Aanbetaling |
| Foreign..... | Buitenland |
| Transfer..... | Overschrijving |
| Payment..... | Betaling |
| Pay..... | Betalen |
| Direct Debit Authority..... | Machtigingskaart |
| Funds Transfer Authority..... | Aceptgiro |
| Direct Debit..... | Incasso |

Using an ATM

| | |
|--------------------------|-----------------------|
| Insert Your Card..... | Voer uw pinpas in |
| Enter Your PIN Code..... | Toets het PIN-code in |

After entering your PIN, the ATM will ask if you want to choose a language. Select your desired language and follow the prompts. At some ATM's you can choose the notes you want – select “ander bedrag”, or “other amount”, enter your amount and then you may get a choice of note combinations.

Dutch PIN-Card: The Dutch PIN-card is similar to a debit card in the U.S/ Canada/ Australia/UK., but it has a chip in it. Many U.S. cards do not have chips, so they can be used at ATM's but not in all stores. When you PIN something with a Dutch merchant, the money is immediately withdrawn from your Dutch bank account. Getting a Dutch PIN-card may take some time, so you will want to have your ATM card from your previous bank available so that you can withdraw cash (as many stores only take cash or Dutch PIN-cards). Similar to a debit card, the PIN-card requires a code to be used.

Transferring Money to Your Account: There will be times when you may need to transfer money from your bank account in your host country to your bank account in The Netherlands. While there is no way of avoiding the various fees associated with this; however, one option is to withdraw money from a local ATM and then deposit it into your account via an ATM that accepts deposits. Inside the ABN AMRO in Wassenaar, there is a separate ATM that will accept cash deposits.

Exchanging Money: To buy/sell foreign currency or travelers checks, you generally need to go to the GWK Travelex counters at Schiphol, or at the train stations in Leiden or The Hague. For locations and addresses see www.gwktravelex.nl. Local banks will sometimes sell foreign currency, but there is usually a minimum of €1000. Better rates are usually obtained through ATMs.

TV, Phone and Internet

Starting a phone and Internet connection in the Netherlands can often be time consuming, complicated and frustrating. However, knowing some basic information before you start ordering your services can save you a lot of trouble. To set-up connection for Internet and telephones takes about two weeks. Always inquire about the current deals on installation for all services.

NOTE: Before you are able to set up these services you will need a Bank account/Pin Card

Telephone, TV and Internet

The two biggest providers for your telephone, Internet and TV connection are **KPN** and **Ziggo**.

Signing-Up for Internet

- Order your service connection from one of the providers. Staff can start an account for you with one of the larger internet service providers, order your connection and set a connection date, and order the appropriate modem and equipment.
- Internet connections can take a very long time to set up, so order as early as you can. The modem and cables arrive in the mail after a couple of weeks, but you must wait until the provider starts the connection before trying to install. Software installation is fairly straightforward, but the instructions are in Dutch. If you do not want to install the modem and setup the software yourself, you can get a technician to visit you. Most of the time installation is free when you order your services for the Internet connection and the phone.

ZIGGO

Ziggo offers many plans that combine TV/Internet/phone and mobile phones. You can visit several retail stores to get connected or simply sign-up via their website (in Dutch) at www.ziggo.nl.

KPN

KPN is the largest telecommunications company in Holland. New arrivals to The Netherlands must visit the KPN retail outlets in person and present identification and a certificate of residence from the Gemeente (Town Hall), or otherwise be subject to a large deposit. KPN provides telephone, Internet, digital TV and mobile phone. You can choose any combination of packages to meet your needs.

Satellite TV & Live Streaming TV Options

There are other options for TV including satellite, which is offered through several companies based in the UK. For U.S. Military families, AFN (Armed Forces Network) is available. There is also SKY TV, which is broadcast from the UK, AppleTV, Sling TV and downloading TV shows from Netflix, Disney+, Amazon Prime.

Mobile Phones

There are so many different providers of cell phones that we are not really able to provide specific details on the process. However, here are a couple of things to think about and know before walking into a local store. Your existing phone might work in the Netherlands just by replacing the SIM-card, or you may need a new phone.

Prepaid vs. Contract.

This choice really depends on how many calls you make, and on how long you are planning to stay in Holland.

- **Prepaid:** Gives you a lot of freedom, you can use it for as long or as short as you want, with no obligations at all. The downside is that your calls are more expensive than with a contract. Also, when you run out of credit, you need to purchase new credit before you can continue making calls.
- **Contract:** If you are planning to stay for (almost) a year or longer, a contract could be the right choice for you. You can choose from a 1, 2, or 3 year contract. Obviously, the longer the contract term, the less you have to pay for the mobile phone (many of them are for free anyway). Make sure it is very clear what services you are purchasing and what the limitations are on internet usage, texts, phone calls, etc before signing.

Choosing a Provider

Once you have decided either prepaid or contract mobile phone plan, you need to make the toughest choice: which mobile phone company to use? Most mobile phone providers (KPN, Vodafone, Telfort, Orange, T-mobile) offer good quality and service. So you need to find out which pricing scheme fits you best. In all cases, the higher the monthly fee, the lower the cost per minute.

Documents

If choosing to go with a **contract**, the best advice is to go directly to the local phone store to ask the sales representative initial questions, such as what documentation is required to setup a new contract. It is best to go in beforehand to ask what you will need, rather than to walk-in and expect to walk-out with a phone.

Recommended Books

At Home in Holland - American Women's Club of The Hague, 11th ed., 2009.

A useful guide filled with time-tested, friendly advice on what to expect when you move to The Netherlands. Especially useful information on getting set up in Holland.

The Holland Handbook - This illustrated handbook offers essential information for the expatriate on all aspects of living and working in the Netherlands such as: international education, registration, telecommunications, healthcare, insurances, career, housing, etc. All these subjects are approached from the perspective of the expatriate. www.hollandbooks.nl

The ROUGH GUIDE to the Netherlands - This practical and comprehensive guide provides listings and background information on the best of this colorful country. From the historic towns to the dunes, beaches and islands of the various regions, there are candid reviews of the best places to stay, eat and drink.

Fietsrouteboek Nederland - Folder with 100 maps of cycle tours (40-50km) all over Holland, via bike trails all marked with signposts.

Food Shoppers Guide to Holland - This book gives English and Dutch names and full details of the entire range of food stuffs available and where to find them. By Ada Henne Koene.

Dutch Cooking Today - 60 modern and traditional favorite Dutch recipes in English.

Rick Steve's travel guides, e.g. Rick Steve's Amsterdam, Brussels and Bruges

Well written guide books - available for many other countries too.