



Please e-mail, call or visit the Expat Centre at:

**Visitor Centre Leiden**

Stationsweg 41

2312 AT Leiden

T +31 (0)71 516 6005

E [welcome@expatcentreleiden.nl](mailto:welcome@expatcentreleiden.nl)

W [www.expatcentreleiden.nl](http://www.expatcentreleiden.nl)



# My first month in Leiden

A guide to expat  
information and services







## Welcome to our city!

On behalf of the city council, I would like to wish you all a very warm welcome to Leiden. I will be your mayor during the months or years to come. For centuries, countless expats and students from all over the world have been drawn to Leiden. Your presence here makes Leiden even more colourful than it already was.

The Expat Centre Leiden is very important for all the expats who live and work in the region: It is the one-stop-shop concerning all regional expat related issues. The Expat Centre offers advice on a wide range of topics such as immigration formalities, living in the region and social life. The Expat Centre can also provide extensive information on the Leiden region. Our slogan is “Leiden, key to discovery”. Leiden is a city of discoveries as it is the home of institutes such as Leiden University, the Leiden University Medical Centre and the Bio Science Park. Leiden is also a place to discover. We have a long and interesting history, a rich tradition and a monumental city centre. It is my sincere hope that you will feel at home as soon as possible in this region that has so much to offer.

*Henri Lenferink*  
Mayor

## The Expat Centre Leiden Sponsorship Programme

The Expat Centre Leiden Sponsorship Programme was created in 2010 to connect expats with service-providers operating in the expat market. We have created this booklet, which includes information about all of our partners, in order to provide expats with a convenient list of expat-related companies in the Leiden area. All companies participating in the Expat Centre Leiden Sponsorship programme are known to the Expat Centre and have met our criteria.

We hope that this booklet will serve as a helpful tool for new expats in the Leiden area. We have also included some general information (for example on public transportation, public holidays and important Dutch phone numbers).

Furthermore, The Expat Centre Leiden website ([www.expatscentreleiden.nl](http://www.expatscentreleiden.nl)) contains a wealth of useful information for expats and the Expat Centre desk is ready and able to answer questions and provide information on a wide range of topics.

## Checklist

Moving is always a hectic time, and it brings about quite a few formalities that need to be taken care of. The list of things to do depends on your nationality, place of birth, family, and sometimes on your employer's choice of work permit. Whichever route you choose, thorough preparation is essential.

### What to expect:

- Moving to a new country involves bureaucracy, the Netherlands is no exception to this.
- Some Dutch rules and procedures will be different from those in your home country.
- Plan time to attend meetings with Dutch organizations.
- Plan time to prepare documents for these meetings.

- Communication (information) is often in Dutch.

Depending on your country of origin, you will need an entry visa, a work permit, and a residence permit. You will also need to register your new address at the Town Hall and with the Tax Authority, who will provide you with a Citizen Service Number (Burger Service Nummer, BSN).

## Preparation phase

### Formalities

- Update your passport: make sure it is valid for at least one year after your arrival in the Netherlands, and for the full duration of your planned stay, if possible.
- Update your driving licence: make sure it does not expire for at least one year from your arrival date in the Netherlands. If your driving licence has no expiry date, make sure the document is not more than 9 years old.
- Legalisation: have your birth and marriage certificates legalised or sanctioned. Certain documents may also need to be translated if not

already written in English, French, German or Dutch. Different rules apply to different nationalities, so check with your HR manager or the website [www.hcch.net](http://www.hcch.net) for information pertaining to your personal situation.

### Financial arrangements

- Arrange with your bank in which manner accounts are to be handled during your assignment.
- Cancel pending orders, if necessary.
- Inform your income tax office of your move and complete any necessary forms.

### Children

- Collect examples of your child's current schoolwork and reports, test results, etc. (in English when possible).
- Check if there is a waiting list for your children at the international schools in the Netherlands and apply for a place for your children. Do the same for childcare organizations, if necessary.
- Speak with a tax consultant regarding tax exemptions and the implications of school fees.
- Take photos of family, friends and familiar places.
- Check that children have the addresses of friends with whom they wish to stay in touch.
- Ensure that favourite toys, personal items, special food, books and games are carried in your hand luggage.

### Health care

- Request medical records – make sure you obtain your children's full vaccination records.
- Make sure you bring sufficient medicine to cover the first few weeks of your stay, if necessary.

### Social security

- If applicable, obtain an E101 form if you wish to pay social security contributions in your home country.
- Check your health insurance – make sure that you are covered at all times.
- Check with your employer for the possibility of collective insurance deals.

### Housing

- Check out housing websites to get a feel for prices, dimensions and locations.
- Check with your HR manager for possible housing assistance.
- Take measurements of 'must take' furniture to see if it will fit in your new home.
- Check several removal companies for rates for your international removal.
- Decide what is to happen with your house in your home country, rent it out, sell it, take action.

### Pets

- Check if you have appropriate identification (chip or tattoo) and documentation for your pets.
- Get vaccinations up-to-date (check expiry date on the vaccinations).



- Check if you require a flight reservation for your pets.

### Vehicles

- Consider whether to bring your car with you.
- Dutch purchase taxes are high, vehicles for personal use may be imported tax free under certain

conditions (the most important being that you have owned and used the car for over six months).

- If a vehicle is over ten years old, it is probable that it will not pass the Dutch environmental test.
- Get a no-claims statement from your current insurance company.
- Arrange transportation to the Netherlands, if necessary.

## Arrival phase

### Formalities

- Apply for and collect your work permit (if applicable).
- Register at the Town Hall of your place of residence.
- Apply for your residence permit (if applicable). In some cases this application can be submitted before the work permit has been issued.
- Collect your citizen service number (BSN) at the local Town Hall.
- Receive confirmation that your residence permit will be issued (if applicable).
- Collect your residence permit from the Town Hall (if applicable).
- Open a bank account.

### Healthcare

- Register with a local doctor and dentist.

### Social security, taxes and insurance

- Arrange health insurance.
- If you have an E101, ask your insurance company for an E106 (or E128 or EHIC) and arrange registration.
- Register with the Dutch authorities. Your employer may do this for you.
- Set up vehicle insurance.
- Arrange liability insurance and consider getting travel insurance.
- Ask your HR department to apply for the 30% tax ruling (if applicable).

### Transport

- Register imported vehicles with the Dutch authorities. People registered as living in the Netherlands can not own / drive a 'foreign' vehicle here.

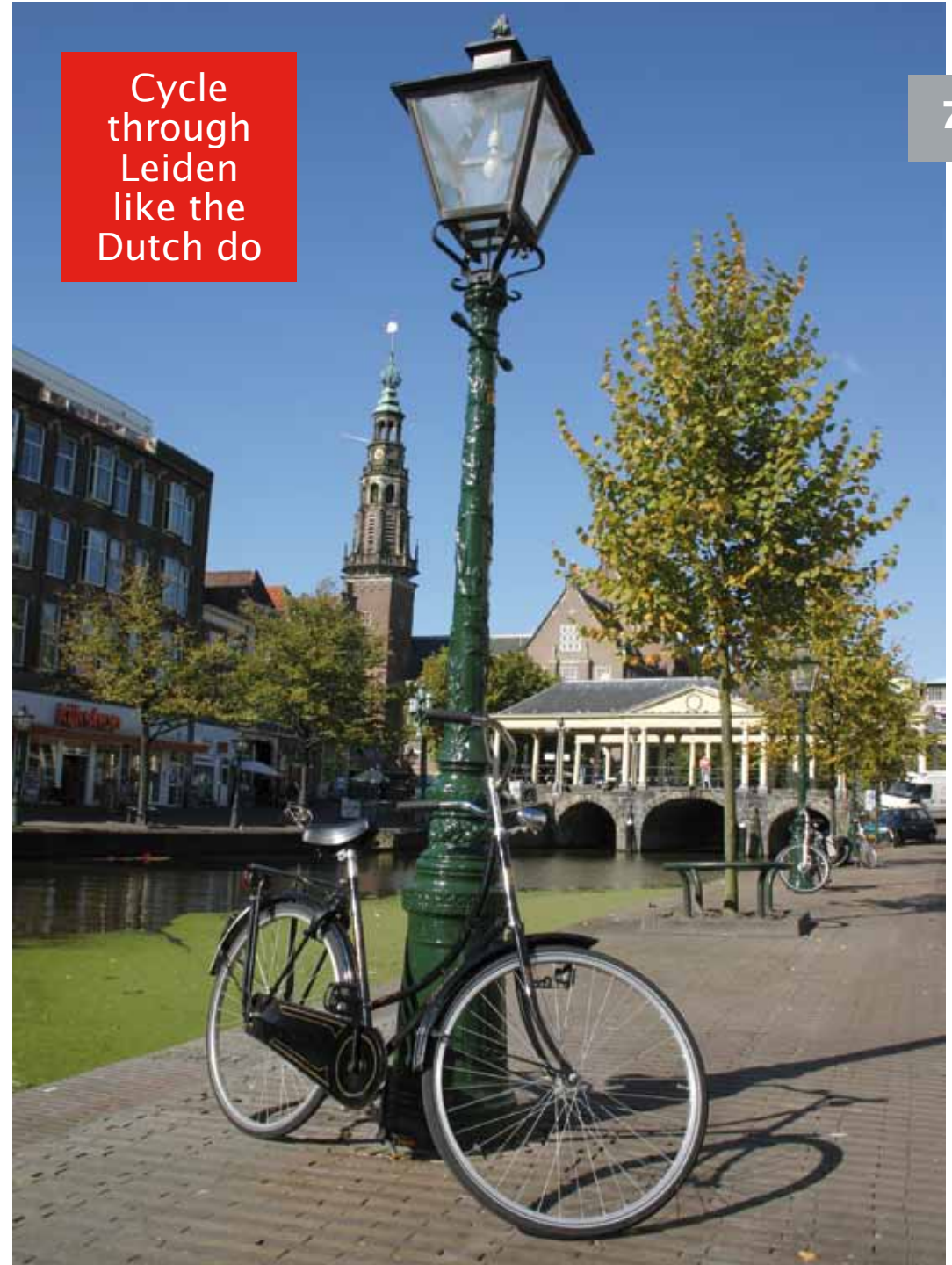
### Housing

- View accommodation.
- If agreed, sign contracts.
- Organise utilities (water, gas, electricity, phone, internet, etc.).
- Check which day(s) your bin(s) and other waste items are collected. Call your Town Hall, or simply ask a neighbour or landlord.
- Arrange housing insurance.

### Children

- It is compulsory for children between the age of 5 and 16 to attend full-time education.

Cycle through Leiden like the Dutch do



## Settling-in phase

### Formalities

- Exchange your driving licence for a Dutch one (if applicable).
- Return foreign licence to home country (make a copy!).
- Note expiry dates of all permits and licences – make sure you re-apply on time!

### Healthcare

- Register with a doctor, dentist and pharmacy.

### Social security, tax and insurance

- Apply for child benefit if applicable.
- Apply for spouse tax credit if applicable.

## Leaving the Netherlands

There are a number of matters to be dealt with when you leave the Netherlands. It is important that you cancel your registration in the Municipal Personal Records Database. This means the municipality will remove your personal details from the files. The municipality will automatically inform other government authorities of your departure. You will receive an official document noting

the end of your registration. Ending your registration is possible from one month to five days prior to your departure from the Netherlands. It is possible to end your registration in person, by post or via the internet. If you do not fill in a departure date, the day on which the municipality receives the document will be regarded as your departure date.



Drinks on a boat on one of the canals

## Public Holidays in the Netherlands

The Netherlands has 13 main holidays.

### 01 January

New Year's Day (*Nieuwjaarsdag*)

### March/April

Good Friday (*Goede Vrijdag*) – The Friday before Easter.

### March/April

Easter (*Pasen*) – The Dutch celebrate two days of Easter: *1e Paasdag* and *2e Paasdag* (on Sunday and the subsequent Monday).

### 30 April

Queen's Day (*Koninginnedag*)

04 May Remembrance Day (*Dodenherdenking*)\*

### 05 May

Liberation Day (*Bevrijdingsdag*) (This is an official holiday once in every 5 years)

### 40 days after Easter

Ascension Day (*Hemelvaartsdag*)

### 7 weeks after Easter

Pentecost (*Pinksteren*) – The Dutch celebrate two days of Pentecost: *1e Pinksterdag* and *2e Pinksterdag* (on Sunday and the subsequent Monday).

### 03 October

The relief of Leiden (*Leidens Ontzet*) (This is not a national holiday) – Residents of Leiden celebrate the end of

the Spanish siege and the relief of their city in 1574 with a popular festival.

### 05 December

Saint Nicholas' Eve (*Sinterklaas*) (This is not an official holiday)

### 25 & 26 December

Christmas (*Kerstmis*) – The Dutch celebrate two days of Christmas: *1e Kerstdag* (Christmas Day) and *2e Kerstdag* (Boxing Day).

\* Although this is not a national holiday, all over the country two minutes of silence are taken into account at 8:00 PM local time.



## Useful information

### Banking

#### Rabobank

**About us**

Rabobank Group is an international financial services provider operating on the basis of cooperative principles. We offer retail banking, wholesale banking, asset management, leasing and real estate services. Rabobank Leiden, Leiderdorp and Oegstgeest offers adequate financial services and products to suit your personal situation, all under one roof.

**Contact information Rabobank**

*Visiting address:*  
Stationsweg 37-39  
2312 AT Leiden  
*Postal address:*  
Postbus 2041  
2301 CA Leiden  
**T** +31 (0)71 565 9393  
**E** info@leiden.rabobank.nl  
**W** www.rabobank.nl/particulieren/servicemenu/english\_pages/



### Housing

#### Eigen Haard Makelaars

**About us**

Eigen Haard Makelaars is an agency with over 75 years of experience in the local housing market. If you are looking for accommodation to rent or a house to buy, the Eigen Haard team will be standing by to assist you with their experience and expertise.

**Contact information Eigen Haard Makelaars**

*Visiting address:*  
Geversstraat 63  
2341 GC Oegstgeest  
*Postal address:*  
Postbus 1216  
2340 BE Oegstgeest  
**T** +31 (0)71 519 1919  
**F** +31 (0)71 519 1929  
**E** makelaar@eigen-haard.nl  
**W** www.eigen-haard.nl



#### Rots-Vast Groep

**About us**

The Rots-Vast Groep has been renting, letting and managing rental properties for over 21 years. With more than 40 offices and over 3500 houses for rent on the short term, we are the largest real estate broker in homes for rent in The Netherlands. Rots-Vast Groep; Winner in Housing Mediation.

**Contact information Rots-Vast Groep**

*Visiting and postal address:*  
Oude Herengracht 18  
2312 LN Leiden  
**T** +31 (0)71 524 6878  
**F** +31 (0)71 524 6870  
**E** mail@rotsvastleiden.nl  
**W** www.rotsvast.nl/en/Home/



### Insurance

#### Meeùs

**About us**

Meeùs has been operating in the field of insurances since 1927. We operate (inter-) nationally and are part of the Unirobe Meeùs Groep (UMG), which is fully owned by AEGON. With 2.200 staffmembers, UMG is one of the largest insurance brokers organisations in the Netherlands.

**Contact information Meeùs**

*Visiting and postal address:*  
Rijnsburgersingel 61  
2316 XX Leiden  
**T** +31 (0)71 568 5685  
**F** +31 (0)71 522 3539  
**E** info.leiden.rijn@meeus.com  
**W** www.meeus.com (only in Dutch)



#### Rabobank

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Rabobank Group is an international financial services provider operating on the basis of cooperative principles. We offer retail banking, wholesale banking, asset management, leasing and real estate services. Rabobank Leiden, Leiderdorp and Oegstgeest offers adequate financial services and products to suit your personal situation, all under one roof.

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Postbus 2041  
2301 CA Leiden  
**T** +31 (0)71 565 9393  
**E** info@leiden.rabobank.nl  
**W** www.rabobank.nl/particulieren/servicemenu/english\_pages/



#### Zorg en Zekerheid

**About us**

As a healthcare insurer based in an international environment, we can show you the way to the best care providers (general practitioners, dentists, hospitals etcetera) with respect to quality, accessibility and price. With Zorg en Zekerheid, you are covered by one of the best healthcare insurers. Visit one of our insurance shops (Leiden: Korevaarstraat 2) for tailor-made advice.

**Contact information Zorg en Zekerheid**

*Visiting address:*  
Haagse Schouwweg 12  
2332 KG Leiden  
*Postal address:*  
Postbus 400  
2300 AK Leiden  
**T** +31 (0)71 582 5825  
**W** www.zorgenzekerheid.nl/expatcentre



Legal Matters

Taxes

**Teekens Karstens  
advocaten notarissen**

**About us**

TeekensKarstens Lawfirm is firmly rooted in the Leiden society. TK offers advice on your legal status in a clear and personal manner. TK has a customized approach, our professionals think fast and strive to find the most appropriate solution for your personal situation.

**Contact information  
TeekensKarstens  
advocaten notarissen**

*Visiting address:*  
Vondellaan 51  
2332 AA Leiden  
*Postal address:*  
Postbus 1144  
2302 BC Leiden  
T +31 (0)71 535 8000  
F +31 (0)71 535 8001  
E info@tklaw.nl  
W www.tk.nl/index.php/en



**Baker Tilly Berk  
Expat & Tax  
Solutions B.V.**

**About us**

Baker Tilly Berk Expat & Tax Solutions B.V. is an independent international business advisory firm with more than 30 well trained and experienced professionals. We help companies and individuals to operate smoothly in another jurisdiction thus providing a solution which is mainly focused on solving issues regarding legal matters, (international) tax and social security.

**Contact information  
Baker Tilly Berk  
Expat & Tax Solutions B.V.**

*Visiting address:*  
Schipholweg 115  
2316 XC Leiden  
*Postal address:*  
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2300 AM Leiden  
T +31(0)71 750 6800  
F +31(0)71 750 6850  
E info@btbeats.com  
W www.btbeats.com



**Grant Thornton**

**About us**

Grant Thornton's motto: "Our knowledge is your power". Our aim is to advise you about all the fiscal aspects of your new environment and to help you find your way in all legal and fiscal matters in The Netherlands. You can rely on Grant Thornton to ensure that our fiscal experts always keep abreast of the very latest developments in the ever-changing fiscal situation in the Netherlands.

**Contact information  
Grant Thornton**

*Visiting address:*  
Schipholweg 68d  
2316 XE Leiden  
*Postal address:*  
Postbus 2154  
2301 CD Leiden  
T +31 (0)71 524 0909  
F +31 (0)71 524 0919  
W www.gt.nl/en/45



**Zirkzee & Den Os  
Accountants &  
Tax Lawyers**

**About us**

Zirkzee & Den Os Accountants & Tax Lawyers has its headquarters in Leiden (Darwinweg 14, next to Naturalis) with front offices in Amsterdam and Rotterdam. The primary focus of Zirkzee & Den Os is to be of service to clients from abroad with a business and Expat population in The Netherlands.

**Contact information  
Zirkzee & Den Os  
Accountants & Tax Lawyers**

*Visiting address:*  
Darwinweg 14  
2333 CR Leiden  
*Postal address:*  
Postbus 916  
2300 AX Leiden  
T +31 (0)71 572 4965  
F +31 (0)71 572 4970  
E info@zirkzeedenos.com  
W www.zirkzeedenos.com



Beautiful  
Windmill  
de Valk

## Essential Dutch Phone Numbers

Below you will find a summary of important Dutch telephone numbers which you may require in case of an emergency or problem.

### NOTE:

On the first Monday of each month at 12.00 noon, the city's emergency sirens are tested. Do not be alarmed. In the event of a real emergency, turn on your television or radio and tune in to a local station for further information.

For general information about what to do in case of an emergency, visit the following website:

W [www.nederlandveilig.nl/noodsituaties/english/](http://www.nederlandveilig.nl/noodsituaties/english/)

### Police, fire brigade and ambulance

#### Emergencies

police, fire brigade, ambulance

T 112

#### Police information

(non-emergency)

T 0900 8844

#### Anonymous tip-line

(to report crimes)

T 0800 7000

#### Fire brigade Leiden

(non-emergency)

T +31 (0)71 521 2121

#### Ambulance Leiden

(non-emergency)

T +31 (0)71 523 3233

### Emergency doctor's office

The emergency doctor's office can be contacted for medical emergencies outside of regular doctor's hours. This service operates around the clock (24 hours a day) and is available on nights, weekends and all public holidays. The number in Leiden is:

T 0900 5138 039

### Electricity and gas

#### Emergency service number

T 0800 9009

### Radio, TV, Internet and Telephone

#### ZIGGO

#### Emergency service number

T 0900 1884 (€ 0,10 cpm)

### Public transport

Leiden is ideally located within a short travelling distance of large cities such as The Hague and Amsterdam and can be reached in a variety of ways: by car, boat, train, bus and by air. International visitors can easily access Leiden, as Schiphol (Amsterdam airport) is at just a 20 minute drive's distance and the less sizable Rotterdam Airport is at 25 minutes' distance. The Stena Line ferry from Harwich docks at Hoek van Holland (Corner of Holland) and from this location, travellers from the UK can make their way to Leiden Central Station within an hour.

The city runs an excellent bus network. Leiden is easy to reach by public transport. Trains from all directions stop at Leiden Central Station, and the city centre is just a short walk from the station. If you prefer taking the bus, there is a frequent bus service from the station which will take you to virtually every corner of the city.

### **Travel advice for public transport**

#### **Domestic**

**T** 0900 9292 (€ 0,70 cpm)

**W** [www.9292ov.nl](http://www.9292ov.nl)

#### **International**

**T** 0900 9296 (€ 0,35 cpm)

#### **Bus**

**W** [www.connexion.nl](http://www.connexion.nl)

**W** [www.veolia-transport.nl/reisinformatie](http://www.veolia-transport.nl/reisinformatie)

#### **Train**

**W** [www.ns.nl](http://www.ns.nl)

### **Leiden City Hall** **Municipality Citizenship** **and Taxes Information Desk**

The Citizenship and Taxes Information Desk provides information regarding travel documentation, driving licences, the registration as a citizen of Leiden, etc. It is possible to make an appointment to apply for the documents which you require. At this Information Desk you can also ask questions related to local taxes.

#### *Address:*

Stadhuisplein 1, 2311 EJ Leiden

**E** [sleutel@leiden.nl](mailto:sleutel@leiden.nl)

**T** +31 (0)71 516 5500

(Monday to Friday 09.00 - 16.00)

#### *Opening hours desk:*

Monday to Friday 08.30 - 12.00

(no appointment required)

Monday to Friday 13.00 - 16.00

(appointments only)

Thursday 16.00 - 20.00

(appointments only)

