



INFORMATION MAP

THE VILLAGE GRONINGEN

WELCOME TO

THE
VILLAGE

DREAM | STUDY | PLAY

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● INTRODUCTION

This information map is meant for all international students who are staying in The Village. As it is designed to give you information about The Village and about Groningen!

When you have questions, you can visit the reception desk, call, or send an email.

CONTACT

Address: **Peizerweg 132, 9727 AN Groningen, The Netherlands**

Telephone number: **+31 (0)88 0089 040**

Email address: **info@thevillagegroningen.nl**

For questions or comments regarding The Village, your hotel agreement, extending your stay or payments, please **contact the reception**.

Address and opening hours The Village

The address of The Village is:

The Village Groningen

Peizerweg 132

9727 AN Groningen

The Netherlands

The opening hours:

Lobby

Monday - Friday

09:00 - 23:00

Saturday & Sunday

12:00 - 23:00

Laundry room

Monday - Friday

09:00 - 23:00

Saturday & Sunday

12:00 - 23:00

Reception

Monday - Friday

09:00 - 23:00

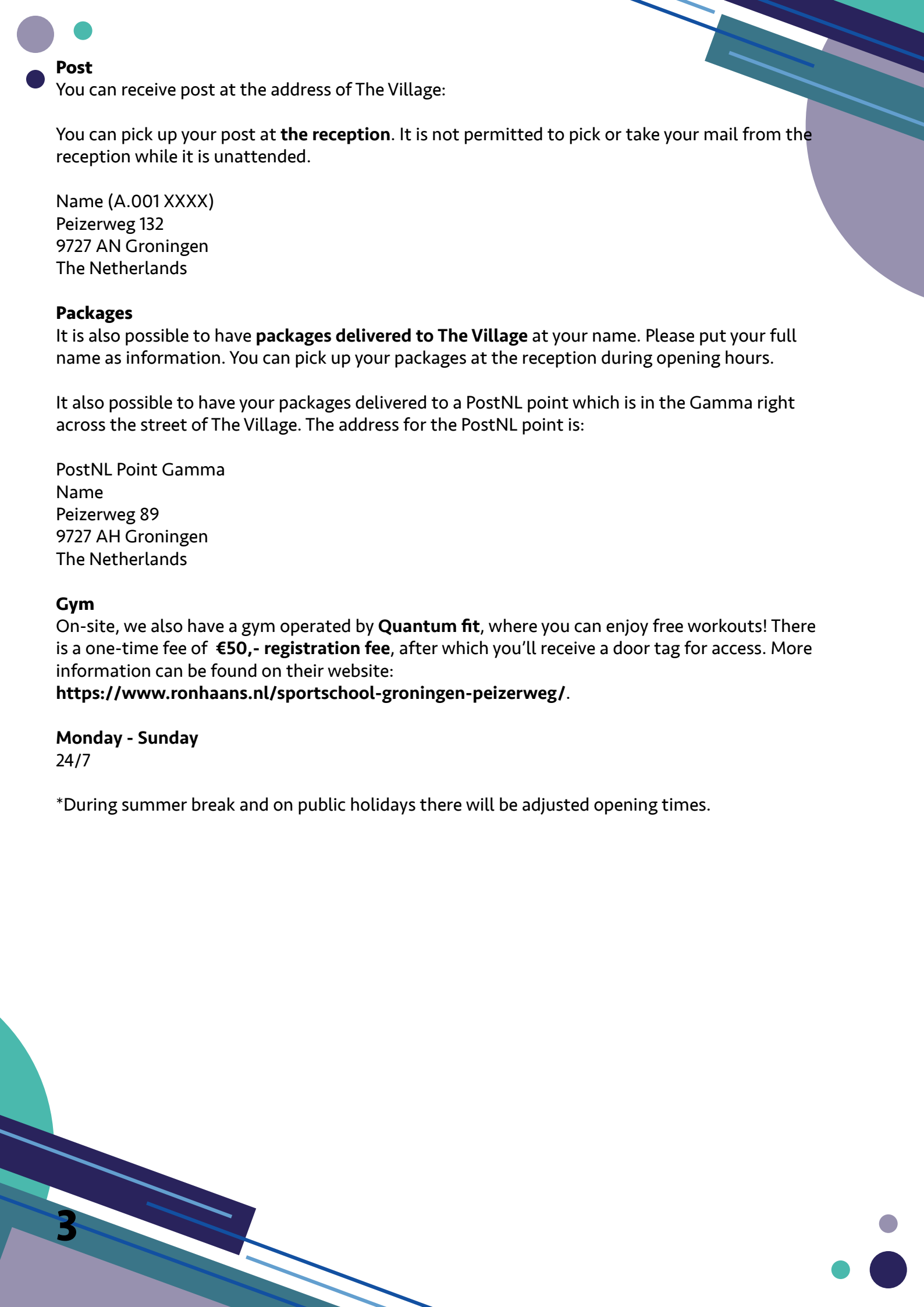
Saturday & Sunday

12:00 - 23:00

Office (bookings) + e-mail

Monday - Friday

09:00 - 17:00



Post

You can receive post at the address of The Village:

You can pick up your post at **the reception**. It is not permitted to pick or take your mail from the reception while it is unattended.

Name (A.001 XXXX)
Peizerweg 132
9727 AN Groningen
The Netherlands

Packages

It is also possible to have **packages delivered to The Village** at your name. Please put your full name as information. You can pick up your packages at the reception during opening hours.

It also possible to have your packages delivered to a PostNL point which is in the Gamma right across the street of The Village. The address for the PostNL point is:

PostNL Point Gamma
Name
Peizerweg 89
9727 AH Groningen
The Netherlands

Gym

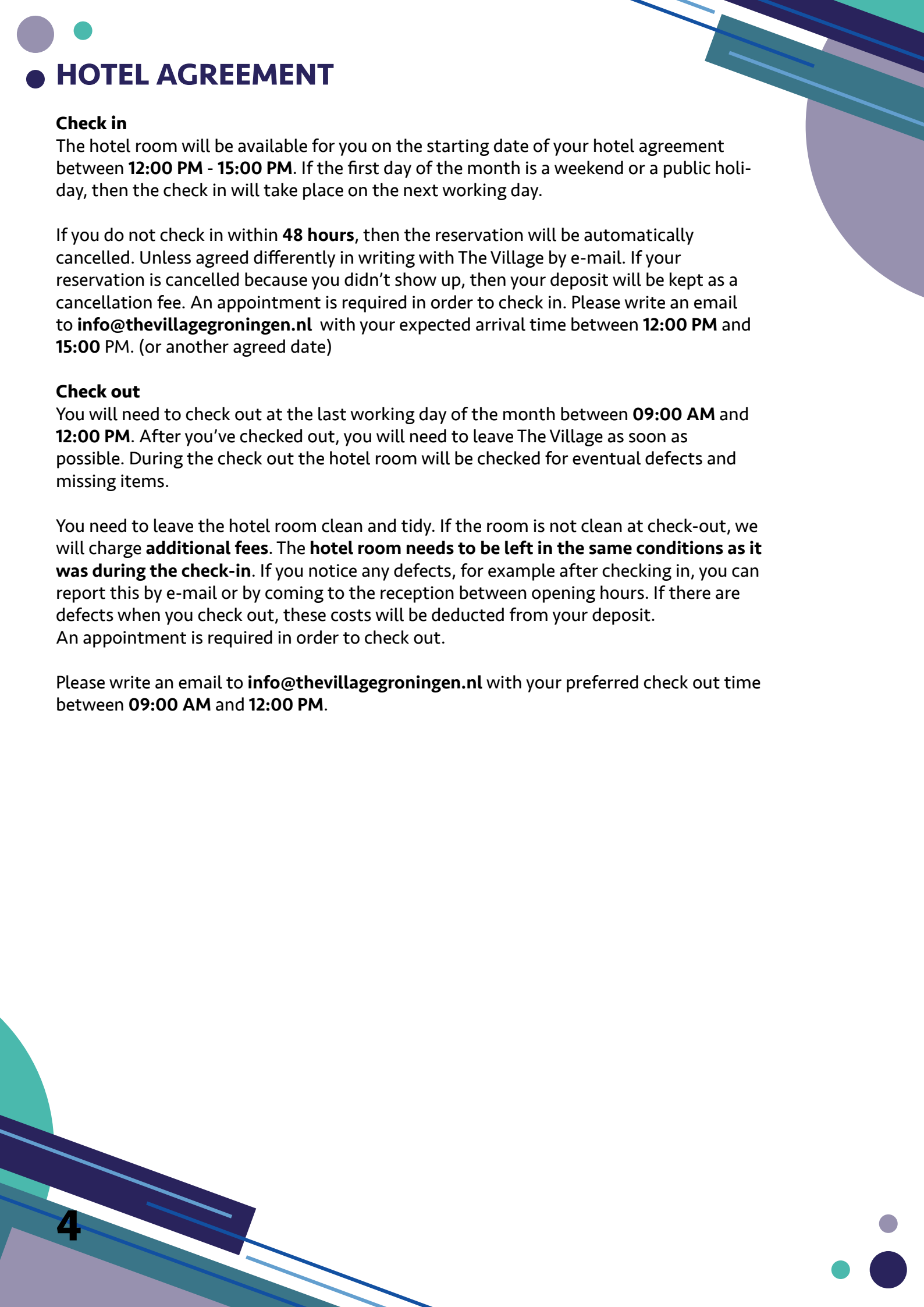
On-site, we also have a gym operated by **Quantum fit**, where you can enjoy free workouts! There is a one-time fee of **€50,- registration fee**, after which you'll receive a door tag for access. More information can be found on their website:

<https://www.ronhaans.nl/sportschool-groningen-peizerweg/>.

Monday - Sunday

24/7

*During summer break and on public holidays there will be adjusted opening times.



● HOTEL AGREEMENT

Check in

The hotel room will be available for you on the starting date of your hotel agreement between **12:00 PM - 15:00 PM**. If the first day of the month is a weekend or a public holiday, then the check in will take place on the next working day.

If you do not check in within **48 hours**, then the reservation will be automatically cancelled. Unless agreed differently in writing with The Village by e-mail. If your reservation is cancelled because you didn't show up, then your deposit will be kept as a cancellation fee. An appointment is required in order to check in. Please write an email to **info@thevillagegroningen.nl** with your expected arrival time between **12:00 PM** and **15:00 PM**. (or another agreed date)

Check out

You will need to check out at the last working day of the month between **09:00 AM** and **12:00 PM**. After you've checked out, you will need to leave The Village as soon as possible. During the check out the hotel room will be checked for eventual defects and missing items.

You need to leave the hotel room clean and tidy. If the room is not clean at check-out, we will charge **additional fees**. The **hotel room needs to be left in the same conditions as it was during the check-in**. If you notice any defects, for example after checking in, you can report this by e-mail or by coming to the reception between opening hours. If there are defects when you check out, these costs will be deducted from your deposit. An appointment is required in order to check out.

Please write an email to **info@thevillagegroningen.nl** with your preferred check out time between **09:00 AM** and **12:00 PM**.

Registration and de-registration at the municipality of Groningen

If you are staying in The Netherlands for **less than 4 months** for your study, then you can register as a 'non-resident in the Basic Registration Persons' at the municipality of Groningen. You will receive a citizen service number (BSN) after registration. You can find more information on the website of the municipality of Groningen under the title: Registration non-resident. Website:

<https://gemeente.groningen.nl/en/registration-non-resident-rni#section-6183>

If you are staying in The Netherlands for **more than 4 months**, Please make sure to register with the municipality of Groningen within **5 working days** after you arrived at The Village. To **register** at the municipality of Groningen you need to make an appointment. Please make sure to bring your **hotel agreement** to this appointment, can be shown digitally.

For more information about registering with the municipality of Groningen, please visit the website of the municipality of Groningen, under the title: Moving to The Netherlands.

Website: **<https://gemeente.groningen.nl/en/moving-to-the-netherlands>**

If you are staying **longer than 8 months** in The Netherlands, you are an emigrant. You can already register with the municipality of Groningen **5 days before you arrive** to the Netherlands or on the day of arrival in the Netherlands. You can also do this online instead of making an appointment with the municipality of Groningen. You will find more information under the title: Emigration. Website: **<https://gemeente.groningen.nl/en/emigration>**

You can **de-register** from the municipality of Groningen **4 weeks before leaving** The Village or until **5 days after you have left** The Village. Saturdays, Sundays and public holidays also count **within the 5 days**. If you move to another address in Groningen or in the Netherlands, you also need to inform the municipality. You can also **de-register online**, you do not have to make an appointment with the municipality of Groningen.

The phone number of the municipality of Groningen is: **+31 50 367 70 00**.

The municipality is available from Monday until Friday from **08.30 AM – 5.30 PM**, and on Thursday they are open until **08.00 PM**.

Your registration address is:

Full Name

Peizerweg 132

9727 AN Groningen

Please note: Your registration address is **without** your **room number!!**



Extending

If you want to extend your **hotel agreement**, then you need to request this to the reception in writing by e-mail at least one month in advance. It depends on the availability whether the extension is possible or not. The maximum period for your stay can be no longer than **12 months**. Within this period if you wish to extend your stay at The Village, we can offer you the same room or a different room based on our availability.

Visitors

The visitors can stay for a fee of **€ 15,-** per night.

This includes the use of:

- A mattress
- A linen package
- A Blanket and a pillow
- Water and electricity
- Wi-Fi
- Use of the shared facilities (excluding the fitness area)

We will deliver the mattress around 18:00 PM on the requested date and pick it up on the desired pick up date. Our office hours are 09:00 pm 17:00 pm.

If you want to have a visitor over at The Village, please contact The reception by e-mail: **info@thevillagegroningen.nl**

Please note: Send an e-mail **on time**. The office is **closed** weekends!

Payments

You need to make the payment **before the first date of each month**; this payment is for the following month. Due to the different banks and international transfers, it can take several working days before the payment is at the bank account. That is why we advise you to make an automatic payment around every **28th of the month**. This ensures the payment to be **on time**. Unfortunately, it is not possible to pay any other way.

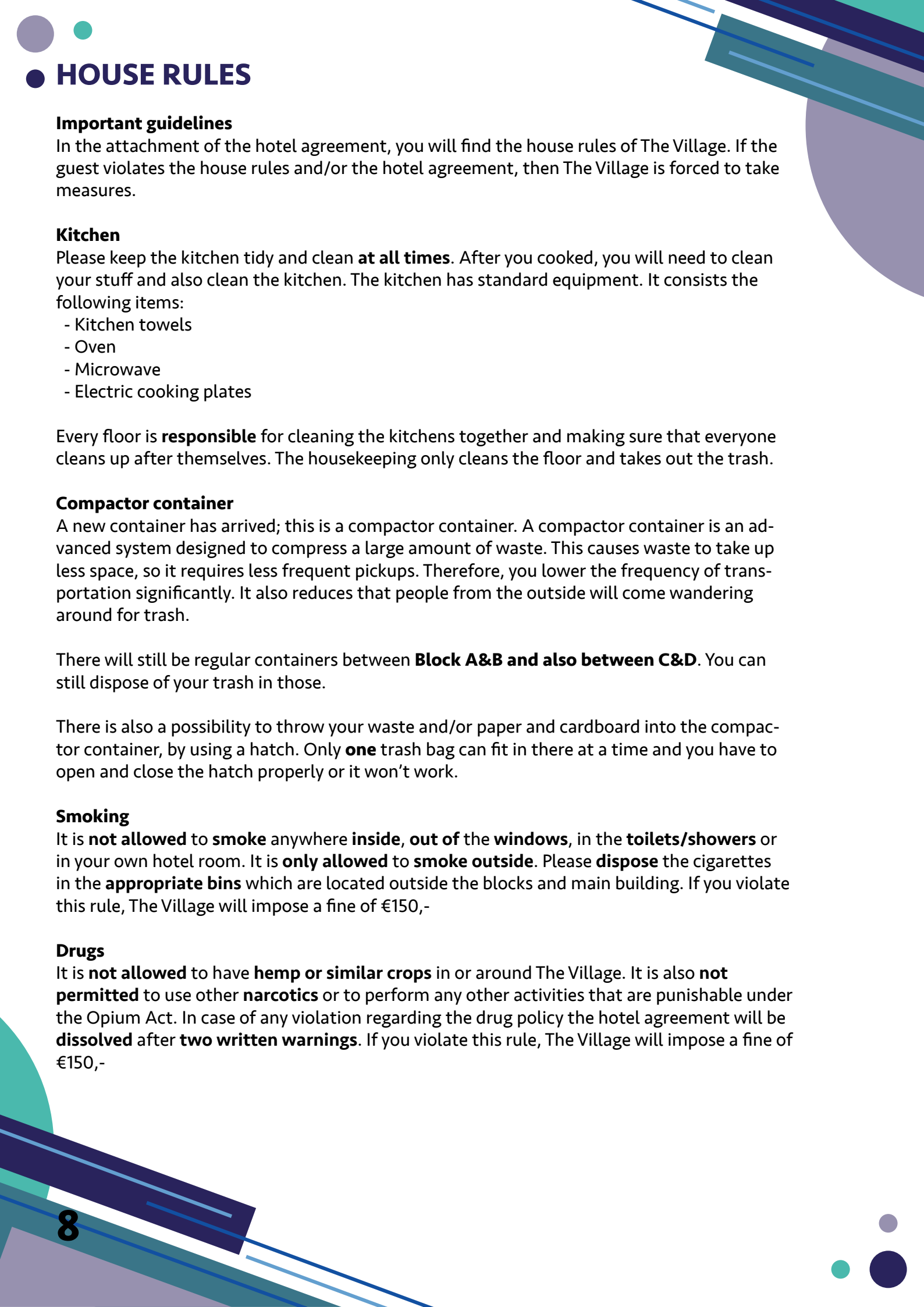
For the payment you need the following information:

The Village Groningen, Peizerweg 132 9727AN Groningen, The Netherlands.

Name:	The Village Groningen B.V.
Account (IBAN):	NL90 ABNA 0137 4931 42
BIC/SWIFT:	ABNANL2A
Description:	Full name and room number
Bank:	ABN AMRO N.V.
Address bank:	Gustav Mahlerlaan 10, 1082 PP Amsterdam, The Netherlands

Deposit

The **deposit** will be **refunded** if there are no defects in the hotel room after check out and after sending the de-registration to the municipality of Groningen. The costs for eventual defects in the hotel room will be deducted from your deposit. After this, The Village will return the deposit within **6 weeks after** the end date of your hotel agreement.



● HOUSE RULES

Important guidelines

In the attachment of the hotel agreement, you will find the house rules of The Village. If the guest violates the house rules and/or the hotel agreement, then The Village is forced to take measures.

Kitchen

Please keep the kitchen tidy and clean **at all times**. After you cooked, you will need to clean your stuff and also clean the kitchen. The kitchen has standard equipment. It consists the following items:

- Kitchen towels
- Oven
- Microwave
- Electric cooking plates

Every floor is **responsible** for cleaning the kitchens together and making sure that everyone cleans up after themselves. The housekeeping only cleans the floor and takes out the trash.

Compactor container

A new container has arrived; this is a compactor container. A compactor container is an advanced system designed to compress a large amount of waste. This causes waste to take up less space, so it requires less frequent pickups. Therefore, you lower the frequency of transportation significantly. It also reduces that people from the outside will come wandering around for trash.

There will still be regular containers between **Block A&B and also between C&D**. You can still dispose of your trash in those.

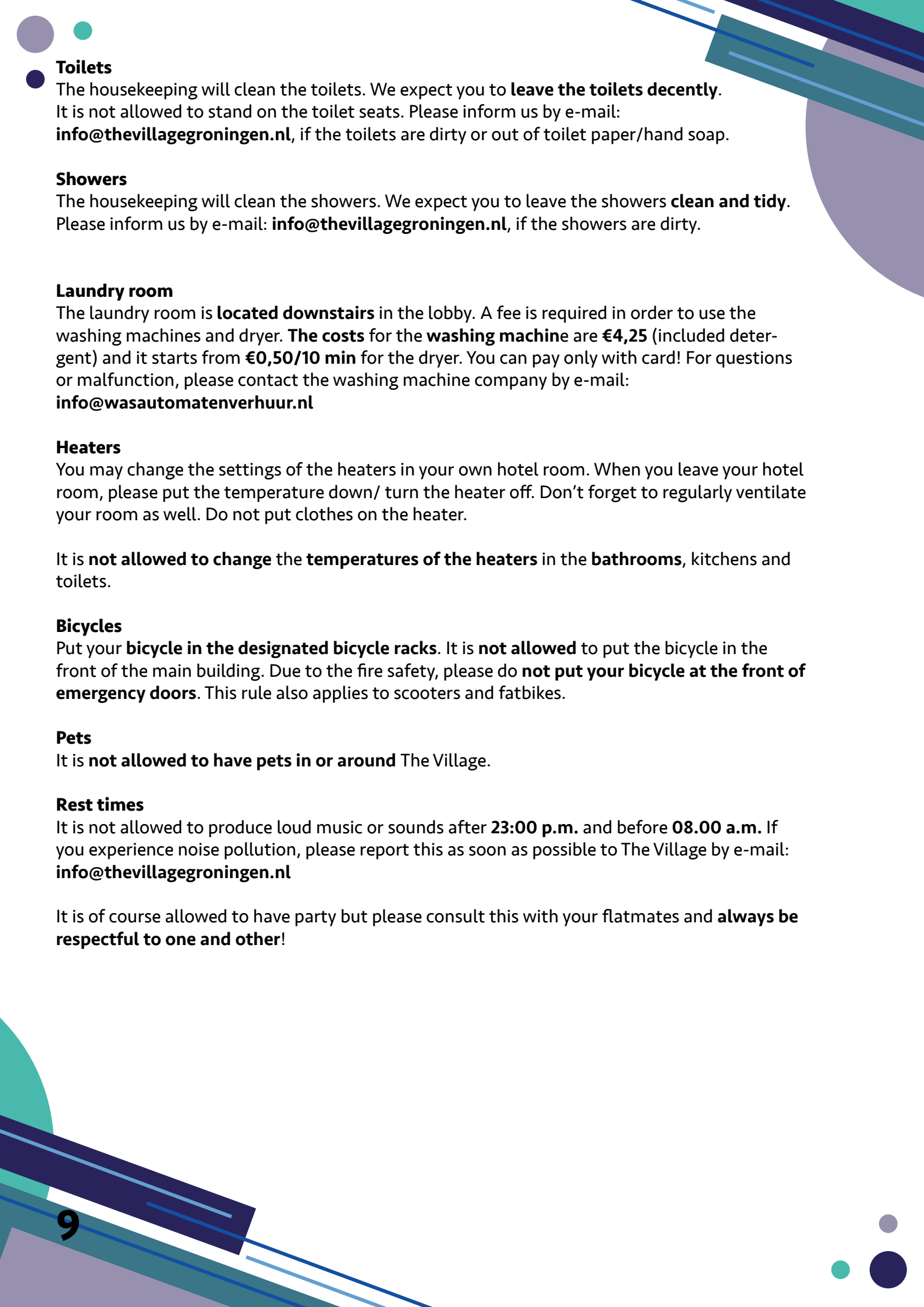
There is also a possibility to throw your waste and/or paper and cardboard into the compactor container, by using a hatch. Only **one** trash bag can fit in there at a time and you have to open and close the hatch properly or it won't work.

Smoking

It is **not allowed** to **smoke** anywhere **inside, out of the windows**, in the **toilets/showers** or in your own hotel room. It is **only allowed** to **smoke outside**. Please **dispose** the cigarettes in the **appropriate bins** which are located outside the blocks and main building. If you violate this rule, The Village will impose a fine of €150,-

Drugs

It is **not allowed** to have **hemp or similar crops** in or around The Village. It is also **not permitted** to use other **narcotics** or to perform any other activities that are punishable under the Opium Act. In case of any violation regarding the drug policy the hotel agreement will be **dissolved** after **two written warnings**. If you violate this rule, The Village will impose a fine of €150,-



Toilets

The housekeeping will clean the toilets. We expect you to **leave the toilets decently**. It is not allowed to stand on the toilet seats. Please inform us by e-mail: info@thevillagegroningen.nl, if the toilets are dirty or out of toilet paper/hand soap.

Showers

The housekeeping will clean the showers. We expect you to leave the showers **clean and tidy**. Please inform us by e-mail: info@thevillagegroningen.nl, if the showers are dirty.

Laundry room

The laundry room is **located downstairs** in the lobby. A fee is required in order to use the washing machines and dryer. **The costs** for the **washing machine** are **€4,25** (included detergent) and it starts from **€0,50/10 min** for the dryer. You can pay only with card! For questions or malfunction, please contact the washing machine company by e-mail: info@wasautomatenverhuur.nl

Heaters

You may change the settings of the heaters in your own hotel room. When you leave your hotel room, please put the temperature down/ turn the heater off. Don't forget to regularly ventilate your room as well. Do not put clothes on the heater.

It is **not allowed to change** the **temperatures of the heaters** in the **bathrooms**, kitchens and toilets.

Bicycles

Put your **bicycle in the designated bicycle racks**. It is **not allowed** to put the bicycle in the front of the main building. Due to the fire safety, please do **not put your bicycle at the front of emergency doors**. This rule also applies to scooters and fatbikes.

Pets

It is **not allowed to have pets in or around** The Village.

Rest times

It is not allowed to produce loud music or sounds after **23:00 p.m.** and before **08.00 a.m.** If you experience noise pollution, please report this as soon as possible to The Village by e-mail: info@thevillagegroningen.nl

It is of course allowed to have party but please consult this with your flatmates and **always be respectful to one and other!**

● HOUSEKEEPING AND FURNITURE HOTEL ROOM

Housekeeping

The housekeeping cleans the general areas. This means that they:

- Clean the lobby.
- Clean the toilets, sinks, floors and empty the waste bins.
- Clean the showers, sinks, floors and empty the waste bins.
- Clean the kitchen floor. Empty the bins.
- Clean the hall in the complexes.

Room cleaning

Attached to your **check in e-mail**, you can **find on what date it will be housekeeping day** in your block. They will clean all the hotel rooms. Cleaning your hotel room means that:

They will clean your floor, only if you do not have a mess on the floor.

They will take of your linen and put a new linen package in your hotel room.

The housekeeping has **permission to enter** the hotel rooms.

You can find the rules about this in your **hotel agreement**.

Furniture hotel room

All the **furniture must stay in your hotel room**. This means that you are not allowed to move the furniture (or mattresses) out of your hotel room. You are **allowed to add personal stuff** to your own hotel room, to make it more personal. You are **not allowed to drill into the walls**, to hang paintings etc. on the wall or paint the walls. **Any damage** will be **deducted** from the **deposit** at the check out. Please note that nothing should be placed on the heater.

FIRE SAFETY

Fire safety

It is important that The Village **exactly knows** how many hotel guests or visitors are in The Village, because of the fire safety. This applies for during the day and night. If **you have a guest** in your hotel room, **please report this to the reception of The Village or by e-mail: info@thevillagegroningen.nl** . If there is a fire in your hotel room or the evacuation alarm goes off, you need to **follow the evacuation plan**. The evacuation plans are located at **each floor in the hall**. Below you will find an example of the evacuation plan.

ONTRUIMINGSPLATTEGROND / EVACUATION PLAN / EVAKUIERUNGSPLAN

U bevindt zich hier

IN GEVAL VAN BRAND

- Blijf kalm, raak niet in paniek
- Waarschuw mede bewoners door het indrukken van de handmelder en bel 112
- Probeer een beginnende brand te blussen
- Volg altijd de instructies van hulpverleners op
- Begeef u zo snel mogelijk naar de verzamelplaats

IN GEVAL VAN EEN ONGEVAL OF LETSEL

- Bel 112
- Meld: uw naam
- plaats van het ongeval
- aard van het letsel
- Laat het slachtoffer niet alleen
- Geef het slachtoffer geen drinken

IN CASE OF FIRE

- Stay calm, don't panic
- Warn your inmates by pressing the callpoint fire and call 112
- Try to extinguish a starting fire
- Follow always the instructions of the responders
- Head to the meeting point

IN CASE OF AN ACCIDENT / EMERGENCY

- Call 112
- Report: your name
- location of the accident
- the nature of the accident
- Do not leave the victim alone
- Do not try to hydrate the victim

IM FALLE EINES BRANDES

- Bleib ruhig, keine panik
- Warnen Insassen durch Handmelder oder rufen Sie 112
- Versuchen Sie ein beginnendes Feuer zu löschen
- Folgen Sie den anweisungen des Rettungsdienstes
- Geh zum Sammelpunkt

BEI UNFALL ODER VERLETZUNG

- Rufen Sie 112
- Berichte: Ihr Name
- Ort des unfalls
- Art der Verletzung
- Lassen Sie das Opfer nicht allein
- Geben Sie dem Opfer kein getränk

1e VERDIEPING

VAN DER GRAAF —BEVEILIGINGSTECHNIEK— Bovenrook 2 9731 DH Groningen TEL: 050 - 5425000 E-MAIL: info@vdgbeveiliging.nl	vluchtwegaanduiding	noodverlichting	brandslanghaspel	handbrandmelder	locatie Studentenhuisvesting Peizerweg 132 Groningen Pand nummer 1	werknummer: 20180364
	vluchtroute	EHB0/BHV	blusdeken	schakelkast electra		get: KTS
	verzamelplaats bij calamiteiten	telefoon	brandblusser	Brandweer ingang		15-01-2018 formaat: A3

● INTERNET AND SOCIAL MEDIA

Wi-Fi

The Wi-Fi password is **Carina@40**. You can use the Wi-Fi in the lobby and in the rooms.

Website

The website of The Village is: **<https://www.thevillagegroningen.nl>**

Social media

Take a look on our social media @thevillagegroningen **Follow** and leave a **like ;-)**



GDPR

Access hotel rooms

The **employees** of **The Village** are **authorized to enter your hotel room without prior permission or communication** in case of:

- Maintenance.
- In the event of suspicion of violations of the obligations of the hotel agreement and/or house rules.
- Safety reasons.
- Hygiene.

Camera/Privacy

To ensure the safety of everybody, there is **camera surveillance**. There are cameras **located** in the **main building** and **outside** The Village. These camera tapes will be saved and handed over (in case of emergency) to the relevant authorities that need these camera tapes.

There are cameras located in the main building, outside, in the hallway and kitchens.

GRONINGEN

Emergency number(s)

General emergency number for ambulance, fire brigade or police: **112**

Report Crime Anonymously: **0800-7000**

No immediate need, police: **0900-8844**

You can call the 'huisartsenpost' (Dutch word for doctors' office), after all the general practitioners are closed, from **17:00 PM** till **08:00 AM** during the week and all day in the weekend. The telephone number is **0900- 9229**.

These **emergency** services do **speak English**.

Health insurance

Are you **legally** insured as a foreign student in the **EU / EEA** country where you come from? Then you can register yourself at '**CZ Zorgverzekeringen**'. You need an **E106** form for this. The insurer issues this form where you are insured in your own country. With this form you are entitled to medical care in the Netherlands under the AWBZ and the Health Insurance Act. Are you (temporarily) going back to the country where you are insured? Then you are also entitled to medical care there. The **telephone number of 'CZ Zorgverzekeringen' is 046 459 58 12**.

More information can be found on the website of the 'Zorginstituut Nederland'.

Do you stay in the **Netherlands** and you are not from an **EU / EEA** country? Then you are **not** entitled to health insurance. Not even if there is a residence permit stating that you are a student. It is **possible to voluntarily take out temporary insurance**. For example, 'Oom insurance' offers Schengen Visitors insurance. This is for everyone who does not qualify for a Dutch health insurance but wants to insure against health care costs. The website of 'Oom insurance' is:

<https://www.oominsurance.com>

General practitioner and dentist (GP)

When you are **staying** in the **Netherlands for a longer period**, it is useful to have a general practitioner in Groningen. We can recommend you the '**Student arts**'. The dentist we can recommend is '**Studentist**' in Groningen. **Both** practices do **speak English**.

Website general practitioner: **<https://www.studentarts.nl>**

Website dentist: **<https://www.studentist.nl>**

Order food

If you want to order food, you can use **Thuisbezorgd** or **Uber Eats**, and you can pick it up at the reception desk. Do not give them the fence code or tell them to bring it to your room. Please pick it up at the reception. In both cases you can leave a note upon ordering food.

Supermarkets

We have several **supermarkets** in **Groningen**.

Below you will find a small selection of the **nearest supermarkets from The Village**:

€ = the cheapest

€€ = average price

€€€ = most expensive one

€ Aldi: by bike 8 minutes (2,3 km)

Hoornsediep 147-153, 9727 GH Groningen

€€ Albert Heijn: by bike 7 minutes (1,6 km)

Westerkade 11, 9713 AR Groningen

€€ Plus: by bike 9 minutes (2,5 km)

Vechtstraat 131, 9725 CT Groningen

€€€ Coop: by bike 4 minutes (1,3 km)

Paterswoldseweg 68-70, 9726 BG Groningen

Public transport (OV-chipkaart/OV-chipcard)

In the Netherlands we use a public transport card (OV-chipcard) for public transport. You can buy a bus ticket in the bus or you can use your card to check in. They do **not accept cash**.

An OV-chipcard is a card that you can recharge and then you can travel by bus. This OV-chipcard can also be **used to travel by train**. The **best way to buy this OV-chipcard is at the central station**. But you can also **buy the OV-chipcard on the Internet**. The website is: **www.ov-chipkaart.nl** (it also has an app called 9292) The cost of **buying an OV-chipcard is €7.50**, this is only the card, so without balance. You have to add the balance yourself on your OV-chipcard, this can be done via the Internet or you can do this at the central station. Through the website of **www.9292ov.nl** you can find more information about the current travel times, buses and trains. The Dutch word for public transport is '**Openbaar Vervoer/OV**'.

Drinking water

It's **safe to drink the water from the tap** in the Netherlands.

Weather in the Netherlands

If you would like to be **informed about the weather or the rain in the Netherlands**, you can use the **website of 'Buienradar'**. On this website you will find the map of the Netherlands. You can find here the weather forecasts and also the eventual rain on this map. The website of 'Buienradar' is: **www.buienradar.nl**

News in the Netherlands

If you are interested in the current news, the website of **www.nltimes.nl**, is a very nice and clear website.

Swapfiets

You can rent a bike through the company Swapfiets: **www.swapfiets.nl**