

# Welcome to **The Hague**

A guide for internationals in The Hague region







"Your *journey* starts here"





# Welcome



*“Our beautiful city has a great deal to offer you and your family. I hope you will feel at home here.”*

## Welcome to The Hague, the international city of peace and justice.

The city houses tens of thousands of people who are working every day to build a more peaceful and just world. Walking through The Hague, you will hear many languages being spoken.

Here, we hope to believe that the wealth of cultures can expand our horizon. With more than 200 international organisations and over 30,000 international students, numerous businesses and start-ups, The Hague is truly a city that sparkles with creativity and (young) talent.

Our beautiful city has a great deal to offer you and your family: a historic centre with good shopping facilities, nice residential areas and plenty of green. Not to mention the sea, the beach and the gorgeous dunes. Those are places I often visit myself in order to relax and to find inspiration. The municipality of The Hague is very keen to help the international community, to help you, in any way it can. The employees at The Hague International Centre will be happy to answer any questions you may have about living and working in The Hague and its surroundings.

I truly hope that you will feel at home here.

Yours sincerely,

*Saskia Bruines*

**Deputy Mayor and Alderman of Education, Economy and International Affairs.**



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# The Hague International Centre

Moving to another country can, at times, feel overwhelming. At The Hague International Centre, we can help you get off to a good start as soon as you have arrived.

The Hague International Centre is a division of municipality of The Hague, focused on providing information and assisting internationals. We are the one-stop-shop for highly skilled migrants, scientific researchers, privileged persons and international graduates.

## Simplifying formalities

We will assist you (and your family) in managing all necessary processes. By streamlining these procedures we can help you and any organisations or companies involved.

The Hague International Centre offers assistance to internationals living in The Hague, Delft, Rijswijk, and Leidschendam-Voorburg.

Our services are provided in close collaboration with both the Immigration and Naturalisation Service (IND) and ACCESS, a non-profit organisation aimed at supporting internationals from across the world.

## Formalities

The Hague International Centre can help you with arranging the following:

- registration with the municipality (BRP)
- issuance of a citizen service number (BSN)
- issuance of a work and residence permit
- deregistration (The Hague only)
- extracts from the Municipal Personal Records Database (BRP)
- purchasing a Statement of Health (CBR)

## You can also ask us for information and guidance on:

- immigration
- the legalisation of documents for registration purposes
- DigiD (see page 66)
- exchanging your driver's license

Additionally, The Hague International Centre can provide you with answers to any questions you may have on housing, education, healthcare and work.

*Our goal is to make you feel at home.*

## Would you like to get to know The Hague region better?

We regularly organise events for internationals. On those occasions you will receive information on topics relevant to you, such as work, education, housing and taxes. Moreover you will have the opportunity to meet fellow internationals. We will always warmly welcome you at our 'Welcome to The Hague' event, held four times a year. We also organise CONNECT events, which are focused on the subjects most important to you. Read more about our events on pages 50 and 51.

## Do you need more information?

Our website features vital information for all internationals; it offers an event calendar and practical answers to frequently asked questions as well. Please visit our website:

[www.thehagueinternationalcentre.nl](http://www.thehagueinternationalcentre.nl)

## How do you stay updated?

Once a month we inform you about all upcoming events, the latest news on topics relevant to you, frequently asked questions and other helpful information. Do not miss out and sign up for our monthly newsletter through our website.

You can also follow us on:



# Opening hours

## When can you walk in?

We are open Monday to Friday from **09.00 to 17.00** hrs.  
Please visit our centre in the City Hall's Atrium for questions or reach us on **+31 (0)70 353 50 43**.

Feel free to walk in for any questions you may have on subjects as formalities, housing, education, work and immigration.

The Hague International Centre will assist you with obtaining information you may need. We will do our best to provide you with relevant information or refer you to one of our reliable service providers.

## When do you need to make an appointment?

In some cases, you will need to make an appointment. Please visit our website to make an appointment for:

- municipal registration
- presenting your certificates for registration, such as birth and marriage certificates



## How can ACCESS and the IND be of assistance to you?

### ACCESS

ACCESS is a non-profit organisation established in The Hague, especially set up to assist you, but also to encourage, support, and facilitate. ACCESS is completely managed and staffed by volunteers.

Do you have questions about arriving, settling and living in the Netherlands?

ACCESS provides personalised service via e-mail, telephone, at expat centres or through its helpdesk.

*"Having once been newly arrived, the volunteers from ACCESS know what internationals do not yet know, and how to guide you in the settlement process."*

### What do you need the Immigration and Naturalisation Service (IND) for?

All residence applications of people who wish to live in the Netherlands will be assessed by the IND.

Should you wish to work or study in the Netherlands?

Would you like to become a Dutch citizen? Do not hesitate to contact the IND. For your information, the IND is part of the Ministry of Justice and Security.

*"The presence of the IND at The Hague International Centre makes the process of coming to The Hague a lot easier for internationals. With just one appointment you cannot only register and receive a citizen service number, but also collect your residence permit."*





## RELOCATING

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Have you decided to move to The Hague region?

You will certainly have to spend much time on necessary issues in order to plan your move.

We will gladly help to guide you through:

[Checklist](#)

[Housing](#)

[Education and childcare](#)

[Healthcare](#)

[Taxes](#)

[Work and career](#)



# Checklist

## To-do before moving to The Hague:

- ☐ Find short-term accommodation.
- ☐ File for a residence permit and visa.
- ☐ Find a school or day-care centre for your children.
- ☐ Consider your health insurance needs.
- ☐ Check to make sure that your travel insurance covers your temporary stay in the Netherlands.

## What to do on arrival:

- ☐ Find long-term accommodation.
- ☐ Register at the municipality.
- ☐ Collect your work and residence permits.
- ☐ Take a test for tuberculosis (exemptions apply).
- ☐ Open a bank account.
- ☐ Take out Dutch health insurance.
- ☐ Get a phone with a Dutch plan.
- ☐ Apply for the 30% ruling (exemptions apply).
- ☐ Schedule appointments for utilities.

## Issues to take care of in your first month:

- ☐ Set up a DigiD (read more on page 66).
- ☐ Exchange your driving licence (non-EU).
- ☐ Consider getting a bike for easy access to the city.
- ☐ Consider getting an OV-chipcard to use public transport.
- ☐ Consider getting a car, if necessary.
- ☐ Choose a general practitioner, dentist and pharmacy for your medical needs.
- ☐ Consider registering for the 'Welcome to The Hague' event.
- ☐ Consider starting to learn the Dutch language.
- ☐ Consider joining an international club or community to meet (Dutch) people.

# Housing

## First things first

As the Netherlands is one of the most densely populated countries in Europe, we advise you to start looking for suitable accommodation as soon as possible. Did you know that the Netherlands has 17 million inhabitants and more than 400 people per km<sup>2</sup>?

There usually is a great demand for houses in the months of August/September and January/February. During those months it can take a little longer to find your perfect house. This is due to the arrival of students, university staff and other internationals whose activities are closely tied in with the academic calendar.

## What kind of houses will you encounter?

There are fairly small and compact houses, apartments, but also larger terraced houses. Of course there are more spacious (semi) detached houses as well; on those you will have to spend a little more.

Did you know that Dutch houses are well-insulated with (central) heating? On the other hand air conditioning is still rare in houses. One-bathroom houses are very common in the Netherlands and the Dutch prefer showers over a bath.

## Would you prefer to rent an apartment or a house?

You will be pleased to know that there are multiple options for renting a house:

- The first option is public or social housing (for rents lower than €710): this option is suitable for incomes below €42.436 a year (2019). Unfortunately, the waiting list on social housing is estimated at approximately 3 years.
- Free market renting is an option for those who do not qualify for social housing (for rents higher than €710). It usually is a quicker solution than social housing.

The houses are owned by landlords who rent out their properties. They are always responsible for the upkeep. Please note that you might have to apply for an affordable housing permit. You can find information on when you need a permit and all required conditions on the municipal website of The Hague.

- **Expat housing:** these apartments can usually be rented rather quickly. They are often furnished and very well-maintained. The rent for expat apartments is usually higher than other types of housing, however, you may find the convenience worth the expense.

### What are my housing rights?

You will find that the Dutch law has many rules to protect your rights as a tenant. However, you should always be attentive when signing a tenancy agreement. A rental contract should generally include several aspects such as utilities, specific house rules and a start as well as an end date.

Please be careful when you decide to go for your dream house. We advise you never to accept a house which you have not visited before. Please do not make any type of payment either if you are not a 100% sure about the property or landlord. If you have any questions in the field of your housing rights, feel free to visit The Hague International Centre. We will always provide you with the best assistance.

**Tip:** insist on a 'diplomatic clause' in your rental contract. The addition allows you to break the contract quickly if you have to return to your home country or a new destination.

### What steps do you need to take to buy a house?

In order to buy a house, you might need to get a mortgage ('hypotheek'). Getting a mortgage is always based on your income, your savings and the property you have in mind. It is easy to look for available apartments and houses that are currently for sale; there are several independent websites. The choice of property is either freehold ('eigen grond') or leasehold ('erfpacht'). We advise you to meet with a mortgage advisor at your bank or an agency first. This will give you a realistic picture of what you can afford.

### Where would you like to live?

- It is important to consider the distance between your home, workplace, your children's school and public transport connections before you decide where you want to live.
- We recommend hiring a real estate agent when renting or buying a house in order to avoid encountering any unknown issues. Please consult our partner section on the website for trusted real estate agents for short-stay, rent and sale.



# Education and childcare

Did you know that Dutch education is amongst the best in Europe?

## Are you looking for a school for your children?

Especially in The Hague, with its child-friendly environment, you will find great opportunities for bringing up your children. The Hague region offers a wide variety of valued options for your child to attend school. There are for example international schools, foreign national schools, private schools, but also bilingual schools. Please see page 23 for a full list.

Moreover you will encounter plenty of opportunities in the city and its surroundings for life-long learners who aim to study while living and working in The Hague. The Hague University of Applied Sciences and the Leiden University, Campus The Hague offer post-graduate studies, summer schools and various courses. Did you know that the highest concentration of international schools in the Netherlands can be found in The Hague?

## Government-funded Dutch international schools

Obviously the school curriculum is often taught in English at international schools. Depending on the school, they follow Dutch rules but they do not offer a Dutch curriculum. Therefore Dutch exams will not be taken either. Please note that the tuition fees of these schools are lower than independent schools.

## Which government-funded international schools can be found in The Hague region?

- The European School of The Hague
- The International School of The Hague
- Haagsche Schoolvereeniging
- International Waldorf School The Hague
- International School Delft
- Het Rijnlands Lyceum Oestgeest International School

- Het Rijnlands Lyceum Wassenaar International School
- Elckerlyc International School

## Independent international schools (private schools)

Did you know that private international schools generally follow the curriculum and award the diplomas of the country of association? These schools are not funded by the Dutch government. They are supervised by an international accreditation organisation.

Many international schools follow the International Baccalaureate (IB) programmes so students can easily transfer to international schools around the world.

## Which independent schools will you find in The Hague region?

- The American School of The Hague
- The British School in the Netherlands

## Foreign national schools

Foreign national schools are always funded by their associated country, they fall under their educational authority and have a focus on the country's curriculum.

## Which foreign national schools can be found in The Hague region?

- Deutsche Internationale Schule
- Le Lycée Français Vincent van Gogh
- Sekolah Indonesia

## Are you planning to stay in the Netherlands for a longer period of time?

In that case regular Dutch education for your children might be an option.

You will find that some Dutch schools offer bilingual education and/or have special programmes in place for pupils whose level of Dutch is not yet sufficient.

Tip: please visit the following website for more information about schools in The Hague: [scholenwijzer.denhaag.nl](http://scholenwijzer.denhaag.nl) (this website is only in Dutch).



### Special education international schools

Lighthouse Special Education offers individualised education to children aged 3-13 who are having trouble thriving in international mainstream education. They specialise in complex behavioural and/or developmental problems.

Tip: some schools might have a waiting list for admission.

### Day-care centres and preschool

For your youngest children, there will be plenty of English and bilingual day-care centres in The Hague region to choose from. These accept children between the ages of 6 weeks and 4 years. Please note: many of these day-care centres and preschools do have a considerable waiting list.

### Preschool

Toddler preschool is a child's first step into the Dutch school system. It is a non-compulsory programme for children aged 2.5 to 4 years old to prepare them for primary school. Toddlers enrolled in preschool will learn intellectual, emotional and educational skills, such as language and counting, social interaction, following directions, playing, sports and music.

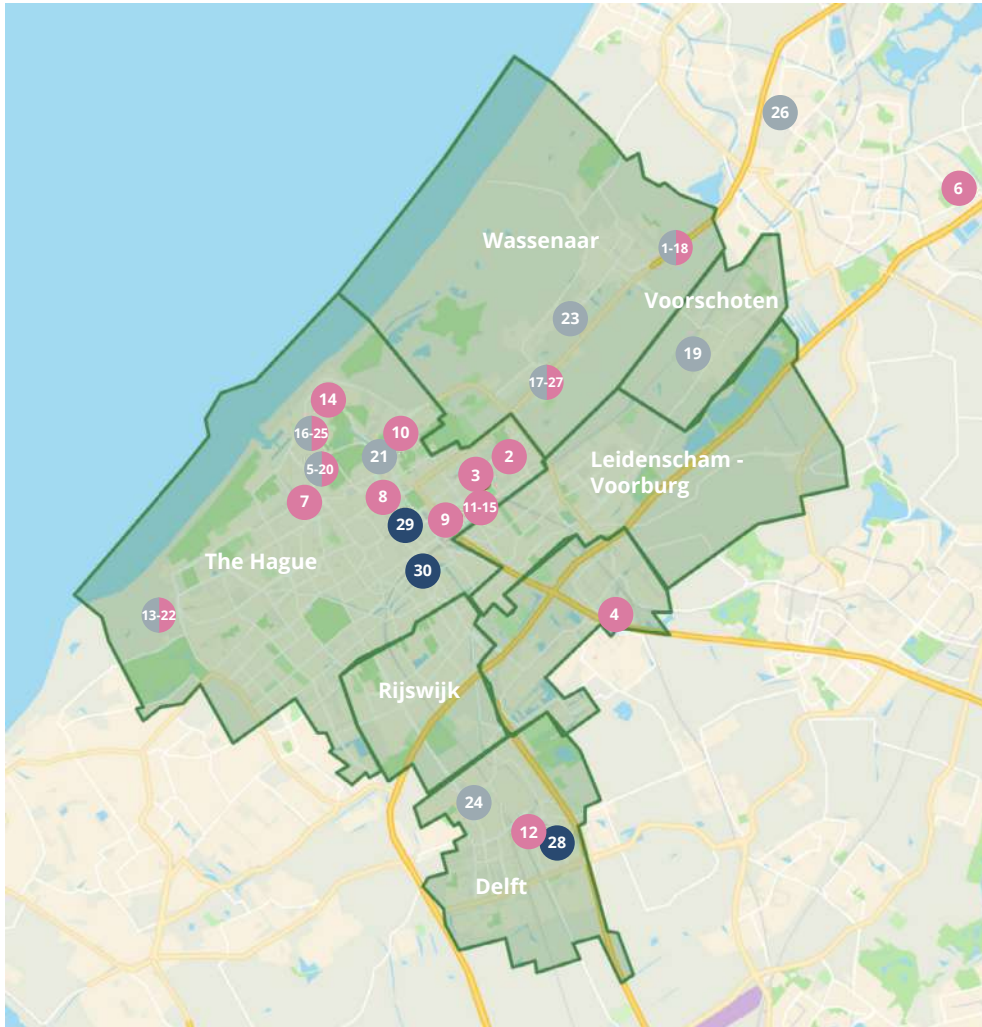
### After-school-care

After-school-care ('naschoolse opvang') is specifically set up for primary school children. Many primary schools offer joint programmes with local after-school-centres in order to make the daily transition from school to after-school-care as easy as possible for their pupils.

### Financial support in taking care of your child

The Dutch government has a financial aid programme for families raising children. This is called 'child benefit' ('kinderbijslag'). You may also be entitled to 'childcare benefit'. This is a separate government contribution towards paying for your children's nursery or after-school-care enrolment. Conditions do apply; please visit our website if you wish to know more about either of these financial aid programmes.





### Primary schools

- 1 American School of The Hague
- 2 British School in the Netherlands Junior School Diamanthorst
- 3 British School in the Netherlands Junior School Vlaskamp
- 4 British School in the Netherlands Junior School Leidschenveen
- 5 Deutsche Internationale Schule
- 6 Elckerlyc International School
- 7 European School The Hague
- 8 NSL location Haagsche Schoolvereniging
- 9 KSS location Haagsche Schoolvereniging
- 10 VNS location Haagsche Schoolvereniging
- 11 VHS location Haagsche Schoolvereniging
- 12 International School Delft
- 13 International School of The Hague
- 14 International Waldorf School The Hague
- 15 Lighthouse Special Education
- 16 Le Lycée Francais Vincent van Gogh
- 17 Sekolah Indonesia

### Secondary schools

- 18 American School of The Hague
- 19 British School in the Netherlands
- 20 Deutsche Internationale Schule
- 21 European School The Hague
- 22 International School of The Hague
- 23 Het Rijnlands Lyceum Wassenaar International School
- 24 International School Delft
- 25 Le Lycée Francais Vincent van Gogh
- 26 Het Rijnlands Lyceum Oegstgeest International School
- 27 Sekolah Indonesia School

### Higher Education

- 28 TU Delft
- 29 University of Leiden (Campus The Hague, Leiden)
- 30 The Hague University of Applied Sciences

# Healthcare

The Dutch healthcare system is known to be among the very best in the world. Many healthcare providers in The Hague cater towards both local and international residents.

## Mandatory health insurance

It is mandatory in the Netherlands for every citizen to purchase at least a base level of health insurance. We advise you to get hold of this as soon as possible. Citizens need to take out a health insurance within 4 months of arrival, even if you already have an existing policy that covers your health in the Netherlands.

Privileged persons may be exempt from purchasing Dutch health insurance. Also, students who are in the Netherlands for study purposes only do not have to take out a Dutch health insurance policy. If you need extra medical care, you can take out additional insurances, like dental care, orthodontics, physiotherapy and glasses. Please note that every citizen in the Netherlands has to pay an amount of €385 policy excess.

Tip: children under 18 receive basic coverage free of charge if they are named on the policy of their parents.

## Basic insurance coverage

The government determines which healthcare is covered by the basic package. All healthcare insurances offer the same coverage. You are free to choose any health insurer for your basic package. Please note that it is possible to change your insurer once a year by cancelling before 1 January and taking out a new insurance before 1 February. Health insurers are legally obliged to accept anyone for the basic coverage. They have to charge the same amount to all policy holders regardless of their state of health. This is in accordance with the Dutch law.

Tip: there is a national information platform for health insurance called [zorgverzekeringslijn.nl](https://zorgverzekeringslijn.nl). Call +31 (0)88 900 69 60, or visit their English website to ask questions about your health insurance coverage.

## Finding a General Practitioner (GP)

A GP ('huisarts') is your first point of contact for healthcare in the Netherlands. Registering with a local practice will be the first thing to do. Any medication that is not available over-the-counter will require a prescription from your GP. You can hand in this prescription at your local pharmacy ('apotheek'). Visit our website for more information on choosing a GP.

Tip: depending on your income and household size you might be eligible for healthcare allowance ('zorgtoeslag'). Find out more on our website.

## Receiving emergency care

Your GP can provide you with a referral to a specialist doctor or refer you to hospital if you need expert help. Visiting hospital without a referral should only be done in case of emergency.

In case of urgent health-related issues after office hours, please contact the after-hours medical clinic ('huisartsenpost'). In The Hague, Rijswijk and Leidschendam-Voorburg: please call Smash during evenings and on weekends: +31 (0)70 346 96 69.

## Dentist

There are many dental professionals in The Hague who speak English and other foreign languages. We recommend you to have a check-up twice a year. Any problems in between check-ups? Contact your dentist for an extra appointment.

## Child health clinics

Did you know that children in the Netherlands always visit the child health clinic ('consultatiebureau') up to the age of 4? Preventative healthcare is their primary goal. Therefore they provide vaccinations free of charge and check the growth and development of your baby or toddler. The Centre for Children and Families ('Centrum Jeugd en Gezin'/'CJG') is a safe haven in The Hague for children, (expectant) parents and their families.



# Taxes

## National taxes

If you start living and working in the Netherlands, you will also have to contribute to the Dutch tax system. You will find that there are several national taxes, of which the income tax is the most important. The authority responsible for collecting these national taxes is the Dutch Tax Authority ('Belastingdienst'). The Dutch tax year always runs from 1 January to 31 December.

### Did you know that there is a 30% ruling tax advantage?

This 30% reimbursement ruling is a tax advantage for highly skilled migrants coming to the Netherlands. It is especially designed to compensate the expenses you have as a foreign employee, due to temporary residence in the Netherlands. These can be travel expenses, additional housing costs, international education and day-to-day expenses. If you meet several conditions, you will not have to pay an income tax on your salary, this amounts up to 30%.

To be eligible for the tax advantage, you must have been recruited for your job whilst residing outside of the Netherlands. Your salary level and your education are taken into account as well. We advise you to ask your employer's HR department for more information.

### How do you file your income taxes?

Filing your taxes can be done digitally via the website of the Dutch Tax Authority ('Belastingdienst'). For this you will need a DigiD. DigiD is a mode of digital identification. Read more about DigiD on page 66. For your information, your employer will always withhold a income tax off your salary. In that case you usually do not have to file your taxes.

Do you have sources of income in addition to your salary, such as investments or additional salaries? Or have you received a letter from the Dutch Tax Authorities to file your taxes? Then you are required to file your tax return. Please note: if you did not live in the Netherlands for the entire year, you will not be able to file your taxes digitally. In this case, you will need to use a so-called M-form. Please visit the 'Belastingdienst' website for more information: [www.belastingdienst.nl](http://www.belastingdienst.nl)

## Local taxes

Municipalities issue various kinds of taxes to their citizens. While particular taxes are a set rule for everybody, such as sewage, waste and water authority taxes, additional taxes should be paid in certain cases. This depends on your living situation. For example: you will have to pay property taxes if you own any property and you will be charged dog taxes if you own a dog.

If you are a diplomat or privileged person you may be eligible for a partial exemption from certain taxes.



# Work and career

## The Hague strives for a better world

For more than a hundred years, tens of thousands of people have been working in The Hague every day for a safer, better and more just world. People from all over the world come to The Hague to solve global issues together.

You will not be surprised to find that the Peace Palace is the icon of The Hague as the International City of Peace and Justice. The presence of many governmental organisations, together with the Dutch national government, offer the city a great deal of direct employment, provide an economic spin-off and give The Hague its unique character. In addition the many (international) institutions, embassies, knowledge institutions, lobby and industry organisations, large companies and head offices also contribute to this. It is a fact: The Hague focuses on innovations for a better world.

Economic success and social impact go hand in hand. The Hague as ImpactCity has a growing community of risk-taking pioneers and entrepreneurs working on this. Among the new generation of entrepreneurs, the United Nations Sustainable Development Goals (SDGs) are increasingly becoming a guiding principle. Moreover, The Hague is the beating heart of the largest security cluster in Europe: The Hague Security Delta. More than 13,000 people work here in approximately 400 organisations. They work together to increase global security, especially in the area of cyber security.

## Finding a job

Career opportunities in The Hague are exceptionally diverse. Connections between government agencies, commercial enterprises, knowledge institutions and international organisations are easily made in this city. The Hague region offers unique opportunities to advance your career.

When you are looking for a job you will experience that finding a job may require some effort. Vacancies are often advertised on the internet and on social media by most companies and

organisations. A very popular recruitment tool in the Netherlands is LinkedIn. Recruiters always search first through LinkedIn profiles to find potential matches. Another ideal way of finding a job is through independent online job boards. Visit our website for advice.

## Voluntary work

Volunteering can offer many benefits for an international in The Hague. It can be an excellent way of building a local network of like-minded people and it can help improve your Dutch language skills. The Hague region is bursting with opportunities for volunteers. As an international, you can choose from a wide variety of English-language organisations that need assistance.

## Starting your own business and working freelance

The Hague region is a great place to start your own business. Our business partners, The Hague Business Agency and Innovation Quarter, offer tailor-made advice to foreign companies which consider establishing in The Hague.

If you wish to start your own business, you might consider becoming a freelancer. Freelancers, known in the Netherlands as 'ZZP'ers', are self-employed entrepreneurs who are not committed to any single long-term client or employer.

Please visit our website for a useful checklist for setting up your new business in The Hague region.







## About InnovationQuarter

InnovationQuarter is the regional economic development agency for West Holland. Our mission is to strengthen the regional economy in West Holland by stimulating the innovation potential of this unique delta region. We finance innovative and fast-growing companies, assist foreign companies in establishing their businesses in West Holland, and organize collaboration between innovative companies, knowledge institutes and government.

## West Holland, an innovative delta region

We proactively work in our region's most innovative sectors like Cybersecurity, Cleantech, Life Sciences & Health, Medical Technology, Horticulture, Maritime Industry, High Tech Systems & Materials, ICT, Robotics and Aero-Space. If you are active in one of these sectors and are interested in our activities, please visit our website or sign up to our monthly insightful newsletter!



€137 million  
investment funds



2.700 foreign  
companies



15 fieldlabs &  
innovation hubs



[www.innovationquarter.eu](http://www.innovationquarter.eu)

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[businessagency.thehague.com](http://businessagency.thehague.com)

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# Looking for an expert?

The Hague International Centre will always be pleased to connect you to reliable service providers who offer high-quality services in English and who are familiar with your needs as an international living in The Hague region.

Buying a house or choosing a school for your children? We can connect you to real estate professionals and education consultants who can help you find the perfect school. Or do you perhaps need advice in applying for the 30% tax benefit? We can connect you to experts in the field of income tax as well.

We welcome you to take a look at our partners on our website. We are partnered with organisations in the following categories:

|                                  |            |
|----------------------------------|------------|
| Banking                          | Tax        |
| Finance                          | Legal      |
| Healthcare                       | Childcare  |
| Language and education           | Employment |
| Housing                          | Relocation |
| International clubs and networks |            |
| Media                            | Culture    |
| Business Networks                | Utilities  |

Perhaps you are interested in joining or learning more about The Hague's (international) networks and communities? We can tell you all about trusted international clubs and networks that we have partnered with.

Visit our website for a full list of our partners:  
[www.thehagueinternationalcentre.nl/partners](http://www.thehagueinternationalcentre.nl/partners)

## Our partner criteria

All of our partners meet multiple criteria and they are always selected with great care.

The partnered organisation:

- Offers its services in one of the following sectors: banking, childcare, employment, finance, healthcare, housing, international clubs and networks, language and education, legal, media, relocation, tax.
- Offers its services or products in The Hague region.
- Offers relevant information in English and/or another relevant language for internationals (off- and online, customer service, complaints procedure, forms etc.).
- Can demonstrate a minimum of two years' experience in the international market.
- Has a minimum of two references by international customers/companies.
- Agrees to the cooperation (conditions) and customer satisfaction survey.
- Meets the requirements of the General Data Protection Regulation (GDPR).





## LIVING IN THE HAGUE REGION

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Now that you have moved to The Hague region, it is time to truly settle in and make The Hague region feel like home!

- [About The Hague](#)
- [About Delft](#)
- [About Rijswijk](#)
- [About Leidschendam-Voorburg](#)
- [About Wassenaar](#)
- [About Voorschoten](#)

- [Welcome to The Hague event](#)
- [CONNECT events](#)
- [City events](#)

- [Tips by locals](#)

# About

## The Hague



### The Hague, the place to be!

Did you know The Hague is also known as:

- The city by the sea: it is the only major Dutch city located at the sea. At just 15 minutes from the historical city centre, you will find no less than 11 kilometres of beach.
- The international city of Peace and Justice: all international organisations and non-governmental organisations reside in the city.
- The royal city: it does not only serve as the government's seat, but also as the Dutch royal family's residence.

In addition, the city practically offers anything you could wish for: fantastic shopping in the city centre, long walks in the dunes, dining on fresh fish along the beach and a drink at a café. You will find your way around town in practically no time. With its family-friendly environment offering great (international) education, The Hague is a great place to start your future.

### Popular places to live in The Hague region

You will soon find that there are many neighbourhoods to explore, each with their own charm. The more traditional neighbourhoods for internationals are Geuzen- and Statenkwartier, Wassenaar, Benoordenhout and Archipelbuurt/Willemspark.

If you would rather live in more upcoming neighbourhoods, you should definitely take a look at Zeeheldenkwartier, Regentessekwartier and Vroondaal.

### Work life in The Hague

Thousands of people work hard every day in The Hague to tackle complex global challenges. Almost everything in the city is just a stone's throw away: government agencies, embassies, commercial enterprises, knowledge institutions and international organisations, such as the International Court of Justice, International Criminal Court or Europol. It is the place where you can exert influence as well as expand your network readily. For that reason multinationals like Shell, Total, Siemens, Huawei, Worley, KPN, T-Mobile, Aegon and the NN Group find a welcoming business climate in The Hague.

### Education

The Hague offers the most diverse international education options of the Netherlands. The Hague is home to private, subsidised and national schools. Most schools work together with international or bilingual childcare. Find more information on this topic in the chapter Relocating – Education and childcare.

### City Hall

Spui 70  
2511 BT The Hague  
+31 (0)70 353 30 00



# Facts and figures about The Hague

- Capital of the province of South Holland
- 3rd biggest city of the Netherlands



540.000  
inhabitants



60.000  
internationals



5.000+  
international  
students



180  
different  
nationalities



556  
restaurants



345  
bars & pubs



75  
museums,  
theatres and  
concert hall



70  
beach café's



150+  
international  
companies



111  
embassies &  
consulates



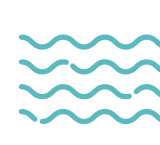
12  
international  
schools



4.000  
shops



74  
hotels



11 km  
coastline

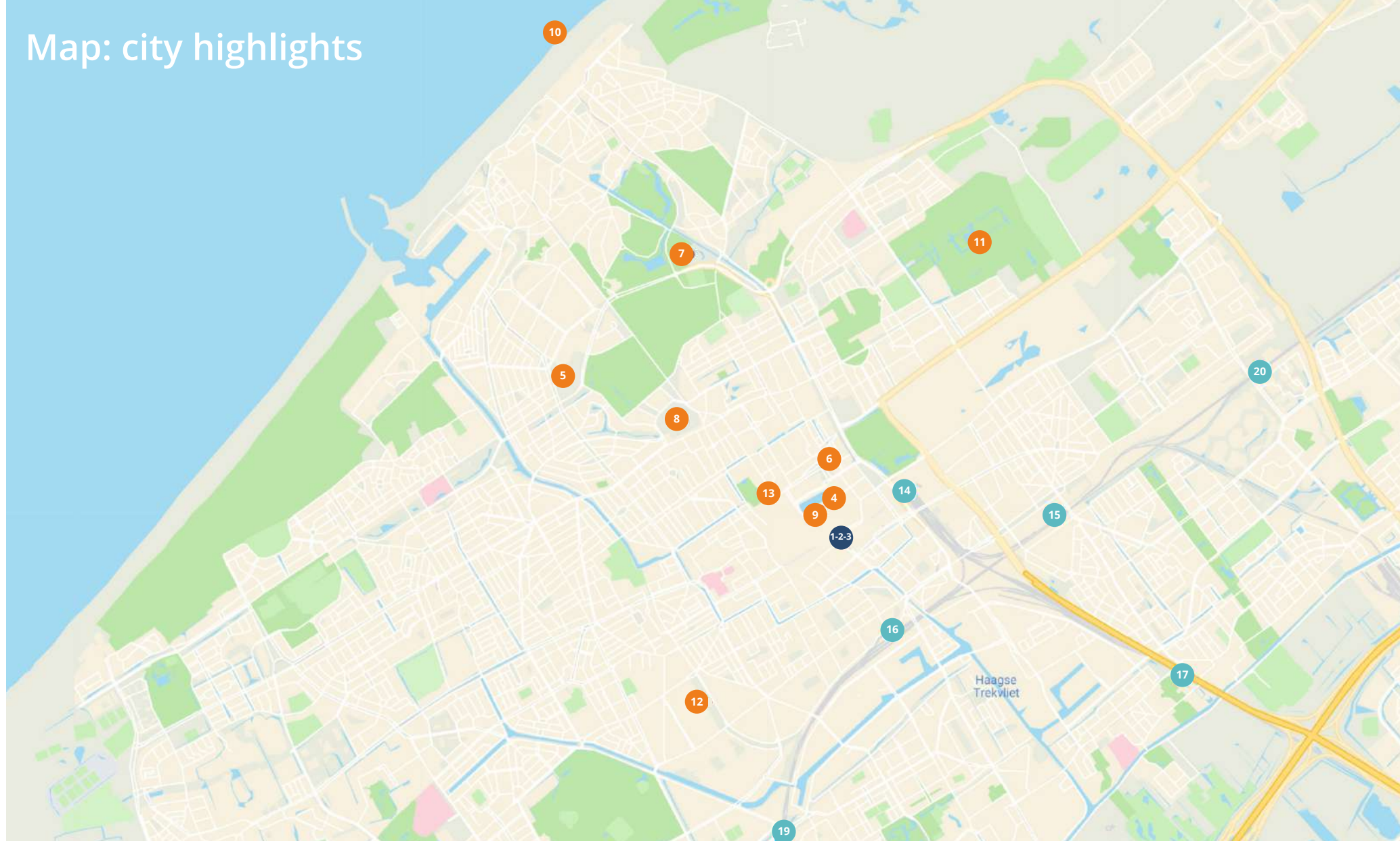


7  
outdoor  
markets



5  
railway  
stations

# Map: city highlights



## City highlights

- |  |                          |
|--|--------------------------|
| 1 The Hague International Centre             | 8 The Peace Palace       |
| 2 Tourist Information (The Hague Info Store) | 9 Binnenhof              |
| 3 Central Library                            | 10 De Pier, Scheveningen |
| 4 Mauritshuis                                | 11 Japanese garden       |
| 5 Kunstmuseum Den Haag                       | 12 The Hague Market      |
| 6 Escher in The Palace                       | 13 Noordeinde Palace     |
| 7 Madurodam                                  |                          |

## Railway stations

- |                        |
|------------------------|
| 14 Den Haag Centraal   |
| 15 Den Haag Laan v NOI |
| 16 Den Haag HS         |
| 17 Voorburg            |
| 18 Den Haag Ypenburg   |
| 19 Den Haag Moerwijk   |
| 20 Den Haag Mariahoeve |

# About

## Delft



### Great living in Delft

As an international arriving to Delft, a medium-sized city of 100,000 inhabitants between The Hague and Rotterdam, you will find yourself between 25,000 students. Delft is a historic city, filled with monumental architecture, canals and beautiful court yards. Yearly, around 1 million visitors visit artist Johannes Vermeer's birthplace and discover the story of William of Orange. Delft is also known for its Delft Blue: the famous tin-glazed pottery.

### Work life in Delft

Delft has over seventy local high-tech institutes and enterprises offering plenty of working opportunities. Several large organisations and companies reside in Delft as well, like UNESCO-IHE Delft Institute for Water Education, IKEA, DSM, Samsung, and Brightsight.

### Education

Delft University of Technology attracts many international students and teachers. The International School Delft is situated on-campus and offers primary and secondary education.

### City Hall:

Stationsplein 1  
2611 BV Delft  
+31 (0)15 260 22 22

# About

## Rijswijk



### Easy living in Rijswijk

Rijswijk is a relatively calm area within hands' reach from all the attractions of The Hague. Just to the north you will find the rustic Herenstraat, a quaint walking street, flocked with small shops, bakeries, chic cafés and charming restaurants. Do you fancy a little shopping? Visiting the Bogaard shopping centre is definitely worth it. Rijswijk is a small green town which houses around 50,000 people. Leisure-wise you can visit museums, theatres, and also the family amusement park Drievliet.

### Work life in Rijswijk

Rijswijk is home to the second biggest EU institution: the European Patent Office. Their new glass building houses over 2,500 employees. Furthermore, you will find energy companies Wintershall and Petrogas in Rijswijk.

### Education

For your children's education, you will have two options: you can choose between international schools and universities in The Hague and Delft. They can easily be reached by public transport in just a couple of minutes.

### City Hall:

Bogaardplein 15  
2284 DP Rijswijk  
+31 (0)70 326 10 00



# About

## Leidschendam-Voorburg



### Living in green Leidschendam-Voorburg

Leidschendam-Voorburg stands out with its parks, forests and lakes. The city, which has 75,000 residents, offers lots of outdoor experiences like sailing, windsurfing, mountain biking and horse riding. In 2020, shopping in the city will receive a great upgrade with the opening of the 'Mall of the Netherlands'.

### Work life in Leidschendam-Voorburg

Leidschendam-Voorburg borders a key economic district of The Hague, with big corporates nearby like: the World Trade Center, KPN, Siemens, Worley, the start-up campuses of The Hague Security Delta and The Hague Tech. Furthermore, the Chinese telecom giant Huawei, geoscience expert Fugro and the Special Tribunal for Lebanon are located in and around Leidschendam-Voorburg as well.

### Education

Two easily accessible HSV international primary schools are situated in Bezuidenhout. You will also find a British primary school in Mariahoeve and two British schools in Leidschenveen (both primary and secondary).

### City Hall:

Koningin Wilhelminalaan 2  
2264 BM Leidschendam  
+31 (0)70 300 90 00

# About

## Wassenaar



### Rural living in Wassenaar

Wassenaar is known for its large American community. It is an upscale suburban city of about 26,000 inhabitants surrounded by the Meijndel reserve on one side and rural polders on the other. Wassenaar has a 7km long beach, dunes and parks like Clingendael. Also, you will find several golf clubs conveniently spread through the town. The city offers a great quality of life with beautiful stores, churches and museums like Voorlinden and Louwman. The city is also home to family amusement park Duinrell, including waterpark Tiki Pool and multiple camping grounds.

### Work life in Wassenaar

The US embassy and consulate are located in Wassenaar. Many of Wassenaar's residents commute to The Hague or other surrounding cities for work.

### Education

Your children will not have to travel far for their education, as Wassenaar upholds an excellent schooling level with Rijnlands Lyceum and The American School of The Hague.

### City Hall:

Johan de Wittstraat 45  
2242 LV Wassenaar  
+31 (0)88 65 49 222

## About Voorschoten



### Suburban living in Voorschoten

Voorschoten is an elegant municipality of more than 25,000 people. Embraced between Leiden, Wassenaar and Leidschendam-Voorburg, you can enjoy the benefits of suburban life while still staying within reach of any urban commitments. Voorschoten has a rich history, manifesting in an admirable old town with restored churches, factories, estates and the famous Duivenvoorde Castle.

### Work life in Voorschoten

Most of the internationals living here commute to work in The Hague and Leiden.

### Education

Voorschoten has a strong British community. It is not surprising that most international children attend the local British School in the Netherlands: the Senior School Voorschoten. It is a modern school with great facilities. It is known for providing education to students of more than eighty nationalities.

### City Hall:

Leidseweg 25  
2252 LA Voorschoten  
+31 (0)88 654 96 00

## Learning Dutch

Your experience in the Netherlands can be greatly enriched by learning the Dutch language. Dutch can be a difficult language to learn, depending on your native tongue. Please take the following advice into account while learning the Dutch language:

- Allow yourself to make mistakes.
- Practice any way you can: with music, television and books.
- Ask people to speak Dutch with you, anywhere you are.
- Team up with others who are learning Dutch.
- Do not worry about your accent.

### Dutch courses

Would you like to follow a Dutch language course?

The Hague public library offers classes on learning the Dutch language. Additionally, we offer an overview of different language schools on our website. Using this list, you can select a school and a course that suits your wishes and needs best.

### Five Dutch films

Watching Dutch films will help you in your journey to familiarise yourself with the Dutch language. Below you will find some famous ones:

- Alles is Liefde ('Everything is Love'; a love story/comedy, set during the Dutch holiday Saint Nicholas)
- De Heineken Ontvoering ('The Heineken Kidnapping'; a crime film based on a true story)
- De Marathon (a comedy about the Rotterdam marathon)
- Minoes (a family film in which the main character finds herself changed into a cat)
- Zwartboek ('Black Book'; a thrilling story surrounding Dutch resistance during the Second World War)

Tip: Watch these films with subtitles; Dutch or English, depending on your level of learning.

# Learning Dutch

Below you will find some common words and phrases to help you along.

Hello  
**Hallo**

Good morning  
**Goedemorgen**

Good evening  
**Goedenavond**

Yes  
**Ja**

How are you?  
**Hoe gaat het?**

Please  
**Alstublieft**

You're welcome  
**Graag gedaan**

What is your name?  
**Hoe heet je?**

I can't speak Dutch.  
**Ik spreek geen Nederlands.**

I don't understand.  
**Ik begrijp het niet.**

Goodbye  
**Tot ziens**

Good afternoon  
**Goedemiddag**

Excuse me  
**Sorry**

No  
**Nee**

Fine, thank you  
**Goed, dank je**

Thank you  
**Dank je**

Good luck!  
**Veel succes!**

My name is...  
**Mijn naam is...**

Do you speak English?  
**Spreekt u Engels?**

# ImpactCity

ImpactCity is Europe's leading impact ecosystem that facilitates entrepreneurs and frontrunners who work on innovations for a better world. Impact makers focused on solving global challenges will find an extensive network of stakeholders committed to the Sustainable Development Goals related to sustainability, renewable energy, food and humanitarian innovation as well as an excellent infrastructure to do good and do business in The Hague.

As ImpactCity we open doors to investors, offer access to a comprehensive business network, inspiring company locations as Apollo 14, international trade missions and competitions such as Startup in Residence & The Hague Innovators.

Join us in The Hague: the ImpactCity where economic success and social impact go hand in hand: Doing Good & Doing Business.

Want to learn more? Check:  
[www.impactcity.nl](http://www.impactcity.nl) | [@hagueinnovators](https://twitter.com/hagueinnovators) | [@impactcity](https://twitter.com/impactcity)  
[www.apollo14.nl](http://www.apollo14.nl) | [@apollo14\\_DH](https://twitter.com/apollo14_DH)

## ImpactCity POWERS:

APOLLO 14

Startup  
in Residence

ImpactFest

The Hague  
Innovators



# Welcome to The Hague event

Whether you have just arrived in the Netherlands or you have already settled in, you will always be more than welcome to visit our 'Welcome to The Hague' event.

## The 'Welcome to The Hague' programme includes:

- an overview of useful resources for finding information
- an opportunity for asking questions
- presentations on 'Living in the Netherlands' and on 'Who are the Dutch'
- information about The Hague International Centre, ACCESS and tourist information
- a walking tour through The Hague's historic city centre
- a free drink in the city centre at the end of the tour

## When do these events take place?

The Hague International Centre welcomes you to participate in the 'Welcome to The Hague' event on:

Thursday 26 March 2020

Thursday 25 June 2020

Thursday 10 September 2020

Thursday 26 November 2020

## Registration

Participation is free of charge. Registration through our website is required.

*"I've attended Welcome to The Hague together with my spouse. We both definitely learned a lot and we will certainly join future events if we can."*

**SAVE THE DATE**

[www.thehagueinternationalcentre.nl/events](http://www.thehagueinternationalcentre.nl/events)





# CONNECT events

Several times a year, The Hague International Centre organises 'CONNECT' events. These events help you discover everything you need to know about working and living in The Hague region. Every CONNECT event is themed around a particular topic, like taxes, housing or healthcare. During CONNECT you will also get to know trusted partner organisations.

## CONNECT programmes include:

- informative presentations, mostly presented by our partners
- Q&A sessions
- networking opportunities

## When do these events take place?

You are most welcome at our CONNECT events, which take place between 18:00 and 20:00 on the following days:

Thursday 16 January 2020 - Language and Communication

Tuesday 11 February 2020 - Taxes and Finance

Tuesday 26 March 2020 - Education and Childcare

Tuesday 19 May 2020 - Family Affairs

Thursday 25 June 2020 - Housing and Settling in

Thursday 10 September 2020 - Finding Work

Thursday 15 October 2020 - Healthcare

Tuesday 26 November 2020 - Housing

## Registration

Participation is free of charge. Registration through our website is required.

"Incredibly informative, educational and useful. I can recommend anyone with questions about a specific topic to visit a CONNECT event."

**SAVE THE DATE**

[www.thehagueinternationalcentre.nl/events](http://www.thehagueinternationalcentre.nl/events)

**Did you know** The Hague International Centre works together with trusted partner organisations in all kinds of sectors, such as housing, banking, and education? Find a comprehensive overview of our partners on our website.



Welcome to **The Hague.**

Royal city by the sea



◆ The City  
The Beach  
The **Hague.**

denhaag.com

# No Dutch? No problem. Volunteer!

Over 300 volunteer jobs suitable for non-Dutch speakers.



**VOLUNTEER THE HAGUE PROJECT  
HELPS ENGLISH SPEAKING  
RESIDENTS CONNECT WITH LOCAL  
NON-PROFIT ORGANISATIONS.**



volunteerthehague.nl





# City events

## January: New Year's Dive

Start the New Year off fresh with a dive into the cold North Sea water along the coast of Scheveningen. Regardless of the weather, each year at least 25,000 people plunge into the freezing water.

## February: Feel at Home Fair

The Feel at Home Fair is a gathering of the international community in The Hague region. Over 4,000 people, representing more than 100 nationalities, come together and make connections locally.



## March: CPC Run The Hague

CPC Run The Hague is an annual half marathon competition. However, with 1km, 2.5km, 5km and 10km course options, this run has become a complete family running event.

## April: King's Day

Join the Dutch with their orange madness on King's Night and King's Day, definitely a celebration to remember. Throughout The Hague you will find many flea markets, fun activities and festivals.

## May: Tong Tong Fair

The Tong Tong Fair is the largest Eurasian festival in the world. Every day, the programme is filled with dance, literature, theatre (Wayang), comedy, music (Kroncong), workshops and food.



## June: Parkpop

Parkpop is one of Europe's largest, freely accessible festivals; it always attracts visitors of all ages.

### July: The Hague Art and Antique Days

During the The Hague Art and Antique Days you can enjoy two whole days focused on antique, art, galleries, curiosities and books.

### August: Jazz in the Canal

Enjoy the last evenings of summer along the canal in The Hague, as the water becomes a stage.



### September: Prince's Day

Every third Tuesday in September is 'Prince's Day'. On that day, King Willem-Alexander delivers the 'Throne Speech' in the Hall of Knights at the Binnenhof in The Hague.

### October: Crossing Border The Hague

At Crossing Border, literature, music, film and the visual arts are combined. For several days writers, poets, musicians, filmmakers and artists will reign over The Hague's cultural centre.

### November: IamExpat Fair

The IamExpat Fair is an international one-day event designed to connect and support the expat community in The Hague.



### December: Royal Christmas Fair

At the romantic Lange Voorhout you will hear Christmas carols, see beautiful twinkling lights and you can do lots and lots of Christmas shopping.

Tip: are you looking for more events? Please visit [www.denhaag.com](http://www.denhaag.com)







# Tips by locals



- Hofvijver

1

*"I like to walk along The Hofvijver to enjoy the historical government buildings, the skyline of The Hague and the beautiful mansions on the Lange Vijverberg. To meet new people I recommend the restaurants in the harbour in Scheveningen for the lively atmosphere; I genuinely believe that food unites!"*

**By Talal Al Marri's, CEO of Aramco Overseas Company**



- Het Plein

3

*"The Hague's vibrant and extensive international community offers many options for becoming involved, meeting people and building a community. Especially for the accompanying spouse or partner, our advice is to take advantage of these. ACCESS can help you find the ones best suited to your interests. Let us help you, to help yourself."*

**By Rawia Liverpool, Coordinator at ACCESS**

4



- Museum Voorlinden

*"I started as an expat 22 years ago and grown to love this city. My children say it's the best place in the world to grow up. I love the combination of international and Dutch communities and world class culture and the beach. My tip is to take advantage of both, and I can't say enough great things about my two favorite museums: Panorama Mesdag and Voorlinden."*

**By Jill Wilkinson, Executive Director of The Hague Humanity Hub**



- The dunes

5

*"The Hague offers a perfect combination of city and nature. Take your time to discover the different neighbourhoods of the city. My favourite is the Zeeheldenkwartier, which has a wide variety of independent cafés and restaurants. You can also ride your bike along the coast to Katwijk. It will take you around an hour and the landscape is worth the effort."*

**By Paolo Bernasconi, HR Director of the Organisation for the Prohibition of Chemical Weapons**

*"Understand the local culture and language by first focusing on what is similar with what you know and move from there. Try to learn a few new words and aspects of the new culture every day and do not be afraid of asking locals about how things are said and done. Everyone likes to talk about their own culture and language."*

**By Ute Limacher-Riebold, Ute's International Lounge**

2



- Learning the language



## DAILY LIFE

---

As a new citizen of The Hague region, your day-to-day life will likely look different than before. Below you will find some practical information and tips to make this transition as smooth as possible.

**Taking care of important formalities**

**The Netherlands: Basics**

**Emergency and Help lines**

**Getting around**

**Public and school holidays**

# Taking care of important formalities

The information below will help you to take care of important formal affairs:

## DigiD

With your DigiD (short for Digital Identification), you can prove your identity online to hundreds of government organisations in order to get access to their services. It is like a digital version of your passport or driving licence.

## MijnOverheid

MijnOverheid is a personal, secure platform provided by the government. You can access MijnOverheid by logging in with your DigiD. After logging in, you can view your personal information and check your digital inbox for messages from government organisations.

## Municipal affairs

All those living in The Hague can easily access many municipal services in a secure online environment, called MijnDenHaag. MijnDenHaag allows you to take care of things like changing a parking permit or paying your municipal taxes. You can also check the status of your application. In addition, information on property values can be found there as well. You can use your DigiD to login.

## Municipal websites

Below you will find the URLs to websites of all municipalities in The Hague region. Of course, you can also always visit the city hall of your municipality, should you have any questions. Please note: not all of these websites are available in English.

Municipal website The Hague: [www.denhaag.nl](http://www.denhaag.nl)

Municipal website Delft: [www.delft.nl](http://www.delft.nl)

Municipal website Rijswijk: [www.rijswijk.nl](http://www.rijswijk.nl)

Municipal website Leidschendam-Voorburg: [www.lv.nl](http://www.lv.nl)

Municipal website Wassenaar: [www.wassenaar.nl](http://www.wassenaar.nl)

Municipal website Voorschoten: [www.voorschoten.nl](http://www.voorschoten.nl)

# The Netherlands: Basics

## Country and area codes

The country code for the Netherlands is +31.

Dutch mobile phone numbers start with 06.

Area code The Hague, Rijswijk, Leidschendam-Voorburg: 070

Area code Delft: 015

Area code Voorschoten: 071

## Currency and daily payments

The Netherlands is part of the European Economic and Monetary Union and as such has the Euro as its currency. Paying by debit card is the norm in the Netherlands. After setting up a Dutch bank account, you will automatically receive a debit card. More and more shops, food service establishments and public transport services have switched to card payments only. Additionally, wireless payments have become increasingly more common; all newly issued debit cards have wireless payment functionality built-in.

## Time zones

The Netherlands is located in the Central European Time Zone (CET). This means that we are one hour ahead of Greenwich Mean Time (GMT+1). The Netherlands observes Summer time (Daylight saving time): the clock is adjusted forwards by one hour at the start of spring and adjusted back in autumn.

## Seasons and weather

We have four seasons: winter (January – March), spring (April – June), summer (July – September), and autumn (October – December). The Netherlands has a temperate maritime climate. Generally, this means that Dutch winters are normally mild and summers are cool. Average temperatures in winter vary between 2°C and 6°C, and in summer 17°C and 20°C. Rainfall is distributed throughout the year.

The Netherlands is a flat country and as such, breezy conditions are common, especially in coastal areas such as The Hague region.



# Emergency and help lines

## 112

In case of an emergency, you should call 112. By calling 112, you can contact the police, fire department or medical care.

## Police

If you do not have an emergency, but you still need to contact the police, you may call: 0900-8844. You can also report certain crimes online.

## Medical care

If you are not in an emergency, but do need to speak to a medical professional, please contact your General Practitioner (GP) during office hours. However outside office hours, you will need to contact the out-of-hours medical clinic ('huisartsenpost').

In The Hague, Rijswijk and Leidschendam-Voorburg, please call 'SMASH' during evenings and weekends: **+31 (0)70 346 96 69**  
In Delft: please contact 'Huisartsenpost Delft' during evenings and weekends: **+31 (0)15 251 19 30**.

## Have you heard the sirens on the first Monday of each month?

If you are new to the Netherlands, you might wonder why you are suddenly surrounded by loud sirens everywhere on the first Monday of the month at noon. This is the national Warning System ('Waarschuwingstelsel'). This system is tested every month with 4200 sirens in order to ensure it works properly in case of emergency, reaching everybody across the country.

The sirens can be operated individually by regional fire departments. They are owned by the Ministry of Internal Affairs.

In case of emergency, you will hear this sound too, even if it is not the first Monday of the month. It is meant as a warning to go inside. Then all citizens are advised to shut all doors and windows and to turn on their television or radio for updates.



# Map: hospitals and railway stations



## Hospitals

- 1 HagaZiekenhuis location Leyweg
- 2 Juliana Children's Hospital
- 3 HagaZiekenhuis location Sportlaan
- 4 HMC Antoniushove
- 5 HMC Westeinde

## Railway stations

- 6 Den Haag Centraal
- 7 Den Haag Laan v NOI
- 8 Station HS
- 9 Den Haag Ypenburg
- 10 Den Haag Moerwijk
- 11 Den Haag Mariahoeve
- 12 Voorburg
- 13 Delft
- 14 Delft Zuid

# Getting around

## Bike

Did you know? There are more bicycles in the Netherlands than there are people: over 22 million bikes versus 17 million citizens.

This is because a bike ('fiets') is an ideal way of getting around the Netherlands' compact cities and towns. Bikes are readily available for purchase or rent all across The Hague region. Visit our website to find out more about cycling rules, advice and where you can learn how to ride a bicycle.

## Public transport

The Hague region has an outstanding public transport system. There are over 30 tram and bus lines ready to bring you to wherever you need to go. The Hague region also has several railway stations and is serviced by Fast Ferry and a Randstad Metro line.

We advise you to purchase an 'OV-chipcard'; 'OV' is short for 'Openbaar Vervoer', meaning Public Transport. This transport card can be topped up at stations and other locations all over The Hague region. You can use the same card for all public transport in the Netherlands. Read more on the different kinds of OV-chipcard and how and where to top it up on our website.

## Car

Many of The Hague's residents rely on public transport for their daily commute and often do not own a car. However, many families and those who need to travel outside of the city on a regular basis, do own a car. Paid parking is common in The Hague region. If you live in a paid-parking area, you can apply for a residents' parking permit. You will find more information on how to apply for such a permit on our website; this process differs per municipality.

## Notes

[illegible]



[illegible][illegible]

[illegible][illegible]





## The Hague International Centre

City Hall (Atrium)  
Spui 70  
2511 BT The Hague  
+31 70 353 50 43

[internationalcentre@denhaag.nl](mailto:internationalcentre@denhaag.nl)  
[www.thehagueinternationalcentre.nl](http://www.thehagueinternationalcentre.nl)

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