

# Practical guide

for international PhD researchers



## INHOUD

### STAGE 1

### STAGE 2

<b>Welcome</b>	4
<b>Introduction to the University of Antwerp</b>	5
Academic system at the university	6
Rules and regulations for PhD researchers	6
<b>BEFORE your stay</b>	7
<b>Important documents</b>	8
Student visa	9
– Fees for your visa	10
Enrolment at the University of Antwerp	11
– Email address	12
– Online tools	12
<b>Living in Antwerp: Finding housing</b>	13
The cost of living in Antwerp	14
Temporary accommodation	15
– Hotels	15
– Hostels/temporary housing	15
Preparations for long-term renting	16
– Houses and apartments/flats	16
– Student accommodation ('Kot')	18
<b>Insurance</b>	20
<b>Driving in Belgium</b>	20
<b>Family</b>	20
<b>Pets</b>	20
<b>University of Antwerp</b>	21
Getting here	21
Location of the campuses	22
<b>DURING your stay</b>	23
<b>What to do upon arrival</b>	24
PhD researchers are present in different categories.	25
Residence permit	26
Health insurance	27
Other insurances	29
Flemish social protection	30
Bank account	30
Children: Family allowances	30
<b>Belgian government services</b>	31
Compulsory city and province taxes	31
– Province of Antwerp taxes	31
– Federal Taxes	31
– Local/municipal taxes	31
Extension of the residence permit	32
Change of address	32
<b>Practical information on living in Antwerp</b>	33
Accommodation	33
– Renting a house or apartment	33
– Student accommodation 'Kot'	36
Antwerp city life	37
– A-kaart	37
Children: childcare & schools	38
Service vouchers (for cleaning)	39
Laundry	39
Medical services	40
Mobile phone/television/internet	41
Recycling your waste	42
– Recycling centre	42
<b>Transport</b>	43
Public transport (bus/trams)	43

#### DISCLAIMER:

Important! All amounts mentioned in this brochure may be subject to changes in the future. Please consult the latest information on the relevant websites.



Train	43
Bicycles	44
– Shared bikes in Antwerp	44
– Buying a bike	45
– Bike repair shops	45
– Bike security	45
E-scooters - & moped-share	46
– Shared scooters	46
– Shared mopeds	46
Car	47
<b>Practical information about the University of Antwerp</b>	48
Activities & Sports	48
Conflict mediation	48
Culture	48
Doctoral Day	49
Language courses	49
MONDO	50
Students and staff restaurants	51
University regulations and facilities	51
– Active pluralism	51
VABAP	51
Workplace health and safety	51
<b>Mental Wellbeing</b>	52
<b>STAGE 3</b>	
<b>AFTER your stay</b>	52
Obtaining your diploma	54
Early termination of your PhD at the University of Antwerp	54
Deregistration in Belgium	55
Termination of contracts and insurances	56
Registering as an alumnus/-a	56
Important telephone numbers	58
Pharmacies	58
Hospitals	59
Stores	60
Important contacts at the University of Antwerp	63
Introduction to Dutch	64
Public holidays	65
<b>COLOFON</b>	66



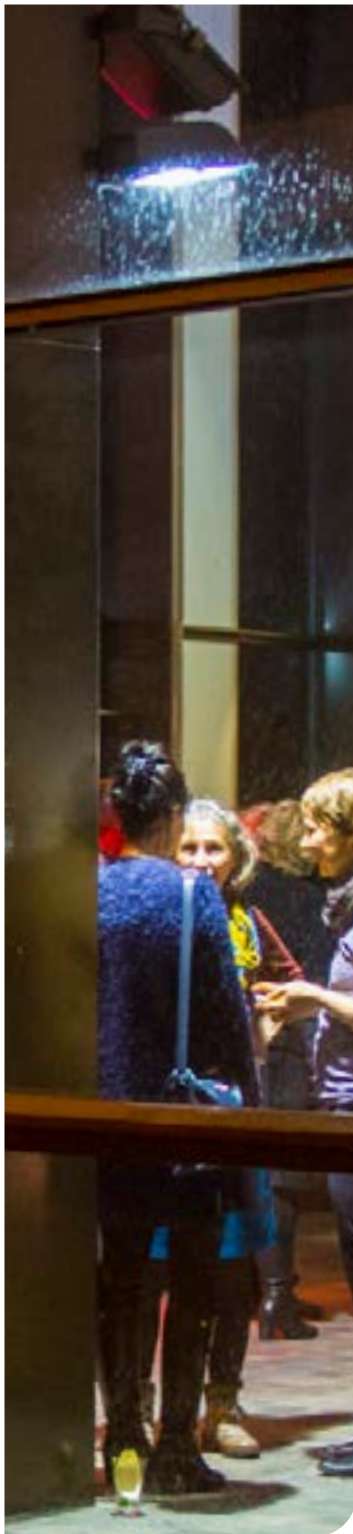
## FOR YOUR INFORMATION

Many of the websites are not available in English (only in Dutch and French).  
However, they contain crucial information so they are listed anyway.

This document contains links to provide you with even more detailed information:

- links to external websites are written in **red**;
- links that refer to another chapter in this brochure are written in **blue**.





# Welcome

An exciting new chapter in your life is about to start: you are moving abroad to Antwerp, Belgium, on your own or with your family. It will surely be a new adventure, challenge and experience.

We, the University of Antwerp, would really like to welcome you to our city and our university – soon to be your city and your university too.

There are many things to take into account when you move abroad. This brochure is aimed at all international PhD researchers and intends to guide you through the practical steps of the moving process so you can start your new adventure as pleasantly as possible. As many different situations can apply, not every chapter in this brochure might be as relevant to your specific situation, but it will definitely give you a good overview.

You have already completed the **first steps**: you have found a supervisor at the University of Antwerp who has agreed to guide your research. You also have funding to cover your stay in Belgium and you have received the **official approval** of your faculty, department or institute. Please check with your supervisor and **your faculty** which additional steps you need to take to complete your enrolment. Keep in mind that you need to officially enrol as a PhD researcher at our university and that annual re-enrolment is mandatory. In case your research is funded by the university, you will also be registered as members of staff.

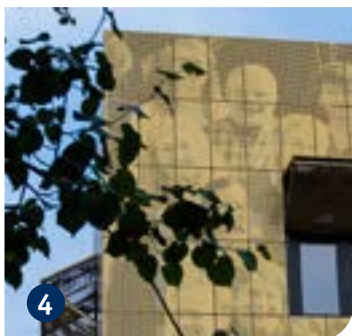
We hope this guide will be helpful to you.

Good luck and welcome to the University of Antwerp!  
Enjoy your stay here!



## DID YOU KNOW...

that you can find a lot of useful information via the helpdesk page **for international students**

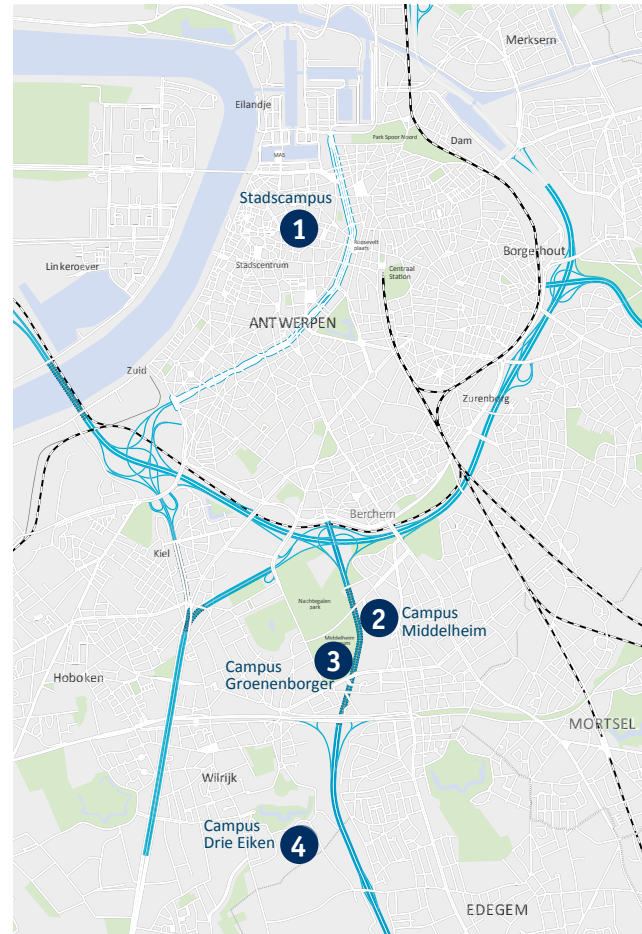


# Introduction to the University of Antwerp

The University of Antwerp has about 21,500 students, making it the third largest university in Flanders. 17,5% of our students are international students, with 127 nationalities represented. The University of Antwerp is characterised by its high standards in education, its internationally competitive research and its entrepreneurial approach.

We have **4 campuses** spread across the city of Antwerp:

- 1 Stadscampus**  
*located in Antwerp (2000)*
- 2 Campus Middelheim**  
*located in Antwerp (2020)*
- 3 Campus Groenenborger**  
*located in Antwerp (2020)*
- 4 Campus Drie Eiken**  
*and located in Wilrijk (2610)*



Spread over these campuses are our 9 faculties:

- Faculty of Business and Economics
- Faculty of Applied Engineering
- Faculty of Arts
- Faculty of Design Sciences
- Faculty of Law
- Faculty of Medicine and Health Sciences
- Faculty of Pharmaceutical, Biomedical and Veterinary Sciences
- Faculty of Social Sciences
- Faculty of Science

The university also has 20 institutes and 48 related centres (e.g. Antwerp Research Institute for the Arts (ARIA), Institute of Development Policy (IOB), associated Faculty of Nautical Sciences, etc.)



1



4



2



4



4

## Academic system at the university

Higher Education in Flanders has adopted the Bachelor-Master structure. A 3-year undergraduate cycle leads to a Bachelor's degree (180 ECTS *European Credit Transfer System*), followed by a 1- or 2-year graduate cycle (60 or 120 ECTS) leading to a Master's degree. Advanced Master's programmes ('MaNaMa') offer further specialisation and/or competences in a certain field of study. We also offer postgraduate programmes, which build upon a Bachelor or Master programme.

The doctoral degree (PhD) is the highest level of specialisation in scientific research and can only be awarded by recognised universities.

The academic year runs from the end of September to June and is divided into 2 semesters. Each semester comprises 13 weeks of lecturing, concluded by a 4-week examination period. July to September is generally a lesson-free period, but the academic and administrative staff continue to work and some courses are provided in this period.

## Rules and regulations for PhD researchers

The document '**General regulations on obtaining the academic degree of doctor at the University of Antwerp**' applies to all PhD researchers. Here you can find the rules regarding admission and enrolment, supervision and the individual PhD commission, public defence, etc. In its appendix you will also find the 'charter for PhD researchers' with an overview of what is expected from you and what is expected from your supervisor and other parties involved in your research.

Every faculty also has its own **faculty regulations** with specific rules regarding the faculty itself and the more practical arrangements (progress reports etc.).



# Stage 1

## **BEFORE** your stay

In this section you will find the following topics/themes

- Important documents
- What to do during the first weeks here
- Finding housing in Antwerp
- Insurance
- Driving in Belgium
- Family
- Pets
- Getting to the University of Antwerp
- Location of the campuses





## Important documents

Before you come to Antwerp, you may need to arrange the following documents:

- **Student visa** (necessary for all nationalities other than EEA<sup>1</sup>, Monaco and Switzerland). PhD researchers with a scholarship agreement will have to apply for a visa D based on their student status.  
Researchers with an employment contract have to apply for a visa D as researcher. Please be aware that Non-EEA+ nationals will normally need a **single permit** to work and reside in Belgium for a period more than three months.
- Proof of travel and/or health insurance (e.g. European Health Insurance Card)
- Legalised documents if applicable (e.g. diploma)
- (International) driver's licence

**PLEASE KEEP IN MIND** that there might be administrative steps (deregistration, taxation, social security, etc.) to take in your own country before you move to Belgium.

<sup>1</sup> EEA (=European Economic Area) states are: EU countries and also Iceland, Liechtenstein and Norway.



## Student visa

Citizens of countries in the EEA, Monaco or Switzerland do not need a visa and can travel to Belgium with just a regular passport or identity card.

If you have a different nationality and wish to stay in Belgium for more than three months, you must apply for a **long stay visa** (type D) as a student through the **Belgian embassy** or consulate in your home country. Having a residence permit from another EU country is not sufficient because upon arrival in Belgium you will need to apply for a change of status from short term stay to long term stay and you will have to present the same documents as for a student visa (type D) application. The procedure in Belgium is more complex and time consuming.

In some cases it can take more than three months to obtain a visa, so it is important to apply on time. Do not travel to Belgium on a tourist visa unless you plan to stay for less than three months.

The following documents are required for your **visa application** (you need to check this with your local Belgian embassy):

- A travel document or national passport where a visa can be inserted (valid for at least 12 months from the date of travel)
- Visa application form (two copies)
- Two recent passport photographs
- Letter of Acceptance as a PhD researcher
- **Sufficient means of solvency**
- Proof of good conduct
- A **medical certificate**, signed and stamped by a doctor recognised by the Belgian embassy

The documents listed above are the basic documents required in all cases. Please contact the Belgian embassy as soon as possible to check whether additional documents are required.

**Always use the documents and forms provided by the Belgian Embassy, otherwise you risk having your visa application refused.**

Official documents issued abroad might need to be legalised or carry an apostille, depending on the type of document and the country where it has been issued. Documents issued abroad in a language other than Dutch, English, French or German must be translated by a sworn translator and, if applicable, legalised.

### TIP

Watch **this video** to find out how to apply for a student visa as an international student.



### FOR MORE INFORMATION

on legalisation and translations of documents, please check the website of **the Federal department of Foreign Affairs** or contact the Belgian embassy in your country of residence.



## Fees for your visa

When applying for a visa, two fees must be paid:

### 1. The consular fee

This is the processing fee for a visa application at the embassy.

The exact amount can be consulted on the website of the embassy or the consulate of your home country.

### 2. The contribution fee

For the treatment of certain visa applications (D) and certain residence applications. Proof of payment must be added to the application file. On the website of the **Immigration Office** you can find the amount of the required fee.

Students or researchers who receive a scholarship from the University of Antwerp funded by the Belgian or Flemish government, are exempt from the contribution fee and will receive a certificate from the university (HR Department) or the International Relations Office that needs to be provided to the embassy.




**MORE DETAILED  
INFORMATION** about your  
**visa application** is available  
on the university's website.

## Enrolment at the University of Antwerp

Once your PhD application file is approved by the faculty, you have to complete an online preregistration in preparation of your enrolment. More information can be found on [www.uantwerpen.be/enrolment](http://www.uantwerpen.be/enrolment). PhD candidates can enrol until the end of May each academic year. Please note that re-enrolment is required for each academic year, including the academic year of defence of the PhD thesis. However, the tuition fee is only required in the first year of enrolment as a PhD researcher and in the year of the defence. In the years in between you need to re-enrol, but you will not need to pay any tuition fee. If both situations happen to fall in the same academic year, payment is required twice. In the case of a joint PhD between two Flemish universities, you only need to pay the tuition fees to the home institution.

After your online preregistration has been processed, you are officially a student of the University of Antwerp. Your student card is sent via regular mail to your postal address in Belgium. More information and frequently asked questions (FAQ) can be found via the [Helpdesk for International Students](#).



**DO NOT FORGET** to inform your supervisor about your arrival and schedule a meeting.





## Email address

Your student email address will be created after you have enrolled. Please note that the Antwerp Doctoral School and other internal services send their information e-mails (regarding deadlines, funding calls, etc.) and newsletters to your student e-mailaccount (firstname.lastname@student.uantwerpen.be) so **make sure to check this e-mail address regularly!** You will receive your student account (username and password) at the time of your enrolment in person.

## Online tools

You will have access to the student portal [student.uantwerpen.be](https://student.uantwerpen.be) after enrolment (username and password will be provided at that time). The portal is the gateway to:

- the **Student information system Antwerp (SisA)**: the digital core of education administration at University of Antwerp. SisA allows you to update your personal and contact details, manage or review your academic path (including study programme, progress reports, timetable etc.) and check if there are any outstanding tuition fees.
- the electronic learning environment
- your student mailbox



## Living in Antwerp: Finding housing

To find permanent accommodation for your entire stay in Belgium it is best to visit the places on rent and even compare different offers, to see what fits your expectations and needs. Therefore, we recommend arranging a **temporary living arrangement** first: you can book a youth hostel, hotel or use **Airbnb** and start your search for a more permanent solution from there.

The city of Antwerp has a population of over 500,000 inhabitants. There are 48,000 students in and around the city, who live among the other inhabitants.

Antwerp is compact enough to get around by bike or public transport. Apart from the historic inner city centre, there are other living areas like 'Sint-Andries', 'Zuid' (the (new) South), 'Park Spoor Noord' (park northern railroad track), Borgerhout and 'Zurenborg'.

The following **postal codes/districts** are close to the different campuses:

- Stadscampus: Antwerp (postal codes 2000, 2060 or 2018) or Borgerhout (2140)
- Campus Middelheim/Campus Groenenborger: Berchem (2600), Wilrijk (2610) or Antwerp (2020)
- Campus Drie Eiken: Wilrijk (2610), Edegem (2650) or Mortsel (2640)



## The cost of living in Antwerp

The accommodation prices vary depending on the location, number of bedrooms and even the duration of the rental agreement. Accommodation portals will give you the best indication of the accurate prices.

In addition – to budget your stay – you have to keep in mind that there are also other costs (food, clothes, insurances, etc.). Below you can find an overview with **estimated costs** for an average student:

Activity	Estimated cost
Local transportation costs to Antwerp by train from Brussels International Airport	€ 16
Temporary accommodation for the first week	€ 150
Registration at the City Hall	€ 25
Bicycle rent	€ 60 per year
Health insurance	€ 200 per year
Living costs (food, clothes, medical costs, transport)	€ 800 per month € 9,600 per year
Rent for housing (average costs based on a 2-bedroom apartment in Antwerp) (FYI: Average costs based on a single student room in Antwerp: € 515 per month)	€ 950 per month € 11,400 per year
Rent deposit (maximum three months' rent - for student housing two months' rent)	€ 2,850
Utilities costs: internet, water, electricity	€ 250 per month € 3,000 per year
<b>Total yearly estimated amount</b>	<b>€ 27,295</b> (+ tuition fees, payable in the first year of enrolment and in the year of defense)



# Temporary accommodation

## Hotels

Renting a room in a hotel might be an option for the first period. Probably the best option to look for a hotel is through:

- [booking.com](https://www.booking.com)
- [trivago.com](https://www.trivago.com)
- [tripadvisor.com](https://www.tripadvisor.com)

## Hostels/temporary housing

You can also find various hostel accommodations in Antwerp.

For short-term stays and if you would like to have more facilities than you would usually find in hotels or hostels, you can try to find short-term accommodation.

- Website overview hostels | [www.hostelworld.com](https://www.hostelworld.com)
- Websites for hostels situated in Flanders | [www.jeugdherbergen.be](https://www.jeugdherbergen.be)
- Bed & Breakfasts | <https://bb-antwerp.be/>
- Apartments in Antwerp | [www.apartmentsantwerp.com](https://www.apartmentsantwerp.com) (furnished apartments and studios for short- or long-term rent)
- Be housing | [www.be-housing.be](https://www.be-housing.be) (website for temporary housing)
- Private rooms | [www.airbnb.com](https://www.airbnb.com)
- **YUST** offers flexible housing, ranging from short-term stays in their dorms or private rooms to longer stays.
- Sheltr Cohousing offers private rooms (and bathrooms) with shared living spaces with flexible lease contracts (domicile registration with a minimum stay of 3 months). | [www.sheltr.be](https://www.sheltr.be)

### TIP

If you are a **youth hostel association member**, you are able to get discounts.

A full-year membership costs € 10 for those under 26 years old.

## Preparations for long-term renting

There are different types of accommodation you can choose from, depending on your needs and wishes. The most common options are:

- **House:** living space, kitchen, bathroom and several bedrooms. With or without a garden. Generally not furnished.
- **Apartment or flat:** living space, kitchen, bathroom with one or several bedrooms. In a larger building with other apartments/flats. With or without a terrace/balcony, very rarely with a garden. Generally not furnished.
- **Duplex or studio:** small living space with integrated bedroom and private kitchenette and/or bathroom.
- **Student room (or 'kot'):** student accommodations can only be rented by students. A student room is a furnished accommodation (bedroom) with shared kitchen and shared bathroom. A student (individual) studio has a private kitchen and/or private bathroom.



### Houses and apartments/flats

If you come here with your family you will probably look for an apartment or house. If you are here alone it might be more economical to rent a studio.

#### Choosing suitable accommodation

Before actually moving to Belgium, you can already book appointments with house or apartment owners to check the accommodation soon after your arrival, but keep in mind that there are usually a lot of candidates for renting an apartment or house.

It is vital to see the actual state of the accommodation before committing to a rental agreement. If possible, check different accommodation options in order to compare the price-quality ratio. Also, make sure to check the connection to the University of Antwerp and the commuting time in the morning and in the evening.

#### Prices

Prices for flats or apartments can be more than € 900/month. Houses in good condition in Antwerp are often more expensive than apartments.

#### Utilities

Please be aware that additional costs like water, gas, internet, electricity and building maintenance are generally not included in the rental price.



**MORE INFORMATION**  
on housing on the  
**UAntwerp-website!**



### Where to look

The following websites advertise houses and apartments for rent for either 1 or 3-9 year contracts:

- Immoweb | [www.immoweb.be](http://www.immoweb.be)
- Zimmo | [www.zimmo.be](http://www.zimmo.be)
- Immovlan | [www.immo.vlan.be](http://www.immo.vlan.be)
- Immoscoop | [www.immoscoop.be](http://www.immoscoop.be)
- 2de hands (only available in Dutch or French) | [www.2dehands.be](http://www.2dehands.be)

It might be a good idea to get in touch with your faculty and ask if they have direct contacts to accommodation owners that are willing to rent them out for some time or if they know apartments that will become available. Seeing as new researchers come and go, it might be possible to take over their rental agreement.

**Co-housing** is also possible in Belgium, but make sure the owner of the accommodation agrees to it.

Furthermore there are some specific co-living initiatives such as **Sheltr, CoLiving in Antwerp**.

### YUST LONG STAY (1 month – 1 year)

Address	Coveliersstraat 2, 2600 Antwerp
Information	Two apartments. Both apartments are fully furnished. This furniture includes a kitchen with full equipment like a coffee machine, fridge, dishwasher and combi oven; a dinner table with four chairs; a double bed with pillows, duvet and linen; a lounge with sofa and 40-inch TV; a bathroom with a shower, towels and a separate toilet; and a wardrobe. Besides that, the rooms will be provided with nice decoration, bins, clothes hangers, etc. Once a week, the bed linen and towels will be replaced. More information can be found on the website.
Persons	1 / 2
Availability	Short term = possible (min. 1 month)
Rent	Rent 1 – 6 months: € 1,160/month (35 m <sup>2</sup> ) or € 1,410/month (55 m <sup>2</sup> ) 7 – 11 months: € 879/month (35 m <sup>2</sup> ) or € 1,109/month (55 m <sup>2</sup> ) 12 months: € 709/month (35 m <sup>2</sup> ) or € 875/month (55 m <sup>2</sup> )
	Utilities € 100 for 1 person € 135 for 2 persons
Contact	+32 3 302 30 22 <a href="mailto:antwerp@yust.be">antwerp@yust.be</a> <b>yust long stay</b>



## Student accommodation ('Kot')

Student rooms (or 'kot') with a shared and/or private bathroom and with a shared and/or private kitchen can only be rented by students. Generally speaking, student accommodation can only be rented by one person; only in very rare cases by more than one person. Since a couple of years there is a shortage of student accommodations in Flanders. So start early to search for accommodation in or around Antwerp!

Do you want to register your accommodation in Belgium as your main residence? Please note that it is not legally permitted to register a student accommodation as your main residence. You may only register a student accommodation as a temporary residence.



### Choosing suitable accommodation

**Kotweb** offers the largest range of student accommodation in Antwerp. This initiative is a unique collaboration between the city of Antwerp, higher education institutions in Antwerp and STAN, Antwerp's student portal. Together they strive for high quality student accommodation in Antwerp and provide neutral information for both students and owners. Owners can advertise their property free of charge on the site and manage their data themselves. Students can search the entire database quickly.

**We advise you to search for a student accommodation with a green quality label and a model lease.**

- **Quality label:** since January 1st, 2025, the Flemish "**kotlabel**" has been in effect. Student housing is subject to certain strict regulations regarding quality of life, fire safety, and spatial planning. Student rooms with a quality label, have been checked by the City of Antwerp on all three of these regulations. Landlords are not obligated to apply for the Flemish kotlabel, but we highly recommend to search for a student room that has the Flemish kotlabel, as it guarantees quality and safety. The Flemish kotlabel is granted on room-level and not for an entire building at once.
- **Model Lease** (= rental agreement): Rental agreements for student rooms are different from traditional renting contracts. Kotweb provides a standard lease that students are recommended to use. If the landlord uses the model lease, it is certain that it is a contract with a good legal basis and corresponds to Belgian rental law. The **model lease** is provided in Dutch and in English and can be checked online.

**You can also check out the [video](#) from CTC Marketing with all information on Kotweb.**



[www.studentkotweb.be/en](http://www.studentkotweb.be/en)

### IMPORTANT NOTE

Unfortunately there is a lot of fraud in the online housing market. We would strongly advise to read the **Fraud alert** about student accommodation carefully.

If you have any doubts about the trustworthiness of an advertisement, please contact our service as soon as possible and before sending any money!



**MORE DETAILED INFORMATION:**  
**"PRACTICAL INFORMATION ON  
 LIVING IN ANTWERP"**

### Prices

Please note that the average monthly rent for a **student room** with a shared bathroom and shared kitchen is approximately **€450** per month.

For a **studio** with a private bathroom and/or private kitchen(ette), the average rent is around **€565** per month.

These prices do not include **utility costs** (such as water, gas, electricity, etc.), which typically range between **€50 and €100** per month.

Your landlord can charge a fixed amount for utilities such as heating, electricity, water etc. or work with a provisional charge. The provisional charge is paid in advance and actual usage amounts are calculated at the end of the lease. Avoid any unpleasant surprises and ensure you clarify which of these two systems will be applied before you sign a lease.

### Deposit

A landlord might ask you to pay a deposit up to 2 months' of rent. The deposit cannot be used as payment for your last month's rent. You need to pay by bank transfer and you cannot pay in cash. Note that the payment of a deposit is a binding acceptance of the contract. **Read the contract carefully before signing or paying.**

### Description of the premises

At the beginning and at the end of the rental term, you will have a meeting with the landlord to make a written **description of the premises**. Both documents will be compared. If things are damaged, missing or broken (with the exception of old age and wear and tear) at the end of the rental term, the landlord has the right to deduct repair costs from the deposit.

### Flemish rental decree

The Flemish Rental Decree includes a specific regulation for student rentals.

## Insurance

After your arrival in Belgium, you need to acquire the necessary insurances ([see chapter Stage 2](#)). It might also be useful to have travel insurance before leaving your own country. If you are covered by a health insurance provider in another European country before moving to Belgium, you can apply for an **EHIC**.

## Driving in Belgium

If you have a valid driver's licence that is originally issued in a European Union member state and certain other countries with bilateral agreements, you can continue using it.

It might be useful to exchange your driver's licence for a Belgian licence though, as this simplifies things when you lose the drivers' licence or at the time of renewal. Be aware of the fact that by exchanging your European drivers' licence you will get a Belgian licence, so the types of vehicles that you are allowed to drive in Belgium might differ from what you were allowed to drive in your home country.

If your licence is issued in a non-EU country, you are allowed to drive with an international driving permit for visits that are up to six months in duration. Please note that this additional permit needs to be issued in your home country! However, if you intend to stay in Belgium for a longer period of time, or if you establish resident status, you need to **exchange** the international driving permit for a local licence for driving in Belgium (check the website to see which driver's licenses you can exchange!).



## Family

If you wish to bring other family members with you to Belgium, please make sure you find out about the visa family reunification procedure in advance. This is a complex and time-consuming process.

More information is available on the **visa pages for family** members on our website.

## Pets

To bring your pet(s) to Belgium, **specific regulations** apply:

1. Within the EU, your dog or cat needs to have a European passport and needs to be chipped and vaccinated against rabies;
2. If you travel from a country outside the EU, your pet needs to have an individual certificate (there is an official European model for this). Please remember to contact your vet to ask about the regulations applicable in your country.





# University of Antwerp

## Getting here

All the preparations in your home country are finished and now it is time to get here!

If you come by airplane, you will probably fly to either Brussels Airport or Brussels South Charleroi Airport .



**Brussels Airport (Zaventem)** is located about 45 km (28 min.) from Antwerp city centre.



**WATCH THIS VIDEO ON  
HOW YOU CAN TRAVEL  
FROM BRUSSELS AIRPORT  
TO ANTWERP.**

- Bus transfer: Take the **Airport Express Bus**, a direct coach service from the airport to the centre of Antwerp (Antwerp Central station for campus Stadscampus), and to Crowne Plaza Hotel (Campuses Drie Eiken, Middelheim and Groenenborger). Coaches operate every hour. The journey to Antwerp Central station takes around 45 min. (if you get off at Crowne Plaza Hotel it is 35 min.) and costs € 10.
- **Train transfer**: the train station is at floor -1 in Brussels Airport and the ticket can be purchased at a ticket vending machine by credit card. Antwerp Central Station (35 min. from Brussels Airport by train) is situated at the heart of the city, at a 10-15 minute walk from the Stadscampus. Campuses Middelheim, Groenenborger and Drie Eiken are a short taxi or **bus ride** away from Antwerp Berchem station.

If you fly to **Brussels South Charleroi Airport**, on arrival, you can buy a public transport ticket to Antwerp (bus + train ride), which takes less than 2 hours. From Brussels South Charleroi Airport, you need to buy a combi-ticket at the square outside the airport for +/- € 20. This includes the bus ride from the airport to the train station and the train to Antwerp.

Another option is **Eindhoven Airport** (+/- a 1 hour-drive by car from Antwerp). A shuttle bus operates several times a day between Eindhoven Airport and Antwerp Berchem station (search for “bus Antwerp Eindhoven Airport” in your search engine).



# Location of the campuses

Check it **online**





## Stage 2

# DURING your stay

In this section you will find the following subjects

- What to do upon arrival
- Belgian government services
- Practical information on living in Antwerp
- Transport
- Practical information about the University of Antwerp





## What to do upon arrival

### TIP

All new PhD researchers receive welcoming emails with additional explanations after enrolling at UAntwerpen, and are welcomed by the Antwerp Doctoral School on the **Doctoral Day**.

- Complete your enrolment as a PhD researcher according to the procedure of the **Registrar's Office**
- **Welcome sessions** for new employees are regularly organised by the International Staff Office (only for people with a contract or a scholarship).
- Apply for a **residence permit**
- Get **health insurance**
- Open a **bank account**

There might also be specific procedures you have to follow for your home country that have to be completed once you are here in Belgium.





# Initial meeting with the HR department

## Categories of Academic Staff

The **university's staff** is divided into several categories:

- AP: Academisch personeel (*Academic Staff*)
  - ZAP: Zelfstandig Academisch Personeel (Tenured Academic Staff)
  - AAP: Assisterend Academisch Personeel (Assistant Academic Staff: teaching and research assistants)
  - BAP: Bijzonder Academisch Personeel (non-statutory Academic Staff)
- ATP: Administratief en Technisch Personeel (*Administrative and Technical Staff*)

PhD researchers are present in different categories.

BAPs are the largest and most diverse group of personnel within the university. The BAP statute includes all non-statutory research and teaching staff members. The largest BAP group consists of PhD scholarship researchers funded by the University of Antwerp. A PhD scholarship researcher is not recruited under an employment contract, but has student status and receives a grant that is exempt from taxes.

If you are an AAP (academic assistant) you will work on your PhD on a part-time basis and will spend the rest of your time supporting one or more ZAP members in their teaching programmes. As an academic assistant, you are appointed for a two-year period. This term can be extended twice, to a maximum of six years.

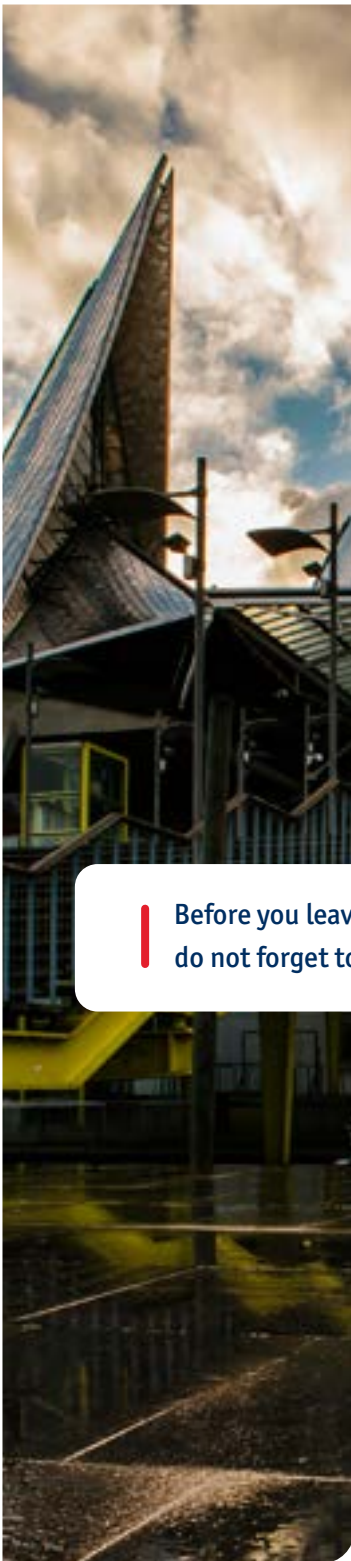
A third possibility is that you have your own funding for your research, or receive a personal grant e.g. funding from the European Union, the FWO (Research Foundation – Flanders) or other funding organisations. In that case, you may be linked to the funding organisation and/or may not always be an employee at the University of Antwerp (you will – of course – need to enrol as a PhD researcher).

After all the formalities are done, your staff card will be sent to your office (you will need to send a picture of you up front) and your (email)account will be provided. This will give you access to:

- **Pintra** (internal information portal) and **Peoplesoft** (internal registration system with access to the time registration system, personal details, holidays, etc.);
- certain buildings on campus that are not freely accessible;
- the libraries and printers.

The HR officer appointed for your faculty is your first contact for all questions about working at the University of Antwerp.

He/she will inform you about your appointment at the university, social security and taxes, benefits like public transport discounts and bike allowance. For questions regarding your salary or scholarship, you can contact your payroll officer.



## Residence permit

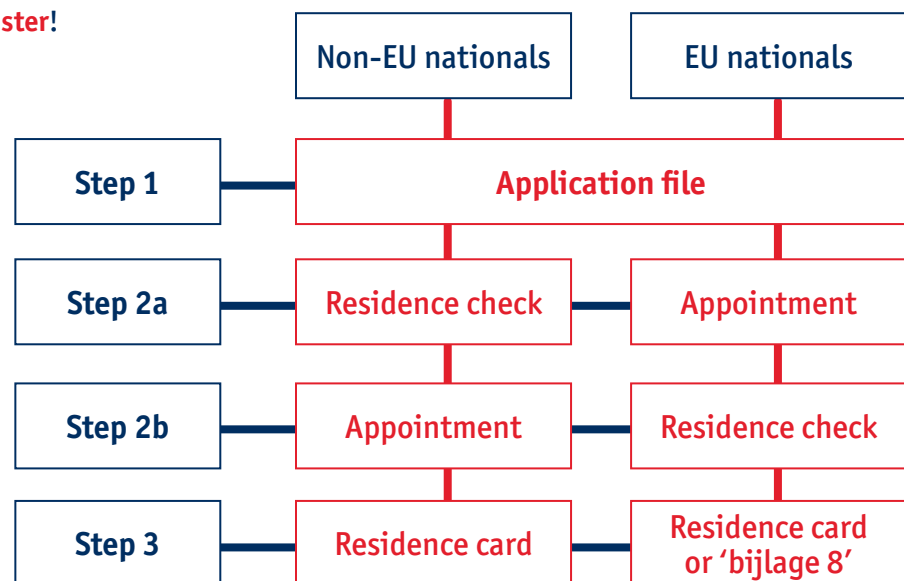
All international (PhD) researchers who stay in Antwerp for more than 3 months have to apply for a **residence permit** upon arrival. The International Relations Office can assist you via [residencepermit@uantwerpen.be](mailto:residencepermit@uantwerpen.be) with this procedure. Please note that the average duration for obtaining your residence card is approximately two months. With a residence permit you can:

- Open a bank account
- Apply for a residence parking permit
- Get health insurance in Belgium
- Get a Belgian driver's licence

For researchers who are paid by the university, opening a bank account and applying for health insurance is already possible before obtaining a residence permit. Please contact the International Staff Office for more information.

Once you have obtained your residence permit, do inform your HR officer by sending them a copy.

Before you leave Belgium,  
do not forget to **deregister!**



Once your enrolment at the university is reported to the Database Higher Education of the Flemish Government a (temporary) national registration number "rijksregisternummer" is created for you, called BIS number. Once you obtain the residence card you will have your permanent national registration number. It is a unique identification number given to every resident in Belgium. It consists of 11 digits starting with your date of birth. The use of the national registration number is protected by the privacy law.

Your national number is also visible in your SisA self service (personal details). If you notice a difference between the national number in SisA and on your residence permit, please inform the Registrar's Office.



## Health insurance

Anyone living and/or working in Belgium is obliged to register at a Belgian health insurance provider. It will cover most of your medical costs. It is important to start the **registration procedure** as soon as you arrive in Belgium.

There are two ways to get health insurance: you can register either with one of the five health insurance providers ('ziekenfondsen' or 'mutualiteiten') or with the 'Hulpkas voor Ziekte- en Invaliditeitsverzekering' (HZIV), a public social insurance institution.

The HZIV only offers the basic mandatory insurance and does not provide any additional insurance plans.

You are free to choose your health insurance provider. The basic package is the same at every health insurance fund, the small differences lie in the additional benefits they offer. The health insurance contribution is a yearly fee of approximately € 100.

The health insurance providers do offer additional insurance plans, which allow you to extend your basic health insurance (e.g. hospitalisation insurance, dental care, etc.). You have to pay an additional fee for these insurances. In exchange for this contribution you will receive additional benefits and services (up to a certain limit), such as vaccinations, contact lenses, corrective glasses, orthodontic treatment, babysitting services, osteopathy, sports club membership, births, dental care and so on.

Many of the health insurance providers also offer additional insurance cover for hospitalisation and dental care. Contact the health insurance providers for an overview of the services offered, as they differ from one provider to another.

You can sign up for these insurance policies online or in one of their offices, depending on the health insurance provider. Some of them also have an English website (currently only **CM**, **Business & Expats Health insurance** and **HZIV**).

 Check it **online**



Name	Website
<b>CM</b> Christelijke mutualiteit	<a href="http://www.cm.be">www.cm.be</a> <a href="http://www.cm.be/en">www.cm.be/en</a>
<b>LM Plus</b> Landsbond van Liberale Mutualiteiten	<a href="http://www.lm.be">www.lm.be</a>
<b>Solidaris</b> Socialistische mutualiteit	<a href="http://www.solidaris-vlaanderen.be/">www.solidaris-vlaanderen.be/</a>
<b>HELAN</b> Onafhankelijk ziekenfonds	General overview page: <a href="http://www.mloz.be">www.mloz.be</a> <a href="http://www.helan.be/nl/">www.helan.be/nl/</a>
<b>VNZ</b> Neutraal ziekenfonds	<a href="http://www.vnz.be">www.vnz.be</a> <a href="http://www.neutrale-ziekenfondsen.be">www.neutrale-ziekenfondsen.be</a> <a href="http://www.mutualia.be">www.mutualia.be</a>
<b>HZIV</b> Hulpkas voor Ziekte- en Invaliditeitsverzekering	<a href="http://www.caami-hziv.fgov.be">www.caami-hziv.fgov.be</a>

Once you have chosen a health insurance provider, you can start the registration procedure depending on your status at the university and your personal situation.

PhD researchers who receive a grant or a salary from the University of Antwerp need to pay social security contributions in Belgium as well. They need to submit a certificate to the Belgian social security (“attest van onderwerping”) to register with the health insurance provider. This document will be provided by the health insurance provider and needs to be filled in by the HR Officer at the HR Department.

PhD researchers who receive a grant or a salary from the University of Antwerp can get assistance of the **International Staff Office** with this registration procedure.

**Self-funded PhD researchers** (no grant or salary paid by the university) might also need to register with a health insurance provider, depending on their nationality and personal situation.

As a resident of an EEA country, you will have to obtain a European Health Insurance Card from your own health insurance provider before travelling to Belgium.

If you are a non-EEA national studying in Belgium you need to register in the Belgian Registry of Foreign Nationals and a Belgian health insurance is mandatory.

Find out more about specific health insurance requirements on our [website](#).

Please keep in mind that your health insurance in your home country and the insurance in Belgium should be subsequent! Do not terminate it prior to the starting date of the health insurance here in Belgium. If there is a gap in between you might lose your claim for reimbursement for several months.

Further in this brochure we will explain the practical steps to [see a doctor](#).

## Other insurances

Other relevant insurances might be:



If you are an employee of the University of Antwerp, you can benefit from special rates for some of these insurances.

For more details, please consult [PINTRA](#).

<b>Travel insurance</b>	For refund of medical expenses abroad, cancelled flights due to bad weather, cancelled trip due to illness, luggage lost at the airport
<b>Tenant insurance</b>	For damage caused by tenants to the homeowner's property, see also chapter on insurance for renting
<b>Civil liability insurance third party liability</b>	For damage either suffered or caused by you, your family members or pets
<b>Fire insurance</b>	In Belgium, tenants are obliged to get their own fire insurance as most of the time the tenant will be held liable in case of fire
<b>Hospitalisation insurance*</b>	Extra insurance to retrieve (almost) all your costs during a stay in the hospital
<b>Dental insurance*</b>	Extra insurance to retrieve parts of your costs for dental care
<b>Car insurance</b>	Insurance when involved in a car accident
<b>Content insurance</b>	Insurance to get paid for damage to personal possessions in your house

\*Most insurance policies have a strict waiting period.



## Flemish social protection

Everybody living in Flanders, aged above 25, needs to pay a yearly amount of € 54 towards a social health fund. For more information, please contact your Belgian health insurance provider. This **insurance** provides those heavily dependent on care with an allowance for the cost of non-medical care.

## Bank account

If you receive a grant or salary from the University of Antwerp, we recommend to open a Belgian bank account. If you prefer to continue your foreign bank account, please contact your payroll officer at the HR Department to check if this is possible.

Please note that some banks ask for a (temporary) residence permit before you can open your bank account.

The correct procedure for opening the account can be consulted on the website of your bank of choice. PhD researchers who receive a grant or scholarship and researchers with an employment contract can get assistance of the International Staff Office in regards to **opening a bank account via the university**.

## Children: family allowances

If you receive a scholarship or a salary from the university, you automatically pay social security contributions that entitle you to a childcare benefit for each child living in Belgium. More information can be found on **Pintra** or by contacting your HR officer.





## Belgian government services

### Compulsory city and province taxes

Everyone who has a domicile in Antwerp is subject to provincial tax.

There are 3 types of taxes:

#### Province of Antwerp taxes

All students registered in Antwerp will receive an annual notice for payment. As of January 2022 tax regulation has changed and students are no longer exempt from paying annual province tax. As a resident of the province of Antwerp you are subject to an annual provincial tax. This tax is around € 40 and has to be paid at the beginning of each year.

#### Federal taxes

This is the part of your personal taxation deducted 'at source' each month from your salary. If you are a student and you have an income, then you have to declare it. You will automatically receive a tax return form, which you have to fill in and return before June 30th of the tax year (please note that deadlines may vary). If your net taxable income is less than the threshold amount, the withholding tax on your professional income - which your employer has already deducted - will be reimbursed in full. More information is available at the STIP.

If you are registered as an employee and you have questions regarding the personal income tax, you can contact the International Staff Office.



Once you register at the town hall and receive your residence card, you may receive letters from government agencies in Dutch.

Please do not ignore such correspondence!

#### Local/municipal taxes

This is a percentage of your personal taxes (8% in Antwerp) and will automatically be incorporated in your tax bill. All tax-paying inhabitants of the town are required to pay town taxes as well. In case you receive a scholarship, you do not have to pay this tax.



## Extension of the residence permit

If you live in Antwerp, you can request an extension of the residence permit through the university's International Relations Office via [residencepermit@uantwerpen.be](mailto:residencepermit@uantwerpen.be).

If you have an employment contract with the University of Antwerp, the extension of your residence permit will be done through the International Staff Office. Please contact them at least two months before the expiry date of your current residence permit.

### Procedure

Fill in the **information sheet for extension** and scan all documents such as valid proof of enrolment and a proof of scholarship or proof of sponsorship (annex 32). The application has to be submitted through Mobility Online.

The International Relations Office (IRO) will send your application file to the immigration office of Antwerp. After approval, you will receive an email with the appointment date and other details.

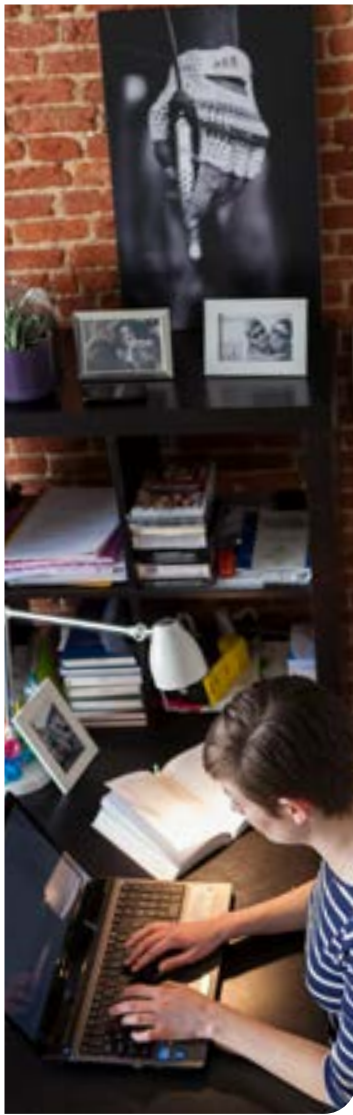
At the appointment, you are asked to present your passport and current Belgian residence card (Belgian Identity Card type A); one passport picture and you have to pay a small fee, preferably by credit card (contact IRO for urgent procedure prices).

## Change of address

If you change your address in Belgium, you are required to inform the **local authorities**. You must do this within eight working days of your move to a new address (keep the national registration numbers of all family members that have moved at hand).

A local police officer will conduct a residency check at your new address. It is important that your official name is displayed at your front door/near the doorbell.

Finally, it is essential to pass on your new address to the Registrar's Office and the Human Resources Department at the university in order to ensure that all documents are sent to the correct address. You can edit your personal details in SisA yourself.



# Practical information on living in Antwerp

## Accommodation

### Renting a house or apartment

When visiting the accommodation, pay attention to the building and the state of the accommodation. Make sure you ask about the additional costs on top of the rental price. Check when it is available and if you can officially register yourself at the address. If you would like to have a pet, it is also best to discuss this beforehand. If the owner needs proof of your employment at the university, please contact your HR Officer.

### Rental Agreement

If you wish to rent a property, you must sign a rental agreement with the landlord. By law, the agreement must be drawn up in Dutch. Consequently you will have to sign that Dutch document and this document is legally binding, but do not sign it unless you understand everything.

Every tenancy agreement must be in **writing**, and the landlord must give the tenant an original copy before the rental period starts. The contract needs to include at least the following:

- The identity of the parties (first names, name, date and place of birth and address);
- The address of the rented property;
- The start date of the contract;
- The duration of the rental period;
- The tenant fee;
- A description of all rooms and parts of the rented building;
- The date of signature and signatures of the landlord and the tenant(s).

### Description of the premises

The contract must include a detailed **description of the property** (inventory of the premises: “plaatsbeschrijving” usually accompanied by photos.). So you will have a meeting with the landlord to make up a written description. This needs to be completed before or within the first month that the tenant moves in. The description can either be prepared by the parties themselves or by an expert. If you and your landlord agree to have it done by an expert, each party pays half of the costs incurred. The costs will probably amount to € 300 or even more. The description needs to be dated and signed by all parties.

Both the tenancy agreement and the description of the premises need to be legally registered. This is taken care of by the landlord.



The **Tenants' association** (Huurdersbond - website only available in Dutch) assists people with legal advice or questions about renting.

**MORE INFORMATION ON ADVICE ON RENTING** CAN BE FOUND ON THE CITY OF ANTWERP WEBSITE.





**MORE INFORMATION**  
on **housing** on the  
**UAntwerp-website!**



At the end of the rental term the description of the premises will be reviewed to check if everything is still in the same condition as you found it. If things are damaged, missing or broken at the end of the rental term, the landlord has the right to deduct repair costs from the deposit.

If you rent accommodation with **furniture**, make sure you check what furnishings are included and whether you need to buy your own towels, bed linen (sheets, pillow, pillowcase and blankets) and kitchen utensils. Furnishings that are included in the accommodation will also be listed in the rental contract as they have to stay there after your departure. If the owner finds something missing, he will deduct the costs from your deposit.

There are long-term rental contracts for 1 or 3-9 years. If you do not terminate the contract in a legal way, the contract may be automatically renewed. Usually, the notice needs to be given by registered letter and three months before the end date of the contract. Make sure you terminate the contract on time and in the requested format agreed upon in the rental agreement.

### Deposit

In most contracts, a deposit will be requested. This is very common and you cannot negotiate your way out of it. Please note that the payment of a deposit is a binding acceptance of the contract. **Read the contract carefully before signing or paying.**

The amount of this deposit equals a maximum of 3 months' rent (no more than that! And for student rental it is 2 months' rent). You need to pay by bank transfer and you cannot pay in cash. Never pay rent or your deposit through Western Union. The deposit is normally transferred to a blocked bank account in the tenant's name.

The deposit cannot be used to pay last months' rent.

Before leaving the property, make sure you clean everything. Both parties need to sign the bank's form releasing your deposit. Show that form to your bank and they will transfer the money to your account (the whole amount, or in case you agreed that some money needs to be paid to the landlord, the bank will split the amount according to what is written on the form).

### Maintenance of the rented property

The landlord is required by law to keep the property in good condition. However, some maintenance work is at the expense of the tenant. The rental agreement specifies these responsibilities.

When informing the landlord about any problems in the rented property, make sure you use email so you have a proof of report. Add relevant information such as when you discovered the problem, photos or how it occurred.

## Electricity, gas, water

A contract with a provider of electricity, gas and water is mandatory in Belgium.



For private accommodation, most rental fees do not include the costs for electricity, gas, water, etc. The tenant is free to choose his/her own supplier, so keep in mind to do so once you have signed the rental agreement. Several websites allow you to compare suppliers based on your consumption. Changing your supplier is possible with a notice period of one month. Usually the new supplier gives this notice, so all you have to do when you want to change suppliers is to sign the contract with the new one.

Every accommodation in Belgium has meters installed to count the consumption of electricity, gas and water. These meters are usually located in the cellar of the building. Often there are separate meters per unit so that consumption can be measured individually. If this is not the case, the costs are split equally.

Each year the provider will request the current meter reading in order to calculate the total actual use and to re-calculate your monthly fee. You then need to either pay the difference or get some money back from your advance payments. If you do not provide your meter reading your provider will estimate the consumption.



In Flanders, the average household water consumption is 40 m<sup>3</sup> (= 40,000 litres) per person per year. The water from your household tap is as drinkable as bottled water. There is no need to use a water filter.



The voltage in Belgium is 230V - 50Hz.

Belgium uses the standard European two-pin plug and socket.



## Student accommodation 'Kot'

### Rental Agreement

If you rent a room via **Kotweb** the landlord might use the **model lease**. Please be aware that the model lease is not mandatory, but we advise students to search for accommodation with one. If the landlord uses the model lease, you can be sure it is a contract with a good legal basis and fully corresponds to Belgian rental law. The **model lease** is provided in Dutch and in English and can be checked online.

The model lease is a fixed-term contract. This means that at the end of the agreed rental period, you are not required to give written notice and the contract cannot be renewed automatically. If you decide to leave earlier, you still need to pay rent until the end of the contract.

The new Flemish Rental Decree includes specific regulations for student rentals. It came into force on 1 January 2019. More information and the whole brochure can be found on Kotweb.

### Deposit

A landlord might ask you to pay a deposit up to 2 months' of rent. The deposit cannot be used as payment for your last month's rent. You need to pay by bank transfer and you cannot pay in cash. Note that the payment of a deposit is a binding acceptance of the contract. **Read the contract carefully before signing or paying.**

### Description of the premises

At the beginning and at the end of the rental term, you will have a meeting with the landlord to make a written **description of the premises**. Both documents will be compared. If things are damaged, missing or broken at the end of the rental term, the landlord has the right to deduct repair costs from the deposit.

### Flemish rental decree

The Flemish Rental Decree includes a specific regulation for student rentals.





## Antwerp city life

Antwerp is a lively city with a rich, historic past, a vibrant cultural life, interesting museums, numerous bars and restaurants, nice shops and much more. These websites will help you discover Antwerp:

- **Visit Antwerp:** an overview of tourist information
- **Interactive map:** on the city map you will find an overview of what is available in the vicinity of your (future) home (only available in Dutch)
- **Internationals and Expat Blog:** communities for expats
- **Tripadvisor**
- **Meetup**
- **STAN:** A place for all Antwerp students to meet up, co-study, collaborate, rent party and study spaces
- **Spotted by locals**
- **Visit Flanders**

Several Facebook groups that organise activities for expats, e.g. “Girls’ Expats in Antwerp”, “Expats in Antwerp” or “New expats in Antwerp”.

The website of the city of Antwerp (in Dutch) can also be helpful to find your way:

- **Sports locations** (including public swimming pools)
- **Sports associations** in Antwerp
- **Activities** in Antwerp
- **Overview of cultural associations & meeting centres**
- **Overview of museums** in Antwerp

## A-kaart

The city of Antwerp offers an ‘**A-kaart**’ (A-card) (in Dutch only). This card is useful for everybody who likes culture, sports and reading. Participation in these activities organised by the city authorities earns you A-points. Saved points can be traded for discounts, free entry to public swimming pools or used during events. You will also receive a newsletter with many tips for things to do in and around Antwerp.

You can pick up your A-card free of charge at several locations in Antwerp.



#### Possibilities to find a childcare facility

- **Kind & Gezin**
- **City of Antwerp | general information**
- **City of Antwerp | check for free spaces**

## Children: childcare & schools

Belgium has a great network of childcare and schools. A child younger than 2.5 years can be registered at a childcare facility (see above). If you cannot find what you are looking for in Antwerp, you can contact the contactpunt kinderopvang via [contactpuntkinderopvang@antwerpen.be](mailto:contactpuntkinderopvang@antwerpen.be). Please be aware that you need to register for a spot at a childcare facility months before you actually want to bring your child!

Older children can go to a kindergarten. You also need to register your children at the kindergarten about 1.5 years before they are actually old enough to go there. More information can be found on <http://scholenzoeeker.antwerpen.be/> (website in Dutch).

From the age of 6, all children in Belgium need to go to school (until they are 18 years old). For more information about schools, please check the website of **Atlas** or the **city of Antwerp** if you live in Antwerp or the website of your own city or municipality. Schools are free, but there might be small fees for services such as lunch time supervision, food, theatre visits or other excursions, and after school care (if applicable).

Antwerp also offers several **international schools**. If your stay in Belgium is not very long, this might be an excellent option. However, please remember that these schools usually teach in English and have substantially higher school fees!

Please also keep in mind that there are **school holidays** throughout the year. If your children cannot stay at home during these periods, you can register them for school holiday programmes. These activities are payable. If you are an employee at the University of Antwerp, you can receive a discount for some activities.

Please check **PINTRA** for more information.

## Service vouchers (for cleaning)

If you want some help with the cleaning of your apartment, you can contact specialised companies that organise cleaners for private homes. They will find a suitable cleaner for you and manage the administrative aspect with that person. You will only sign a contract with the company, not directly with your cleaner.

To pay your cleaner you can use '**dienstencheques**' (service vouchers). Service vouchers are a safe payment method for (housekeeping) services at a favourable price. The vouchers can be used for e.g. housekeeping, ironing services or to have somebody do your grocery shopping. An overview of all valid activities that can be paid for with service vouchers can be found on the Flemish website for service vouchers (only available in Dutch). All residents of Flanders can use the service vouchers. The price per voucher (= per hour) is € 9 and they are partially deductible from your taxes (for the first 167 service vouchers). So in reality you only pay € 7.20 per voucher/hour.



To use these vouchers you have to register online at '**Dienstencheques Vlaanderen**' once.

You order your vouchers by simply transferring money to the specified bank account. These vouchers are added to your online profile and each time your home is cleaned, your cleaner fills in their hours electronically and the vouchers then are also deducted electronically. You can also opt for paper vouchers, but as of 01/06/2025 only digital vouchers will be available..



## Laundry

If you do not have a washing machine in your apartment, you can use one of the public washing facilities (you do your laundry yourself) or a laundry service (the laundry is done for you). You will find them all over Antwerp. You even have public laundries where you can have a drink or something to eat while you wait for your laundry to be ready (e.g. the '**Wasbar**').

## Library

Antwerp has several **public libraries**. You can buy a membership card and borrow books, CDs, DVDs, etc.. You can also use the internet there and gain access to other services. With your **A-card** you will get a discount on your yearly membership fee.

## Medical services

In Belgium, you are free to choose your own doctor.

Either choose from a list of **general physicians** or search by name or keyword in the **Pages** (e.g. “dentist”).

In Belgium, seeing a doctor might work differently than in your home country. Generally speaking, when you are ill, you visit a general practitioner in your neighbourhood first. They will examine you and, if necessary, prescribe medicines or send you to a specialist or to the hospital with a referral letter. This doctor will also give you a sick note to provide to your employer. At the **University of Antwerp** you will need a sick note from the second day of your illness onwards, for other employers this might be different. Please check their procedure.

You are also free to make an appointment with a specialist without seeing a general practitioner first.

During weekends and outside your doctor’s office hours, you can see a doctor on duty. There are several **general practitioners out-of-hours service centres** (Huisartsenwachtposten) in the Antwerp area, which work closely with the emergency services in Antwerp and all hospitals. In case of an emergency, you can get help at the Emergency section of the hospital, but keep in mind that you only go there for life-threatening or other really urgent cases. The costs for a consultation there are higher.



### Visiting a doctor

- After choosing your doctor, you need to make an appointment. Some doctors also offer the possibility to see them without an appointment. This is called ‘vrije raadpleging’.
- Usually an appointment with a general practitioner costs +/- € 29 so you should bring that money in cash when you have a consultation. Most doctors also offer the possibility to pay by card.
- After your consultation, the doctor will give you a receipt. To be reimbursed, please fill in your personal data or use the identification sticker provided by your health insurance provider.
- Send this receipt to your health insurance provider (either via post or bring it by one of their offices yourself). Based on this documentation, they will transfer the reimbursement into your bank account. Recently it became possible at doctors’ practices that the reimbursement is processed automatically and the amount will swiftly be transferred to your bank account (for this automatic reimbursement your registration at the health service provider must be complete). In that case you only pay € 4 or € 5 and the rest will immediately be dealt with by the Health Insurance Provider.



The Belgian health insurance system reimburses (Belgian) medical expenses. On average, the health insurance system will reimburse 75% of your expenses. How much is reimbursed depends on the nature of the service provided and on the status of both the insured person and the care provider.

In most cases, the full amount will not be reimbursed. You will often be required to pay a personal contribution, the so-called 'remgeld' or patient contribution. In principle, the personal contribution amounts to 25% of the expense but this may be higher depending on the type of care provided. Some (essential) medical expenses are reimbursed in full.

## Mobile phone/television/internet

In Belgium, there are several telecom providers, which all offer package deals. Please consult their website for more information (see below).

To get a grasp of the costs: a package with internet and television (and landline) will cost (depending on how many GB you want per month) between +/- € 40 and € 80.

Name	Website	TV	Internet	Mobile	Landline
Proximus	<a href="http://www.proximus.be">www.proximus.be</a>	✓	✓	✓	✓
Telenet	<a href="http://www.telenet.be">www.telenet.be</a>	✓	✓	✓	✓
Scarlet	<a href="http://www.scarlet.be">www.scarlet.be</a>	✓	✓	✓	✓
Tv Vlaanderen	<a href="http://www.tv-vlaanderen.be">www.tv-vlaanderen.be</a>	✓	✓	✓	✓
Base	<a href="http://www.base.be">www.base.be</a>	✓	✓	✓	
Mobile Vikings	<a href="http://www.mobilevikings.be">www.mobilevikings.be</a>		✓	✓	
Orange	<a href="http://www.orange.be">www.orange.be</a>	✓	✓	✓	
Lycamobile	<a href="http://www.lycamobile.be/en">www.lycamobile.be/en</a>			✓	

## Recycling your waste

In Belgium, waste must be sorted in order for it to be recycled. Some types of waste are collected at your house, others you have to dispose of at collection points (e.g. glass) and waste recycling centres (e.g. small hazardous waste).

In Antwerp, like many other Belgian cities and municipalities, waste is collected on a weekly basis. Your waste needs to be sorted in different bags (often the garbage bags have different colours depending on the waste category) and needs to be placed outside your house when it is 'garbage day' in your area. Via the **calendar** you can find out on which day the waste is collected in your street. You can only put bags out on the street earliest in the evening before the collection.



The number or colour of bags used can differ from city to city, but in Antwerp, the waste is sorted into **three different bags**:

- White: general waste (waste that does not belong in one of the other bags);
- Blue: PMD waste (= PMC: plastic, metal and drink cartons of all liquid products).
- Green: biodegradable waste (vegetables, fruit, garden waste).

The specific bags that you must use can be bought at the supermarket, store or 'stadsloket' (office of the city of Antwerp). They are quite expensive as the taxes for your waste are included in the price. So the less waste you produce, the less money you spend! Only waste that is presented in the correct bags will be collected.

Paper and cardboard should also be separated from other waste. It is usually collected at home in a cardboard box (or another type of box) and is also collected on your doorstep, but the collection schedule might be less frequent.



Please note that in some areas in Antwerp '**sorting streets**' ('sorteerstraatjes') are used instead of bags. If you live in one of these areas, you collect your waste in any bag. To dispose of it you need to take it to the correct underground container (the waste is sorted as described above for the bags). To open the lid of the underground container you need an access card (A-card or sorting pass). The access card is available at e.g. the district house or a city office. You need to top up your card via bank transfer, in order to pay for the disposal of your waste.

## Recycling centre

If you have bigger things to dispose of you can go to a **recycling centre** ('recyclagepark'). Most sections are free of charge, but for some you have to pay (e.g. building waste).

To enter a container park you need your ID card. Students need to request an access card through [recyclageparken.toegang@antwerpen.be](mailto:recyclageparken.toegang@antwerpen.be). You might need to schedule your visit online first.

## Transport

To get around in Antwerp, you can walk, take a bike, a bus or tram, take a taxi or drive your car.

If you receive a grant or salary from the University of Antwerp you can request an allowance if you use public transport or a bike to get to work. Please ask your HR contact for more information or look it up on **Pintra**!

### Public transport (bus/tram)

All information regarding trams and buses (lines, timetables, stops, etc.) can be obtained via the website of **De Lijn**. Please note that public transport in Belgium is not 24/7; at night, you will not find any services and during weekends at lesser frequencies.

### Train

Belgium has an extensive railroad network so for longer trips, taking the train is a good option. On **Belgian Rail** you can search for connections and buy train tickets. Tickets can also be bought in the train stations themselves. Please do not forget to purchase a ticket before you enter the train, to avoid a fine.

There are many different **ticket options**. Please check the website to see if a cheaper option than the 'regular' ticket applies to you (e.g. weekend tickets, Youth Ticket for people under 26, etc.).







## Bicycles

Antwerp has a lot of traffic and many one-way streets, so using a bike is often a faster way to get from A to B. There are bicycle lanes in almost every street, distances are not too large and with the right gear, you can cycle all year round.

You can either rent a bike or purchase one.

Make sure that your bike has a bell, front and rear brakes and lights, and sufficient reflectors.

When parking on the street, you can find designated bike racks on the street in various locations across the city. You may also park your bike on the pavement if people can still get by and it is not an obstacle.

### Shared bikes in Antwerp

There are many ways to rent a bike in Antwerp and you can also choose from options with or without electrical support. Here you will find some options:

- **Velo** is Antwerp's metropolitan bike sharing. You can pick up and drop off bicycles at more than 300 stations, whenever you like. A day pass costs € 5, a week pass € 11 or an annual card € 55. The first 30 minutes of a journey are always free.
- With **Blue-bike** you can easily get from the train, tram or bus station to your destination and back. By logging in with your membership card, you will receive a key to unlock the bike; the bike will be yours until you return it to the station.
- Electric bikes from **Donkey Republic** located in specific hubs that can be found in the Donkey app. You need to download the app to rent and pay for your bike. While using the bike, you can lock or unlock it as often as you like. Once you're done cycling, return the Donkey to an available hub near you and end the rental in your app. € 3 for 30 minutes, € 72 per month (40 rides) or € 600 per year (400 rides).  
To have electric bikes available to get from one of the outer campuses to the other, UAntwerp has a **special deal** with Donkey Republic: you can find stations at Campus Drie Eiken, Campus Groenenborger en Campus Middelheim. Donkey Republic has created a closed circuit which means that you can only leave your bike at one of these stations to end your journey. Rates are cheaper than the usual rates.
- You can also rent a bicycle from **Swapfiets**. They charge you a fixed monthly fee for renting an (electric) bicycle. The bicycles have a distinctive blue front wheel. The monthly fee includes bicycle servicing and repairs.
- You also have the possibility to rent cargo bikes, either to drive your children to school or their hobbies, but also to transport larger items or whole-week groceries. Possible providers for cargo bikes with or without electrical support: **Cyclant** or **IBike Cargo**.





More information  
can be found on **PINTRA**.

## Buying a bike

If you want to buy your own bike you can visit one of the many specialised bike stores all over the city or you can buy a second-hand bike online on e.g. **2dehands**.

## Bike repair shops

Bike stores also often offer repair services. The university has a bicycle repair shop and mobile bicycle service. You can go there for small repairs or to check your tyre pressure. You can either repair your bike yourself or have a technician do it for you.

## Bike security

If you park your bike, please make sure that you lock it at all times so that it will not be stolen. Preferably, use a chain to lock it to a bike rack, tree, pole etc..

The police in Antwerp offers a service to **mark your bike**: send an online application (only in Dutch) for a label with your national registration number. You need to stick this non-removable label on the frame of your bike.

In the unfortunate case where your bike is stolen, you have to report it to the police. This can be done online via the '**Blue Line**' (Blauwe Lijn) (only in Dutch). If your bike is found it can easily be identified as yours via the sticker.



If you need a bike pump, you can **borrow** one from the university. They will ask to show your student or employee card.



**VOI-SCOOTERS** can be found in a lot of cities, so with your account you can unlock bikes all over the world! On a city trip to London or Seville? Just unlock your scooter there as well!

Already have an account?  
Just use it here in Antwerp!



## E-scooters - & moped-share

Next to bike-sharing initiatives, you will also find initiatives to share scooters or even mopeds. The system is quite similar: you register once for the service and are free to use the facility whenever you need it.

### Shared scooters

**Voi**, **Lime** and **Poppy** provide shared scooters in Antwerp.

For a fixed charge per minute, you can cover short distances quickly with electric shared scooters (€ 1 + a charge per minute of app. 25 cents).

First you need to download the **app** of the provider of your choice via the App Store or Google Play and create your account. If you need a scooter, use the app to locate the closest scooter, as the scooters do not have a designated parking spot. The app also informs you about the battery status of the chosen scooter.

You can unlock the scooter by scanning the QR code. After your journey, leave the scooter in a place where it cannot obstruct traffic, bikes or pedestrians and end your journey in the app (tap the button). The scooter can be used between 7:00 am and 21:00 pm.

To use an electrical scooter, push off 2 or 3 times to get started and turn up the throttle with the handle. The scooter also has a brake on the steering wheel; to slow down, squeeze the brake with your left hand.

Do not forget to bring your own helmet, the scooter can handle a speed up to 18 km/h! Please ride in bicycle lanes, not sidewalks or on the street.

Please keep in mind that you need to be at least 18 years to be able to use the electrical scooter!

### Shared mopeds

If you wish to use an **electrical moped** in Antwerp, download the G0 Sharing or **Felyx** app and register. In order to register, you need to be at least 16 years of age, have a driver's licence (car, motorcycle or moped) and have a valid credit card. Two helmets are stored in the trunk, so there is no need to provide it yourself.

You will need to pay an unlock charge of € 1 and € 0.35/minute or € 0.24/minute (G0 Sharing) if you drive your moped and € 0.15/minute if you park your moped, but keep the reservation going. On their website you will also find several discounts or package deals.

With your rented moped you can also transport a passenger. However, it is not allowed to have another person drive on your account.



## Car

If you did not bring your own car, you can either rent a car via a rental car company or you can participate in 'car sharing'. For the latter, you have to sign up via the website of the provider.

Please make sure that your **driver's licence is valid in Belgium**. As long as you are in Belgium with a visa you can use your recognised non-European driver's licence. If you are European you can simply use the driver's licence from your home country but there are some conditions.

Please note that in most Antwerp areas, you will need to pay for parking. Always check for parking meters! If you live in these areas, you can apply for a parking permit, which allows you to park in your street or neighbourhood for free and without a time limit. This parking permit is free of charge. More information can be found on the website of your city (e.g. for **Antwerp**).



If you want to bring your own car, please keep in mind that you might have to follow specific procedures, depending on the country you come from. Antwerp has a low-emission zone in the city (called 'LEZ'), so please **make sure that your car is allowed** to enter the city (only valid if you need to go to the Stadscampus /campus Mutsaard; all other campuses are located outside of this zone).



### Car sharing | Possible providers

**Cambio** | you have to pay a monthly fee and get a chip card. With this card, you can book cars for short or long terms. You pay per km and time you rent the car. The car can be taken from designated parking spots in and around Antwerp;

**Cozy** | private car owners share their car with others and ask a fixed price per km that includes a share in all fixed costs;

**Poppy** | download the app, find a car close by and drive to your destination. You pay an unlock fee of € 1 and € 0.39/minute (€ 0.34 in stopover). Two hundred km are included, if you drive more than that you will pay an additional € 0.25/km! Insurance, free parking (except at airports), fuel/charging and all equipment is included in these costs.



### Taxi/Uber |

#### Some options

**AntwerpTax**  
+32 3 238 38 38

**DTM taxi**  
+32 3 366 66 66

**Taxi Antwerpen**  
+32 474 390 766

**Uber**



## Practical information about the University of Antwerp

### Activities & Sports

As a student, you can partake in many activities at a reduced price.

An option:

**SPORTSTICKER+:** This pass costs € 35 for students and € 70 for staff members, and grants you access to the complete sports programme of the University of Antwerp and discounts at several other sports facilities. Plus! You can attend all activities organised by RUBI, the cultural team of UAntwerp, free of charge. SPORTSTICKER+ is only available for students, staff and alumni of the University of Antwerp.



### Conflict mediation

The task of the **conflict mediator** ('ombudsperson') is to mediate — primarily but not exclusively — between PhD researchers and their supervisor(s) in case of conflicts in their work relationship.



### Culture

The university has its own range of cultural activities such as concerts, exhibitions, theatrical performances, etc..

On the website you can view the current cultural programme.

A permanent programme is 'Art on Campus': all around the university you can find about 1,100 paintings, sculptures and other forms of contemporary art. You can explore these on your own or book a guided tour.







## Doctoral Day

The **Doctoral Day** of the Antwerp Doctoral School is held twice each academic year, both on campus and online: once in autumn and once in spring. This introduction day for new PhD researchers offers sessions on the PhD study programme, some practical steps in the PhD trajectory, research integrity and HR-related matters. The programme varies depending on the edition.

PhD researchers are expected to attend one Doctoral Day during the first year of their PhD trajectory. Once enrolled, you will automatically receive an email invitation via your student account. The lectures in the afternoon, however, are not only interesting for new PhD researchers but also for others as they cover various topics (like stress & resilience, overcome procrastination, spin-offs, manage your career, etc.).

## Language courses

Belgium has three official languages: Dutch (Flemish), French and German. Antwerp is located in the Flemish part of Belgium, where Dutch is the lingua franca. Learning this new language is an exciting challenge!

The university's **language centre Linguapolis** organises various language courses. To really appreciate and enjoy your stay in Antwerp, we recommend taking a Dutch language course; it will make your life a lot easier. Linguapolis will also provide you with an official certificate of your level, recognised by future employers. You might qualify for a Flemish scholarship to pay for your language course at Linguapolis. More information and the procedure is available on the website of **Atlas**.

The university also offers online language courses to all PhD researchers via the platform **Altissia**. After enrolment, you can sign up for Altissia for only € 10 per year. Learn 22 different languages at various levels and at your own pace.

You can also make an appointment at **Atlas** (the integration office in Antwerp) to book a language course. They will personally explore your needs, guide you through the whole procedure and will help you with anything you need.

Another way to learn Dutch (or other languages) fluently is through an **Online Language Café**. Here you meet other language learners online at a fixed time. Guided by a native speaker, you spend an hour talking about a country's culture, current affairs and society – in the language you want to be fluent in. There's a wide range of languages, from Arabic to Swedish.

Please note that you might get the costs for the Linguapolis course reimbursed from your **educational credit** if you follow the doctoral study programme.



## MONDO

MONDO aims to create a social network for foreign staff members, PhD and degree students and their family members. Throughout the year, MONDO organises varied social activities (e.g. guided city tour, museum visits, bowling, bicycle tour, visit to the Antwerp Christmas market, etc.). In this way, the university aspires to strengthen the social cohesion among international students and staff, and to help them become better acquainted with the country in which they live and work. Registration for each activity is necessary via the website! MONDO is an initiative of the International Staff Office, the International Students Office and the Antwerp Doctoral School. Social and cultural activities organised by the culture or **sports** department will also be announced via the MONDO network.



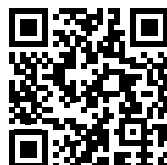
Do you want to be part of this community and know all about the upcoming activities?

Then join our Facebook group today! Look for 'MONDO by UAntwerp' or scan the QR code.

Are you interested in helping out with the organisation of MONDO activities? Do you have ideas for new activities?

Great! Let us know via [mondo@uantwerpen.be](mailto:mondo@uantwerpen.be).

[www.uantwerpen.be/mondo](http://www.uantwerpen.be/mondo)



## Students and staff restaurants

Each campus has its own **student restaurant or cafeteria** (Komida) where you can buy (vegetarian) meals, salads, sandwiches etc. at reasonable prices. You will get a discount when you show your student or staff card at the register. All restaurants have a 'no cash'-policy, so you need to pay by card. You can also order vegetable bags at Komida to take home and cook for yourself.

## University regulations and facilities

The website of the University of Antwerp provides information about:

- **Education and Examination Regulations**
- **The academic calendar**
- **Facilities** at the university, like:
  - **Sports**
  - **Libraries**
  - **Computers and ICT**
  - **Student associations**
  - **Restaurants**



## Active pluralism

The University of Antwerp takes an active pluralistic approach: taking an active interest in the philosophical positions of others is promoted because it can contribute to a more sustainable society and a better quality of life. Active pluralism is not a philosophical conviction in itself, but it takes belief and all its manifestations seriously and encourages dialogue within and among the various religions and ideologies. Our actively pluralistic approach is reflected in a number of services for students, such as the quiet space, pastoral care and secular service.

## VABAP

**VABAP** is the association for Assistant Academic Personnel (AAP) and Non-statutory Academic Personnel (BAP). All PhD researchers are welcome to join this organisation and participate in their academic and social activities. It is also the perfect place to meet other colleagues.

## Workplace health and safety

The department '**Health and safety at work**' aims to prevent accidents at work and occupational diseases, and promotes well-being at work in a broad sense. Each campus has a campus advisor who serves as a contact point for departments and individual employees who have questions regarding risks at their workstation (e.g. providing protective clothing). Every year, the department 'Health and Safety at Work' organises courses on ergonomics in the office, first aid, as well as evacuation exercise courses..



## Mental Wellbeing

Studying abroad can bring challenges, UAntwerpen offers support in mental well-being at every level.

This **web page** provides links to all reporting and support channels regarding psychosocial well-being, but also links to trainings and workshops with regard to mental well-being and tools to get started yourself with stressors to improve your mental well-being. You can also find more information on reintegration after (prolonged) absence due to illness.







## Stage 3

# AFTER your stay

In this section you will find the following subjects

- Obtaining your diploma
- Early termination of your PhD
- Deregistration in Belgium
- Termination of contracts and insurances
- Register as an alumnus/-a

## Obtaining your diploma

Once you have successfully defended your dissertation and are in order with all administrative steps you are entitled to the PhD-diploma. The **diploma service** will compile your diploma file.

As soon as your diploma file is ready it will be sent by registered mail to your legal address. If you are leaving Belgium shortly after the defence of your dissertation it is important that you change your address in SisA.

All diplomas and supplements are issued in both Dutch and English.

The diploma file you receive is the only original copy. Make sure you keep your original degree file in a safe place and make some back-up copies!

## Early termination of your PhD at the University of Antwerp

If you unexpectedly **end your PhD research** before the public defence, you need to inform the Registrar's Office and pay all outstanding fees.



**MORE INFORMATION**  
on unemployment via  
the **EU-website!**

You have to deregister yourself in **SisA** (only until May; if you terminate your PhD later it suffices to not re-enrol for the next academic year). Please note that if you have a non-EEA nationality you should first deregister with the Belgian government before you can deregister as a student in SisA.

You also need to send an email to [DoctoralSchool@uantwerpen.be](mailto:DoctoralSchool@uantwerpen.be) to inform the Antwerp Doctoral School, as well as to your supervisors and to your faculty administration, in case they are not yet aware of the discontinuation.

If you also wish to terminate your contract as an employee of the University of Antwerp, you will need to get in touch with your HR officer. Everyone employed at the university can request a proof of employment after the contract is terminated. Contact your payroll officer if you need the "C4" document.

You might be eligible for unemployment benefits if you have paid full social security contributions on your gross salary during your appointment. You can request unemployment support at the **National Employment Office** (called 'RVA', 'Rijksdienst voor Arbeids-voorziening'). In general, you need to stay in Belgium to receive your unemployment support but under certain conditions you can **transfer your unemployment benefits** to another EU country while looking for a job there (usually for at least 3 months and up to a maximum of 6 months). To do so you need to request a U1 document at the RVA and provide it to your local employment organisation in your home country.

## Deregistration in Belgium

When leaving Belgium at the end of your PhD studies, it is important to deregister in Belgium correctly.

First, you need to deregister yourself as a resident of Antwerp. This deregistration is important for the Belgian government to know that you no longer live in Belgium, and therefore do not need to pay taxes, provincial taxes, the Flemish social insurance, etc. anymore. If you forget to deregister, you will keep receiving taxation documents at your last known address in Belgium and if you miss the payment deadlines, eventual fines will add up to the payments. In some cases, a future visit to Belgium can be denied because of the outstanding fines. It is also not possible to re-enter Belgium if you did not deregister before.

To start the deregistration procedure, you can either contact the city hall of your residence yourself or, when living in Antwerp, the International Relations Office can assist you with this procedure. Fill in a specific **deregistration form** and send the document to [residencepermit@uantwerpen.be](mailto:residencepermit@uantwerpen.be). The International Relations Office will then pass your deregistration file on to the Immigration Office. Once it has been processed, a document 'Model 8', proof of deregistration (in Dutch) will be sent to your email address.

Start the procedure five days before you actually leave Belgium at the earliest, or five days after you have left Belgium at the latest. Also, please do not forget to send your original residence permit (ID card) back to the city hall once you have left Belgium.

Keep in mind that if you have to move goods through customs, you will need to provide a proof of your deregistration.

Secondly, you also need to deregister for fiscal purposes. Once you have obtained the 'Model 8' document, you have to contact the local Belgian tax office in the city of your residence (address can be found on the last taxation document). Inform them that you are leaving Belgium and ask for an early tax declaration ('aangifte speciaal'). This tax document will tax your income until the last month of your stay in Belgium.

Within 3 months you need to complete this document. It will end your taxation duties in Belgium after leaving, and the tax return can be used as proof that you were obliged to pay taxes in Belgium. This might be useful in case of double taxation issues in your home country.

## Termination of contracts and insurances

You have to terminate all contracts that you have in Belgium, as there might be:

- tenancy agreement (remember to ask for your deposit!);
- bank account;
- mobile phone, internet;
- gas, electricity, water;
- all insurances (health insurance, fire insurance, tenant's insurance, etc.).

Please contact the insurance provider or read your contract to see what actions are required to terminate the contract. In almost all cases this has to be done in writing, sometimes even by registered mail. Please also keep in mind that you might need to inform your provider/landlord several months before your departure that you want to terminate the contract.

## Registering as an alumnus/-a

Register and join the vast **alumni network** of University of Antwerp worldwide. After you have registered, you will gain access to the alumni job database. You will also receive the alumni newsletter with interesting information and the magazines of the University of Antwerp.











# GENERAL INFORMATION

In this section you will find the following subjects

- Important telephone numbers
- Pharmacies
- Hospitals
- Stores
- Important contacts at the University of Antwerp
- Introduction to Dutch
- Public holidays

## Important telephone numbers

### First ►

 <p><b>Fire - Accidents - Care</b></p> <p> <b>112</b></p> <p>Fire brigade and ambulance</p>	 <p><b>Crime - Nuisance</b></p> <p> <b>101</b></p> <p>Police <b>(or 112)</b></p>
---	--

The emergency numbers 100, 101 and 112 can be dialled on all phones on campus without the prefix '0'.

### After ►

<p> <b>(03 265) 6666</b></p> <p>University of Antwerp emergency number for internal support</p>
--

If you are on the premises of the University of Antwerp during an incident, please remember to call the internal number 6666 (short for 03 265 66 66) after you have alerted the emergency services. This is the emergency number for internal support.

<b>Card stop</b> ( <i>bank card or credit card lost or stolen</i> )	<b>+32 (0)78 170 170</b>
<b>Fire brigade/ambulance</b>	<b>112 (free)</b>
<b>Police</b>	<b>101 (free)</b>
<i>Non-emergency (Blauwe Lijn)</i>	<b>0800 123 12 (free)</b>
<b>Belgian poison control centre</b>	<b>+32 (0)70 245 245</b>
<b>Telephone Directory Assistance Service</b>	<b>1207</b>
<b>Doctor on call</b>	<b>1733 (not operable in all provinces yet)</b>
<b>Pharmacy on call</b>	<b>+32 (0)903 99 000</b>



## Pharmacies

You can find many pharmacies in and around Antwerp. Pharmacies are usually open on weekdays during office hours (until 18:30 in the evening). If you urgently need medication after office hours, you can go to a **pharmacy on duty** tel.: +32 903 99 000. Please note that this after hours service is more expensive.

## Hospitals

Antwerp has several excellent hospitals. Some of them are located near the campuses. You can see almost any specialist at these hospitals with an appointment, but to avoid any additional costs or long waiting periods you need a referral letter from your general practitioner. The fee for consulting a specialist can easily be € 50 or € 100 or even more. Sometimes the administrative procedure and payment in hospitals takes longer than at a private doctor's practice, so calculate extra time for this visit.



### WHEN GOING TO THE HOSPITAL, YOU SHOULD BRING THE FOLLOWING DOCUMENTATION WITH YOU:

- Identity card
- Insurance documents:
  - European Health Insurance card or documents from the private or public health insurance affiliation
  - Affiliation card or information on the hospitalisation insurance
  - Referral letter of the doctor (if you have one)
  - A current list of medications

Hospitals in Antwerp	Website	Address
<b>AZ Monica</b> Algemeen Ziekenhuis Monica	<a href="http://www.azmonica.be">www.azmonica.be</a>	<b>Campus Antwerpen</b> Harmoniestraat 68, 2018 Antwerp <b>Campus Deurne</b> F. Pauwelslei 1, 2100 Deurne <b>Polikliniek Blancefloer</b> Blancefloerlaan 153, 2050 Antwerp <b>Polikliniek Stevenslei</b> Stevenslei 20, 2100 Antwerpen
<b>ZAS</b> Ziekenhuis aan de Stroom	<a href="http://www.zas.be">www.zas.be</a>	<b>Overview locations hospitals ZAS</b>
<b>UZA</b> Universitair Ziekenhuis Antwerpen	<a href="http://www.uza.be">www.uza.be</a>	Wilrijkstraat 10, 2650 Edegem
<b>AZ Klina</b>	<a href="http://www.azklina.be">www.azklina.be</a>	Augustijnslei 100, 2930 Brasschaat <b>Campus De Mick</b> Papestraat 30, 2930 Brasschaat



## Stores

Please note that in Belgium, most stores are closed or closed earlier on Sunday. You will only find a small number of supermarkets that are open: e.g. the small “Express”-versions of the normal stores and they tend to be more expensive.

Suggestions can be found in the following tables:

Grocery stores	Website	Information
Delhaize	<a href="http://www.delhaize.be">www.delhaize.be</a>	Large chain of Belgian supermarkets, offering internet shopping and home delivery. Large wine selection. Store locator on the website.
Carrefour	<a href="http://www.carrefour.eu">www.carrefour.eu</a>	Hypermarket selling groceries, clothing, electrical goods, stationery, garden equipment and toys. See website for nearest store.
Aldi	<a href="http://www.aldi.be">www.aldi.be</a>	Discount supermarket selling fresh and frozen goods, fruit and vegetables, alcohol, fresh meat, bread and various items.
Lidl	<a href="http://www.lidl.be">www.lidl.be</a>	Discount supermarket selling fresh and frozen goods, fruit and vegetables, alcohol, fresh meat, bread and various items.
Colruyt	<a href="http://www.colruyt.be">www.colruyt.be</a>	Chain of supermarkets selling groceries and fresh products. See website for all locations.
Bio Planet	<a href="http://www.bioplanet.be">www.bioplanet.be</a>	Small chain of supermarkets selling organic or bio products. Also selling books, garden equipment and various items. See website for store locator.
Spar - Eurospar	<a href="http://www.sparretail.be">www.sparretail.be</a>	Chain of budget supermarkets across Flanders.
Terrasana	<a href="http://www.terrasana.be">www.terrasana.be</a>	Wide range of fresh organic products including vegetables, fruit and bread, dairy foods and a range of gluten-free products. At Brederodestraat 101, 2018 Antwerp.
Albert Heijn	<a href="http://www.ah.be">www.ah.be</a>	Dutch chain of supermarkets with 42 stores in Belgium. Online store with pick-up points.
Jumbo	<a href="http://www.jumbo.be">www.jumbo.be</a>	Dutch chain of supermarkets with 32 stores in Flanders.

- Here you can find an **overview of stores**, such as pharmacies and furniture stores.
- For second-hand goods you can go to second hand stores like e.g. **De Kringwinkel** or consult the **website of 2dehands** (only in Dutch and French) to find goods online. Sometimes you also have Facebook-groups for second-hand or free goods.



- In and around Antwerp you can find many large furniture stores e.g.: **Ikea**, **Krea**, **Verberckmoes** and many more. A lot of furniture and other things can also be purchased online.
- On this **website** you can find shopping areas.
- If you are searching for a café or a bar to go out, this **app** might help you to find the best places in town.
- **Weekly and monthly markets** in Antwerp city:

Weekly markets	What	Where	When
Vogelenmarkt <i>Birds market</i>	Flowers, antiques, fabrics, jewellery, exotic birds and other animals	Oudevaartplaats, Theaterplein and surroundings	Sunday, from 8 am to 1 pm (also on public holidays)
Exotic market	Local products but also Turkish, Moroccan and southern European specialities	Oudevaartplaats, Theaterplein and surroundings	Saturday, from 8 am to 4 pm (except on public holidays)
Friday market	Old furniture and small antiques for auction	Vrijdagmarkt	Friday, from 9 am to 1 pm
Antiques market Saturday	Antiques market	Lijnwaadmarkt	Saturday, from 9 am to 5 pm (except on public holidays)
Antiques market Sunday	Antiques market	Sint-Jansvliet	Sunday, from 9 am to 5 pm (also on public holidays)
Bio Market	Organic produce	Falconplein	Sunday from 8 am to 4 pm



Monthly markets	What	Where	When
Boekenplein <i>Books Square</i>	Book market where you can enjoy musical performances while having something to eat/drink	De Coninckplein	Every third Sunday of the month between March and October, from 10 am to 5 pm
Lambermontmartre	Art market; different artists (painters, photographers, graphic artists, sculptors) show their work in an "à la Montmartre" ambience	Lambermontplaats in the south district (Zuid)	May-September: every last Sunday from noon to 5 pm  <a href="http://www.lambermontmartre.be">www.lambermontmartre.be</a>
Brocantwerpen <i>Flea market</i>	Flea-market finds, antiques and vintage	Grote Markt	March – October: every last Wednesday of the month, from 10.00 am to 6.00 pm  <a href="http://www.brocantwerpen.be">www.brocantwerpen.be</a>
Swan Market	Fashion, jewellery, art, vintage and accessories	Grote Markt	<a href="http://www.swanmarket.nl">www.swanmarket.nl</a>
Yearly markets	What	Where	When
Rubens Market	The Rubens Market takes you back to the 17th century when Rubens, the great master of baroque, lived. The stallholders are dressed in clothes of that era.	Grote Markt and surroundings	August 15 from 8 am to 10 pm
Christmas Market	Cosy Christmas Market where you can have a bite while enjoying musical performances. You can also have fun on the ice rink.	Groenplaats, Grote Markt, Suikerrui, Steenplein	From +/- the beginning of December to the beginning of January

Helpdesk for  
international students

Overview of the  
governance structure

Overview of central  
services

## Important contacts at the University of Antwerp

- **Antwerp Doctoral School**  
Campus Middelheim | Building E | Room M.E.005  
Middelheimlaan 1 | 2020 Antwerp
  - Doctoral Study Programme, educational credit, diploma supplement, general questions about the PhD trajectory: [DoctoralSchool@uantwerpen.be](mailto:DoctoralSchool@uantwerpen.be)
  - Joint PhD: [JointPhD@uantwerpen.be](mailto:JointPhD@uantwerpen.be)
  - Courses: [ADScourses@uantwerpen.be](mailto:ADScourses@uantwerpen.be)
- **Administrative contacts of the faculties**
- **Academic coordinators of the faculties**
- **International Staff Office**
  - for staff and doctoral scholarship holders  
Campus Middelheim | Building C  
Middelheimlaan 1 | 2020 Antwerpen | Tel. +32 3 265 31 49  
[Int.Staff@uantwerpen.be](mailto:Int.Staff@uantwerpen.be)
- **Registrar's Office**  
Stadscampus, Building S, S.017  
Lange St Annastraat 7, 2000 Antwerp
- **International Relations Office**  
Gratiekapelstraat 10 | 2000 Antwerpen | Tel. +32 3 265 49 80  
[ResidencePermit@uantwerpen.be](mailto:ResidencePermit@uantwerpen.be)
- **STIP** 'STudentInformationPoint' – Department of Student Affairs:  
Stadscampus | Building E | Agora | First Floor  
Grote Kauwenberg 2 | 2000 Antwerp | Tel. +32 3 265 48 72  
[stip@uantwerpen.be](mailto:stip@uantwerpen.be)
- **Conflict mediator** (please contact your individual doctoral committee first)  
Werner Jacobs - Tel. +32 3 821 31 21  
[werner.jacobs@uantwerpen.be](mailto:werner.jacobs@uantwerpen.be)
- **Health and Safety Department**  
Campus Middelheim | building I | I.243  
Middelheimlaan 1 | 2020 Antwerpen | Tel. +32 3 265 26 60  
[preventiedienst@uantwerpen.be](mailto:preventiedienst@uantwerpen.be)
- **Infrastructure Department**  
Campus Middelheim | Building A  
Middelheimlaan 1 | 2020 Antwerp | Tel. +32 3 265 35 66



## Introduction to Dutch

Belgium is a small country but we have three official languages: Dutch, French and German!

In Flanders, Dutch is spoken, but most Belgians speak English and French quite fluently as well. Still, it might be helpful to know a few words:

### Greetings

Hello	Hallo
Goodbye	Tot ziens
Welcome	Welkom
Have a nice day!	Nog een prettige dag!

### Asking how someone is doing

How are you?	Hoe gaat het?
I'm fine, thanks	Alles goed, dank je
Not so well	Niet zo goed
And you?	En met jou?

### General responses

Yes	Ja
No	Nee
Please	Alstublieft
Thanks	Dank je
You're welcome	Graag gedaan
Sorry	Sorry
No problem	Geen probleem

### Personal data

First Name	Voornaam
Surname/Family name	Familienaam
Date of birth	Geboortedatum
Place of birth	Geboorteplaats
ID/passport	Identiteitskaart/paspoort
Country	Land
City	Stad
Street	Straat
Nationality	Nationaliteit
Address	Adres

### Housing

For rent	Te huur
For sale	Te koop
Landlord	Verhuurder
Tenant	Huurder
Deposit	Waarborg
Account number	Rekeningnummer
Facilities	Voorzieningen
For common use	Gemeenschappelijk

You can also consult an online dictionary ([example](#)). To practice pronunciation of Dutch words this website can help you: [forvo.com/languages/nl/](https://forvo.com/languages/nl/)



## Public holidays



The university collectively closes for one week between Christmas and New Year.

**PLEASE ALSO CHECK OUT** the **academic calendar** for important dates and closing days of the university.

- **1 November:** All Saints' Day (*Allerheiligen*)
- **11 November:** Armistice Day (*Wapenstilstand*)
- **25 December:** Christmas Day (*Kerstmis*)
- **1 January:** New Year's Day (*Nieuwjaar*)
- **In April:** Easter Sunday (*Pasen*)
- **In April:** Easter Monday (*Paasmaandag*)
- **1 May:** Labour Day (*Feest van de Arbeid*)
- **Date varies, always a Thursday in May:** Ascension Day (*Onze-Lieve-Heer-Hemelvaart*)
- **In May/June:** Whit Sunday (*Pinksteren*)
- **In May/June:** Whit Monday (*Pinkstermaandag*)
- **11 July:** Flemish Community Day (*Vlaamse Feestdag*)
- **21 July:** Belgian National Day (*Nationale Feestdag*)
- **15 August:** Assumption of Mary (*Onze-Lieve-Vrouw-Hemelvaart*)



# Colofon

**Editor**

Antwerp Doctoral School

Simone Kramer | Karla Tersago

in collaboration with

International Staff Office | International Students Office

**Text & Corrections**

Antwerp Doctoral School

**Design & Adaptation**

University of Antwerp | Nieuwe Media Dienst

Antwerp Doctoral School

**Edition 2019 - revisions 2024**



HR EXCELLENCE IN RESEARCH