International Office
The International Office is your central point of contact regarding practical matters.
Zernike Campus, Van Olst Toren, Zernikeplein 7
Website: www.hanze.nl/io

Team Exchange: we take care of incoming and outgoing exchanges to/from partner universities and offer advice about practical matters.
Email: exchange@org.hanze.nl
Tel: 050 595 7800

Team Immigration & Practical Support: we take care of the immigration procedure of incoming students, take out insurance and offer advice about practical matters such as taxes, finding a job, legal aid, etc.
Email: immigration@org.hanze.nl
Tel: 050 595 2200

Team Housing
email: housing@org.hanze.nl
Website: www.hanze.nl/housing
At Home in Groningen: https://www.athomeingroningen.com/

Student Administration (STAD)
Zernike Campus, Van Olst Toren, Zernikeplein 7
email: studentadministration@org.hanze.nl
tel: +31 (0)50 595 2750
website: www.hanze.nl/STAD
www.hanze.nl/tuitionfee
www.hanze.nl/application
  • Student card
  • Enrolment
  • Certificate of enrolment
  • Statement of paid tuition fee
  • Studielink questions/problems
  • Problems with paying tuition fee and refunds

Computing & Information Services
Zernikeplein 11, Van Doorenveste
email: ict.supportcenter@org.hanze.nl
website: www.hanze.nl/eng/organisation/staff-office/computing-information-services
  • IT support
  • Wifi problems
  • Printing
  • Hiring of IT equipment
  • Hanze login/password

Hanze Library
You can find a library on each campus
email: hanzemediatheek@org.hanze.nl
Website: www.hanze.nl/eng/services/facilities/hanze-library

Hanze Student Support
email: hanzestudentsupport@org.hanze.nl
tel: 050 595 4028
Website: www.hanze.nl/studentsupport
  • Study delay
  • Personal problems
  • Financial problems
  • Courses
  • Dyslexia and other impairments

Hanze Schools
  • Registration grades, credits
  • Study progress
  • Schedules, courses
  • Transcript, diploma
  • Learning agreement Erasmus+
  • Arrival/departure form Erasmus+

Hanze International Student Team
Talk to international Hanze students about studying and living in Groningen
Email: histeam@org.hanze.nl
Whatsapp: +31(0) 6 13 46 81 82
Website: www.hanze.nl/histeam

D-team (Deutschland Team)
Ein Team aus deutschsprachigen Studenten kümmert sich gerne um alle erdenklichen Fragen
Email: dteam@org.hanze.nl
Tel/WhatsApp: +31 (0) 6 139 498 79
Website: www.hanze.nl/dteam

Canon Campus Shop
Zernikeplein 7, Ground Floor, B-Building
  • Readers
  • Printing
  • Stationary
  • Hanze t-shirts

share your talent. move the world.
ESN Groningen (Erasmus Student Network)
Student association in Groningen for all international students!
Website: https://www.esn-groningen.nl/
• Buddy programme
• Activities and parties

Your life in Groningen
• Visit www.groningenlife.nl/en to see what Groningen has on offer
• Get going in Groningen at groningen.nl/en
• Connect with Groningen with citycentral.nl
• One stop shop for international people living in Groningen: hereandnow.nl
• An overview of events organised in Groningen: hereandnow.nl
• Need a listening ear? contact All Ears: allearsgroningen.nl
• Read the newspaper of the north! https://northerntimes.nl/

ACLO Sportscentre
Student sports organisation in Groningen offering a wide variety of sports, group lessons and fitness facilities. You can register online!
Website: www.aclosport.nl/en

Meditation Room
A place for silent meditation, contemplation and prayer.
Location: Van OlstToren, Zernikeplein 7, room B1.90.

Health care & Insurance
Check out this important information: www.hanze.nl/insurance

Doctors / General Practioners (GP)
Register online: https://www.studentarts.nl/en/
You book an appointment online when you’re ill.
Location: Hanzeplein 121 (next to UMCG hospital)
Location: Zernikeplein 17 (Willem Alexander building)
Tel: 050 - 2110911

Dentist
UMCG CTM (The Centre for Dentistry and Oral Hygiene)
Address: Antonius Deusinglaan 1
Tel: +31 (0)50 361 6505
Email: ctm@umcg.nl
Website: www.ctm.umcg.nl

Number for Emergencies: 112
112 is the emergency telephone number for fire, police and ambulance and is only to be used in cases of real emergency, when every second counts.

Bikes
• Bike shop on campus: www.refide.nl/contact/
• Hire a bike with Swapfiets: https://swapfiets.nl/en/
• Hire a bike with Bikes in Groningen: bikesingroningen.com

Public Transport
• Public transport explained: 9292.nl
• Tripkey Mobility Card: www.hanze.nl/traveltogroningen
• Train discount vouchers: https://www.ns.nl/en
• Discount bus: www.dalvoordeelnoordnederland.nl
• Train/bus schedules: https://9292.nl/en

Dutch bank account
www.hanze.nl/dutchbankaccount

Register at Municipality of Groningen
(if you stay longer in Groningen than 4 months)
As soon as you have found a place to live, you can make an appointment online (student registration or deregistration): www.gemeente.groningen.nl/english
Check for more information: www.hanze.nl/municipality

Register at Municipality Assen
City Hall Assen, Noordersingel 33, Assen
To register: call +31 (0)592 366911 or visit www.assen.nl

Register at other Municipality
Have you found a place to live in another city/town?
Contact their municipality and inquire how you can register.

COVID19
• Current situation at Hanze: hanze.nl/coronavirus
• Current situation in The Netherlands: https://www.government.nl/topics/coronavirus-covid-19
• Measures in Groningen: safeingroningen.nl