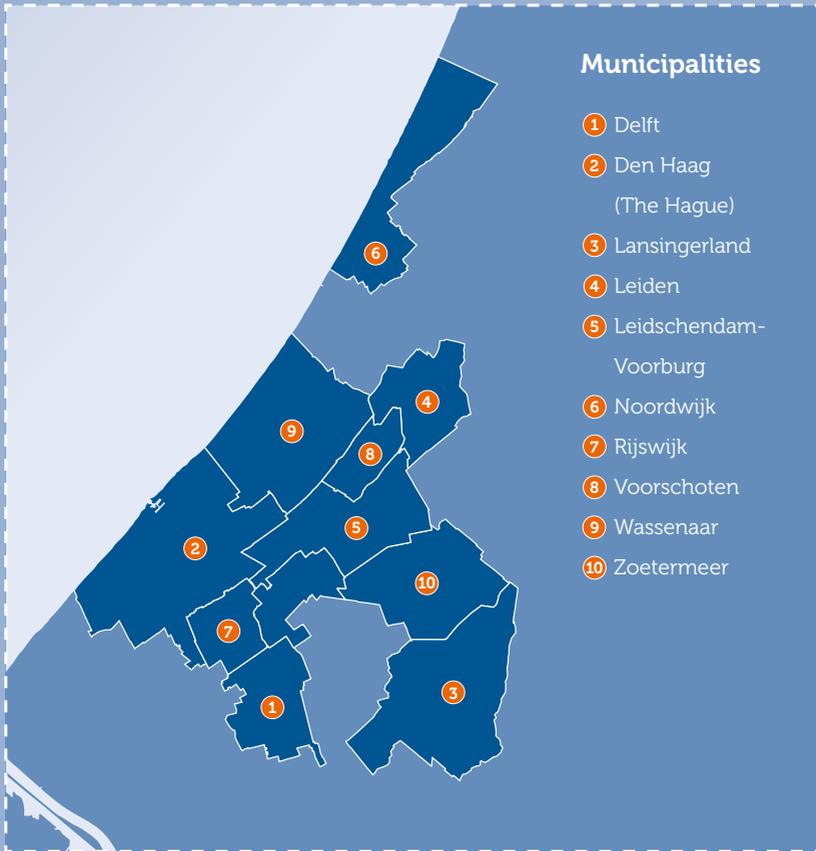


# ACCESSing the Netherlands

Your **first steps** guide  
to settling in:

Delft | Den Haag (The Hague) | Lansingerland |  
Leiden | Leidschendam-Voorburg | Noordwijk |  
Rijswijk | Voorschoten | Wassenaar | Zoetermeer |





## Emergency numbers

- The emergency phone number in the Netherlands is **112**.  
To be used only for Police, Fire or Ambulance.
- For non-emergency local police information/contact, call 0900 8844
- The anonymous tip-line (to report a crime) is: 0800 7000
- To report problems with Electricity & Gas: 0800 9009
- After hours Doctors line: (The Hague - Huisartsendienst SMASH)  
+31 (0)70 346 9669
- After hours/Emergency Dentist on call +31 (0)70 311 0305  
[www.tandartsspoedgevallendienst.nl](http://www.tandartsspoedgevallendienst.nl)
- For general Psychological Help ACCESS has a Counsellor on Call: you can find the number on [www.access-nl.org](http://www.access-nl.org) or call 0900 2 222 377 (€ 0.20c/min)
- Veterinary (*dierenarts*) 08:00 -19:30: Tel: + 31 (0)70 325 5907,  
weekends +31 (0)70 311 0307

# Contents

## ACCESS

Zeestraat 100  
2518 AD The Hague  
0900 2 222 377  
(€ 0.20c/minute)

**The Hague  
International Centre**  
City Hall Atrium, Spui 70

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**Disclaimer**  
This ACCESS guide is intended to provide comprehensive and general information.

ACCESS did everything possible to ensure correct and up-to-date information. ACCESS cannot accept responsibility for any information that may have changed.

This guide has been compiled by ACCESS volunteers, with the editorial support of Zoë Robertson, Deborah Valentine and Connie Moser

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## Welcome

4 | On behalf of ACCESS and the supporters of this 'First steps guide', welcome to the Netherlands. This guide has been especially designed for residents of Delft, Den Haag (The Hague), Lansingerland, Leiden, Leidschendam-Voorburg, Noordwijk, Rijswijk, Voorschoten, Wassenaar, Zoetermeer. There may be some red tape to get through – but beyond that, a new country to be discovered. We hope that this document will serve you well to take the first steps towards making this your new home.

The information provided is predominantly related to the first things that should, need to be done shortly after you arrive. It has been set up to also be a reference guide for the future; leading you to the organisations, websites and addresses where more answers to your questions can be found.

If at any time, you have a question for which no answer is readily available, do not hesitate to consult the Guides developed by ACCESS, contact our Help Desk on 0900 2 222 377 or via [helpdesk@access-nl.org](mailto:helpdesk@access-nl.org), or visit us at The Hague International Centre conveniently located in The Hague's City Hall.