

## Preparing your journey and arrival

This document contains information on a number of topics about your journey and arrival.

1. [Arrange travel from the airport](#)
2. [Biometrics](#)
3. [Collection of the residence permit](#)
4. [Municipal registration](#)
5. [Opening a Dutch bank account](#)
6. [Getting your deposit back](#)

These are only topics related to your legal residence procedure. Much more information on living in the Netherlands and Maastricht can be found at [www.mymaastricht.nl](http://www.mymaastricht.nl).

### 1. Arrange travel from the airport

Please check our [travel information \(link\)](#) for travel instructions from multiple airports to Maastricht or Venlo.

### 2. Biometrics

Having your Biometrics taken upon arrival in The Netherlands is mandatory. Only after your fingerprints and picture have been taken, your residence permit card can be produced and issued. Your biometrics will be taken at the counter of the Dutch Immigration and Naturalisation Service (IND) at the Municipality of Maastricht. You will receive a separate e-mail on this.

### 3. Collection of the residence permit

Once your Biometrics have been taken and processed, you will receive additional information on the collection of your residence card. The cards will be issued at a central location in The Netherlands. As soon as the collection dates are known we will inform you and urge you to block these dates in your calendar.

### 4. Municipal registration

It is also mandatory to register in the Municipal Records Database (BRP) at the city where you will be residing in the Netherlands. For those planning to live in Maastricht (ZIP codes 6200 AA to 6229 ZZ), you must present a valid passport and a legalized birth certificate. We already informed you on this requirement in the pre-arrival information. For information on the legalization process, please refer to [the Dutch government's legalization page](#) or contact Maastricht Municipality directly at [post@maastricht.nl](mailto:post@maastricht.nl).

If you plan to reside in any other Dutch municipality, it is essential to contact City Hall of that specific municipality to inquire about their registration requirements.

**Holders of a Dutch residence permit are not allowed to live outside The Netherlands. You cannot register in Belgium or Germany even though Maastricht University is close to the border and accommodation may be easier to find.**

### 5. Opening a Dutch bank account

If you have not opened an online bank account yet, we strongly advise opening a Dutch bank account. This makes financial transactions much easier during your stay in Europe and the Netherlands. More information can be found on our [website \(link\)](#).

## 6. Getting your deposit back

As soon as your account has been opened, you can request your refund back by e-mailing the Visa Office via [visa@maastrichtuniversity.nl](mailto:visa@maastrichtuniversity.nl). Please provide the Visa Office with the following information:

- Your IBAN account number
- Your account name in full
- Your student ID number and date of birth

This way the refund will take approximately 5 working days.

International transfers take much more time and are not always reliable. So only if no Dutch bank account is available for the refund, it is possible to have it transferred abroad. In that case, please make sure that a direct transfer is possible (so not indirectly through agents, intermediary banks, or institutes).

Please include the following information:

- Name (exactly as on the bank card) and full address of the account holder
- Name and full address of the bank
- The BIC and/or SWIFT code of the bank
- The IBAN code of the account
- The account number
- Your full name and date of birth if different from the account holder

This way the refund may take up to 15 working days.