

# WELCOME TO SHAPE HIVE

## NEW ARRIVALS GUIDE

Produced by  
SHAPE HIVE

## **DISCLAIMER**

The content of any brochures or advertisement displayed in the HIVE does not necessarily reflect the policies or opinions of HM Government, the Ministry of Defence or Tri-Service HIVE. The accuracy of brochures displayed is not guaranteed.

Last update: January 2011

## **CONTENTS**

|                          | Page  |
|--------------------------|-------|
| HIVE Disclaimer          | 2     |
| Contents                 | 3     |
| Welcome to SHAPE         | 4     |
| HIVE opening hours       | 5     |
| What can we do for you?  | 6     |
| A –Z of HIVE Information | 7-20  |
| Emergency numbers        | 21    |
| HIVE's across Europe     | 22    |
| Clothing Guide           | 23    |
| Translations             | 24-26 |
| Other Agencies           | 27-28 |

The HIVE is situated in Building 309 opposite the Brit Bar.

# WELCOME TO SHAPE

The HIVE would like to offer you a warm welcome to SHAPE. This booklet is designed to answer some of the questions that may arise when you first arrive here particularly if it is your first posting to Belgium. The HIVE is situated in building 309 opposite the Brit Bar and our opening hours are on the following page. Please feel free to pop in and see us, leave us a message on our answer phone or send us an e-mail and we will get back to you.

The HIVE is an information centre for the Service Community, which includes single and married serving personnel, civilian MOD employees and their dependents.

Our aim is to provide a professional information and referral service. We endeavour to answer all your queries and find the information you need, or point you in the right direction for the best possible help and support. We can offer you a welcome pack with maps and information leaflets to get you started in your new posting.

If you are arriving from outside Belgium you should have received a copy of the Station Guide, which gives you information on everything you need to know on arrival, e.g. documentation, pay, registering your vehicle, claiming Job Seekers Allowance etc.

If you are on the Internet the website [www.hive-europe.co.uk](http://www.hive-europe.co.uk) will also give you lots of useful information. You will find the HIVE e-mail address here too.

## **HIVE OPENING HOURS**

MONDAY 0900 to 1400

TUESDAY 0900 to 1400

WEDNESDAY 0900 to 1400

THURSDAY 0900 to 1400

FRIDAY 0900 to 1400

TELEPHONE: 065 44 39 84

WEBSITE: [www.hive-europe.co.uk](http://www.hive-europe.co.uk)

E-MAIL: [shape@hive-europe.co.uk](mailto:shape@hive-europe.co.uk)

We look forward to seeing you in the HIVE.

**WHAT CAN YOUR HIVE DO FOR YOU?**

We can provide you with information of the following areas:

New Arrival Information

Consumer & Business

Transport & Holidays

Legal Matters

Local Tourism

Postings & Departures

Travel

Communications

Clubs & Societies

Education

Family & Welfare

Theme Parks

Employment

Great days out

Leisure

Benefits

Health & Safety

Taxes

Customs

BFBS DVD Hire

The following information is aimed at providing a general guide, which we hope will make settling in at SHAPE a little easier. More detailed information on many of these subjects can be found in the SHAPE Service Community Guide, or by contacting the HIVE team.

### **ACCOMMODATION**

If you have family visiting from UK and need details of accommodation, call in the HIVE for a comprehensive list of local Hotels.

### **BARBERS**

There are two barbers on SHAPE, one in the GB Shopping complex the other is situated in Building 101 (Top SHAPE).

### **BCN**

The British Community News is a monthly publication with lots of useful information on forthcoming events in SHAPE.

### **BFBS**

Tune into your local radio station on 107.7 FM.

We receive weekly DVDS from BFBS of British television programmes, these are available to hire from the HIVE.

### **BIN BAGS**

Your new supplies of Bin Bags can be collected from Stores (Bldg 202) every 4 months.

### **BJRA**

British junior ranks association. A committee of people who organise events and functions in the BRIT BAR.

### **BRITANNIA BAR**

The "BRIT BAR" is located in Building 309. The snack bar facility is open Monday to Friday between 1000 and 1300 for the sale of sandwiches, hot snacks and refreshments. The Bar is open on weekends, and also for special events like football or rugby; this will be advertised on the Brit Bar notice board. Please come along and support this facility, it's a great place to meet people, oh and the booze is cheap!

### **CAR INSURANCE**

You will need to get a green card from your insurance company prior to registering your car on SHAPE. The address on your green card must be your SHAPE addresses i.e. your place of work. For example MR. A. Smith, UKJSU, SHAPE, 7010 MONS, BELGIUM.

**TFI INSURANCE** (Roadside Recovery through ADAC is also available)

Tel: 0044 1509 221 390

0800 389 1798 (free phone)

Web: [www.tfinsuranceservices.co.uk](http://www.tfinsuranceservices.co.uk)

**ABACUS INSURANCE** (sister group of TFI so should be able to get ADAC roadside recovery too)

Tel: 0044 1509 283850

0800 1816670

[www.abacuscover.com](http://www.abacuscover.com)

**CULPECK INSURANCE**

Tel 0049-2161-559655

Fax 0049-2161-550473  
[www.culpeck.com](http://www.culpeck.com)

**FORTIS** (also do Roadside Recovery)  
Web: [www.fortisinsurance.co.uk](http://www.fortisinsurance.co.uk)

**FORCES FINANCIAL**  
Tel: 0044 1782 793 480  
Web: [www.forcesfinancial.com](http://www.forcesfinancial.com)

**MAIN GATE INSURANCE** (opposite SHAPE's Berlin Gate - also do Roadside Recovery)  
Tel: 065 72 83 74 or 065 72 85 33  
Email: [main.gate@skynet.be](mailto:main.gate@skynet.be)

**TOWERGATE WILSON**  
+44 (0) 116 240 7777  
[www.towergatewilsons.co.uk](http://www.towergatewilsons.co.uk)

#### CHILDCARE

A list of registered child minders can be obtained from the Childminding Co-ordinator AWS, based in Germany. Telephone 02161 4724939 for further details. Also see under Education CDC.

#### CHURCHES

For more information on the Services/Activities contact the UK Chaplain's Office on SHAPE Ext 5693, (Civil 065 44 56 93), email on [UKJSU-padre@tiscalinet.be](mailto:UKJSU-padre@tiscalinet.be) or pop in, room 61 of the SHAPE International Chapel Centre.

#### CONFIDENTIAL HELPLINES

The Army Welfare Service (AWS) offers a welfare facility for all service personnel and their families. The Welfare Service consists of qualified Social Workers and Welfare Workers who can help you with any problems, giving confidential advice and support.

#### **AWS**

First point of contact will be your local welfare officer who can be contacted on ext. 8529; His assistant is on ext. 5346. If you wish, you may contact the representative at JHQ Tel No 0049 2161 472 3603 or FAX: 0049 2161 472 4534

#### **COMMUNITY HELP SERVICE**

24/7 Help line offering information and counselling/support  
Civil Tel: 0032 2648 4014

#### **HOMESTART**

Home-Start is a voluntary organisation offering support, friendship and practical help to families at home usually with children under 5. For further details and advise please contact 065 336498

#### **PADRE**



The Padre is always willing to offer advice and guidance on any matter and in complete confidence. The Padre can be contacted on Ext 5693/0478 485333.

### **RELATE**

RELATE Staff are qualified to offer advice and counselling to any couple or individual who are encountering relationship difficulties. The nearest counsellors are based at JHQ Tel No 0049 2161 472 2826. Mil 6242 2826.

### **SSAFA**

Confidential Support Line: Call back to anywhere: 0044 1980 630854  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

### **SAMARITANS**

Free telephone number from Belgium is (0044) 01793 523653.  
E mail: [jo@samaritans.org](mailto:jo@samaritans.org) or anonymously [Samaritans@anon.twwells.com](mailto:Samaritans@anon.twwells.com)

### **VICTIM SUPPORT**

Answer phone after office hours – please do not hang up!  
Telephone number: JHQ (6242) 2272 or 0049 2161 472 2272

### CONCERTS

An up-to-date list of concerts within Belgium is in the monthly SHAPE Community Life. Copies of this publication are available from the HIVE.  
Or visit [www.euroteam.net](http://www.euroteam.net) for the latest information.

### CONTROLE TECHNIQUE (CT)

Your will have to present your vehicle for a CT test either before your current inspection certificate expires or **NO LATER THAN** the day on which your vehicle reaches 4 years of age (car, saloon car, minibus, minivan). After these dates additional fees will be applied. Your nearest test centers are  
7020 Mons (Maisieres), Rue Grande 8 Tel: 065 328482  
7033 Mons (Cuesmes), Rue du Grand Courant 18 Tel: 065 394772  
For more information please contact the HIVE.

### DENTIST/DOCTORS

The Dental surgery and Medical Centre are situated in the Healthcare Facility Bldg 401.

Appointment Tel No's: Med centre: 065 44 5824      Dentist: 065 44 5878

### EHIC

This document is required by all personnel in Belgium should they wish to travel anywhere within Europe outside of Belgium. It is strongly recommended that when family and friends visit you in Belgium, you advise them to bring an EHIC card and adequate travel insurance, as medical treatment on the continent can be expensive.

### EMPLOYMENT

#### **UK DEPENDANT EMPLOYMENT**

There are a variety of jobs available to UK dependants. These include clerical, catering, bus escorts and classroom assistants (application through the school). Vacancies are advertised in the UKJSU through the Civil Admin

Office (LALE), Routine Orders, the BCN booklet and various notice boards around the unit – also in the HIVE!

Other job opportunities exist at Main Headquarters (Top SHAPE). These have to be applied for at Top SHAPE and it is advisable to register as soon as possible after arrival on the unit as security clearance can take up to six months.

If you would like to work within the international community, i.e. the Library, Pizza Bowl, Cinema and Community Clubs contact SCSF Personnel Department (Bldg 207, Rm 109) on ext 4075. These jobs are poorly paid but can be a good way of meeting people.

It is worth mentioning that part time employment may affect your tax-free entitlement. Civil Admin will explain this further to you prior to employment.

#### **UNEMPLOYMENT BENEFIT (JOBSEEKERS ALLOWANCE)**

Claiming unemployment benefit in Belgium can be done but you will need the relevant paper work from the UK. The required forms are an E301 and an E303 available from your local Job Centre. Ensure that you explain to them that you wish to export your benefit. **Make sure you do this before departure.**

When you arrive in Belgium you need to register within SEVEN days at the FOREM and the CAPAC (local benefit offices).

#### **FUEL CARDS**

Duty Free Fuel Cards are available from Top SHAPE and the Rationed Items Store (RIS). These will only be issued to personnel once their Vehicle has been registered.

#### **FURTHER EDUCATION**

The Education Centre is situated in the UKJSU Bldg 309, and offers normal education services to serving members, and also French lessons. There is also an extensive IT Suite which provides a variety of Computer Training and Computer Based Training and this is available to all Shapians. Details can be obtained by contacting the Education Officer on ext 5234.

#### **GYM**

The Gym offers an impressive and extensive range of classes and facilities. They have squash courts, badminton, volleyball, swimming pool and sauna. A full CV Suite is located in the Main Gym with a wide range of the most modern apparatus available. There are also 2 indoor tennis courts. An induction class must be attended prior to using the CV Suite and Weights facility. Full details and times of classes and pool opening times can be obtained by ringing the Gym Office on ext 5325.

### HIVE DATABASE

The HIVE's computer database is an A-Z of useful local information, services, clubs, businesses, telephone numbers etc. The database is updated regularly and if you would like something to be included please contact a member of the HIVE team on Ext 3984

### HOUSING

For information on housing refer to the SHAPE Service Community Official Guide. The housing clerks can be contacted on 065 44 3801

### ID CARD

All military personnel, entitled civilians and dependants are required to carry an ID card.

### INTERNET

Internet facilities are available at the Library, SHAPE House (Home-Start), SHAPE Club, Learn Direct Centre and the UKJSU (bldg 306).

### JOIN IN

Why not try one of the many clubs available here at SHAPE. Angling, sailing, golf, horse riding. For the children there is a range of activities including Brownies, Scouts, Football and Judo to name but a few. Call into the HIVE for more details.

### KINEPOLIS

This is a major Cinema Complex just outside Brussels at Bru Park. It shows all major new releases in English. For more details visit the website [www.kinopolis.com/be](http://www.kinopolis.com/be) or call into the Hive.

### LAWN MOWERS

It is advisable to bring a lawn mower with you if you are being housed in Service Family Accommodation (SFA) as nearly all properties have large rear and front gardens.

### LEAFLETS

The HIVE holds leaflets containing a huge variety of information on everything from benefits to bus timetables. We hold core information on a variety of subjects including education, social security, health, housing, communications etc. We also have pamphlets on local attractions and places of interest, as well as things to do further afield. We have produced comprehensive booklets giving you ideas for day trips either with or without children in mind. If you're stuck for ideas on what to do or where to go then just pop in to see us.

## LEGAL HELP AND INFORMATION

A list of legal clinics held in BFG, is available at the HIVE.

## LEISURE ACTIVITIES

### ARTS and CRAFTS CENTRE

Situated in bldg 307 Community Activity Centre Ext 6049/4309, it offers classes in ceramics, woodwork, picture framing, flower arranging and many more. Once you have completed your chosen course, you are then qualified to use the facilities in your own time. The costs for the initial courses are listed in various magazines and on notice boards, or alternatively just call in and enquire, the staff are very helpful.

### CINEMA

The SHAPE Cinema shows a variety of the latest films and a full programme is printed in various magazines including the SHAPE Community Life or visit [www.shape2day.com/cinema.aspx](http://www.shape2day.com/cinema.aspx). Refreshments are sold in the lobby. They can be reached on ext 5600/5968.

### ENTERTAINMENTS CENTRE

If you are a budding actor or interested in the Performing Arts, then you will find everything you need here. It is open to all nations and age groups and they put on regular plays and some musical concerts. Further information can be obtained by contacting the centre on ext. 4257.

### LANGUAGE CENTRE

If you want to learn a foreign language a visit to this facility is a must. There is a choice of courses available ranging from full time to part time. There is a fee for the classes which take place on a termly basis. To enquire about their programme contact them on ext 4971.

### LIBRARY

The library boasts an excess of 35,000 books in over 11 languages. They provide internet access for public use and have CD's, DVD's and videos for loan, free of charge. It is an excellent facility and well worth a visit. They can be contacted on ext 5631.

### OUTDOOR LEISURE

There are 12 outdoor tennis courts around SHAPE, 5 Baseball/Softball pitches, 6 football pitches and rugby and hockey pitches. There is also a floodlit 400M running track complete with stand. For those golfers within SHAPE, there is an outstanding Golf Course to which we are affiliated and offers weekday and full membership to SHAPE Golf Association Members. It has 27 holes, a driving range (free to members) and a 9 hole pitch and putt course. The club house is a traditional thatched building which offers an excellent restaurant facility. You do not have to be a member of the Golf Course to eat there. Details concerning membership can be obtained from the SGA Membership Secretary on ext 4047.

### PIZZA BOWL

The Pizza Bowl is open 7 days a week and is one of the busiest attractions on SHAPE. It is a fully sanctioned American Bowling Confederation approved Bowling Centre with 12 lanes. There are various leagues held throughout the year, mainly in the evenings and this includes a "Brit League" which is held on Thursday evening at 9pm. A very well organised Junior League takes place

from September through to May on Saturday mornings and is extremely popular.

The Pizza Bowl also has an American style Diner which serves an array of culinary delights with a take-away service too. You can make lane reservations on ext 5697 to avoid disappointment.

#### **SHAPE CLUB**

This facility is open to all Ranks and Nationalities. They have various function rooms and the majority of organised Mess Dinners and leaving functions take place here. The Restaurant is excellent and is open every lunch time between 1130 -1330. It is also open on Thursday evenings for a Steak Night, an excellent meal which comes highly recommended. Tables can be booked by calling ext 4133.

#### **SHAPE TRIPS AND TOURS & SHAPE TRAVEL GROUP**

These travel group/s offer an extensive range of day, weekly and even longer trips around Europe. Destinations can be as near as Euro Disney in Paris or a full tour of Moscow. To experience these and get full details of their future itinerary please contact them on ext 3884 or call into the Community Activity Centre bldg. 307 where Trips and Tours are located, or the SHAPE Club to find the SHAPE Travel Group.

#### **MONEY MATTERS**

**BANK** – Banca Monte Paschi Belgio is situated within TOP SHAPE, which is the Headquarters main building. You will be required to visit the Bank in order to make an appointment to open a Bank Account. Full advice will be given by their staff who speak English. There are 2 Cash points in SHAPE situated in the main Bank and next to the Shopping Complex area 500.

**POST OFFICES** – There are two Belgian post offices in SHAPE. They are located in Top SHAPE, and at the SHAPE shopping complex.

With regard to the British BFPO service, please contact the UK support unit on arrival for details.

#### **NEWCOMERS GUIDE**

A Newcomers Guide, produced by SHAPE Community Life, is available only when you attend one of the New Comers orientation briefings held on a monthly basis. For information on the briefing please contact the Office of the GBR NMR or the HIVE. It is a comprehensive and informative guide on living at SHAPE.

#### **NIGHT CLUBS**

Mons is your local small city, which has a number of places for entertainment for all ages. The main “SQUARE” is known as the “GRAND PLACE”. Bars and Cafes surround it that will cater for all tastes; it’s ideal to sit down and watch the world go by.

The nightspots in Mons do not cater for music alone. Most establishments are combined music and bar and many have restaurants incorporated. The Copenhagen Tavern located on the Grand Place in Mons, is very good and they have over 100 different beers, you can certainly quench your thirst there, always a good place to start. Also situated just off the Grand Place on the way

to the Mini Place is an Irish Bar and this has great atmosphere and live music at weekends.

There is an American Bar & Pool Hall called Conway's, along the Route d'Ath in Jurbise. Live music seems to be a regular occurrence here.

Within SHAPE there is the IC club. On Fridays the bar is open for Happy Hour where food is provided free of charge. Further afield in Brussels there is an array of Clubs, Bars and Restaurants, far too many to mention, but just enough to get to during your tour. The Celtica, O'Rileys and the Danish bars are very popular and have a good atmosphere.

Reports have been filtering through that there is a "Vampire Bar", it's just off the Grand Place, well worth a visit and reportedly all drinks are served in "SCULLS"! All these bars are in and around the main "Grand Place" just 5 minutes walk from Brussels Central.

### OPENING TIMES

A comprehensive list of opening times and telephone numbers for facilities, shops and clubs is published in the BCN or available from the HIVE.

### PLUGS/ELECTRICS

Belgium electrics are run on a 2 pin plug system

### POSTINGS

The HIVE can obtain Garrison Guides and HIVE 'Welcome' packs from other stations.

### QUESTIONS

The HIVE will endeavor to answer all your questions. You will not leave the HIVE empty handed. We will either refer you to another agency, give you the details you want, a phone number or a promise that we will get back to you, if we do not have the information you are after.

### RESTAURANTS

There is a wide range of restaurants in the local area. There is something to cater for every taste imaginable. Tastes range from the simple i.e. McDonalds to the very sophisticated, somewhere to take the special person in your life.

The local area has many different tastes, Chinese, Turkish, Greek and Italian and of course the Belgian cuisine. Belgium is known to produce the best "Chips" in the world, they are also known for such delicacies as Moules (mussels) and Waffles and of course what they do best is produce some great Beer, some say "The Best". Remember most people, no matter how hard they try, succumb to the **SHAPE STONE!!!!!!**

The Belgians have mastered the art of eating and drinking and have many places to visit; they even have a "Museum to the Chip".

You will have fun exploring this avenue of Belgian Culture. We have a few lists of enjoyable places to eat and receive up to date information regularly from people at SHAPE who wish to share their experiences with everyone. So come into the HIVE and see what we have and of course when you start your own exploring bring us your discoveries.

## SHAPE HOUSE

A drop in centre for British families ran by Homestart. Open Mon to Fri 0930 till 1230 with different activities held each day. It can be found at 197 Rue Brisée, Obourg. Everybody is welcome to pop in for a cup of tea and a chat in a warm and welcoming environment.

For further information contact Evelyn or Emma on 065 336498

## SCHOOLS

Schools are administered by Service Children's Education (SCE). SCE is a defence agency whose headquarters are located at Wegberg, BFPO 40

### BRITISH Foundation stage 1 & 2

The Foundation stage is located in the International Kindergarten, Block 708. The classes rotate on a half term basis between morning and afternoon. It is for British children aged 3yrs (can attend the first term after their 3rd birthday) upto school age. Staff are NNEB and PLA trained. For further information you may call in to the school or phone on Ext 5283.

### ST DENIS NURSERY & KINDERGARTEN

The school is situated 3 kms from SHAPE. It is a Belgian School with Belgian teachers, all of whom speak English. There are two sections to the school, the nursery and the kindergarten.

The nursery takes children from 18 months to 2 years 6 months and there is a small charge depending on what hours you wish your child to attend. The Kindergarten takes children from the age of 2 years 6 months up to 5 years. There are two classes, which offer learning facilities for all the different age groups. There is a charge for this and there are several forms that you will have to fill in concerning your annual income. Hot dinners are available for the children at a small cost or they can take a packed lunch.

### CHILD DEVELOPEMENT CENTRE

Commonly referred to as the CDC, this is an American run establishment. It is more for the care of children while their parents are at work than an educational centre. Children can be left in their care either on an hourly or daily basis. They take children from the age of 6 weeks up to 12 years and there is a charge for this service. It is open from Monday to Friday 7.30 am till 6.30 pm. For more information Tel Ext 5618.

### PRIMARY EDUCATION

SHAPE International School, UK Section is where the vast majority of British children attend school. The school offers standard UK Primary Education following the National Curriculum. An application form is included in an Information Booklet sent to you from the ITKSU here at SHAPE, or you may wish to contact the school personally on Ext 5283

### SECONDARY EDUCATION

There is no British Secondary School at SHAPE. You do have a few choices. Your child/children can attend a boarding school in the UK, or become weekly boarders at Windsor School in Rheindahlen, Germany where transport is provided. The transport brings your children back every Friday evening and returns them every Sunday afternoon.

For further information Tel 0049 2161472 2466 or visit the webpage at [www.scewindsorschool.com](http://www.scewindsorschool.com)

Your other option is to send your children to the SHAPE International School where there are three separate sections, Belgian, German and American. All will accept British children, though you have no guaranteed right to a place. In most cases these sections will not be suitable for children approaching GCSE'S due to the differences in the syllabus and language etc, but they may be an option for children aged 11 to 13 who don't like the idea of boarding.

As with all major decisions if you need any information then you should take advice from the Education Office here on SHAPE who also hold directories on Independent and Boarding Schools in UK and have several discs on information on all schools in all areas of UK.

For all children attending full time education at SHAPE there is a bus service, which covers a wide area around SHAPE. A bus pass should be obtained once you have arrived and sorted out your educational requirements. These are available from the office by the school canteen.

### SHOPPING IN SHAPE

#### GB/Carrefour Home Centre

There is a range of food, multinational and some British, also toiletries and some clothes. The store is called GB because it has branches throughout Belgium, but you will find many items are cheaper on SHAPE because of the discount we receive as in no TVA (VAT), this is taken off at the time of purchase.

Opening hours:

Mon – Fri: 10.15 - 18.15hrs

Sat: 10.15 - 17.15hrs

#### RENDEZVOUS

This is a small snack bar, selling drinks, sandwiches and salads to eat in or take out.

Opening hours:

Mon-Fri: 09.00 - 18:00

Sat: 10.00 - 17:00

Sun: Closed

#### HOME CENTRE

Electrical items large and small, paints, tools and batteries and a small DIY section.



### RATIONED ITEM STORE (RIS)

Stocks an excellent selection of Wine, Spirits, tobacco, cosmetics and perfumes at TVA free prices.

Opening hours:

Tue - Fri: 11.00 - 18.00hrs

Sat: 10.00 – 16.00hrs

Sun & Mon: Closed

### HAIRDRESSER and BARBER

Male and female stylists, as well as Beauty therapy treatments and Solarium. A Barbers shop is also located at Top SHAPE.

### THE PRESS SHOP

Sells British Newspapers, maps, cards, books, magazines, Belgian stamps and watch batteries as well as Mobile top up cards and Phone Cards for use in the Public Phone Boxes.

### FLOWER SHOP

Flowers and plants.

### OPTICIAN

Eye tests, glasses and contact lens service. Eye tests must be paid for by the individual and then refunded by UK Medical Centre on presentation of receipt.

### PETROL STATION

Fina Petrol Station where fuel cards can be used. Cards are purchased in TOP SHAPE and the RIS. These cards can be used at any FINA or TOTAL station in Belgium. The garage also offers car servicing and all the normal products.

### SHAPE ID CARD

Is required to be shown in the GB store, the Sports shop and the RIS.

*Opening hours for the above can be found in the FREE British Community News booklet printed monthly.*

### TAX FREE SHOPPING

Personnel enjoying SHAPE privileges may purchase certain items free of Value Added Tax within the European Union. If you are in your last 6 months of service at SHAPE you are not eligible for exemption from value added tax, except for purchases from the GB store. The TVA (VAT) is taken off automatically in the store so you have no form filling to do.

Under normal circumstances when you purchase goods, within the “Rules of Belgian Law” you will require a “Bill of Sale” in French, a “Facture” this is a Bill with a TVA number. You then go to see the Travel Cell in the UKJSU and get the appropriate form to accompany the “Facture”. In most cases once the form has been given the OK, you return to the store in question and give them the forms. They will either give you your tax back in cash or it will be credited to your bank so do not forget to take your bank details with you.

The rules are too numerous to mention in this “Welcome Booklet”. If you have any problems or queries contact the TVA office, Building 210, Room 102, known as the SHIPPS BUILDING. Their opening hours are Tue – Thurs: 0900-12.00. Alternatively, leave them with the UKJSU Travel Cell, as the staff visit the TVA Office weekly to validate Certificates ready for collection by individuals.

#### TAXI'S

Taxis Willy (Registered for access to SHAPE)

Tel: 065 31 98 08 or 065 33 46 88 or 065 82 21 55

Mob: 0497 49 60 00

Taxi Top (Registered for access to SHAPE)

Tel: 065 84 24 06

Mob: 0495 20 92 09

Taxis Dimino ( Not registered for access to SHAPE)

Tel: 04 233 50 40

Taxis Milie ( Not registered for access to SHAPE)

Tel: 065 84 43 92

Mob: 0477 47 96 18

Please note: If a SHAPE member wishes to be picked up inside SHAPE, then he/she must contact one of the registered companies; it will also ease access if the details, i.e. company, time/place of pick-up and name of SHAPE member ordering the taxi are passed to the IMP Desk, Ext 3353

If a SHAPE member wishes to be dropped off inside SHAPE, then he/she must use one of the registered companies. If another company is used the SHAPE member will be required to sponsor and ensure that the taxi driver books in at the Visitors Office. All taxi drivers must produce satisfactory identification and comply with any security checks in force. Failure to comply with the foregoing procedures will result in denial of access.

Also be aware taxi fees are extremely high. A trip to Mons from SHAPE will cost you approx €20.

#### TELEPHONE & INTERNET CONNECTIONS AND MOBILE SIM CARDS

For internet and telephone connections visit the Belgacom office located in Building 210 (opposite the ID & Vehicle Registration Office).  
SIM cards & top-up cards for mobile phones can be purchased from the GB Electric store on camp. Make sure your Mobile has been unlocked. Top up cards can also be purchased from the RIS and GB store.  
Prepayment cards can be purchased which allow you to make personal calls on military phones. They can also be used on other phones throughout Belgium including your home phone. At present they cost €9.00 for 500 units and can be purchased from the Fuel Ration Card Purchase Office in TOP SHAPE or RIS.

To dial the UK from Belgium you need to dial : -

0044 (area code dropping the first 0) followed by the telephone number

### TRANSPORT (local)

Information can be found on the following websites.

Buses - [www.infotec.be](http://www.infotec.be)

Trains - [www.b-rail.be](http://www.b-rail.be)

### TYRE REGULATIONS

If you or your family are planning on visiting Germany, German Law now require that winter tyres (marked with a snowflake) or mud & snow tyre (marked M&S, M+S or M.S) must be fitted when the vehicle is used in certain winter/adverse weather conditions, such as :

Black ice

Snow

Slush

Icy and/or frosty roads.

Penalties fines are in place if correct tyres are not fitted, and also if your vehicle is causing an obstruction due to this. This winter rule applies to all drivers, even if they do not own the vehicle, so be aware when hiring a rental car.

### USEFUL TELEPHONE NUMBERS

Please see the list provided on page 15. The military directory enquiries is 7111/ 065 44 71 11.

### VISITORS

When family are visiting you in Belgium you should obtain a temporary Station Pass from the visitors office just outside the main gate, this should be done at least 5 working days before their arrival. Remember to have the passport numbers, dates and places of birth of your visitors when obtaining a pass. The pass entitles them to entry on to SHAPE, but does not entitle them to tax free shopping.

### VOLUNTEERS

The HIVE is indebted to our volunteers, who give up their time to enable us to provide a good service to our customers. If you are able to spare a few hours a week to help in our busy HIVE, our team would be glad to welcome you.

### **WHAT'S ON INFO**

We try to keep as much information as possible about local events and activities, within the SHAPE community and beyond. You can also check out the "What's on" page on our website [www.hive-europe.co.uk](http://www.hive-europe.co.uk) or subscribe to our weekly newsletter via our webpage or drop in to the HIVE.

### **EXPO**

Mons expo is an exhibition centre that holds events such as the car show, home exhibition, motor bike show and even a wine fair. Details of these are advertised in and around Mons.

### **YOU CAN HELP US**

If you have visited anywhere or have had a particularly good meal/night out, then please come into the HIVE and let us know about it so we can share your experience with the rest of the SHAPE community.

### **ZED BEDS**

These are available to hire from Home-Start. Tel; 065 336498

## **EMERGENCY AND USEFUL NUMBERS**

Civilian Number prefix: 065 44

|                                 |                                 |
|---------------------------------|---------------------------------|
| RMP/POLICE                      | 5379                            |
| FIRE SERVICE                    | 4017                            |
| MEDICAL<br>EMERGENCIES          | 3333                            |
| MEDICAL CENTRE<br>(appt's)      | 5824                            |
| DENTAL CENTRE                   | 5878                            |
| UK DUTY STAFF<br>(OUT OF HOURS) | 4960                            |
| BELGIUM EMERGENCY<br>SERVICES   | 100                             |
| BELGIUM FIRE<br>SERVICE         | 100                             |
| ARMY WELFARE<br>SERVICES        | JHQ *1242 3603<br>02161 4723603 |
| HIVE                            | 3984                            |
| ESTATE MANAGER                  | 4972                            |
| PADRE                           | 5693                            |
| WELFARE OFFICER                 | 8529                            |
| ASST WELFARE<br>OFFICER         | 5346                            |
| MT DEPT                         | 5515                            |
| QM'S OFFICE                     | 2697                            |
| RSM                             | 3907                            |

**HIVE INFORMATION CENTRES ACROSS EUROPE**

| Email address  | HIVE (location)          | Phone No. Civ/Mil | Mil. No.     |
|--|--------------------------|-------------------|--------------|
| <a href="mailto:bielefeld@hive-europe.co.uk">bielefeld@hive-europe.co.uk</a>         | Bielefeld                | 0521 92543122     | 81 3122      |
| <a href="mailto:brunssum@hive-europe.co.uk">brunssum@hive-europe.co.uk</a>           | Brunssum                 | 003145 5262891    |              |
| <a href="mailto:celle@hive-europe.co.uk">celle@hive-europe.co.uk</a>                 | Celle                    | 05141 9632340     | 78 2340      |
| <a href="mailto:detmold@hive-europe.co.uk">detmold@hive-europe.co.uk</a>             | Detmold                  | 05231 37864       |              |
| <a href="mailto:dulmen@hive-europe.co.uk">dulmen@hive-europe.co.uk</a>               | Dulmen                   | 02594 9622512     | 63 2512      |
|  |                          |                   |              |
| <a href="mailto:elmpt@hive-europe.co.uk">elmpt@hive-europe.co.uk</a>                 | Elmpt                    | 02163 973183      | 68 3183      |
| <a href="mailto:fallingbostel@hive-europe.co.uk">fallingbostel@hive-europe.co.uk</a> | Fallingbostel            | 05162 9712204     | 76 2204      |
| <a href="mailto:gutersloh.mb@hive-europe.co.uk">gutersloh.mb@hive-europe.co.uk</a>   | Gutersloh – Mansergh Bks | 05241 842220      | 73 2220      |
| <a href="mailto:gutersloh.prb@hive-europe.co.uk">gutersloh.prb@hive-europe.co.uk</a> | Gutersloh – PRB          | 05241 842692      | 73 2692      |
| <a href="mailto:hameln@hive-europe.co.uk">hameln@hive-europe.co.uk</a>               | Hamel                    | 05151 917464      | 83 2464      |
| <a href="mailto:herford@hive-europe.co.uk">herford@hive-europe.co.uk</a>             | Herford                  | 05221 9953127     | 82 3127      |
|  |                          |                   |              |
| <a href="mailto:hohne@hive-europe.co.uk">hohne@hive-europe.co.uk</a>                 | Hohne                    | 05051 962303      | 73 2303      |
|  |                          |                   |              |
| <a href="mailto:munstersouth@hive-europe.co.uk">munstersouth@hive-europe.co.uk</a>   | Munster - South          | 0251 9272400      | 60 2400      |
| <a href="mailto:munsterwest@hive-europe.co.uk">munsterwest@hive-europe.co.uk</a>     | Munster - West           | 0251 9272163      | 60 2163      |
|  |                          |                   |              |
| <a href="mailto:paderborn@hive-europe.co.uk">paderborn@hive-europe.co.uk</a>         | Paderborn                | 05251 57191       |              |
| <a href="mailto:ramstein@hive-europe.co.uk">ramstein@hive-europe.co.uk</a>           | Ramstein                 | 06371 401445      |              |
|  |                          |                   |              |
| <a href="mailto:rheindahlen@hive-europe.co.uk">rheindahlen@hive-europe.co.uk</a>     | Rheindahlen              | 02161 4722519     | 72 2519      |
| <a href="mailto:sennelager@hive-europe.co.uk">sennelager@hive-europe.co.uk</a>       | Sennelager               | 05254 9822771     | 79 2771      |
| <a href="mailto:shape@hive-europe.co.uk">shape@hive-europe.co.uk</a>                 | Shape                    | 003265 443984     | 9205423 3984 |
| <a href="mailto:wildenrath@hive-europe.co.uk">wildenrath@hive-europe.co.uk</a>       | Wildenrath               | 02432 81017       | 02432 81017  |

## CLOTHING GUIDE

| WOMAN'S DRESSES, SUITS, SKIRTS & COATS |    |    |    |    |    |    |  |  |  |  |  |  |  |
|--|----|----|----|----|----|----|--|--|--|--|--|--|--|
| <b>BRITISH</b>                         | 10 | 12 | 14 | 16 | 18 | 20 |  |  |  |  |  |  |  |

|                                    |     |       |       |       |       |       |       |       |       |       |     |       |     |
|------------------------------------|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-------|-----|
| <b>BELGIUM</b>                     | 36  | 38    | 40    | 42/44 | 46/48 | 50    |       |       |       |       |     |       |     |
| <b>AMERICAN</b>                    | 6   | 8     | 10    | 12    | 14    | 16    |       |       |       |       |     |       |     |
| <b>BRA SIZES</b>                   |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH</b>                     | 32  | 34    | 36    | 38    | 40    | 42    |       |       |       |       |     |       |     |
| <b>BELGIUM</b>                     | 70  | 75    | 80    | 85    | 90    | 95    |       |       |       |       |     |       |     |
| <b>WOMAN'S SHOES</b>               |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH</b>                     | 3   | 3½    | 4     | 4½    | 5     | 5½    | 6     | 6½    | 7     | 7½    | 8   |       |     |
| <b>BELGIUM</b>                     | 36  | 36/37 | 37    | 37/38 | 38    | 38/39 | 39    | 40    | 40/41 | 41    | 42  |       |     |
| <b>AMERICAN</b>                    | -   | -     | 5½    | 6     | 6½    | 7     | 7½    | 8     | 8½    | 9     | 9½  |       |     |
| <b>CHILDREN'S SHOES</b>            |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH</b>                     | 4   | 4½    | 5     | 5½    | 6     | 6½    | 7     | 7½    | 8     | 8½    | 9   | 9½    | 10  |
| <b>BELGIUM</b>                     | 20  | 21    | 21/22 | 22    | 23    | 23/24 | 24    | 25    | 25/26 | 26    | 27  | 27/28 | 28  |
| <b>BRITISH</b>                     | 10½ | 11    | 12    | 13    | 13½   | 14    | 14½   | 2     | 2½    |       |     |       |     |
| <b>BELGIUM</b>                     | 29  | 30/31 | 31    | 32    | 32/33 | 33    | 33/34 | 34    | 35    |       |     |       |     |
| <b>CHILDREN'S CLOTHES</b>          |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH (age)</b>               | 2   | 3     | 4     | 5     | 6     | 7     | 8     | 9     | 10    | 11    | 12  | 13    | 14  |
| <b>SIZE</b>                        | 92  | 98    | 104   | 110   | 116   | 122   | 128   | 134   | 140   | 147   | 152 | 158   | 164 |
| <b>Height in cms</b>               | 91  | 96    | 102   | 109   | 114   | 122   | 127   | 135   | 140   | 147   | 152 | 157   | 164 |
| <b>MEN'S SUITS &amp; OVERCOATS</b> |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH &amp; US</b>            | 36  | 38    | 40    | 42    | 44    | 46    |       |       |       |       |     |       |     |
| <b>EUR</b>                         | 44  | 46    | 48    | 50    | 52    | 54    |       |       |       |       |     |       |     |
| <b>MEN'S SHIRTS</b>                |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH &amp; US</b>            | 13  | 13½   | 14    | 14½   | 15    | 15½   | 16    | 16½   | 17    |       |     |       |     |
| <b>EUR</b>                         | 33  | 34    | 35/36 | 37    | 38    | 39/40 | 41    | 42    | 43    |       |     |       |     |
| <b>MEN'S SOCKS</b>                 |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH &amp; US</b>            | 9½  | 10    | 10½   | 11    | 11½   | 12    | 12½   |       |       |       |     |       |     |
| <b>EUR</b>                         | 39  | 40    | 41    | 42    | 43    | 44    | 45    |       |       |       |     |       |     |
| <b>MEN'S SHOES</b>                 |     |       |       |       |       |       |       |       |       |       |     |       |     |
| <b>BRITISH</b>                     | 7   | 7½    | 8     | 8½    | 9     | 9½    | 10    | 10½   | 11    | 11½   |     |       |     |
| <b>EUR</b>                         | 41  | 41/42 | 42    | 42/43 | 43    | 44    | 45    | 45/46 | 46    | 46/47 |     |       |     |
| <b>AMERICAN</b>                    | -   | -     | 8½    | 9     | 9½    | 10    | 10½   | 11    | 11½   | 12    |     |       |     |

## TRANSLATIONS

### FRENCH PHRASES

### **EVERY DAY WORDS**

|                          |                     |
|--------------------------|---------------------|
| Hello                    | Bonjour             |
| Good-Bye                 | Au revoir           |
| Good morning             | Bonjour             |
| Good Afternoon           | Bonjour             |
| Good Evening             | Bonsoir             |
| Good night               | Bonne nuit          |
| How are you?             | Comment allez-vous? |
| I'm very well, thank you | Tres bien, merci    |
| Yes                      | Oui                 |
| No                       | Non                 |
| Please                   | S'il vous plait     |
| Thank you                | Merci               |
| I'm sorry                | Je suis desolee     |

### **ACCOMMODATION**

|                           |                                  |
|---------------------------|----------------------------------|
| At the hotel              | A l'hotel                        |
| Do you have any vacancies | Avez- vous une chamber de libre? |
| Do you speak English      | Parlez-vous anglais?             |
| I do not understand       | Je ne comprends pas              |

### **AT THE PETROL STATION**

|                         |                           |
|-------------------------|---------------------------|
| Fill up the tank please | Le plein, s'il vous plait |
| Petrol                  | L'essence                 |
| Unleaded                | L'essence sans plomb      |
| Diesel                  | Le diesel or Gazole       |

### **DIRECTIONS**

|                |                           |
|----------------|---------------------------|
| Left           | A gauche                  |
| Right          | A droite                  |
| Opposite       | En face                   |
| Straight on    | Tout droit                |
| Traffic lights | Les feux de signalisation |
| Roundabout     | Le rond-point             |



Crossroads

Le Carrefour

### **EMERGENCIES**

Help

A l'aide

Fire

Au feu

Please go away

Laissez-moi tranquille

I'll call the police

Je vais appeler la police

It's urgent

C'est urgent

I'm lost

Je suis perdue

I've lost

J'ai perdu

My passport

mon passport

My car keys

les cle de ma voiture

I've had an accident

J'ai eu un accident

### **HEALTH**

I need .....

J'ai besoin

A doctor

d'un medecin

A telephone

d'un telephone

An ambulance

d'une ambulance

An interpreter

d'un interprete

Where is the hospital

Ou se trouve l'hopital

I'm allergic to penicillin

Je suis allergique a la penicilline

I am .....

Je suis

Diabetic

Diabetique

Asthmatic

Asthmatique

I need .....

J'ai besoin

A dentist

d'un dentiste

It hurts here

J'ai mal ici

### **EATING OUT**

|                          |                                       |
|--------------------------|---------------------------------------|
| Breakfast                | Petit dejeuner                        |
| Lunch                    | Dejeuner                              |
| Dinner                   | Diner                                 |
| I have booked a table    | J'ai reserve une table                |
| A table for four, please | Une table pour quatre s'il vous plait |
| May I have ...           | Puis-je avoir                         |
| The menu                 | le munu                               |
| The bill                 | l'addition                            |
| I would like ...         | Je voudrais                           |
| Some bread               | du pain                               |
| Some beer                | de la biere                           |
| Some wine                | du vin                                |

### **AT THE BANK**

|                                 |   |
|---------------------------------|---|
| The nearest bank                | La banque la plus proche                |
| Change                          | Change                                  |
| Money                           | Argent                                  |
| I would like to change my       | Je voudrais charger mon                 |
| English money into Euros please | argent anglais en Euros S'il vous plait |
| How much money                  | Combien d'argent                        |
| I have a credit card            | J'ai une carte de credit                |

## **OTHER AGENCIES**



SSAFA Forces Help In-service Committees provide assistance and support to serving men, women and their families in need. They meet regularly to decide how money is raised and distributed and discuss other matters of concern to the local community. For more information, call JHQ Mil: 3392 or Civil: 02161 472 3392.



Victim Support offers emotional support, information and practical help to those who have been affected by crime. Volunteers attend courses specially designed for them which allow them to help victims come to terms with the disturbing effects of crime. Interested volunteers should contact JHQ Mil: 2272 or Civil: 02161 472 2272



**Girlguiding**

### **British Guides in Belgium**

There are Rainbow, Brownie and Guides here in Belgium. We have waiting lists because of the continuing popularity of Girl guiding and a shortage of adults coming forward to offer a little of their time in helping to run the groups. More adult helpers mean shorter waiting lists. Any help you can offer will be much appreciated and we will soon be able to offer more girls the chance to take part in guiding. Contact the HIVE and ask for more details.

COUNCIL OF VOLUNTARY WELFARE WORK (CVWW) (BFG)



aimed at young adults between the ages of 17 and 25. Activities include field craft, weapon handling, and target shooting. During the year cadets can attend flying camps in UK, weapons camps in Germany and fund raising events for both Army and RAF Benevolent Funds. There are currently 3 Squadrons in BFG, located in JHQ, Gutersloh, and Herford. Our volunteers need no experience or qualifications as full training is provided. For more information please contact Graham Pearce on JHQ Mil 2085 or Mobile: 0171 3692581

The Council of Voluntary Welfare Work (CVWW) offers a varied selection of opportunities to volunteer. Whether working with children in childcare centres, with the European Christian Homes for the Soldier (ECHOS) in the Balkans or Iraq, in any of the Church Army, Salvation Army or YWCA centres in around the military Garrisons. You could even help the troops on exercise in Poland; there is always a need for volunteers. For more information on what is available, call Lt Col (Retd) John Batty on 05221 25001 or Herford Mil 3921



Foster carers provide stability, encouragement and a loving home to children who are temporarily unable to live with their own families.

British Forces Social Work Service currently need foster carers in all areas of BFG. If you feel that you could be a foster carer, call Marje Slavin on 05221 178 366

We make every effort to ensure that our information is current and correct. Your help is invaluable in keeping our records up to date by informing us of any changes to our handouts, by sharing any additional information, which may be of interest to others.

This guide has been developed by  by SHAPE HIVE



