



Strategic
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Global Support Organisation

Location Guide

Brunssum



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**Foreword by
Warrant Officer Julian Spalding MBE
Head of Location
National Support Element Netherlands**



Welcome,

Congratulations on your forthcoming assignment to The Netherlands. There will undoubtedly be many points of similarity between your Host Nation and the United Kingdom, yet there will also be areas of profound difference. May I strongly encourage you to enjoy what is common to both and to embrace the differences you and your family encounter.

There are numerous administrative and other preparatory tasks to complete for your assignment. This guide provides an overview of the actions required of you on receipt of your assignment order, during pre-arrival and finally on arrival. Please use the guide as a handrail for preparing for your Netherlands assignment. I hope that you will find the guidance useful in preparing for your move; however, if you do have any queries, or require our help or advice please do not hesitate to contact the support team by email or telephone, we are available to assist.

Please let us know if there are any gaps in the information provided and what else we might usefully include regarding location-specific requirements. Your lived-experience and feedback are invaluable in enhancing our ability to support your future colleagues and their families.

This guide should provide all the information you need to arrive with us in good order; however, if there is something we have not covered then please send us an email and we will endeavour to get you the answer.

Please email GSO-EJSU-Netherlands-NSE-Mailbox (MULTIUSER) GSO-EJSU-Netherlands-NSE-Mailbox@mod.gov.uk and a member of the team will get back to you asap.



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Brunssum - Welcome

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WELCOME TO BRUNSSUM

This guide is designed to answer some of the questions that may arise as you prepare for assignment and when you first arrive at Brunssum, particularly if it's your first assignment to The Netherlands (NL).

BRUNSSUM

Brunssum is an old town, which at the turn of this century developed from a quiet parish into an internationally-oriented municipality. The mining industry attracted many foreign workers who settled here during the period 1918-1966 and from 1967, the Allied Joint Force Command (JFC) Brunssum international community. The International Folklore festivities taking place every four years highlights the international character of Brunssum. Brunssum is well known for its beautiful heath, a favourite place to go walking or jogging, where heather and woods stretch out over an area of 2,000 hectares. Brunssum offers many indoor and outdoor recreational and sports parks and facilities.

JFC BRUNSSUM

Allied Joint Force Command (JFC) Brunssum is one of three headquarters in NATO at the operational-level, together with JFC Naples (Italy) and JFC Norfolk (United States). JFC Brunssum plans, executes and supports military operations within its assigned missions and tasks to deter and defend against all threats across all domains, in order to preserve freedom and security, national sovereignty and peace of NATO Members and Partners.

Over 1500 people work in the Brunssum HQ and NATO agencies in the area (NCIA, NAPMA and AFNORTH International School) consisting of both military and civilian personnel, drawn from NATO, PfP nations and the local community.

JFC Brunssum is in the heart of Northwest Europe - an area which is often referred to as "the balcony of Europe", or "land without frontiers" because of its easy access to several countries. JFC Brunssum was built upon the former HQ Allied Forces Central Europe's (HQ AFCENT) infrastructure. Two factors had led to the establishment of HQ AFCENT in Brunssum: when France withdrew from NATO's integrated military structure in 1966, it became necessary for AFCENT to vacate its headquarters in the French town of Fontainebleau where it had been established since its inception in 1953.

At the same time, the closure of Limburg's coalmines following the discovery of large natural gas reserves in Groningen, led to the Dutch NL government offering NATO the use of the former Hendrik Mine infrastructure in Brunssum. Consequently, AFCENT moved into its new home in 1967. In 2000 HQ AFCENT stood down and the new Regional Headquarters Allied Forces North Europe (RHQ AFNORTH) assumed command. The AFNORTH Area of Responsibility kept its regional focus in Northern Europe.

In 2004 Allied Forces North Europe (AFNORTH) ceased to exist and became Allied Joint Force Command (JFC) Headquarters Brunssum and in 2012 Headquarters Allied Joint Force Command (HQ JFC) Brunssum.



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NATIONAL SUPPORT ELEMENT NETHERLANDS

During your assignment you will be supported by NSE Netherlands, a small tri-Service Unit located on base and led by an RAF WO Head of Location (HoL). NSE Netherlands is a subordinate Element of HQ Global Support Organisation (GSO) which is located at the Supreme Headquarters Allied Powers Europe (SHAPE) in Belgium. GSO is part of UK Strategic Command.

NSE Netherlands' mission is to provide Real Life Support across the J1-J9 spectrum to all UK Service Personnel, UK Based Civil Servants and their immediate families whilst serving with NATO in the Netherlands. The NSE also provides J1 Support to the Liaison and Exchange Officer NL diaspora. Due to its geographical proximity, the NSE also supports the UK Community at NATO Air Base Geilenkirchen (GK) in Germany.

NSE Netherlands is located in Building H-603.

COMMUNITY LIAISON OFFICERS (CLOs)

The CLOs provide a two-way link between the community and the Chain of Command. As a point of contact for families and SP, the CLOs can share information and resources to support people throughout their assignment. The CLOs provide feedback to the HoL on the community's perspective, sit on various committees and represent the community by communicating and advertising events and services.

In conjunction with the HIVE, the CLOs ensure up-to date information is distributed throughout the community, the CLOs facilitate events to enhance community spirit and also assist members of the community to organise their own community events.

The CLOs office is located on the ground floor of the NSE Building H-603.

Working Hours: Mon - Fri 0900-1400hrs

Tel: +31 (0) 45 526 2615

Email: gso-ejsu-netherlands-community@mod.gov.uk

Facebook

"*Brunssum and Geilenkirchen British Community*" is a dedicated and secure Facebook page used to communicate news, important information and events. It is the only Facebook page where you will find UK-specific information for Brunssum. You can join this group up to 3 months before your assignment. Send a friend request to Thea CLO Brunssum and answer the group questions. You'll then get an invitation to join the group.



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HIVE

The HIVE is an information centre for the community including single and married SP, MOD employees and their immediate family. Its aim is to provide a professional information and referral service. It endeavours to answer your queries and find the information you need or to point you in the right direction for the best possible help and support.

The HIVE holds many leaflets and guides (including city guides) containing useful information on things to do in the local area. The HIVE also holds maps and walking or cycling routes. Please visit the HIVE to pick up local area information.

The HIVE office is in EJSU Building H-603 (ground floor).

Working Hours: Mon–Thu 0900–1400 hrs.

Tel:+31 (0)45 526 2891

Email: rc-pers-hive-brunssum-0mailbox@mod.gov.uk

Website: www.brunssumhive.blogspot.com www.ihiveinfo.blogspot.com

Go to the top left-hand corner of the Blog and enter your email address in the box (not MODNET).

Respond to the confirmation email which will be sent to you automatically

You will now receive email alerts summarising posts to the Blog. Just click on links to read more!

WALKING TOUR

The UK NSE offer a walking tour around HQ JFC Brunssum.

These will take place weekly* each Monday from 11am ('immediately after Tea and Toast') .The tours will take approx. 1 hour and are led by CLO's. They will conclude with a coffee/lunch in the Miners rest. For further information please contact the CLO's*.

*Walking tours may be cancelled in cases of inclement weather and/or staff absences. This will be communicated in advance on the Brunssum & GK Community WhatsApp group.



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Global Support Organisation – Support & Management System (SAMS)

The [GSO - SAMS application](#) (MODNet only) is used to capture all the relevant information required by the NSE, your Sponsor, the School, CLOs and DIO prior to your arrival. The provision of this information is essential to your in-processing with the NSE, the NSE Arrivals Clerk will guide you through the SAMS registration.

NATO SOFA Application

You and your family will require a SOFA card whilst here in the NL. Following the UK exiting the EU this is a card that allows you and your family to live and travel within the EU. You **MUST** apply for this card prior to arrival. [SOFA Application](#). If you do not receive a confirmation, email your application HAS NOT been submitted and you will need to re submit if you still encounter problems please contact the Arrivals Clerk. If you have uploaded the required information our arrivals clerk will submit your SOFA application for you.

Authority to Travel

PSTAT 1 or 2 - The DSCOM Families Section have been notified of your assignment, and they will be in touch in due course. On receipt of their email, you are to complete the mandatory documentation and return it to DSCOM (UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk). DSCOM are the sole authority for your call forward into Country; failure to complete the documentation will result in a delay to your authority to travel and entitlement to allowances. No Travel should be booked until you have received an official '**CALL FORWARD**' from either the NSE (single/unaccompanied personnel) or DSCOM Families Section for those coming with family.

Single/Unaccompanied - The same applies to book travel this should only be done once you are cleared to go. Seek advice from your local HR unit and Travel Cell. Should you have any specific overseas questions please do contact the NSE.

Please ensure that you are issued a NATO Travel order to travel

Removals

The aim of Movement of Personal Effects is to enable service personnel and, where applicable, their accompanying dependants to move their personal effects at public expense within MOD limits.

Once you have received your Assignment Order, you will be able to process your online removals application via [Agility Removals](#). Once Agility has received your removals application, they will email you with all the necessary documentation. The timescale between your personal effects being packed to delivery in location can vary, so please do engage with Agility at the earliest opportunity to avoid any undue delays.

The Brunssum DIO team will allocate housing based upon your UK SFA/SLA entitlement. Please do not confirm removal dates until you have fixed your march in appointment with dio-brunssum-generalenquiries@mod.gov.uk. Please note that there is no transit accommodation in location, so you are likely to require hotel accommodation for a minimal period on arrival. Hotels are booked through your current Unit Travel Cell or GBT direct.



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Medical Clearance

The Global Medical Supportability Cell (GMSC) is a functional area of the Defence Global Practice and responsible for conducting your pre-assignment medical supportability assessments. The DSCOM Families Section will initiate the assessment and guide both you and your family through this mandatory process.

Detailed information on health/medical assessment is accessed from the GMSC by emailing at: UKStratCom-DMS-DPHC-GMSCGrp@mod.gov.uk

Accommodation

Regardless of your employer, publicly funded accommodation is allocated in line with DIO and MOD policy. Your entitlement and personal status are the deciding factors for the type of accommodation you are allocated.

Housing Allocations Administration – Defence Infrastructure Organisation (DIO) contactable via DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk

Travel & Passports

When making your travel arrangements, it is important to note that NATO Pass and Privileges processing includes strict adherence to NATO Work Force policy on Double Incumbency of posts. Service Personnel (SP) must not plan to arrive any earlier than necessary and certainly not plan to exceed the permissible 10-day period for handover / takeover from their predecessor. To do so will jeopardise access to essential NATO support functions for both the incoming and outgoing SP and their families.

Please note that your current Unit are responsible for your administration and welfare until you physically arrive in location. The NSE will arrive SP on JPA for pay and allowances on your Report for Duty Date (RDD) unless there are Service reasons to deviate from the RDD.

Passports can be renewed through Unit HR using your Assignment Order as the authority. You will need 3 months' validity (6 months for children) on your passports, from the date of travel. It should be noted that some passports have more than 10 years validity; if your passport is more than 10 years old from original issue it is no longer valid.

You should make sure that your passport meets the '10-year rule':

- The passport issue date is less than 10 years before day of arrival in the EU.
- The passport expiry date is at least three months after intended day of departure.

[Netherlands travel advice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/netherlands-travel-advice)

[Renew or replace your adult passport: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/renew-or-replace-your-adult-passport/overview)



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Dental Treatment

The Netherlands and Geilenkirchen is a location where the Defence Primary Healthcare (Dental) (DPHC(D)) do not deliver your dental care. All Service Personnel and their accompanying eligible family members must be dentally fit prior to arriving and are responsible for remaining so throughout their assignment. No routine treatment will be permitted within the first 6 months of your assignment, emergency treatment can be undertaken within this period. Full details on the policy relation to dental treatment can be found in this linked DIN. [2023DIN01-020](#).

Funding is provided to ensure personnel can access the same level of dental care overseas as would be available under the general NHS Dental Services. If you are not entitled to free dental treatment, you must pay a patient contribution towards the cost of the treatment. This patient contribution is identical to the NHS patient contribution you must pay when receiving treatment in the UK. There are three NHS charge bands, see the NHS Website for details: [How much will I pay for NHS dental treatment? -Health questions - NHS Choice](#)

Information Portals

The British community make wide use of Facebook, WhatsApp and Defence Connect. As you approach your expected arrival date you will be invited to join Brunssum and Geilenkirchen British Community and you can request to join USAG, JFC, GK, NATO Classified Page and GK/AFNorth/JFC Friends and Faux on Facebook. These sites provide a wide range of communications relating to a wide variety of issues affecting personnel living predominantly within the local area. Official communications are increasingly being promulgated via the JFC Brunssum Defence Connect Group.

Your Sponsor

All personnel assigned into JFC Brunssum and Geilenkirchen will be provided with a sponsor. It is their responsibility to ensure you are fully prepared and arrive with the minimum of fuss. Your sponsor will ideally be similar in rank to you and in similar circumstances (families with similar age children, with/without pets, etc) with the aim of ensuring you have someone who is as familiar as possible with the issues you may come across. This is not always possible to achieve, but your sponsor will be fully briefed and prepared to assist you. It is critical that you liaise with your sponsor as soon as you have been assigned one.



Brunssum – Pre-Arrivals Checklist

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Time Sensitivity	Action	Remarks
Prior to receiving AO	Check the local area for schooling or the policy on CEA	JSP 752 Ch 14 - CEA
Immediately – ACCOMPANIED SP ONLY)	Supportability clearance (IMPORTANT ACCOMPANIED SP ONLY) contact FamSec UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk (Once you have contacted the Family Section, get in touch with DCS for educational clearances.
Immediately	NSE arrivals clerk will send you welcome email and how to register	This should be sent to you if not once AO received email GSO-EJSU-Netherlands-NSE-Mailbox@mod.gov.uk
Prior to arrival – 3 months before posting date	Once supportability clearance has been issued contact Central European Practice (CEP) as your DPHC virtual practice to gain registration information for One HMG Healix UKStratcom-dms-dphc-ejsu-cepgpr@mod.gov.uk	For other medical pre-arrival information please refer to Health guide.
Prior to arrival – 14 days in receipt of AO	DIO complete a F1132 and submit to DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk	
Prior to arrival – within 3 months	Personal Vehicle/s <ul style="list-style-type: none"> Car insurance – you must have NL car insurance and valid MOT dated within 3 months. (If <u>not</u> you will need to get a APK – MOT equivalent to register you vehicle. EU Matrix test. 	<ul style="list-style-type: none"> On arrival you are limited to car insurance providers until you have received you NL plates. EU Matrix test will help with driving on the <u>right hand</u> side of the road.
Prior to arrival – 2 months	JFC Brunssum – community pages on social media, Defence Connect	Immediate family members can also gain access to the groups but will need to provide NSE with email address to receive invite.
Prior to arrival – 45 days prior to move	Confirm allowance entitlement – Disturbance Expense	Do not claim for children in CEA or those going to <u>University</u> . In in doubt, contact Unit HR
30 days prior to move	Confirm allowance entitlement – advance of pay	You can claim up-to 4 <u>months</u> salary. This must be paid back within 24 months.
Prior to arrival	When you are assigned a sponsor, please make sure the following has been covered: <ul style="list-style-type: none"> NSE arrival appointment NATO ID appointment National resident cards (Dependants only) Vehicle registration appointment 	When you have received your NATO ID card and registered your vehicle you will then be able to register with FORAX to gain access to the tax-free perks whilst assigned to The Netherlands



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	<ul style="list-style-type: none"> • FNRO appointment • Banking, internet and dental 	
Arrival appointment	<p>Personal Administration: You will need to update your residence at work address (RWA), next of kin.</p> <p>You will receive:</p> <ul style="list-style-type: none"> • Proof of residency • Allowance information • AMIS application • Form for the Foreign National Registration Office FNRO • NATO Travel Order 	<p>Please ensure you have the following documents:</p> <ul style="list-style-type: none"> • Passport for each family member • MOD ID Card • V5 Logbook for each vehicle
On arrival	Register with Medical Practices	<p>You should register as soon as possible on arrival with the Central European Practice if not undertaken pre-arrival ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk</p> <p>Register with local GP – either DMC, Dr Roos. See the health guide for more information.</p>
Within 14 days of arrival	<p>SLA/ SFA 14 day report</p> <p>Register vehicles</p>	<p>Once you have moved into your SLA/SFA, you need to complete the DIO 14 day report to highlight any defects.</p> <p>All vehicles, including trailers and caravans need to be registered at the passes and registrations office. Your sponsor should be able to book an appointment for you.</p>
Within 6 weeks of arrival	JPA checks	<p>Check you pay statement:</p> <ul style="list-style-type: none"> • Correct LOA rate • Correct accommodation charge • Respite days have been added. <p>Report any issues to the NSE immediately</p>
Other arrival considerations	Apply for BSN – NL National Insurance Number. You will need this to open a bank account.	<p>Residence Card – you need to make an appointment to have your biometrics done. Having a residence card will make travel in and out much easier.</p>



Allowances

While you are assigned to NL, you will attract at least one of the following allowances or pay events. The definitive regulations for pay and allowances are in JSP 752. Please be aware that you are responsible for checking your Statement of Earnings and reporting any anomalies to the J1 staff.

Split Pay

You have the option to split your monthly salary between your UK and Euro bank account; the percentage of the split is individual choice, and this can be actioned in the J1 office. Report to J1 once you have your Euro account details and complete a JPA E016b. You will also need to confirm which bank account you want any JPA expense claims to be paid into. This can be amended during your tour but only using the JPA Self Service Employee function.

Local Overseas Allowance (LOA)

LOA is a non-taxable allowance which is designed to compensate for the differences in cost of living between the UK and the overseas location; it is not compensation for serving overseas. Single and Married Unaccompanied personnel receive the single rate. Married Unaccompanied personnel receive LSA depending on their separated status. Married accompanied personnel receive the Married Accompanied rate of LOA plus an addition for the number of children who are continuously resident in their SSFA. Personnel with children at Boarding School in the UK will receive additional LOA for the periods when the children join them. Please contact J1 to receive the latest LOA rates.

Get You Home (Overseas) (GYH(O) Allowance

Eligible SP on an overseas assignment of 12 months or longer are entitled to a single GYH(O) warrant which contributes to the cost of returning the SP (and accompanying family) to the UK or, in the case of non-British passport holders, to the country of domicile. This can only be used to visit family or friends at an address registered on JPA. This allowance will be renewed on the anniversary of the arrival date on assignment if the expectation is to serve another 12 months. Journey applications and GYH(O) claims are made on JPA; further guidance should be sought from the J1 staff. Please note that unused GYH(O) entitlements cannot be carried forward to the next entitlement year and they cannot be used for reverse journeys i.e. family visiting NL from the UK.



Respite Provision (RP)

The aim of Respite Provision (RP) is to contribute towards travel and accommodation costs of Service personnel and their accompanying immediate family permanently assigned to an overseas station in order to achieve overnight respite from their duty station. RP is awarded annually, irrespective of a FAD falling short of the entitlement anniversary. The current allowance is 4 days per year and claims can be made for travel and accommodation up to a certain monetary limit for each person. For the latest information on claiming respite days and the monetary limits, consult JSP 752, Chapter 9, Section 5.

Home to Duty Travel (HDT) Allowance

HDT allowance is designed to compensate for the use of a private vehicle or bicycle to travel to work. The mileage is calculated by the actual distance travelled by the most direct route to the Main Gate at HQ JFC Brunssum provided by 'Google Maps', subject to a personal contribution of 3 miles (or 1 mile if cycling). The allowance is set up by the J1 staff during the arrivals process.

Longer Separation Allowance (LSA)

LSA is paid to VOLSEP married unaccompanied SP as a measure to enhance the attractiveness of overseas service to those whose families cannot accompany them. LSA for VOLSEP SP is paid at Level 1 throughout the overseas assignment. It is not affected by nor does it contribute to LSA days accrued over a military career. INVOLSEP personnel are paid at full LSA rate. More information can be found in JSP 752, Annex B, Section 1.

Fuel & Light (Overseas) Scheme

In lieu of standard utility charges (gas/electric/oil), a daily charge is deducted from the pay of married accompanied SP who occupy SSFA. This charge equates to the estimated average liability of a householder in the UK and is based on SSFA size. Actual utility usage is balanced annually (in the autumn). If usage exceed charges, a bill will be raised against the SP. If charges exceed usage, a refund will be made to the SP through pay.

Council Tax

As part of the enhanced overseas package, SP are not charged council tax (formerly known as Charge In Lieu Of Council Tax (CILOCT)) whilst serving overseas.

Accommodation Charges

As part of the enhanced overseas package, SSFA charges levied against SP serving overseas are 2 bands lower than for equivalent accommodation in the UK.



Leave

Relocation Leave

You are entitled to 10 working days Relocation Leave if assigned in from the UK or a theatre other than NW Europe; this leave is borne by the losing unit but may be taken either in the UK or at your new overseas location depending on accommodation arrangements. LOA is not payable for periods of relocation leave spent overseas prior to the assignment in date. Unless it is for Service needs you will not be assigned into location until your Report for Duty Date (RDD).

Annual Leave Allowance

All SP are entitled to 30 days annual leave + 8 days for UK public holidays (PH). In recognition of the extra PH taken across Europe, all SP within the HQ GSO AOR are credited with an extra 4 days to accommodate these PH. These days will be added to individual leave records by J1 staff. Any leave taken, whether Public Holidays or Annual Leave MUST be recorded on JPA by the individual.

Travelling Time

- Travel time credit of leave. SP who spend a significant amount of time travelling when proceeding on leave may be compensated a re-credit of leave. Travel time will be permitted under the following conditions:
- The journey is to a JPA registered address (NOK, Emergency Contact, additional nominee or privately maintained home).
- The journey must be beyond the borders of the country of assignment.
- In any period of leave, no more than one day will be credited to leave accounts for SP stationed within NWE, and two days for SP stationed outside of NWE.
- The leave period must be for a minimum of one working day more than any day(s) to be recredited to leave accounts. (I.e. where a SP is entitled to one day credit of leave, a minimum of two days leave must be submitted.)
- Travel time claims will be limited to a maximum of three per year for each SP. Whilst not restricted to specific periods, this is designed to compensate for travel for normally recognised block leave periods (Easter, Summer, and Christmas).
- The policy applies to SP only.

J1 staff will credit TT on JPA however it is the SP's responsibility to request this.



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Boarding Schools/University Immediate Family

Continuity of Education Allowance (CEA)

Prior to or on joining a new duty unit, all CEA claimants must complete a new CEA Eligibility Certificate on JPA. This is imperative as without this authority CEA payments will be delayed. The Chief Clerk is on hand to assist on your arrival if required.

School Children Visits

The aim of School Children's Visits (SCVs) is to contribute towards the cost of reuniting children of SP with their parents at their duty station during some school holidays. It is a principal condition that there will be a parental contribution made towards all SCVs. In NW Europe the entitlement is for 6 return SCVs at public expense per year. Children studying for a university first degree are entitled to 3 return SCVs at public expense per academic year. SCV journeys must be pre-authorised through the Chief Clerk.

Accommodation in NL

Service Accommodation at Brunssum for married accompanied personnel is Substitute Service Families Accommodation (SSFA); for single and married unaccompanied personnel it is Substitute Single Living Accommodation. Both are sourced from the local rental market by DIO. SSFA and SSLA is predominantly spread in clusters around Brunssum and Heerlen. An F1132 must be completed prior to arrival which you will receive by email as part of your Arrival Pack. The F1132 must be returned direct to DIO at SHAPE. Please do not attempt to complete an e1132 as you would in the UK.

DIO-BRUNSSUM-GENERAL ENQUIRIES (MULTIUSER) <DIO-BRUNSSUM-GENEALENQUIRIES@mod.gov.uk>



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Passport Fees

All applications for UK passports are to be submitted online using the Gov.uk website. Passports will be provided free of charge at public expense. Where a spouse/civil partner and any dependant children are also required to accompany the Service Person, a passport will be provided free of charge at public expense.

There are **three key stages** in the application process:

Stage 1 – Engage with Unit HR

Stage 2 – Applicant submits application online with MoD letter

Stage 3 – Upon receipt of MoD letter HMPO will begin processing the application

On collection of your new passport, you will have to surrender your old passport, this will be returned to HMPO from Unit HR.

Tax Free Goods

Tobacco and alcohol are rationed if you are buying them tax free. Your NATO ID card acts as a 'ration card' and will be scanned by staff in the on-site Aelia store when making a purchase. You can ask staff to check your remaining allowance. You may not claim tax back on alcohol and tobacco bought locally.

For fuel, you will be issued with a Forax card, which enables you to purchase up to 150 litres of tax-free fuel per month. You can also use Forax to claim tax back on local purchases over €50.

[Forax | The diplomatic fuel card for those with tax-free privileges](#). For more information on how the system works and your entitlements, please contact the Customs Officers in the Passes and Permits office.

Unit Routine Orders

Unit Routine Orders (UROs) are promulgated weekly by the NSE. All SP should read these as failing to read Orders is not an excuse for non-compliance.

Compulsory Drug Testing (CDT)

CDT of UK SP does take place at HQ JFC Brunssum and is coordinated by the NSE. There is no Unit testing size quota for CDT hence up to 100% of UK SP at Brunssum on the testing day may be called forward for testing.

Service Discipline

While assigned to NL, all SP and immediate family in permanent residence, are subject to UK Military Law and Host Nation law.



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Compassionate Cases

Compassionate cases requiring JCCC intervention is a priority task for the NSE. All enquiries of a compassionate nature should be referred to the HoL or Chief Clerk.

Please download the JCCC Virtual Contact Card - [Joint Casualty and Compassionate Centre \(JCCC\) - GOV.UK](#)

HQ JFC UK Duty NCO

UK SP at JFC Brunssum of OR-8 and below are to perform HQ JFC UK Duty NCO, a one week on-call out of hours duty.

J2 (Intelligence)

NSE Netherlands does not have a dedicated J2 Point of Contact; however, reach-back support is provided by GSO J2 at SHAPE. All UK security matters should be highlighted to HoL who will refer the matter to GSO J2 SMEs. HQ GSO J2 will also advise on such issues as counter-terrorism alert states, CSSRA travel and security clearances.

All NATO security matters are dealt with by the HQ Branch Security Officer. Base security is the responsibility of the International Military Police (IMP) and Dutch MOD security guards.

J3 (Operations)

NSE Netherlands does not have a dedicated J3 POC.

J4 (Logistics and Medical)

The NSE Netherlands J4 element is comprised of:

MT Manager (Local employed civilian)

MT Driver (Dependant)

BFPO Registry (2 dependants)

Supply

A limited supply service is provided via the Registry with reach-back to the RQMS department at GSO SHAPE J4. All Service clothing requests are to be made via the app [DOB-GSO-CD – PowerApps](#)
R2 stocks of deployable kit that are not on permanent personal loan are controlled by the NSE.



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MT (Motor Transport)

NSE Netherlands has a small fleet for national taskings. MT requests should be submitted through the online MT request form [DOB-GSO-MT-USER - PowerApps](#) (MODNET only). An MT driver is available on a part-time basis although most MT usage is self-drive.

Action: [European Highway Code \(Matrix\) Test](#)

J5 (Plans)

NSE Netherlands has no dedicated J5 POC; however, all UK J5 action for GSO purposes at Brunssum is undertaken via HoL.

J6 (Communications and IT systems)

All personnel are to ensure they have a working MODNET Laptop and account prior to their arrival. EJSU Brunssum has MODNET ports for Service Personnel to use their own issued MODNET laptops. These are available during NSE working hours only and used on a free-flow basis.

J7 (Training)

The new [GSO Training Team Homepage](#) is now live, personnel across the GSO AoR can now access information on:

- Joint Military Training (Army / RM ITRs + RAF IRT Mod 1-3).
- RAF IRT Mod 1.
- General Service Pistol Course (Tri-Service, role related).
- Single Service Fitness Testing.

The GSO Training Team Homepage is being further developed to provide information on:

- Adventurous Training.
- Diversity and Inclusion Training.
- Educational Support (including SLCs, ELCs and Languages).
- Force Development Training.
- Human Factors and Error Management Training.
- Resettlement Support.

Constructive feedback on the new GSO Training Team Homepage is welcome. Please contact SO3 Trg if you have any observations or suggestions via GSO-J7-TDel-JETT-MAILBOX@mod.gov.uk.



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- **J8 (Finance)**

- Provided centrally by GSO J8 at SHAPE.
- Please submit your email to the following Mailbox:
- GSO-Business-Manager-Finance@mod.gov.uk
- Enquiries regarding overseas school fees are to be sent to:
- EJSU-J8-Schools@mod.gov.uk
- Requests for Cashier payments are to be sent to:
- EJSU-J8-Cashiers-Mailbox@mod.gov.uk

- **J9 (Policy, Legal and Media)**

- Civilian Personnel Support is provided by GSO at SHAPE. Enquiries should be addressed to HoL who is the local Civilian Legal Employer for NSE civilian recruitment.



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NATIONAL SUPPORT ELEMENT

Prior to arrival in Brunssum your sponsor should have booked you an appointment with our Arrivals Clerk for initial in processing. At this appointment you will be given all the relevant forms for you to take for your NATO ID appointment. NATO ID appointments, along with other in processing appointments can be made via this link :[Schedule Appointment with JFC Brunssum Services Scheduling Portal](#)

It is your responsibility to book a vehicle registration appointment, national residency card for any immediate family members.

For your in-processing appointments, you will need:

- Passports of all those accompanying SP at post.
- Copy of Security Clearance
- MOD 90
- Marriage certificate if your spouse does not have the same surname
- NATO Travel Order for SP from losing unit

Vehicle documents you will need:

- Vehicle Registration
- Proof of Dutch insurance
- APK/MOT certificate
- Proof of no claims

There is one standalone and two plug in and play MODNet terminals in the NSE office, which is available during NSE opening hours.

All military personnel, entitled civilians and dependants are required to always carry NATO ID card whilst on JFC Brunssum. Your NATO ID is required to be shown in the Ameila Duty Free Store.

Netherlands Residency Card

All supported family members are required to hold a Host Nation Residency card. You will be given information on the application process during your arrival appointment.

It is a legal requirement for supported family members to carry a form of ID whilst travelling within the NL. Supported family members will be issued with a Residency Card which is proof of legal residence within NL. It should be noted that these cards expire on the end of tour date, and so any changes to this date will require a new card. SP are strongly encouraged to carry their NATO Travel Order with them. This will be issued during your in processing. If you lose this, please contact the NSE for a new one.





MEDICAL INFORMATION

Please note this section of the guide is designed for location specific information only. It must be read in conjunction with other documentation for general MOD and GSO medical policies and processes including:

[Central European Practice Information Leaflet](#)
[Central European Practice Induction Video](#)
[Assessment of support need for accompanied assignments overseas](#)
[One HMG Healthline \(Healix\) DIN](#)
GSO (Europe and Türkiye) support and Health Service Support DINs
[SSAFA Central European Practice.](#)

Your healthcare during this assignment will primarily be delivered by local/host nation providers, with some oversight and coordination by Defence Primary Healthcare (DPHC) Central European Practice and One HMG Healix. Where required/preferred referral to NHS/DMS healthcare services may be made.

IMPORTANT CONTACTS

Emergency Services Netherlands – 112 ([Government of Netherlands Emergency Number 112](#))

One HMG Healix Healthline

Healthline@healix.com Tel: 0044(0)2084812800

Central European Practice (CEP)

Email- UKStratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk

Tel: 0032(0)6544 2280

eConsult: [Central European Practice](#) (when prompted, enter the address: BFPO 26, CEP, Mons)

SSAFA Health Visitor team - ukstratcom-dms-dphc-hv-eurgrp@mod.gov.uk (you are eligible for and will be referred to this service upon registration with CEP)

PRE-ARRIVAL

It is very important that you ensure you (and your family) have completed all the required steps for pre-arrival at post in the Netherlands – this includes medical. See pre-arrival section in this leaflet and the links above for more details. If you have any queries regarding medical related pre-arrival tasks please contact the relevant department well in advance. If required CEP will be happy to assist / signpost to the right contact – please email the CEP Group email box if you need advice.



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ARRIVALS

On arrival in the Netherlands please ensure you complete the following asap (please also read other documentation for more general and additional information):

- Register with a local GP.
- Register for a BSN number.
- Have both local emergency numbers, out of hours numbers and Healix number in your phone(s) and familiarise yourself with the location of relevant facilities.
- Have registered with CEP and thus been issued with a pharmacy provision confirmation letter and had an invitation for a remote appointment if you have a child/children aged 0-5 years.
- Have had contact from the GGD/JGZ (child development and vaccination services) if you have a child – please note this will only take place following your registration for BSN.

BSN NUMBERS

Please note that it is now important to ensure you apply for a BSN number for all members of the family at post. BSN numbers give you access to a number of host nation services including child development and vaccination recalls through the GGD/JGZ, recalls and access to cervical, bowel and breast screening services through the Netherlands public health system, access to specialist medical reports and images electronically, and full access to out of hours care. It is your responsibility to ensure all members of the family have a BSN to ensure full access to these services among others. It is possible to apply for a BSN on camp every Tuesday – please ask the NSE for more details on this.

HEALTHCARE IN THE NETHERLANDS

The Dutch healthcare system is an insurance-based system. UK MOD personnel and families are currently not using Dutch health insurance (One HMG Healix is not insurance) but work is ongoing to try to move to this system via an international reciprocal care programme which would give eligible persons access to Dutch health insurance registration paid for by the NHS. In the meantime, care is accessed largely (but not exclusively) on a private fee basis, with authorisation for all specialist care through One HMG Healix (see relevant policies) and billing arranged through Healix where possible.

Healthcare in the Netherlands is generally of a very good standard and medical providers often have a good command of the English language. However; there are some important differences to understand to ensure that you can navigate the system as smoothly as possible. Where possible these are explained in this leaflet.

The following may be useful to gain understanding of the Dutch healthcare system, but please read bearing in mind as previously stated that UK MOD personnel and families are not currently registered for Dutch health insurance so discount any information about insurance processes, costs and entitlements: <https://english.zorginstituutnederland.nl/about-us/healthcare-in-the-netherlands>



ACCESSING HEALTHCARE

Primary Healthcare

Primary healthcare is through host nation providers. You are recommended to register with the military Dutch Medical Centre on JFC Brunssum base – they see SP and family members. You will not be charged for consultations at this medical centre. Records are not automatically transferred to your UK medical record – as such you will need to request a report when contacting Healix for authorisation of secondary/specialist care. You are also strongly recommended to request your full medical record from the DMC prior to departure from Brunssum -the practice will give you information about how to do this.

Dutch Military Medical Centre

Building H308, JFC HQ

Rimbürgerweg 30

6445 PA Brunssum

Reception: +31 (0)88 950 27 17

Monday - Friday 0800-1700 (or as per practice information)

Gezondheidscentrum.Brunssum@mindef.nl

Alternatively you may currently choose to register with a civilian GP outside of base. One such option which has been used by UK personnel and families is Dr Roos' practice – they see both adults and children. Healix has direct billing with this practice so you will not need to pay for consultations. Brief reports are also provided to CEP for inclusion in your UK record. When contacting Healix to request specialist care authorisation please ensure you ask the practice for a detailed report / referral letter. Equally, ahead of your departure from Brunssum please ensure you request the Practice for a complete set of your records to return to the UK with – the Practice will let you know their processes for this.

Huisartsenpraktijk (GP Practice) Dr Roos

Prins Hendriklaan 376 (1st floor)

6443 AE Brunssum

Reception: +31 (0)45 525 2217

Monday - Friday 0800 – 1700

Email: praktijkroos@ezorg.nl

Website: www.praktijkroos.uwartsonline.nl/team/

When you register with either Practice, please ensure you ask them for their Patient Information Leaflet so you understand their Practice policies and processes. Please be aware that there may be certain procedures – such as minor surgery – which the Practice undertakes in house but which you require authorisation from Healix. If following a GP appt you referred within the Practice for a specialist procedure such a minor surgery, please ensure you check with Healix whether you are able to proceed otherwise you may be liable to cover the costs yourself. Retrospective authorisation is not normally given.



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Prescriptions

When you register with CEP you will be provided with a letter of authorisation to collect prescriptions from the below Pharmacy with which CEP currently has a direct billing agreement. You may choose to use another pharmacy however in this instance you will be required to pay upfront for your prescription. The following pharmacy is the only pharmacy in Brunssum with which CEP has a direct billing agreement.

Service Apotheek Parkstad
Prins Hendriklaan 376 - B060
(1st Floor)
6443 AE Brunssum

Tel: +31 (0)45 569 79 07
Email: brunssum.sap@ezorg.nl

Opening times: Monday-Friday 0800-1800 and Saturday 0900-1300.

If you are prescribed medication for the first time, the Apotheek is only permitted to issue you with a 15-day supply. Most medication can subsequently be supplied for up to 3 months.

Child Vaccinations – National schedule

Whilst overseas you should follow the schedule for child development checks and routine vaccinations of the Netherlands and not the UK.

The Dutch vaccination programme can be found here [National Immunisation Programme | RIVM](#). It is very similar to the UK schedule. The main difference currently is that Meningitis B vaccine is not given in the Netherlands. When returning to the UK there is a [national protocol](#) for checking status of vaccines received overseas and updating accordingly with the UK schedule. Whilst not required, if parents wish to remain up to date with the UK schedule as well whilst overseas they may decide to self-fund additional vaccines in country (for example through [EaseTravel](#)) or they can contact CEP to help with assistance to book into a UK Medical Centre when back in the UK on holiday or other travel.

In order to access childhood vaccinations, you must ensure that you register your child for a BSN number on arrival. If your child is born in Netherlands, one will normally be allocated automatically. Once you have a BSN number you will then be contacted by the JGZ-GGD Zuid Limburg to arrange an appointment.

If your child is attending a local *German* Kindergarten or school, please note that it is mandatory for them to have received the Varicella (chickenpox) vaccination if they have not had chickenpox after the age of one. Additionally, the measles vaccination is also mandatory for all children attending *German* Kindergarten or schools. Where vaccines are mandatory (not just recommended) by local national protocols MOD will support these being attained in addition to the local Dutch schedule. Please speak to CEP or their SSAFA Health Visitor for more information on this as required.



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Child Vaccination – American Youth Services

If you choose to use the nearby American child and youth services for nursery and/or holiday camps their normal processes require each child to be vaccinated by either the US or home nation (UK) schedule. Therefore, when registering (with Parent Central) you need to request a waiver form and then apply for a non-medical waiver. On the waiver form in the space provided for reason enter the following “Child is fully vaccinated to Dutch childhood vaccination schedule as per UK Defence policy Leaflet 7-1-1.” Your child will be able to access the services whilst your waiver form is being considered and approved.

Child Development Services

The Netherlands does not have Health Visitors or community school Nurses as in the UK. Their equivalent, for child development checks as well as aforementioned vaccines is the GGD-JGZ – Consultatiebureau or Schoolarts depending on age. When you have arrived in country and registered for a BSN you will be recalled by the JGZ for any outstanding checks and vaccinations in accordance with the Dutch schedule. You will normally be registered to the local JGZ clinic depending on your postal address. They are your first point of contact during your posting for any child development concerns or queries. You can find out more about their services here - [Youth healthcare - Healthcare for Internationals](#). You can also contact the local clinic for more information via the following details:

JGZBrunssum@ggdzl.nl - 0-4 years

infojgz.parkstad@ggdzl.nl - 4-18 years

In addition to the local child development services UK MOD families also have access remotely to a UK SSAFA Health Visitor. This is to complement and not replace use of local services. Once registered with CEP, if you have children in the 0-5 age group you will be contacted by SSAFA for an introduction appointment with the Health Visitor. Please see CEP and SSAFA information for further details on this. If your children are aged 5-19 you will not be routinely offered an appointment upon registration, but you can contact the Health Visitor at any stage of your posting for advice.

Please note if your child is referred for specialist services by the GGD-JGZ (such as physiotherapy, SLT, Occupational Therapy etc) you must ensure you request a report and liaise with Healix prior to proceeding to an appointment. Additionally, please note that access to SLT and Educational Psychology for nursery/school aged children is through Defence Children's Service (DCS) not medical.

Eye Tests and Eye Wear Provision

Please be aware that children under 12 are unable to be seen by an optician in the Netherlands and must be seen by an ophthalmologist. Please ensure you seek authorization from Healix before proceeding with an appointment which will be authorised and reimbursed in accordance with NHS provision - [Free NHS eye tests and optical vouchers – NHS](#). If you have a concern about your child's eyesight it may well be appropriate to see your local GP and/or the JGZ first.

If you are an adult and eligible for NHS eye tests and eye wear provision, or you have clinical referral from your GP for an ophthalmology appointment please contact Healix for authorisation in advance. If you are an MOD employee and wish to have an eye test and eyewear provision in accordance with JSP 375 for DSE purposes please contact the NSE for advice on policy – this is not a medical service.



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Specialist Referrals and Care

Like the UK access to specialist clinical services is via a GP referral. If you receive a referral from your GP for specialist service for scans and/or consultation you **MUST** seek advice and authorisation from Healix in advance otherwise you will be liable to pay the associated costs. Healix will likely require a GP letter explaining the reason for referral, so it is handy to request this in advance.

Your local GP will normally refer you to a particular hospital but if not please ask them for advice, and you can discuss with Healix as well. Choice of hospital will likely depend on your individual circumstances, and there may also be waiting list considerations.

The following gives a link to information and details of the main hospitals in the Maastricht region.

[Expat Centre - Hospitals in the Maastricht region](#)

Additionally scans (such as MRI etc) are often sought through the following providers:

[Meditta](#) - Meditta Plein

[Mitralis Diagnostisch Centrum](#)

Whilst care pathways in Netherlands are usually broadly similar to the UK and where possible MOD will try to support preferences to keep care in Netherlands it may be necessary or preferred to conduct an NHS referral. This will be discussed on a case by case basis and at each point in the care pathway. Please be aware there are no UK contracted hospitals in Netherlands and none are formally assured by MOD. See general health resources for further information on this matter.

Out of Hours and Emergency Care

Outside of normal office hours (1700-0800) GPs in the Netherlands operate in groups to provide a service called *Huisartsenpost* (GP emergency station) in order to provide out of hours advice and triage service. The local service to Brunssum is [General Practitioners Emergency Post Eastern South Limburg](#) which is located at Zuyderland Medisch Centrum. The service has an English language website available.

In the Netherlands if you have a non life-threatening medical concern during office hours you are expected to contact your registered GP or Midwife for triage and advice. Outside of office hours you will contact the *Huisartsenpost* by phone. A Nurse will triage your case and manage your case accordingly which may involve asking you to make an appointment with your GP the following day, making a face to face appointment for you at the *Huisartsenpost*, booking a home visit from a GP, or calling an ambulance on your behalf.

If you have a life threatening medical situation, whether in or out of hours do not hesitate to call an ambulance on 112.

In the Netherlands it is not normal procedure to physically attend an Emergency Department yourself without a referral from your GP or the *Huisartsenpost* or arrival in an ambulance. If you do this you may be turned away if it is not a life-threatening emergency.



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Always update Healix as soon as possible when attending/accessing out of hours and emergency services. For access to emergency services no prior authorisation is required.

There are several 24/7 Emergency Departments in the area including Zuyderland Medisch Centrum and Maastricht University Hospital.

Please ensure you have your ID including BSN with you when you attend OOH or Emergency Services. Where possible Healix will assist with payment if required, however you may be required to pay and claim where this is not possible which is often the case with the *Huisartsenpost* as Healix is not an insurance company.

Physiotherapy

Physiotherapy is considered a specialist and approval for this, should you get a referral from your local GP, must be given by Healix prior to proceeding. For more complex or ongoing cases (for service persons input from RRU may be required).

For adults the provider most commonly used in Brunssum is the following:

Softberg Physiotherapie - <https://fysiostofberg.com/> / info@fysiostofberg.nl

For children the most commonly used provider in Brunssum is the following:

De Bundeling Fysiotherapie - <https://www.debundeling.nl/> / info@debundeling.nl

Pregnancies and Maternity Care

If you become pregnant whilst overseas, or you arrive at post already pregnant, first of all congratulations! In addition to an initial appointment with your local GP you should let both CEP and Healix know. Healix will discuss coordination of and payments for your maternity related appointments and CEP will refer you their partner Midwife and Health Visitor who will provide some remote specialist support for your during your antenatal and postnatal periods. For further general information pregnancies whilst overseas in Europe please see the resources at the start of this guide.

Whilst having UK oversight and support via the agencies mentioned above your direct clinical maternity care will be delivered via host nation services. The following is a Dutch government guide to pregnancy care in the Netherlands which you may find useful - [Ministry of Health, Welfare and Sport - Pregnancy, Information and Advice from midwives, GPs and Obstetricians](#).

In the Netherlands most pregnancies are midwife led, though as in the UK if your pregnancy is considered high risk or you experience complications you may also be under the care of an obstetrician as well – this will be advised by your Midwife and/or GP. Please note there may be instances in which MOD recommends or requests the birth to take place in the UK rather than overseas – each pregnancy is assessed on individual circumstances. This is not often required in the Netherlands as the standard of healthcare is very good.



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Throughout your pregnancy stay in touch with Healix to get all appointments authorised in advance – these will normally be supported in line with UK/NHS expectations - <https://www.nhs.uk/pregnancy/>. Where possible Healix will arrange payment for your appointments in advance or via an invoice you give them, though there may be instances in which you need to pay up front and claim back the costs.

Midwives generally work independently from GPs in the Netherlands and you will need to find and book yourself in with a Midwife yourself. In many cases you will not need a referral from a GP, however please check with the midwife you would like to book in with as this may depend on the particular Midwife's processes and/or your individual circumstances. The following are Midwife practices that have been used by those based at JFC Brunssum in recent years and with whom Healix is able to facilitate payment on your behalf (when authorised in advance):

[Verloskundigan Praktijk Sittard](#) – Sittard

[Verloskundigan Sittard Oost](#) – Sittard

[Bella Verloskundige Beek](#) – Beek

[Verloskundigan Fier](#) – Heerlen

[Verloskundigen Praktijk Parkstad](#) – Brunssum

At your first midwife appointment so make sure that you enquire with your midwife about their protocols and expectations should you need their advice or assistance in between appointments. Unless in a life threatening emergency (in which case do not hesitate to call 112) your Midwife will normally want you to contact them first as your specialist rather than your GP. They can then advise and refer you onwards if needed. Therefore, please ensure you get details from them at your first appointment. The governmental guide previously linked also gives details (p35) of instances in which you should call your midwife for advice.

Before the 16th week of pregnancy, if you are planning to give birth in the Netherlands, you should also book yourself in for *Kraamzorg* which is an aspect of maternity care unique to the Netherlands. It is essentially home help for which all women giving birth in Netherlands are legally entitled. The *Kraamzorg* team work closely with your Midwife team to ensure you are supported and monitored in the initial postpartum period. Normally *Kraamzorg* is covered, at least partially, by Dutch national health insurance, so whilst UK SP and families do not have access to this MOD will fund up to the average that is normally provided – which is 49 hours. This must normally be used with the first 10 days following birth.

The following *Kraamzorg* providers have been used by families of JFC Brunssum in recent years. Your Midwife may also have recommendation of other providers. You will likely need to receive an invoice from your *Kraamzorg* team which you can request Healix to pay on your behalf if possible, so long as you have had authorisation in advance.

[Kraamcentrum Echt](#)

[Cicogna](#)

[Geboortezorg Limburg](#)

Following the birth you will also be offered remote appointments with the CEP partner Health Visitor and Midwife. See general resources for more information on this.



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Screening Programmes

Cervical Screening

Information about cervical screening in the Netherlands can be found here - <https://www.rivm.nl/en/cervical-cancer-screening-programme>. You will be recalled for screening by the Dutch screening system assuming you have a BSN number. Initial screening will be done without charge, if you get referred for follow on investigations or treatment please ensure you contact Healix for advice and/or authorisation before proceeding. If you have a BSN number and think you should have been recalled for screening but haven't the screening team can be contacted using the email in the above link.

In the Netherlands – see above link – there is an option to have your cervical smear either via home sampling or at your local GP. Please note also that the age cervical screening commences in the Netherlands (30) is higher than the UK (25), and routine cervical screening is undertaken every 5 years in the Netherlands rather than 3 in UK. Those at post in the 25-30 years bracket who believe they are due cervical screening, or who believe they have not been recalled due to the difference in frequencies between UK and Netherlands should contact CEP for advice.

Please note you also have the option to have screening in the UK when back on other business should you prefer – please see CEP Info Leaflet and/or contact CEP for advice on this. CEP have access to the NHS England database and can update records as required. As a supplement, and not to replace host nation recall processes CEP send screening invite letters in accordance with notifications generated by the NHS England database.

Breast Screening

Information about breast screening in the Netherlands can be found here - <https://www.rivm.nl/en/breast-cancer-screening-programme>. The age at which screening start in the Netherlands (50) is the same as the UK. Currently in the Netherlands routine screening takes place every 2 years whereas in the UK it is every 3 years. You will be recalled for screening in the Dutch screening system assuming you have a BSN number. Most screening takes place via mobile units, therefore you will be recalled when you are due and the mobile unit is next visiting your area. Initial screening will be free of charge. However; if you are subsequently referred for further investigations or treatment, please ensure you contact Healix for advice and/or authorisation before proceeding. If you have a BSN number and this you should have been recalled for screening but haven't the screening team can be contacted for advice using the email address in the above link.

In addition, and not to replace the host nation recall system, CEP also has a link with a London NHS Trust who send invites for breast screening in accordance with the NHS England database. This give you the option of seeking screening in the UK should you prefer. If you wish proceed for routine screening in The Netherlands you will be expected to do so via the public health screening system – private scans will not be authorised unless in exceptional circumstances (note – this relates to routine screening only not clinical mammography when referred by GP).



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Bowel Screening

Information about bowel screening in the Netherlands can be found here - <https://www.rivm.nl/en/colorectal-cancer-screening-programme>. You will be recalled for screening via the Dutch screening system assuming you have a BSN number. As in the UK screening is conducted by a stool (FIT) which you are sent in the post and can do at home – with onwards referral for colonoscopy depending on results. If you are referred for further investigations and tests following initial screening, please ensure you contact Healix for advice and authorisation before proceeding.

In the Netherlands bowel screening commences aged 55 whereas in the UK bowel screening is in the process of being reduced to the age of 50. Therefore, those in the population who wish to undergo bowel screening but will not be recalled by the Dutch system should see their local GP to see if this can be conducted in primary care, or should contact CEP who will be able to assist booking them into a UK DPHC Medical Centre to undergo testing when next in the UK on other business.

Age Related Health Checks

In the Netherlands there is not a structured age related health check as in the UK - <https://www.nhs.uk/conditions/nhs-health-check/>. If you wish to undertake equivalent checks, please speak to your local GP about what they are able to provide. If desired CEP can provide a template for them to complete and for you to return to be added to your records. Please come through to CEP if you wish to receive a template as routine recall is not conducted by CEP for this.

Occupational Health

All SP should contact CEP for any Occupational Health queries or requirements, including release medicals. Please see CEP Information for further details on this.

Civil Servants should contact their Line Manager for advice and for referral to contracted OH provider.

Routine Service Vaccinations (service persons only)

You should remain in date for routine vaccinations whilst posted overseas. CEP will undertake recalls in liaison with the NSE where possible, but you are able to reach out for advice at anytime. Where vaccinations are required you will be booked into a UK Medical Centre to receive these when back in UK on other business, or you can be authorised at post normally through the Ease Clinic. Please see general resources or contact CEP for advice.

Routine Hearing Conservation Programme (Service Persons only)

You should made every effort to have had a UK assured audio in a DPHC clinic within 6 months prior to posting overseas. If you require an audio whilst overseas you may be contacted by CEP to discuss options or you can reach out for advice at any time. Where audios are required to take place in Netherlands for screening (not clinical) purposes you will normally be directed to [Vestiging Brunssum | Schoonenberg Audicien](#). Please see general information or contact CEP for further advice.

Important notice: Please do not assume that your healthcare records from your time in Brunssum will be transferred to your UK medical record on your departure from Netherlands. It is an individual responsibility to request your medical records from host nation providers. Those records given to CEP will be uploaded onto UK medical records. SP are reminded of their duty to inform CEP as their DPHC Practice all changes to their health status and treatment received from non UK military healthcare providers whilst overseas.



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Dental

Before you arrange any dental appointments, please refer to [2024DIN01-137](#). Annex B applies to all entitled Service Personnel, Civil Servants and family members assigned to Overseas locations without Defence Medical Services dental facilities. It details how dental care is managed in overseas locations where One HMG Healthline (HEALIX) is available.

Further details can be found in [2023DIN01-020](#).

Patients are strongly recommended to acquaint themselves with these documents prior to booking any dental appointments.

Prior approval from HEALIX is not required for emergency and routine treatment. Employees and entitled family members may attend a Host Nation Dental Clinic to have this treatment completed.

Prior approval from HEALIX is required for **all** non-routine treatment - healthline@healix.com

A personal contribution is applied for civilians over 18 years of age - [How much NHS dental treatment costs – NHS](#).

Professional advice for dental queries can be obtained from the RSDO(RoW) by contacting DPHC (Overseas) Dental ISODET Manager UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk

Some popular local dental practitioners are listed below.

- Dentteam, Rumpenerstraat 42 6443 CE Brunssum
- Dentteam Schildstraat 45 6446 TA Brunssum-Treebeek

Dentteam Tel: 045-5252797 / Email: info@dentteam.nl Website: www.dentteam.nl

- Dental Clinics-Heerlen
Akerstraat 91
6417 BK Heerlen
Reception: +31 (0) 45 571 4552
- <https://www.dentalclinics.nl/tandarts/heerlen/>
- Dental Clinics-Maastricht
Koningin Emmaplein 10
6214 AC Maastricht
Reception: +31 (0) 43 325 1545
- <https://www.dentalclinics.nl/tandarts/maastricht-centrum/>



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Education



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CHILDREN'S EDUCATION

Childcare support is minimal on JFC Brunssum, and you should consider whether you might need childcare support full time, part time or during school holidays. There is a US run Child Development Centre (CDC) and application is done through the US Military childcare program. Waiting lists can be long and a strict priority system is maintained so applying early is key. [Childcare :: Brunssum :: US Army MWR](#)

Please ensure when considering a posting to Brunssum that you read the Educational Supportability Assessment Information Leaflet https://afnorth-is.com/wp-content/uploads/2023/01/20220901-ESA_Info_Leaflet_100.pdf

In addition there is a guide to the 2 main options (AFNorth and UWC) which the CLOs can send to you (e-mail gso-ejsu-Netherlands-community@mod.gov.uk to request a copy)

MOD VIRTUAL SCHOOL (MODVS)

This DIN explains the role of the MOD Virtual School (MODVS) ([2024DIN01-010-Ministry of Defence Virtual School... | Defence Connect \(mod.uk\)](#)). The MODVS holds responsibility for maintaining oversight of the safety, welfare and education of those children who are accompanying their military and entitled civilian parents on assignment to overseas locations. This will include children who are 'Educated at Home' but exclude children educated within DCS schools, who already have MOD support.

[Foundation Stage - Sunbeams](#) (3-4 Nursery)

The British Section at AfNorth International School offers Nursery provision for children the term after their 3rd birthday. There are 3 intakes each year which take place in August, January and April.

British children are entitled to 15 Hours 0900-1200 Mon-Fri term time only. An additional 15 hrs Extended day care (EDC) 1200-1500 is available free if both parents are working more than 16 hours per week (non-entitled parents can opt to pay for the additional 15 hrs on a space available basis)

It is the parental responsibility to transport children in Nursery/FS1 to and from school

For more information, please contact the school office on Tel: +31 (0) 45 527 8241 or email: british.office@afnorth-is.com

Primary Education

Primary school education is also available in the [British Section](#). The British Section follows the English National Curriculum. Transport is provided by the school from 4 years of age.

[Universal Infant Free School Meals](#)

Reception, Yr1 and Yr2 children are eligible for Universal Infant Free School Meals at AIS.

For further information or to start the admissions process, please contact the Admissions Officer in the British Section Office british.office@afnorth-is.com

Tel: +31 (0) 45 527 8241

<https://afnorth-is.com/>

Maastricht United World College (UWC) offers primary education. The primary education at UWC is not funded so fees will be applicable. There is no school transport for children attending UWC.



Secondary Education

There is no Secondary School Education in the British Section at AFNORTH International School. Students of British Military families are entitled to apply to the Canadian Middle/High School section. Students will be accepted on a space availability basis as well as supportability. The Middle/High school follows the Ontario Curriculum.

All children must have confirmation of Educational Supportability from DCS and must complete the Canadian Section's admission process. For more information, please read Education Supportability Assessment Information Leaflet https://afnorth-is.com/wp-content/uploads/2023/01/20220901-ESA_Info_Leaflet_100.pdf

Transport

There is a bus service for children at HQ JFC Brunssum. The buses pick up and drop off at various points. A bus pass can be obtained through the AIS bus office as part of your admissions process.

Contact details:

Canadian Middle/High School Office

Tel: +31 (0) 45 527 8201

Email: Canadian.office@afnorth-is.com

<https://afnorth-is.com/>

Maastricht UWC offers the Middle Years Programme for students aged 12-16 yrs and the International Baccalaureate Diploma programme for students aged 16–19 yrs. This is a very popular school and it is recommended that parents register their interest early to secure a place for their child(ren). Families are to submit an [Enquiry Form](#) and attach the child's most recent school reports and a copy of the main passport page, once this information has been provided UWC will contact the family to continue the application process. Please note that the child(ren) will be required to pass an entrance test which will be emailed to you. The deadline is 1st April every year and after that they are unable to guarantee availability. Please note that they currently have NO space for 2025/26 Yr8 and Yr11.

There is currently no transport for UWC pupils.

Contact details:

Tel: +31 (0) 43 241 0410

Email: admissions@uwcmaastricht.nl

MOD VIRTUAL SCHOOL (MODVS)

This DIN explains the role of the MOD Virtual School (MODVS) ([2024DIN01-010-Ministry of Defence Virtual School... | Defence Connect \(mod.uk\)](#)). Parents of children attending the non-DCS Schools must register their children with MODVS.



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Childcare for Working Parents

There are US-led provisions for childcare available. Please note there is a priority order of placements and places cannot always be guaranteed. For more information please visit <https://brunssum.armymwr.com/programs/childcare>

You may also choose to access host nation kindergarten at personal expense.

Child, Youth and School Services (CYSS)

CYSS programmes are open to all NATO ID card holders, subject to availability. These are split into 2 sections:

Child Development Centre (CDC) at USAG Benelux-Brunssum

The CDC offers full day programmes for children 6 weeks to 5 years old which is located at JFC Brunssum. They offer service from 0700 hrs to 1800 hrs Monday to Friday.

To start the process, contact the Parent Central Services on +31 45 534 0266

School Age Children Programme (SAC)

Before and after school care for children enrolled in AFNorth Internal School (AIS) from primary years to middle school years is available. SAC also provides full day care when AIS is not holding classes.

Contact details:

Tel: +31 (0) 45 526 2575/3004

Clubs & Activities

The Morale and Welfare Activities website (www.jfcbBrunssum.com) is the best place to find out about clubs and activities for children and adults. CYS also has a Facebook group which advertises their programmes (look for 'Brunssum CYS' on Facebook).



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FINANCE & LEGAL

Banking

You can open a Dutch bank account when you are assigned to NL. It can be difficult to enter a Dutch mobile phone or internet contract without a European bank account.

There is a wide range of banking options available including online banks – as with the UK, the number of physical branches of banks has decreased in the Netherlands and you may want to think about the distance you are prepared to travel should you need to go to your bank. Once you've opened an account, as in the UK, most business can be conducted online or over the phone. Please be aware that it can take several weeks to get an appointment to open an account with those banks who require an 'in person' appointment. It is worth trying to book this before you arrive.

[Expats can finally open a bank account without a BSN \(iamexpat.nl\)](http://iamexpat.nl)

If you already have a Euro bank account, it is not necessary to open a Dutch account, the Single Euro Payment Area means that you can make cashless payments (including direct debits) in any country in the SEPA - [Single Euro Payments Area \(SEPA\)](#).

You should also consider the notes on credit / debit cards below.

Credit & Debit Cards

The Dutch have a different definition of credit and debit cards than we do in the UK. Here it is only the Maestro card which is classed as a debit card. UK debit cards are classed as credit cards here and while they are accepted in most large retail outlets, petrol stations, hotels and restaurants, there are some significant exceptions to this; it is worth checking before making purchases. Smaller establishments (e.g., vets, repair garages) may also not accept them, however, it is usually possible to pay by 'factuur' (invoice) and pay by bank transfer. The Maestro card is being phased out, which should lead to UK-style debit cards being accepted more widely.

It is also possible to withdraw cash with a UK credit/debit card from a large network of ATMs, but a charge may be applied; please check with your bank first.

Legal Support

For overseas matters: Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office (FCO) published List of Lawyers Abroad.

[Professional services if you are abroad - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



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Brunssum - Pets

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PETS

Pets & Registering Dogs

If you want to bring a dog, cat or ferret to The Netherlands from UK:

- the animal must be at least 15 weeks old.
- The animal must be microchipped.
- The animal must be vaccinated at 12 weeks old.
- After the animal has been vaccinated against rabies, you must wait 21 days before bringing it to the Netherlands.
- The animal must have a valid Animal Health Certificate, or Pet Passport which has been issued in an EU country.

Speak to your vet at least 4 months in advance of relocation for up-to-date information and advice.

Here are some useful links to get the current guidelines;

<https://english.nvwa.nl/topics/travelling-to-the-netherlands-with-your-dog-or-cat>

<https://www.gov.uk/take-pet-abroad>

Apply for a Pet Passport in the Netherlands

You can either register with the municipality of Heerlen or use the booking system at JFCBS to obtain a BSN (unique number) or book an appointment at JFCBS using the booking system:

Gemeente in Heerlen: [click here to make an appointment](#)

Telephone: +31 (0)45 560 5040.

JFCBS Scheduling Portal: [Schedule Appointment with JFC Brunssum Services Scheduling Portal \(acuityscheduling.com\)](#).

Once you have a BSN, make an appointment in the same way to apply for a Digital Identification ([DigID](#)). You can then request a [UBN](#) from RVO (Netherlands Enterprise Agency). Request a UBN from RVO. If you have a [DigID](#), you can arrange this via the App. Otherwise, send an email to: ienrdieren@rvo.nl with your request; include the fact that you are NATO Personnel, BSN and your home address. A form will be emailed to you; complete and return then a UBN will be provided within 5 working days of receipt. The fee for UBN for non-commercially kept dogs is €19. Once UBN has been received, take your dog and vaccination record to a vet to obtain a pet passport.

NATO personnel are exempt from paying Dutch Dog Tax. Should you receive verbal or written communication requesting payment, please contact the HNLO via:

GSO-EJSU-Netherlands-NSE-Mailbox@mod.gov.uk

Please note dogs should be kept on leads whilst walking in the NL, you MUST always carry a poo bags with you. BOA/Police can check you and if you fail to provide a bag you can be heavily fined. Most people tie a poo bag to the lead this saves the spot checking.



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Brunssum – Postal Services

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Postal Services

The UK Registry is not a registered Post Office; however, the Registry supports both inbound mail services and an outbound service for Official use. We are situated on the Ground Floor of the NSE, Building H-603.

Please contact us with any enquiries regarding postal services:

Telephone +31 (0) 45 526 2231 or email GSO-EJSU-Netherlands-CentralReg@mod.gov.uk.

Working hours: **Mon/Wed/Fri** 0900-1400 hrs and **Tue/Thu** – 1200-1400 hrs.

To ensure that an efficient service is provided, all new arrivals are required to complete a registration card.

The correct address for BFPO designated mail is:

(Rank) Name (Service Number)

Section

JFC Brunssum

BFPO 28

BF1 2AH – may be required additionally for some senders/merchants.

NB: Advise senders not to state Netherlands on your mail intended for BFPO 28, as it may enter the NL postal system, be delayed or lost with the recipient incurring NL Customs charges.

NB: All parcels designated for BFPO 28 and parcels sent from BFPO 28 should have a CN22 Customs Declaration attached by the sender. Failure to do so may result in the item being refused into the BFPO system and returned to sender.

BFPO Mail Receipt/Dispatch

Postal services offered by BFPO are provided in accordance with JSP 367.

Mail addressed to BFPO 28 is delivered by a contracted courier service 2-4 times weekly. The target delivery timescale to BFPO 28 is within 5 working days of receipt at BFPO London (RAF Northolt).

Once mail is received by the Registry staff, personnel who have mail for collection are contacted as soon as possible via the email address registered on arrival.

Official outgoing BFPO mail is sent to BFPO London on Tuesday and Thursday each week, via Ayrshire Barracks, Monchengladbach and Sennelager BFPO (16), Germany. Please be advised that because of the routing, outbound mail can take 1-2 weeks to reach destination.



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Returns

Please check with the Registry as there are limitations on the size of parcel returns via BFPO.

Outbound

UK stamps/postage is required to send letters and parcels. Whilst not available in the Registry, UK postage can now be purchased online, or in person from the BFPO at SHAPE (BFPO 26).

Please note there are no facilities to send any recorded mail from BFPO that is not in an official capacity.

Personal mail may be sent by PostNL or via German Postal Services Deutsche Post (a subsidiary of DHL).

Uniform Orders

The nearest Supply Office is GSO J4 SHAPE, with uniform ordered directly through an App Portal [DOB-GSO-CD - PowerApps](#)

Personnel will receive an email once uniform orders are received by the Registry staff.

GSO J4 Telephone contact numbers are 0032 47058 x 1097/0958/1058

The GSO Tailor at SHAPE can be contacted as follows:

Telephone number is 0032 6544 7075 x 2892

Opening hours are Mon-Thurs 0900-1200, 1300-1700

The Brunssum MT Driver makes regular trips to SHAPE and will deliver/collect tailoring on request.



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Brunssum – Vehicles & Travel

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VEHICLE ENTITLEMENTS

An entitled person is eligible for import tax exemption for as many vehicles as they bring into the country if those vehicles remain in their possession. If an entitled person chooses to sell any of those vehicles after arrival, they may be subject to the import tax levy.

A member is entitled to road tax exemption for the first TWO Privately Owned Motor Vehicles (POMVs), regardless of type, registered within the system irrespective of where they have been purchased from.

An entitled person may purchase ONE tax-free POMV (specifically, entitled person will receive VAT refund after registration is complete), regardless of type from a Customs-approved merchant every 12 calendar months. Any additional new vehicles purchased within the 12-month period will be subject to VAT.

An entitled person is entitled to a fuel rebate for up to 150 litres per month. To find out more about your entitlement to Tax Free vehicle purchases and registration please visit the Customs and VAT office co-located with the Passes and Registration Office.

Please note that if you purchase a tax-free vehicle; you and the vehicle must remain outside the UK for a minimum of 6 months.

Service Personnel assigned to The Netherlands who have purchased a tax-free vehicle are to note that under current HMRC regulations, for onward assignments from Overseas to Overseas where you would prefer not to take the vehicle with you (i.e. USA, Cyprus, Rest of Europe) it cannot be placed into storage/left in the UK without incurring Import duty and VAT. Service Personnel who have utilised this service are strongly encouraged to engage with GSO GEO J1 - GSO-GEO-CI-GPMailbox@mod.gov.uk for guidance, prior to accepting another overseas assignment.

TRAVEL & TRANSPORT

Driving In NL

It is recommended that all drivers complete a European Highway Code Matrix Test for Driving in Europe, within 30 days of arrival. This can be found at: [DLE: All courses | DLE](#) There are some interesting 'right of way' rules and this will help you to understand them.

It is advisable that all vehicles have a portable red reflective triangle, high visibility vest, fire extinguisher and first aid kit in the boot. If a car is stopped for any reason, the triangle must be placed 200 metres behind it if on the motorway and 100 metres behind it on all other roads. Please ensure you know what to do if you are involved in an accident.

A useful source of information is at: <https://www.rac.co.uk/drive/travel/country/netherlands/>

Vehicle Registration

Vehicle registration onto Dutch plates is mandatory and processed through the Passes and Registration Office. **This must be completed within 14 days of arrival.**



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Fuel Card

All SP are entitled to 150 litres of tax-free fuel per calendar month; this is per SP, not per family car or per family member.

After your vehicle is registered, you will receive details on the process of applying for a FORAX card. You use the card at Esso or Shell stations in NL depending on which one you choose on your initial registration to purchase your fuel. Approximately 7 days after purchase the fuel payment (minus tax) will be taken from your bank account by direct debit. You may also claim manually. Please speak to the Customs office about how to do this.

Car Seats in NL

Dutch law states the following:

- Babies up to 13 kg (28 lbs) must be in a car seat in a backwards position.
- Children 13-18 kg (28-39 lbs) must be in a forward-facing car seat.
- Children 18-36 kg (39-79 lbs) must be in an adapted car seat using normal seatbelt.
- Children measuring less than 1.35 m must be in an adapted car seat.

[Rules for child car seats | Business.gov.nl](#)

Parking in NL

Parking in town centres is controlled by parking meters or is free in 'blue zones' by using a special disc (showing the time of arrival), which can be bought from supermarkets, newsagents or tobacconists.

Be vigilant for temporary signs left by the commune to indicate that the road needs to be kept clear for road works etc. Do not park a vehicle within 15 metres of tram and bus stops.

Winter Driving

Useful sources of information on winter driving (including tyres, particularly in Germany) can be found at:

<https://www.uniroyal-tyres.com/car/tyre-guide/winter-care/winter-tyres-mandatory>

<https://www.rac.co.uk/drive/travel/driving-abroad/winter/>

UK Sticker Requirement

All POV (Personnel Owned Vehicles) with UK Plates require UK stickers from 28 September 2021, these stickers replace the GB stickers previously required.

SP is posted in on assignment to a Host Nation in Europe, they will need to have an UK Sticker on their vehicle. This also applies to SP that are at the end of their assignment and have handed back their Host-Nation vehicle Plates and put their UK Plates back on. If you are driving a vehicle with a UK registration plate without a UK sticker, you could face a penalty fine.



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International Driving Permit (IDP)

You do not require an IDP to drive in The Netherlands. It may be worth attempting the European Matrix test to practice before arriving. [MOD Highway Code Test](#)

Priority to the Right

'Priority to the right' is practiced in NL. This means you must yield to traffic on your right. Often there are no designated signs at an intersection – you need to look out for painted triangles on the road to show whether you need to give way. At smaller junctions in towns, red coloured tarmac on the road indicates a junction where you must give priority to traffic on the right. The priority in a roundabout is given to those currently in the roundabout.

For more information on road signs:

www.traffic-rules.com/en/netherlands/traffic-signs/mandatory

Drink Driving

Dutch laws on alcohol and driving are strict. It is an offence to drive with a blood alcohol level of 0.05% or above (0.02% if a licence holder for less than five years). This lower limit also applies to people under the age of 24 who drive mopeds, motorised bicycles and scooters. Police automatically test the breath of *anyone* involved in a traffic accident.

Drugs and Medication

It is prohibited to operate a motor vehicle while under the influence of any drug that affects driving ability to such an extent that you are unable to drive properly. The Dutch police have the right to do a drug test if they suspect influenced driving. If you are found guilty of driving under the influence of drugs and/or medication, the Public Prosecution Service (OM) may fine you or send you to prison. A court may also suspend your driving license for up to five years.

Low Emission Zones

Many cities have introduced Low Emission Zones. Check online before you travel as you may be required to buy a permit or be restricted in where you can drive. You can purchase these online [Green sticker-Umweltzone sticker Germany](#) for € 17.50, [ANWB Milieusticker Duitsland online](#) for € 15.45 postage not included this can take up to 3-5 days. You can also purchase the stickers from the currency exchange at Heerlen train station you need to take your vehicle paperwork, and you can take it away with you €

Second Vehicle Allowance

In accordance with the new LOA regulations accompanied personnel in PStat Cat 1, 1S or 1C may be eligible for an additional daily contribution towards the cost of running and maintaining a second vehicle whilst on an overseas assignment. For the purposes of SVS a vehicle is defined as a machine with wheels and an engine used to convey people or goods (e.g. car, van, campervan, motor bike) for personal use. You may not register a vehicle used for a business. To initially claim you will be required to provide a copy of the NL Registration Document and Insurance Green Card for both vehicles including your spouse's driving license. This will need to be produced annually for continued payment. You are advised to note the date of your initial claim and set a reminder to provide the NSE with the new documents one month prior to the renewal date.



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Cycling in NL

Riding your bike in Netherlands requires you to have a road worthy bike with lights, reflectors, brakes and a bell to alert pedestrians that you are coming.

www.holland-cycling.com/tips-and-info/safety/road-signs-for-cyclists

Cyclists enjoy significant legal protection in NL; they usually have the right of way over vehicles. Be considerate – don't pass unless it is safe to do so.

Airports

Brunssum is well-served by international airports please note that not all of them fly direct to UK:

Maastricht Airport – 20 km

Dusseldorf Airport - 67 km

Eindhoven Airport - 70 km - (UK direct flights June- September)

Cologne (Köln) Airport - 82 km

Brussels Airport - 105 km

Rail

There is an excellent rail network in NL for domestic and international travel. The nearest railway station is in the centre of Heerlen.

For details, please refer to www.ns.nl/en

Buses

Brunssum and Heerlen are well supplied with bus routes.

For detail, please refer to www.9292.nl

Travel Insurance

While NSE Netherlands cannot advise on specific policies, SP and immediate family are strongly advised to obtain travel insurance. Some companies that will take BFPO addresses are: [Columbus Direct Travel Insurance](#) | [Holiday Insurance](#) & [Travel Insurance – Forces Mutual](#)

The EHIC has now been replaced with the GHIC. You can apply for a GHIC here: [Apply for a UK Global Health Insurance Card \(GHIC\) - GOV.UK \(www.gov.uk\)](#)



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Brunssum – What's on JFC Brunssum

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YOUTH ACTIVITIES

There is a youth service at JFC Brunssum run through the American Section which British children can access. This is the Child Youth & School (CYS) services. They provide a number of after school clubs such as Basketball or cheerleading. These activities vary throughout the year. More information can be found at [Youth Centers :: Brunssum :: US Army MWR](#)

There is a Welpen group that is run by one of AFNORTH teachers. This is the Dutch equivalent to Brownies. They follow the Dutch scouting programme for girls age 7-11. The girls are from the NATO community so they meet and talk English. They meet on Mondays at 1530-1700. For More information contact welpeninternational@gmail.com

Kings Camp is a fun and active summer camp for one week in the school holidays for 5-17 year olds held on JFC Brunssum. Throughout the week children can enjoy sports sessions, as well as active games and activities that encourage friendship and learning. The dates of camp will be released by the CLO's and advertised on the local social media platforms.

GYM

The Gym offers an impressive and extensive range of classes and facilities to accommodate all levels of fitness ability, experience and sporting powers. You'll discover so much more than a gymnasium. The Gym is open to all NATO ID card holders over the age of 18. For dependants between 13-17 years adult supervision is required. Personnel must attend an fitness centre safety and registration brief and have the option to pay a yearly fee of €28 for your own key fob so you can use the gym outside of working hours and public holidays. Otherwise, the gym is available 0600-1800 Mon – Fri. Briefings are conducted at the fitness centre by appointment +31 (0)45 526 3170

SPORTS COMPLEX

Sports complex has eight fields available for football 5 a side, field for hockey and rugby. There is also a 400 meter track, long jump pit, two baseball fields and changing facilities. It also hosts a covered barbecue area which has large grills and bench tables.

SWIMMING POOL

Located next to the library modern, heated, indoor, swimming pool and toddler pool accommodates a wide range of swimming activities. Along with a sauna. Schedules and classes can be found at [SWIMMING POOL - Morale & Welfare Brunssum](#)

CHURCH

As Chaplain for Brunssum and the surrounding areas in the Netherlands, my role is to provide care, support, and a listening ear to all who need it. Whether you're facing a personal challenge, seeking spiritual guidance, or simply looking for a sense of community, I am here to walk alongside you. I work closely with local places of worship and community groups to ensure everyone feels valued, supported, and connected. If you need someone to talk to, practical help, or information about local faith communities, please don't hesitate to reach out. You are not alone!

There are Christian Church Services on Sundays at JFC Brunssum, 09:30 for the American Protestant Service and at 11:00 for the American Roman Catholic Service.

My contact details are Padre Mike Jenkinson, +31 619 717422 and my email is Michael.Jenkinson107@Mod.gov.uk

AON INSURANCE

JFC Brunssum have a full-service insurer on base in Bldg 604. They are fully aware of the service members insurance needs and will insure your vehicle on your chassis number. All their policies are written in English for convenience.



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RATIONED ITEMS STORE (AELIA)

The Rationed items and tax-free shopping store is operated by Aelia and is available for use by entitled personnel with valid NATO ID card. Aelia provides a wide variety of alcohol, tobacco, luxury items and other tax-free goods.

LIBRARY

Provided books, audio books, language videos , DVDs, maps and newspapers. Some materials in different languages. With a boasting area for children and young readers. Commercial internet connections are also available, and the library subscribes to several on-line databases for reference and research. They also run a Lego Club for Lego enthusiasts.

BARBERSHOP AND HAIRDRESSING

Located next door to the Aelia shop the modern professional salon provides and full range of services, from the standard regulation haircut to a bit of extra glamour for the special event. Open Mon-Fri 0830-1700 for appointments +31 (0)45 526 2957

ARTS AND CRAFTS CENTRE

Offers art workshops, classes, social events and Birthday parties as well as a large selection of custom framings. The frame shop offers a variety of farewell gifts which includes plaques, coins and more.

MINERS REST

Located on the ground floor of J-Wing accessible to anyone with base access. A professionally managed dining area offers you a space that is relaxed while maintaining an impressive reflection of a headquarters. Enjoy food items that are not only health conscious, but also tasteful on a rotating menu.

CINEMA

JFC Brunssum Cinema shows a variety of the latest films and a full programme is printed out in the NSE also available online [Alliance Theater - Morale & Welfare Brunssum](#). Refreshments are sold in the lobby.

[STAY UP TO DATE ON ALL THINGS JFC - Morale & Welfare Brunssum](#) will give you all the information on the upcoming events and times.

You will also have access to the neighboring American NATO Base (Benelux) where you can use your NATO ID card to shop at the commissary and PX Exchange shop. Please note this is closed Mondays to NATO ID Card holders.



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GSO EMPLOYMENT

Employment opportunities for immediate family members are predominantly within NSE Netherlands and AFNORTH International School. As vacancies arise, they are advertised on the HIVE Blog, Community Social Media platforms and Routine Orders.

HOST NATION EMPLOYMENT

Resident family members of JFC Brunssum personnel may register with local authorities to work on the Dutch economy, either employed or self-employed. They may be subject to Dutch tax regulations and will need to discuss this directly with the prospective employer or local authority.

TRADING FROM MOD ACCOMMODATION

Permission must be gained from GSO and Defence Infrastructure Organisation (DIO) before individuals can trade from home. Guidelines on Trading from Service Families Accommodation are contained within JSP464 which can be downloaded from MODNET.

dio-brunssum-generalenquiries@mod.gov.uk

LOCAL AREA INFORMATION

RECYCLING

The Dutch are a very environmentally conscious nation. Recycling (PMD) bags can be collected from information points in most supermarkets. Compostable food bags can be purchased in supermarkets.

Bottle banks are widespread and easily accessible. Empty plastic bottles & cans can be returned to supermarkets through a dedicated machine; this will produce a receipt which when presented at the till, will return the deposit paid on the original full bottle.

When you move into your property you will be given a Milieu card – tip card you will need this to use the local tip they will not let you enter without it or you will be charged. You can download the Milieu app and this will tell you when your local bin collections are.

Best bags are yellow waste bags that you will get when you move into your property, you can fill these with items that you no longer need but are still in good condition for someone else these are collected from your house.

RD4U shops – Second hand shops for you will find everything: clothing, tableware, decoration, toys, furniture, seasonal items and much more. RD4U – Heerlen, Kerkrade and Margaten.

More information can be found on www.rd4.nl



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Brunssum – Local Information

LOCAL AREA INFORMATION

LOCAL MARKETS

Around the area you can find the local markets throughout the week, you can get fresh fruit, meat and other items at a lower price than the supermarkets. You can pay in cash or card at the stalls. More information on the local markets can be obtained from the HIVE.

Brunssum – Saturday 0800-1400

Heerlen – Tuesday (big)/ Saturday (medium) - 0830-1500

Sittard – Thursday 0800-1300, Saturday 0800-1700

Eygelshoven – Saturday 0900-1700

Valkenburg – Monday 0900-1300

LOCAL SHOPPING

Along with the usual supermarkets Albert Heijn, Jumbo, Aldi and Lidl the NL offers Sligro and Hanos equivalent to Costco in the UK. Upon entry show your NATO ID card and you will be given 1 day access pass. The price that you see on the shelf is the price that you will pay at the till unlike Costco and Makro where the tax is added at the end. Sligro you can get English bacon, and it offers fresh deli and butcher section.

Shopping in the NL is expensive compared to the surrounding countries; many people pop to Germany to do weekly shopping. Aldi, Lidl and Kaufland are some of the local supermarkets. DM is where you can go for toiletries.

LOCAL DUTCH FOOD

Stroopwafel – Syrup waffle that you place on top of a hot drink to melt the syrup inside.

Stamppot – Mash potatoes and vegetables.

Bitterballen – Savoury small, round deep-fried snack. This is a very popular Dutch snack served at bars along with beer.

Frikandel – deep fried minced meat sausage, normally served with a mixture of mayonnaise and ketchup with small pieces of onion.

Drop – Liquorice

LOCAL TRADITIONS

CARNAVAL

This is public entertainment, often involving processions of people in fancy dress this starts on 11th November and runs until lent. Carnaval literally means "meat" and "farewell" and is a reference to the period lent. During Carnaval the Dutch celebrate a break from being simple, emphasis on role-reversal and the suspension of social norms. Carnaval Monday is a bank holiday in the NL.

SINTERKLAAS

Sinterklaas is Dutch for Saint Nicholas, the patron saint of children. Dutch equivalent of Christmas, celebration of Sinterklaas Eve 5th December. People get together with loved ones to exchange gifts, children received sacks of presents and sweets from his helpers the Pieten. Many towns hold free events for the arrival of Sinterklaas, this is a good way to start the Christmas celebrations.

COMMUNITY RESOURCE LIST

This is a go-to list for local businesses, pet sitters, restaurants, days out and much more! This is a central point of information for anyone looking for what's available or information regarding the local area. Scan the QR code to view.





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VISITORS

Visitors - SSFA or SSLA

Please notify visits over 28 days by non-dependants to the EJSU Brunssum Chief Clerk.

Visitors – Healthcare

Prior to travel, visitors should obtain a free UK Global Health Insurance Card (GHIC) from at the link below and have valid travel insurance. Please remind any visitors to bring enough medication to cover the duration of their stay.

[Applying for healthcare cover abroad \(GHIC and EHIC\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Visitors – Accident & Emergency

In an emergency dial 112.

If your visitor needs to be seen urgently out of hours (1700-0800 hrs) call Nightcare Heerlen on +31 (0) 45 577 8844. By calling first you will avoid lengthy waiting times.

Non-Emergency Care

Should a visitor genuinely require non-emergency care, please contact your GP. A cost may be incurred, which is why it is vital that visitors have travel insurance. Pharmacies are widely accessible and English is usually spoken to an excellent level. For more information please contact the CEP.

UK Welfare Accommodation

Limburg House is the UK welfare house in Brunssum:

3 bedrooms, (sleeping 6 + 1 infant), 1 bathroom, TV, DVD player, Wi-Fi, free parking, washing machine, tumble dryer, bedding provided.

Prices from €10 - €20 per night.

No Pets and **no smoking** allowed.

For bookings please contact limburghouse@gmail.com

Note: Although Limburg House can be used by visiting family and friends, its primary purpose is to provide welfare support to Brunssum SP and their families. Visitors may therefore be asked to vacate the property early if accommodation is required for urgent welfare cases.

Access to JFC Brunssum

Visitors can be signed onto camp by either a Service Person or pass holding immediate family. They will need their passport and the contact details of the Service Person's office (building number and telephone ext).



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Brunssum – Useful Contacts

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Useful Contact Numbers

Police, Fire Ambulance 112

Military Police/Security +31 (0)45 526 2616

HQ JFC Main Gate +31 (0)45 526 4041

Duty NCO +31 (0)65 152 0896

GSO European Duty Field Officer +32 47 991 1075

European Welfare Officer +32 (0)478 97 02 80

Padre +31 (0) 619 717 422

Joint Casualty and Compassionate Centre (JCCC) +44 1452 519951

DIO Helpdesk DIO-Brunssum-Helpdesk@mod.gov.uk

DIO Emergency Out of Hours - contact Duty Officer on +31 (0)65 152 0896

Dutch Medical Centre 0889 502 717 #3

NSE Chief Clerk +31 (0) 45 526 2485

NSE HoL +31 (0) 45 526 2506

NSE Email GSO-EJSU-Netherlands-NSE-Mailbox@mod.gov.uk

CLO Office +31 (0)45 526 2615 / GSO-EJSU-Netherlands-Community@mod.gov.uk

HIVE +31 (0)45 526 2891



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Brunssum – Local Phrases

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DUTCH LANGUAGE COURSE (SLC)

Would like to learn the language you have the chance with the JFC Language programme. Open to all NATO ID card holders over 16. You can use your Standard Learning Credit (SLC) towards the cost. For more information, please contact Morale and Welfare Activities JFC Brunssum [STAY UP TO DATE ON ALL THINGS JFC - Morale & Welfare Brunssum](#)

ENGLISH – DUTCH TRANSLATION

English is widely spoken in NL and many Dutch bookshops stock English-language titles.

EVERY DAY WORDS	
Hello	Hallo (hah-low)
Hi	Hoi (Hoy)
See you later/Bye	Tot zien (toat seens / Hoi (hoai)
Good morning	Goedemorgen (khoo-der-mor-khern)
Good afternoon	Goedemiddag (khoo-der-mi-dakh)
Good evening	Goedeavond (khoo-der-aa-font)
Good night	Goedenacht (khoo-der-nahkht)
How are you?	Hoe gaat het? (Hoo khaht ut)
I'm very well, thank you	Goed / Heel goed (khoot/ hayl khoot)
Yes	Ja
No	Nee
Please	Alsjeblieft (als-yer-bleeft)
Thanks	Bedankt (ber-dahnkt)
I'm sorry	Neem me niet kwalijk (naym mer neet kvoa-lerk)
Sorry	Sor-ree



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ACCOMODATION – At the hotel

Do you have a free room?	Heeft u een vrije kamer?
Do you speak English?	Spreekt u Engels?
I do not understand	Ik begrijp het niet

DIRECTIONS

Left	Links
Right	Rechtsaf
Opposite	Tegenover
Straight on	Rechtdoor
Traffic lights	Verkeerslichten
Roudabout	Rotonde
Crossroads	Kruispunt

EMERGENCIES

Help	Helpen
Fire	Brand
Please go away	Ga alsjeblieft weg
I'll call the police	Ik bel de politie
It's urgent	Het is urgent
I'm lost	Ik ben verwaald
I've lost	Ik heb verloren
My passport	Mijn passport
My car keys	Mijn autosleutels
I've had an accident	Ik heb ongeluk gehad



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HEALTH	
I need	Ik heb nodig
A doctor	Een dokter
A telephone	Een telefoon
An ambulance	Een ambulance
An interpreter	Een tolk
Where is the hospital	Waar is het ziekenhuis
I'm allergic to pencillin	Ik ben allergisch voor penicilline
I am	Ik ben
Diabetic	Diabetisch
Ashmatic	Astmatisch
A dentist	Een tandarts
It hurts here	Hier doet het pijn



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EATING OUT

Breakfast	Ontbijt
Lunch	Lunch
Dinner	Avondeten
I have booked a table	Ik heb een tafel gereserveerd
A table for four, please	Een tafel voor vier alstublieft
May I have	Mag ik hebben
The menu	Het menu
The Bill	De rekening
I would like	Ik zou graag willen
Some bread	Wat Brood
Some beer	Wat bier
Some wine	Wat wijn

AT THE BANK

Change	Wisselgeld
Money	Geld
I would like to change my English money into Euros please	Ik zou mijn Engels geld willen omwisselen in euro's alstublieft
How much money	Hoeveel geld?
I have a credit card	Ik heb een creditcard
The nearest Bank	De dichtstbijzijnde bank



Brunssum - Departures

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Notification of Assignment Out

The trigger for your assignment out will be an Assignment Order; this will come to you via your JPA workflow and will also be copied to the Chief Clerk. Ensure you print your Assignment Order and take several copies. Your Assignment Order number can be found at the top left-hand corner and is annotated as ID. This Assignment Order number is essential for completing many of your Assignment Out tasks.

The NSE will send you an email covering the following detail

- Link to Agility for your removals.
- Link to apply for SFA using an e1132.
- Application for Disturbance Expense.
- Application for travel on assignment.
- Notification of relocation leave.
- Advance of Pay.

The Assignment Out process must be completed by the SP with assistance from J1.

Agility – Personal Effects (PE) Removals System

You will need to arrange the movement of your belongings (Personal Effects) via [Agility](#) and complete a [ToR1](#); this site provides a useful hand rail with references to associated policy. Once you've completed the online form, print and sign then bring it into the NSE where HoL or the Chief Clerk will be the approval signature required on the form before sending it to Agility. Agility will then assign your removals to a removal company who will be in contact to arrange a video call and confirm the dates you have requested for collection and delivery. Please note you are not guaranteed the dates requested on the application through Agility.

For full details on entitlement please see;
JSP 752 Chapter 12 Para 12.0419 Movement of PE

Disturbance Expense (DE)

This is applied for via JPA Self Service (not as an expense) and can be claimed up to 45 days before date of Assignment. The entitlements can be found in JSP 752 or on the notice boards in the NSE; the rate paid is based on your future assignment and not your current, so if you are returning to the UK from overseas you will receive the UK rate of Disturbance Expense. Once submitted on JPA the workflow will be forwarded to Chief Clerk for approval. Once approved this will be paid in your following monthly pay depending on payroll cut-off dates.



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Travel and Subsistence on Assignment

You are entitled to travel at public expense between assignments. The GSO Travel Cell can book and prepay for sea crossings; all other costs are claimed back via JPA Expenses at your new Unit. You are entitled to claim an advance of subsistence; for more details contact the NSE.

GSO Travel and Subsistence Standing Order 8027 and GSO Travel and Subsistence Booking Guidance Standing Order 8028 refer.

Relocation Leave

All SP are entitled to 10 days relocation leave when returning to the UK from overseas; this is added to your balance once the NSE receive your Assignment Order. Relocation Leave is to be taken before joining your new unit; where this is not possible you will have to enter an agreement with your receiving Unit. This is applied for in the same way as Individual Leave but ensure you select Relocation from the options before submitting to avoid using your ILA Balance. Please note, LOA ceases on the day before the date of departure from the LOA area. For further information see JSP 752 v58 Ch 9 Sec 7.

Advance of Pay

When assigned to the UK or to another Overseas Location you are entitled to an advance of up to 4-months pay to help with the initial setting up costs on assignment. The advance is paid back over a maximum of 24 months. This is claimed by completing JPA Form E004 and sent to the NSE for action. The advance will show in your next monthly pay, depending on payroll cut-off dates.

e1132 - Service Family Accommodation

If SP are returning to Service Family Accommodation (SFA), they must complete a MOD e1132 form by following the link below via MODNET only. Once the application has been submitted you will receive notifications of what SFA is available at your new assignment for you to select. You will also have the option of selecting a march in date.

<https://e1132.domis-r.r.mil.uk/e1132/>



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Brunssum - Departures

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Clearance Certificates

The J1 will issue you with Clearance Certificates which are a mandatory requirement to complete before you leave Brunssum. There are two Clearance Certificates; one produced by NATO and one by J1. The J1 Clearance Certificate has been simplified and you will note many of the sections are content with an email of clearance rather than a face-to-face visit. Both Clearance Certificates must be returned to J1 as part of your assignment out process.

NATO Travel Orders

NATO travel orders have an expiry date however it is recommended for personal security reasons that these are destroyed on return to the UK.

National Insurance (NI) Credits

For spouses who accompanied their partner overseas it is possible to apply for NI credits, which help fill the gap accrued during an overseas assignment. Class 1 credits can be applied for any overseas posting after 6 Apr 10, but there is a time limit. Class 1 NI credits count towards your State Pension and may help you qualify for some other benefits, for example new style Jobseeker's Allowance and new style Support and Employment allowance. This process must be completed prior to leaving the overseas location. For more information visit [National Insurance credits for partners of armed forces personnel overseas - GOV.UK](#), [Application form for National Insurance credits](#)

NATO ID Cards

All NATO ID cards must be returned as part of the out-processing procedure these are to be returned to passes and registration. Along with national residency cards.

DIO

On receipt of your assignment order you should contact DIO to arrange your SSFA and SSLA Move Out Pre-Move Out Advisory Visit (PMOAV); the PMOAV should take place approximately 6 weeks prior to the Move Out.

Cindy McMahon:

Email: DIO-BRUNSSUM-GENERALENQUIRIES@mod.gov.uk

Tel: +31 (0) 45 526 2837

Importing a Private Vehicle to the UK

Importing vehicles back into the UK, please contact GSO-GEO-CI-GPMailbox@mod.gov.uk to start the process at a minimum of 28 days prior to departure.



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Brunssum – Departures – Checklist

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Time Sensitivity	Action	Remarks
Immediately	Considerations: <ul style="list-style-type: none"> • Children Schooling • Moving Overseas • Health Issues • Pets to move 	<ul style="list-style-type: none"> • Check local schooling. • Passports • Discuss with GP • Pet Passports/Vaccinations
On receipt of AO	NSE will email the SP with the out-processing information. Contact the relevant departments to start your departure	Email the NSE GMB should you not receive your Departure email.
On receipt of AO	Contact DIO DIO-Brunssum-GeneralEnquiries@mod.gov.uk to arrange pre march-out.	
4 months	Advance of Pay	If required, you can apply 4 months prior to departure. Please note; this has
6-8 Weeks	Complete packers survey Pet Passport – if required	Check that its up to date and all relevant vaccinations have been administered.
28 days	<ul style="list-style-type: none"> • HMRC/DVLA contact GSO GEO CI GSO-GEO-CI-GPMailbox@mod.gov.uk • Stop Split Pay • Movements • Check travel allowance and entitlements. • Start JFCBS out-processing. • Inform CEP/Healix • Dentist • Contact Internet TV/Mobile Phone provider to cancel any contracts. 	If applicable Ferries/Tunnel/Flights Email CEP and Healix to inform them of your departure. Make sure that you have de-registered with the GP and local Dentist and all outstanding invoices are settled.



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Brunssum – Departures - Checklist

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Time Sensitivity	Action	Remarks
1 Week	NATO Travel Order Check all arrangements in case of any issues. Inform NSE of your last working day and the last day in The Netherlands. Hand in SOFA cards / residency cards Ensure that you have closed your Netherlands bank account.	<ul style="list-style-type: none">• Contact the NSE to request a NATO Travel Order.
Last day on JFC	Collect NATO Travel Order Hand in NATO ID Cards Hand in completed signature list to NSE.	
Move day	Give removals emergency contact details in case of any issues. Make sure that all passports and paperwork is out of sight from the removals company (with your daily belongings). Keep all receipts related to your Change of assignment claim. Check the latest cap rate for with the NSE for Day and Night Subsistence.	



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