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Global Support Organisation

# Location Guide

## Mons



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We hope you find the information within this booklet useful. However, if you require more detailed information or have a specific need, please contact either the administrative support team within the National Support Element (NSE) or the Community Liaison Officers (CLOs) in the Community Office, in Building 309 for more information.

### Community Office

The Community Office houses the CLO Team, the HIVE and the Host Nation Liaison Officer, and is located in Building 309, next door to the British Post Office. The office is open 0900 – 1300hrs Monday to Friday.

Please email the team before you arrive: [gso-ejsu-belgium-communityhub@mod.gov.uk](mailto:gso-ejsu-belgium-communityhub@mod.gov.uk). They can then help signpost and help in the arrivals process and during your time here.

### Community Liaison Officers

The CLOs are a point of contact for questions and to support you as you navigate living in Belgium. There are 3 Community Liaison Officers in the team. They facilitate weekly groups, activities, and events for the UK Community, and form a link between the community and Head of Location for the NSE in SHAPE. There are dedicated community spaces at **SHAPE House** and the **Brit Bar**. The aim is to make this community feel settled and *thrive* here in Belgium.

The CLOs:

- Welcome new arrivals in person and at a monthly Arrivals Brief.
- Encourage the community to volunteer and help run groups and events throughout the year.
- Together with the HIVE, provide and distribute up-to-date information.
- Are a point of contact for questions and suggestions.
- Ensure our dedicated community spaces like SHAPE House and the Brit Bar are being used to their full potential. Whether you are single or married, accompanied or unaccompanied, Civil Servant or support staff, the Community Team are here for you and your family.

### SHAPE House

This is a dedicated community space located on one of the British housing patches known as 'Brisee' and hosts weekly activities, groups and events for the British community supported by the NSE.

### SHAPE British Section Facebook group

This is a **dedicated private group**. It is a good place to ask questions about life in SHAPE and Belgium and is also an official source to communicate news, valuable information, and events.



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Once an Assignment Order has been received, you can request to join this Facebook group. Search for '**SHAPE British Section – Official Group**', click to join, read the rules, making sure you answer the membership questions and confirm. You will then be reviewed and added to the group. Unfortunately, if the membership questions have not been answered, admission to the group is not possible.

### Host Nation Liaison Officer (HNLO)

The HNLO is here to help you with any questions you might have while living here by providing linguistic support. This could be anything from translating post or emails received in French from local authorities, to carrying out personal or family administration in Belgium, or arranging vehicle servicing or service provision at home. The HNLO is also here to assist the HIVE and the CLO team to help the community in various activities. The HNLO can be contacted via the Community Hub email address;

[gso-ejsu-belgium-communityhub@mod.gov.uk](mailto:gso-ejsu-belgium-communityhub@mod.gov.uk)

For any Belgium specific issues, including (but not restricted to):

- **Control Technique (CT):** to arrange an appointment for your CT (the Belgian equivalent of an MOT).
- **Proximus/VOO:** there are often issues with the internet/mobile phone providers, and the HNLO can translate and help to set up with these companies.
- **Tax Forms:** you may receive various correspondence from the Host Nation such as vehicle tax payment forms or personal tax letters, please forward these asap.
- **Bank:** sometimes there are issues with setting up a Belgium bank account, so do not hesitate to contact the HNLO if you have concerns.

### SHAPE and Brussels HIVE



The HIVE would like to offer you a warm welcome to Belgium. The HIVE Information Support Officer (HISO) is available to all members of the British community including Serving Personnel, Spouses/Families, MOD employees and Civilians. The HISO works closely with the CLOs and HNLO as part of the Community Hub Team. The HIVE's aim is to provide a professional and friendly information and referral service. Whether you have just arrived or have been here for a while, the HIVE endeavours to answer your questions, make enquiries or point you in the right direction for the best possible support.

The HISO provides information in person, over email and on an online Blog and covers a range of areas including;



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- Housing
- Education, Schooling and Childcare
- Job vacancies and Employment Opportunities
- Discounts
- Health & Wellbeing and Welfare services
- Relocation information
- Local area information and events.

Keep your finger on the pulse and sign-up for regular updates of current and local information in the Weekly Blog Round-Up Email; the sign-up button is on the left-hand side of the Blog, or email the HISO to request addition to the distribution list.

Please feel free to contact the HIVE Information Support Officer regarding any of the above topics and more. Contact the SHAPE & Brussels HISO on [rc-pers-hive-shape-0mailbox@mod.gov.uk](mailto:rc-pers-hive-shape-0mailbox@mod.gov.uk)

For up-to-date information visit the HIVE Blog at; <https://shapehive.blogspot.com/>

## Volunteering:

The CLOs facilitate all that happens in the British Community, but they are always looking for new volunteers to help run sessions or share their ideas. They offer free training and Disclosure & Barring Service (DBS) checks, which is great for the C.V. but also offers the opportunity to meet a wonderful team of people.

## Employment:

Since leaving the E.U. working in the general economy in Belgium, including working from home for a British company, is not straightforward. However, the Global Support Organisation (GSO) do offer 'dependants' posts. These are mainly full-time, administration posts. If you would like to get information regarding jobs, please email: [GSO-EJSU-LECHRRRecruitment@mod.gov.uk](mailto:GSO-EJSU-LECHRRRecruitment@mod.gov.uk) asking to be added to the jobs distribution list.

## SHAPE Information:

There is a lot of useful information on [SHAPE2DAY | Home](#) so please take some time to look at this website.

Finally, please send us your **best contact email** to receive our community information: [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)



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# Mons – Pre-Arrivals

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## SHAPE National Support Element (NSE)

Key NSE information:

- A NATO ID Card / associated privileges cannot be obtained prior to your JPA Assignment Order date.
- If you are Military or UKBC your current unit must arrange your NATO security certificate for you. This must be sent through to the NSE prior to arrival to ensure that the relevant paperwork is raised. If you do not have a NATO Security Clearance valid for 12 months, you cannot be issued with a SHAPE ID – a screenshot of your clearance will not be accepted.
- Your housing application (manual 1132) should be submitted as soon as possible, please note that all housing is privately rented and is not available for those personnel in Long Term relationships. Consideration will be given to requests but housing is at a premium so choices may not always be available.
- You should arrange for an International Driving Permit prior to your assignment to SHAPE. Whilst not mandatory in Belgium, it is advised for all members of the family who will be driving whilst in Europe. Only Service Personnel/MOD Civilians can reclaim the cost of this.
- If you are assigned into a NATO post, you are required to undertake mandatory Cyber Security training prior to your assignment to SHAPE. A certificate will be issued upon completion, which must be passed to your department to activate a NATO login and email address.
- You will be allocated a Sponsor before your arrival. They will be responsible for ensuring you have the relevant passes to access SHAPE for your NSE appointment, show you around in the initial stages and assist you during any quarantine period. Please ensure you keep your sponsor informed of your travel and arrival date/time. You cannot access SHAPE without a SHAPE ID or a 'Green visitors pass'!

Please do not hesitate to contact this office via email on [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk) should you require any further information or assistance.

The Community Hub would also love to hear from you [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk) and your family in advance of your assignment. They can assist with any personal questions you may have regarding the accommodation (curtains/carpets etc), childcare, local activities, internet, phones etc – there are no silly questions.



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## 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. The housing allocations administration department should be contacted regardless of personal status.
- Housing Allocations Administration – Defence Infrastructure Organisation (DIO) contactable on: Civ: +32 (0) 6544 4026, Mil: 9205 423 4026, [DIO SD OS Accm](#) or [DIO SD OS Accm 2](#)
- If you have not received an email acknowledgment for your accommodation application, please call the numbers listed above as soon as possible.
- Where will you be accommodated:
  - Single/Married Unaccompanied JNCO'S – SLA within Bldg 309 on SHAPE camp (this is not Z Type accommodation and does not come with ensuite facilities).
  - Single/Married Unaccompanied SNCO's & Offrs – SSLA off camp in local towns some can be up to 20kms from camp.

## 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. Respective application forms can be found at, <https://grms.agilitylogistics.com/external/agilityLoginLoad.do?section=WELCOME>
- Regardless of the type or size of property being moved into, the service person is limited to a cubic metre allowance based upon SFA/SLA to which the service person is normally entitled in accordance with housing regulations.

## How to Get There

- 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. Hotel accommodation may be required for those coming with families, approval for any Belgium hotels should be obtained from the NSE by the losing unit prior to booking.
- If driving from the UK you are entitled to Motor Mileage Allowance for two cars. You should also check your entitlement to the Overseas Private Vehicle Provision (OPVP) through your losing unit.



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- **Passports** – check whether your passports are valid for more than 12 months from date of entry into Europe, if it isn't or will only be valid for less than 9 months speak with your admin office to apply for a new passport - <https://www.gov.uk/check-a-passport-travel-europe>.
- **UK Driving License's** – ensure that your **driving license has your BFPO address**, this can be done online, <https://www.gov.uk/change-address-driving-licence>, with the following information:
  - o SP - Number / Rank / Name / (Dept) EJSU SHAPE / BFPO 26 / BF1 2AG
  - o Dependents - First Name / surname C/O - Number / Rank / Name / (Dept) EJSU SHAPE / BFPO 26 / BF1 2AG
- **Pets** – check you have everything you need for your Pet for your assignment to Belgium. **The process can take up to 4 months** – plan ahead especially if you wish to visit the UK on a regular basis taking your pet with you during your assignment.
- **UK Bank Accounts** – ensure your **UK bank has your BFPO address** and not the address of your accommodation to avoid your bank cancelling your account as you will be resident outside of the UK.
- **UK Employment.** If your spouse plans on working for a UK company from your SFA in Belgium you must consult a UK Tax advisor to ensure that they remain eligible to work now the UK is not in the EU. This is a private matter and the NSE is unable to offer any advice after arrival.
- Citizens of a 3rd Country (not including UK) may need a Schengen Visa, check with the website at the earliest opportunity. [Schengen Visa Application Process - How to Apply for a Visa to Europe \(schengenvisainfo.com\)](#)
- UK is now classed as a Third Country and there are different rules for UK citizens, ensure you check the rules for non-EU personnel when researching anything to do with your move. A useful website is [Help and advice for EU nationals and their family - Your Europe \(europa.eu\)](#)
- UK Mobile phone companies are now starting to charge Roaming Costs, check with your phone company before you depart to ensure you know what charges you may incur. Companies should offer a cancellation with no charge on proof of assignment.



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## Healthcare for Personnel Assigned to GSO Locations.

- Medical screening is required for all civilians and any entitled dependants that will be accompanying them on assignment as laid out in [2020DIN01-137](#). If accompanied, and you have not already done so, please contact [UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk](mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk) for your FMOV64 pack which includes medical screening information. Failure to complete pre-screening or to declare any new health problems prior to arriving in country may result in you, or a member of your accompanying family, being returned to the UK if they are subsequently deemed to be unsupportable in location.
- Your day to day healthcare needs (Primary Healthcare/GP Service) will be managed by the SHAPE Medical Centre. The medical centre staff may email you once they have received your medical screening clearance but if you have not heard from them, you should email the practice on [UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk) to request registration information. As well as practice registration information, you will also be provided a code for enrolment with the OneHMG Healix platform which you must complete in order to ensure access to hospital care, and payment for it at post.
- We are currently updating all our healthcare information and making it more accessible. You can find the practice leaflet and details about how your healthcare will work in SHAPE or Brussels on EJSU Net at <https://www.ejsu.net/health/>.

## Travel Health Insurance

- The MoD underwrites your healthcare in your country of residence but is not responsible for off-duty holidays or for (non-duty) trips which cross an international border. Please ensure you arrange personal Travel Health Insurance for any non-duty travel outside Belgium, including transiting through France or undertaking trips to surrounding countries after arrival. Confirm in writing that your provider understands that you will be beginning your journeys from inside Belgium as many UK policies only recognise journeys beginning in the UK.

## European Health Insurance Card (EHIC)/Global Health Insurance Card (GHIC)

- An in-date EHIC/GHIC is highly recommended for all family members. You may request this through [www.gov.uk/global-health-insurance-card](http://www.gov.uk/global-health-insurance-card) (avoid any sites which ask for payment). The EHIC/GHIC offers some reciprocal healthcare benefits and subsidises the cost of emergency care when you are travelling out-with your country of residence, provided you register under your BFPO address.
- This card should be carried when travelling in Europe (including in transit through France) and is required by some insurers to reduce the cost of emergency treatment. Check the expiry date on the card and diarise to renew it if it expires during your tour.



There is a more in-depth section within this arrivals guide that details more healthcare information

### Arrivals

- To ensure a smooth arrival the SHAPE NSE will book an appointment for you either for the arrival date stated on your Assignment Order, for you to complete your initial arrival paperwork and the SHAPE ID Card Application Form. You will then proceed to ‘SHIPPS’ for the issue of your SHAPE ID Card, this appointment will be booked for you by the NSE. You will also be booked a Protocol ID appointment for as close to your SHAPE ID as is available.

Please ensure that you are on time for your appointment with the NSE and bring all of the documents listed below.

<b>NSE Appointment (please do not bring your family to this appointment)</b>
Passport or National ID Card or Military ID Card for yourself and all family members.
<b>You will be issued with the following for your SHAPE ID appointment – you must take your family (aged 8 and above) with you for this appointment: Your NSE will give you all the necessary paperwork for this appointment</b>
<b>The following will be required for your Protocol ID appointment – you must take ALL eligible family members to this appointment; an ID is required from age 0.</b>
<b>2x Colour photocopies of each passport</b>
<b>2x photocopies of the marriage certificate or certificate of legal partnership</b>
<b>2x photocopies of the birth certificates (long certificate) for each child</b>



## Status of Forces Agreement (SOFA)

- You and your family will require a SOFA Card whilst here at SHAPE. Following the UK exiting the EU it is this card that allows you and your family to live in and travel within the EU. You must apply for these cards prior to arrival. [This is done here](#) on MODNET. At your NSE appointment your entitlement will be confirmed and you will be issued a SOFA letter. Please ensure you bring your passport, and that of any dependants, with you on the day of your NSE appointment. On receipt of your SOFA card you will be required to come and sign for it at the NSE. Non-dependant adult children over the age of 18, not in full time education or with PACCC approval for Immediate Family Status, will not receive a SOFA card. If you are bringing adult children with non-dependant status, you must register them locally for residency on arrival. Please contact the NSE for more information if you are unsure of the status of your child(ren) aged 18+.

## Vehicle Registration

- You will be required to register all vehicles and trailers (incl Caravans) brought with you to Belgium within 3 months of the vehicle being imported. All vehicles and trailers MUST be in the SP or UKBC's name, it is advised that you change the name on any vehicle/trailer before your arrival as the process in country can be a little painful. If in doubt please contact the HNLO (Mrs Nadia El Hamdi) for further advice/guidance on [Nadia.ElHamdi329@mod.gov.uk](mailto:Nadia.ElHamdi329@mod.gov.uk).

You can also obtain more detailed information on the Shape 2 Day website via the following link: <https://www.shape2day.com/arrivingleaving/vehicles>. There is also a dedicated section to everything vehicle related further in this guide.

The following paperwork will be required so ensure you have it to hand on arrival:

LESS THAN 4 YEARS OLD	MORE THAN 4 YEARS OLD
<b>Vehicle registration document issued by country of origin (i.e. V5)</b>	Vehicle registration document issued by country of origin
<b>Motor insurance green card showing chassis</b>	Motor insurance green card showing chassis
<b>A Controle Technique will be required if the new vehicle has a tow bar fitted.</b>	Valid Controle Technique (own country vehicle inspection certificate is not valid in Belgium)



## **Overseas Private Vehicle Provision**

The Overseas private vehicle provision is an entitlement for personnel arriving in Belgium where they may be able to claim an additional cost reimbursement for the sale/purchase of a car. Please liaise with your losing unit regarding the entitlement within JSP 752.

You must seek prior approval from SHAPE NSE before claiming for OPVP on JPA.

The three types of OPVP are:

### **Overseas Private Vehicle Provision Selling/Buying/Start Lease (OPVP(S/B/SL)) .**

On posting to SHAPE you are entitled to claim a contribution towards the cost of buying, selling or starting a new lease on a vehicle due to your overseas posting. Please refer to JSP 752 Annex A to Section 4 of Chapter 9.

**Overseas Private Vehicle Provision Cancelling Vehicle Lease (OPVP(CVL))** Provides capped recompense if a vehicle lease agreement has been cancelled due to overseas assignment

**Overseas Private Vehicle Provision Shipping(OPVP(S))** If you choose to ship your vehicle on overseas posting you can receive capped recompense. This is not the same as driving from the UK to Belgium, if you choose to drive Motor Mileage Allowance for two cars and one day's subsistence is authorised.

If claiming OPVP you cannot claim for Motor Mileage Allowance on assignment.

## **Get You Home (Belgian Commuting Allowance)**

GYH (BCA) is a trial allowance beginning on 1 Dec 21 and lasting for two years until 31 December 2023. It has since been extended. It is available to SP who will serve separated or those who are single.

It is an alternative to the ' standard ' issue of Get You Home (Overseas) and Longer Separation Allowance. Before arriving here at SHAPE, you should read the information found within the DIN [here](#).



## NATO Mandatory Cyber Awareness Training – NATO POSTS ONLY

The impact of cyberspace attacks has become more intense in recent years and so with this in mind all personnel who will be working for NATO are now required to complete mandatory cyber awareness training prior to your arrival in SHAPE. All new NATO personnel to SHAPE are required to attain a minimum level of cybersecurity awareness. Once you have completed this course your certificate should be forwarded on to your relevant department for retention and to allow them to apply for a NATO account on your behalf. In order to complete the course please click on the document below and follow the link:

<https://jatl.act.nato.int/ILIAS/>

## UK Personnel Deployed into NATO Appointments and Held at Readiness

UK Tri-service personnel assigned to NATO appointments are required to meet host nation and NATO readiness standards. This is only applicable to those personnel who are assigned to NATO HQ within SHAPE. Please click on the document below for a full list of locations and the required clothing list. [NATO clothing Authority Letter](#)

## Schooling

- Please read [Education overseas for service children - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- Also email [RC-DCS-HQ-CEAS@mod.gov.uk](mailto:RC-DCS-HQ-CEAS@mod.gov.uk) for advice. All SP who have children of school age must complete the attached education supportability clearance form [EOS Form](#)
- Authority to claim overseas school fees (BSB fees): [Overseas Endorsement Form](#)
- For CEA claimants please remember to submit an eligibility certificate before you arrive at your NATO post.
- The application for Overseas Nursery Authority for children aged 3 & 4 yrs. can be found in [2020DIN01-046](#). Further advice and guidance on the education provision in Belgium should be sought through DCS in the first instance [Education overseas for service children - GOV.UK \(www.gov.uk\)](#).

## CHILDCARE

- Childcare support is minimal on SHAPE, and you should consider whether you will might need childcare support full time, part time or during school holidays. There is a US run Child Development Centre (CDC) on SHAPE and application is done through the US Military childcare program. If you feel that childcare support may be required during your assignment, you should register at the following link:  
<https://militarychildcare.csd.disa.mil/mccf/ui/#/>



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- Waiting lists can be long and a strict priority system is maintained so applying early is key.
- Further information can be obtained by contacting the CDC direct on [usarmy.benelux.id-europe.mbx.cyss-info@mail.mil](mailto:usarmy.benelux.id-europe.mbx.cyss-info@mail.mil).

## Allowances

Whilst you are based at SHAPE there are various allowances that you may be entitled to depending on your circumstances.

### Local Overseas Allowance (LOA)

The amount received is based on your personal circumstances, further information can be found in JSP 752.

### Home to Duty (HDT)

Those serving personnel who live over 3 miles from SHAPE may be entitled to HDT. This will be based on the location of your accommodation and its proximity to SHAPE. You will be given the forms to complete upon arrival and informed of your entitlement to this.

The current rates can be viewed via the following link:

<https://modgovuk.sharepoint.com/sites/defnet/HOCS/Pages/JPA-Library.aspx#Top>

You will be given more information on other allowances, such as Get You Home (Overseas) (GYH(O)) and Respite Provision (RP), upon arrival.



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# Mons – Arrivals Checklist

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Time	Action	Comments	✓
On Notification Immediately	<b>Assignment Order Received on JPA</b> <ul style="list-style-type: none"> <li>Read and action EJSU. <a href="#">Supportability DIN</a></li> <li>DESCOM Families Section should have made contact if you are serving accompanied <a href="mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk">UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</a></li> <li>Contact the Overseas Education and Supportability Team if you have children of school age. <a href="mailto:RC-DCS-HQ-OES@mod.gov.uk">RC-DCS-HQ-OES@mod.gov.uk</a></li> <li>Ensure Passport(s)/Visa(s) are in date, apply for <a href="#">Schengan Visa</a> if necessary.</li> </ul> <b>Check your inbox/spam for contact from the NSE</b>	<p>Contact the Community Hub to be added to the community mailing list:  <a href="mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk">GSO-EJSU-Belgium-CommunityHub@mod.gov.uk</a></p> <p>Contact can be made by SP/UKBC/HoH and/or the spouse/partner.  <a href="mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk">GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk</a></p>	
	<ul style="list-style-type: none"> <li>Submit manual MOD F1132 to <a href="mailto:DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk">DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk</a></li> </ul> <p>SNCOs and Officers requiring SLA will live off base in flats.</p>	<p>Dependants &lt;18, 18-year-olds taking a gap year or those 18-23 in full time education will be taken into consideration. 18–21-year-olds are required to have PACCC authority for Immediate Family Status if not in full time education or undertaking a gap year between ages of 18-19 .</p>	
On receipt of Assignment Order	<b>Personal Administration Considerations</b> <ul style="list-style-type: none"> <li>CEA</li> <li>Family Welfare</li> <li>Medical – Register with HEALIX</li> <li>EHIC/GHIC/E106/Travel Insurance/</li> <li>Child Benefit/Tax Credits</li> <li>Marriage Tax Allowance</li> <li>Change of Postal address</li> <li>Broadband contracts</li> <li>Cancel utility bills/standing orders/direct debits</li> <li>Personal/Family Insurance/PAX cover</li> <li>Complete NSE arrival proformas</li> <li>Medical insurance for any child over 18 not in full time education (without PACCC approval).</li> <li>Pet travel /Pet vaccinations/insurance</li> </ul>	<p>Reapply for CEA on assignment iaw JSP 752            -Do you have any ongoing welfare concerns?            - Registration with HEALIX once supportability has been confirmed.</p> <p>Change Driving Licence/Bank - use BFPO 26</p> <p>Contact Community Hub for internet support in BEL</p> <p>Contact NSE for further information if planning to bring child(ren) over 18 but not in education or undertaking a gap year.            Check the rules post-BREXIT for any animals coming with you.</p>	
	<b>Schooling considerations</b> <ul style="list-style-type: none"> <li>Apply for school places / Complete educational clearance</li> <li>Inform DCYP/CEAS/NSE if you wish to consider Elective Home Education (EHE).</li> <li>Contact Overseas Education and Supportability Team.</li> </ul>	<p>3-11 – <a href="#">SHAPE International</a>            12+ - <a href="#">British School of Brussels</a>            Home Education requests requires further supportability checks contact the NSE  <a href="mailto:RC-DCS-HQ-OES@mod.gov.uk">RC-DCS-HQ-OES@mod.gov.uk</a></p>	
	<b>Spousal Employment considerations</b> <ul style="list-style-type: none"> <li>BREXIT rules for Employment – we are no longer EU citizens.</li> <li>Registration with HN for local employment.</li> <li>Self-employment tax implications</li> <li>Speak with a tax advisor UK and HN.</li> </ul>	<p>Check Tax rules if planning to retain UK employment working from BEL.            Accompanied status may need to be reviewed if Spouse spends more than 91 days out of Belgium contact NSE for further guidance.</p>	
	<b>Personal Vehicle considerations</b> <ul style="list-style-type: none"> <li>- Tax Free Vehicles</li> <li>- Insurance</li> <li>- Transfer ownership of all vehicles not registered in the SP or UKBC's name.</li> <li>- Enquire as to entitlement for Overseas Private Vehicle Provision (OPVP).</li> </ul>	<p>Check the Tax-Free vehicle entitlement at <a href="#">SHAPE2DAY   VAT in Belgium</a>.</p> <p>Check which export scheme is best for you: <a href="#">VAT 410</a> OR <a href="#">VAT 703</a> The Personal Transport Unit (PTU) should be contacted directly if further information is required - 0300 3227071</p> <p>Ensure Insurance covers for residency in Belgium. A green Card is mandatory in Belgium, ensure your company will provide one per vehicle/trailer/motorbike.</p>	

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<b>Families Section</b>	<b>Families Section Email:</b> <a href="mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk">UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</a> Complete all forms received in a timely manner, these are used to ensure you, and any family members, are supportable overseas.	No movement to Belgium is to be booked before supportability has been granted.	
3 Months Prior to move	Apply for a SOFA Status card prior to arrival, <b>this cannot be done until receipt of SFA/SSSA allocation.</b>  <a href="#">SOFA Status App</a>	You must complete one application per eligible family member.  SOFA Card only for eligible pers, non-dependant children are not entitled. Speak with NSE if in doubt.	
45 Days prior to move	Confirm allowance entitlement <ul style="list-style-type: none"> <li>Disturbance allowance</li> </ul>	Overseas rate. Do not claim for children for whom CEA is in place or for those at Uni.	
30 Days prior to move	Confirm allowance entitlement <ul style="list-style-type: none"> <li>Advance of Pay (if required)</li> </ul>	Up to 4 months' salary. Consider tax implications.	
4 Weeks prior to arrival	Make the necessary arrangements for 'non-dependant' adult children where necessary  <b>Confirm SFA/SLA allocation</b> <ul style="list-style-type: none"> <li>Postal address</li> <li>Occupation date/Removals arrival date</li> <li>Is Proxy 'March in' required?</li> <li>Personal contents insurance</li> <li>Arrange internet appointment with Belgium company (VOO or Proximus) for arrival date.</li> </ul> <b>Personal administration</b> <ul style="list-style-type: none"> <li>Check statement of earnings</li> <li>Unit clearance certificate</li> <li>Change of address Royal Mail/Unit</li> <li>UK broadband contract – use BFPO 26 address.</li> <li>Bills/Standing Orders/Direct Debits</li> <li>Personal/Family Insurance/PAX cover</li> <li>Check EJSU Net for up-to-date information</li> </ul>	Medical/Travel Insurance. Application for HN Residency must be made on arrival – bring key personal documents.  - Book through your Sponsor - HNLO can assist through the Community Hub email.	
NSE Arrival	<b>Personal Administration</b> <ul style="list-style-type: none"> <li>Attend NSE, SHIPPS (SHAPE ID &amp; Protocol ID) appts as arranged by the NSE.</li> <li>Register with Medical/Dental Centre</li> <li>Open local bank account</li> <li>Collect BFBS box if required.</li> <li>Book into relevant mess</li> <li>Arrange CT for all vehicles and register vehicles with SHIPPS.</li> <li>Complete assignment expense claims as necessary.</li> <li>You should ensure that your GBT profile is working and up to date when you arrive. We will need this to book your national business travel. You may also need it to book your NATO travel. GBT can be accessed by following this link: <a href="https://uk.hrgsuite.com/dtd/Logon?returnurl=%2ftd">https://uk.hrgsuite.com/dtd/Logon?returnurl=%2ftd</a></li> </ul>		
1-2 Month after arrival	<b>Personal administration check statement of earnings</b> <ul style="list-style-type: none"> <li>Are you on the correct:</li> <li>Rate of pay / LOA rates / Accn charge?</li> <li>Apply for Second Vehicle Supplement (SVS) if entitled.</li> </ul>		



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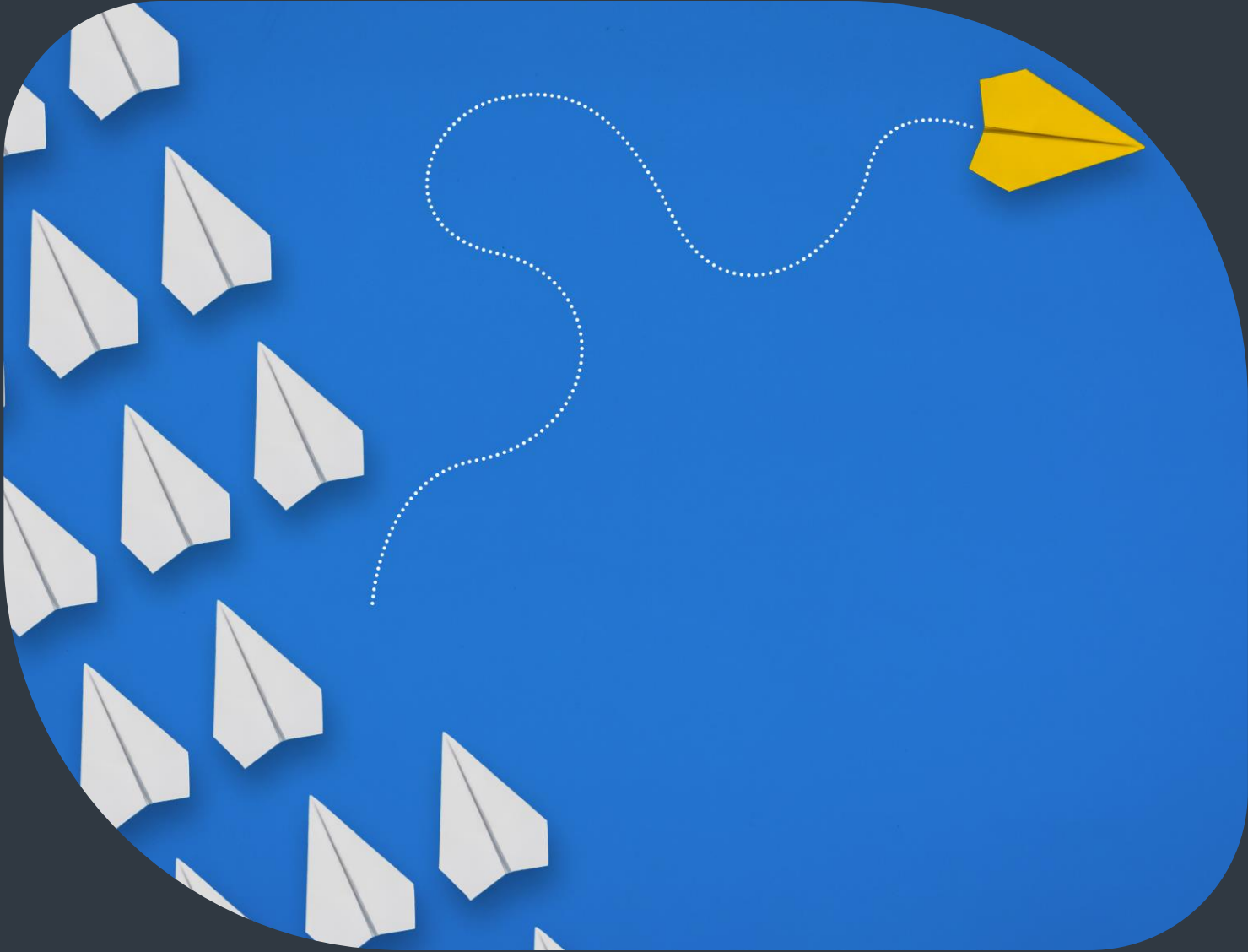
## Glossary of Terms and Abbreviations

Acc	Accompanied
Accn	Accommodation
AFF	Army Families Federation
BFC	British Forces Cyprus
BFBS	British Forces Broadcasting Service
BFPO	British Forces Post Office
CAT	Civil Air Travel
CEAS	Children's Education Advisory Service
CESSAC	Church of England Soldiers Sailors & Airman's Club
CILOCT	Contribution In Lieu Of Council Tax
CLO	Community Liaison Officer
DE	Disturbance Expense
EC	Emergency Contact
EHIC	European Health Insurance Card
FFR	Fixed Forces Rate
GHY(O)	Get You Home (Overseas)
HCSO	Housing Community Support Officer
HDT	Home to Duty Travel (Public or Private)
LOA	Local Overseas Allowance
LSA	Longer Separation Allowance
NOK	Next of Kin
PAP	Privately Arranged Passage
PAX	PAX Insurance
PE	Personal Effects
ROW	Rest of World
RWA	Resident at Work Address
SFA	Service Families Accommodation
SLA	Single Living Accommodation
UAO	Unit Admin Office
UKBC	United Kingdom Based Civilian
UKD	United Kingdom Dependent
UNMINS	Unaccompanied Minors



# Mons – In-processing

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## National Support Element

You will have received an appointment with the NSE for initial in-processing. At this appointment you will be given all relevant forms for you to take to the CENTRAL PROCESSING CENTRE (CPC) to obtain your SHAPE ID. You will have received an email confirming your CPC appointment (booked by the NSE). The NSE will also have pre-booked a Protocol ID appointment on your behalf, you can make amendments to the appointment using the email received up to 1 hour before the appointment. It is your responsibility to book a vehicle registration appointment once you are in receipt of your SHAPE ID for all eligible vehicles.

**PLEASE DO NOT MISS AN APPOINTMENT, IF YOU CANNOT ATTEND THEN CANCEL AND REBOOK.**

**You may receive notification of an earlier appointment from other cancellations; if you get a notification reference your SHAPE ID appointment you must reschedule the NSE appointment first, failure to do so will mean you do not have the relevant paperwork for the appointment and will have a wasted trip. NSE appointments are available Mon – Fri from 0900 hrs.**

### Split Pay:

- You have the option to split your pay into your UK and a Belgian account, the percentage of the split is individual choice, and this can be actioned in the NSE office. Report to the NSE once your Belgian bank account is opened and complete a JPA E016b. You will also need to confirm which bank you want any expense claims to be paid into UK in £ or Belgium in €, this can be alternated during your tour but only through the NSE.

### Local Overseas Allowance:

- You receive LOA for the length of your posting to SHAPE. The amount you are paid varies depending on your circumstances: up to date rates can be found on the JPA portal and on the notice boards in both JPA Suites (100 Area & Bldg 309).

### JPA Suite:

- There are two JPA suites in SHAPE; three MODNet terminals outside the NSE office in Bldg 309 which are available 24 hours a day; three MODNet Terminals in the JPA suite, 101 area, next to the UK NMR Registry which are available during the Registry opening hours.



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## Passports:

- Ensure your passport has six months on prior to any travel through Europe or UK/overseas. During your posting to SHAPE passports can be renewed in the NSE office. You will be required to provide up to date passport photos; there is a photobooth in the Carrefour on SHAPE. Passport Application forms can be obtained in the NSE office and are to be returned completed to the NSE for onwards action. Please ensure your form and photos are counter-signed as this is a requirement when being sent through MoD. Passports for all eligible personnel will be paid for through the public purse, JPA Expense claims for photos are acceptable however, claims for passports through JPA are only to be completed with the advance approval of the Head of Location.

## Get You Home Entitlements:

- For those eligible personnel on a 12 month or longer assignment there is an entitlement for a Get You Home Overseas Warrant, which helps towards the cost of returning home to see family and friends. The entitlement is for 1 warrant per 12-month period and will be renewed on the anniversary of the arrival date on assignment. Journey applications and GYH(O) claims are all made on JPA, further advice and guidance should be sought from the NSE Admin Office.

## Respite Provision (RP):

- For those eligible personnel there is an entitlement to 4 days RP for each eligible family member (those with an entitlement to SCV will not get RP). The rates can be obtained from the NSE. RP days can be used singularly or as a group; they can be used anywhere worldwide; they cannot be linked to a GYH(O); they are to contribute to the cost of accommodation and travel up to the maximum entitlement. Further information can be obtained through the NSE

## Temp Duty Travel and Claims:

Whilst you are assigned to SHAPE there may be a requirement for you to travel to other locations on duty. There are 3 types of travel:

- NATO
- HOCS
- National (UIN A2939A)

The action you need to take prior to booking any duty travel is dependent on what type of travel you are undertaking. You must take advice and guidance from the Registry in 101 Area and/or SHAPE NSE Admin team prior to undertaking the journey. Failure to complete the correct travel booking process will result in any subsequent JPA Expense claim being rejected.



## Second Vehicle Supplement (SVS):

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 Belgian Registration Document and Insurance Green Card for both vehicles. 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. Applications can be made through the SHAPE NSE.

## ID Cards

- All military personnel, entitled civilians and dependants are required to carry an ID card. Your SHAPE ID is required to be shown in the Carrefour Supermarket and the RIS (Rationed Items Store) and should be carried at all times.

## Protocol ID

- It is a legal requirement for ALL dependents to have a protocol ID, Service personnel are strongly recommended to apply. This is proof of legal residence within Belgium. It should be noted these cards expire on the end of tour date, and so any changes to this date will require a new card to be applied for. In addition to this, children's card will expire on their 1st, 3rd and 5th birthday and a new photo must be taken at the time of application for the new card. The process to obtain a card is done at SHIPPs, appointments can be made through <https://www.shape2day.com/arrivingleaving/belgian-protocol-id>
- Once you have applied for a Protocol ID certain checks are completed by the HN, these checks involve a Police visit to your property, this is normal, your Protocol ID will be issued after that police check is complete. Once you have a Protocol ID you are to notify the NSE who will then obtain your National Number. **Note:** the number on your protocol ID is NOT your National Number.



# Mons – In-processing

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	Timeframe	Action/Task	Comments	Action for SP or Spouse	Check
1	Immediately	<p>SHAPE NSE Arrival Interview (pre-booked before arrival):</p> <p>Update/Check Personal Administration:</p> <ul style="list-style-type: none"> <li>• Update RWA / EC / NOK on JPA</li> <li>• Complete arrival paperwork</li> <li>• Check SHAPE 94 forms</li> <li>• Update GBT Profile.</li> </ul> <p>Family members will be directed to the Community Hub whilst the SP is completing their arrival documentation.</p>	<p>Please adhere to your NSE appointment as delays may affect your SHIPPS appointment. You need to ensure you have with you the following documentation:</p> <ul style="list-style-type: none"> <li>• Passport(s)</li> <li>• MOD F 90</li> <li>• Marriage Certificate</li> <li>• Child(ren)'s birth certificate</li> </ul> <p>You will receive:</p> <ul style="list-style-type: none"> <li>• All relevant documentation to take to SHIPPS for your In-Processing.</li> <li>• SOFA stamps documentation.</li> <li>• Proof of Residency – for the Bank/Local businesses</li> <li>• Information relating to allowances during your assignment.</li> <li>• SHAPE Arrival Certificate (to be returned on completion).</li> <li>• You should ensure your GBT profile is working and up to date when you arrive. We will need this to book your national business travel. You may also need it to book your NATO travel. GBT can be accessed by following this link: <a href="https://uk.hrgsuite.com/dtd/Logon?returnurl=%2fdtd">https://uk.hrgsuite.com/dtd/Logon?returnurl=%2fdtd</a></li> </ul> <p>Once you are in receipt of your SHAPE ID you will have:</p> <ul style="list-style-type: none"> <li>• Access to SHAPE for you and your vehicles.</li> <li>• The relevant areas on SHAPE that you require (based on your job role).</li> <li>• Purchase of Rationed goods in the Rationed Items Store (RIS) located on camp by Carrefour.</li> <li>• Tax free fuel for all vehicles that have been registered through SHIPPS. It is an offence to purchase Tax Free fuel for any vehicle not registered.</li> <li>• Access to Medical support in the local community and American Medical Section.</li> <li>• Community activities run through the Moral and Welfare Branch (MWB).</li> </ul>	SP & Spouse	
2	Immediately	Register with medical and dental centre	The Medical and Dental Centres are located on SHAPE in the SHAPE Healthcare facility. You must register all eligible personnel in your family. A SHAPE pass is not required to register with the British Section but you must register with the American Section (for Bloods/Test/Lab) once you are in receipt of your SHAPE ID. Take your SHAPE ID to the US reception.	SP	
3	No later than 90 days	Register your vehicle(s) and trailers (caravans) with SHIPPS	<p>You are mandated to register all your vehicles and any caravan/trailers with the Belgium authorities. Failure to do may result in a fine and/or disciplinary action. You require the following for registration:</p> <ul style="list-style-type: none"> <li>• A pass certificate for the CT Inspection (vehicles over 3 years old or any vehicle (regardless of age) that has a towing capability.</li> <li>• V5, BFPO Form 73 or equivalent vehicle registration documentation.</li> <li>• A Green Card proving valid insurance for Belgium.</li> <li>• Payment (in cash) for the registration.</li> </ul> <p>Failure to provide any of these documents will result in the registration process failing.</p>		



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4	As soon as required	Arrange to collect BFBS Box and card (if required).	The Community Hub in Bldg 309 can provide you with a BFBS Box and card. In addition, BFBS TV and Radio can be accessed through the Defence Gateway on any computer and laptop, the BFBS TV and/or Radio Apps can be downloaded onto smart phones, tablets and firesticks.	SP or Spouse	
5	If not completed prior to arrival	Contact local telephone/internet providers for TV/internet/mobile phones as necessary.	There are two main providers in Belgium Proximus and VOO. Both have good English-speaking support staff and both have their own strengths and weaknesses. You can apply for their services online.	SP or Spouse	
6	As soon as required	Consider opening a local bank account.	There are various choices for local banking, do your research and select the one that fits best for your needs. Most do have English-speaking support staff. Once you have opened a Bank Account you must bring the bank details to the NSE Admin office who will then set up your JPA Banking information in accordance with your needs.  There is a Chip and Pin facility within the BFPO office in Bldg 309 which will allow you to take funds from your UK bank cards at the General Accounting Rate (GAR) of the day. The GAR changes on the 1 <sup>st</sup> of every month. The amounts you can withdraw are restricted to £1000 per month in 4 withdrawals. Revolute/Monza travel cards are widely used by personnel, they are versatile, give access to a UK and EU IBAN/BIC and use the 'live' exchange rate.	SP	
7	Within 14 days of arrival	Book into relevant Mess (if applicable).	Report to: WO1 (RSM) Pullen – 100 Area Base Support Group (BSG) – Senior Ranks & Jnrs (x5543) Cdr Hughesdon – 100 area SACT SEE - Officers	SP	
8	Within 14 days of arrival	Complete SHAPE Arrivals Certificate.	Return to the SHAPE NSE	SP	
9	Within first 14 days of moving into Service Family Accommodation (SFA)	“Licence to occupy” to be signed and returned to DIO if the SFA was taken over by proxy.  Return “14 Day Initial Defects Form” to DIO, listing any faults or defects to the property.	DIO is located on the top floor of Bldg 306.	SP	
10	Dependant on Forecast of Events (FOE)	Attend: • Town Hall • Families Forum • Meet & Greet/Hails & Farewells (Single Service specific)		SP and Spouse/ Family	
11	Within first 6 weeks of arrival	Personal Administration • Check Statement of Earnings • Are you on the correct <u>LOA Rates</u> ? • Are you paying the correct Accommodation Charge? • Has your Respite Provision and GYH(O) allowance been entered on JPA?	Report any issues to SHAPE NSE immediately.	SP	

# Mons – Activities

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## Youth Activities

There is a youth service at SHAPE 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; [www.chievres.armymwr/programs/cysreg](http://www.chievres.armymwr/programs/cysreg)

Cubs, Scouts, Rainbow and Beavers are run by British volunteers at SHAPE. Your child will still need to register with the Girl guiding or Scout association.

There is a Juventus Football Academy on SHAPE.

For more information; <https://www.shape2day.com/community/sports-fitness/sports-fitness-centre>

## Gym

The Gym offers an impressive and extensive range of classes and facilities including a swimming pool and sauna. An induction class must be attended prior to using the CV suite and weights facility. Also available are 12 outdoor tennis courts, 5 baseball/softball pitches, 6 football / rugby / hockey pitches floodlit, 400M running track complete with stand.

Contact: 0032 6544 5325

<https://www.shape2day.com/community/sports-fitness/sports-fitness-centre>

## Cycling

There is an Active SHAPE cycling group [www.shapecycling.com](http://www.shapecycling.com)

## Churches

English speaking chapel services and ministry groups at SHAPE International Chapel.

UpToDate timings can be found at <https://www.shape2day.com/community/shape-chapel>

Email Padre: [EJSU-J1-Chaplaincy@mod.gov.uk](mailto:EJSU-J1-Chaplaincy@mod.gov.uk)



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## SHAPE Trips & Tours

Trips & Tours is a part of MWB on SHAPE and glad to offer you both day trips and multi-day trips. Join one of our day trips - no need to drive, no need to look for a parking place and no need to worry about public transportation - we will comfortably take you to the most popular destinations within 4 hours bus ride in and around Belgium. Some of the day trips include transportation only, others include a program such as city tours, boat trips, visits to museums, castles, exhibitions etc. We also offer exciting fully or partially guided overnight trips! Trips are open to all SHAPE/NATO card holders and their guests. For your convenience we accept Visa, MasterCard, Bancontact and Euro. Alternatively, you can make a payment per phone with your credit card.

To experience these and other trips and to obtain full details of their future itinerary, please contact them on ext 3884 or call into the Community Activity Centre, building 307 where Trips and Tours are located, or the Rendezvous cafe to find the SHAPE Travel Group.

<https://shape2day.com/community/leisure/trips-tours>

## Arts and Crafts Centre

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

[www.shape2day.com/community/leisure/arts-crafts](http://www.shape2day.com/community/leisure/arts-crafts)

## Cinema

The SHAPE Cinema shows a variety of the latest films and a full programme is printed in various magazines including the SHAPE Community Life, or visit

<https://www.shape2day.com/community/leisure/cinema>

Refreshments are sold in the lobby. The team can be reached on ext 5696.



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## Performing Arts Centre

If you are a budding actor or interested in the Performing Arts, then you will find everything you need here. It is open to all nations and age groups and they put on regular plays and some musical concerts. Further information can be obtained by contacting the centre on ext 3321 or visit their website

<https://www.shape2day.com/community/leisure/performing-arts>

## Language Centre

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

<https://www.shape2day.com/community/education/language-centre>

## Library

The library boasts in excess of 35,000 books in over 11 languages. They provide internet access for public use and have CD's, DVD's and videos for loan, free of charge. It is an excellent facility and well worth a visit. They can be contacted on 065 44 5631.

<https://www.shape2day.com/community/education/library>

## Pizza Bowl

The Pizza Bowl is open 7 days a week and is one of the busiest facilities on SHAPE. It is a fully sanctioned American Bowling Confederation approved Bowling Centre with 12 lanes. There are various leagues held throughout the year.

The Pizza Bowl also has an American style Diner which serves an array of culinary fast food with a take-away service too. You can make lane reservations on ext 5696 to avoid disappointment. <https://www.shape2day.com/community/lodging-dining/pizza-bowl>

## SHAPE Club

This facility is open to all Ranks and Nationalities. They have various function rooms and the majority of organised Mess Dinners and leaving functions take place here. Tables can be booked by calling 06544 4133. <https://www.shape2day.com/community/lodging-dining/shape-club>



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## Britannia Club (the Brit Bar)

The community area is located in Building 309. The Bar can be hired and utilised by the community; Bookings can be made through the CLO by emailing [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)

The bar is used for televised sporting events, Family Fridays, fetes and fundraisers. Coffee mornings are also held weekly.

## Shopping

- Carrefour - There is a range of food and toiletries, including multinational and some British goods available at this supermarket. A take-away sandwich counter is situated at the back of the store. You will find many items are perhaps cheaper on SHAPE because of the discount we receive (no TVA / VAT) as this is taken off at the time of purchase.
- Rendezvous - This is a snack bar, selling hot and cold drinks, croissants, pastries, sandwiches and salads to eat in or take away. Wi-Fi is available here too.
- Selexion SHAPE - Located in the Carrefour, this section sells electrical items large and small, paints, tools and batteries and has a small DIY section. See the SHAPE Community life magazine for your 50euros off voucher on your first purchase.
- Rationed Item Store (RIS) - RIS stocks an excellent selection of wine, spirits, tobacco, cosmetics, jewelry, leather goods and perfumes at TVA free prices. Fuel cards are also purchased here.
- The Press Shop - Here you can buy British Newspapers and magazines, maps, cards, books, small gifts, Belgian stamps and watch batteries as well as Mobile top up cards and Phone Cards for use in the Public Phone Boxes. Located in the 100 building.
- Flower Shop - As well as selling fresh cut flowers, indoor and outdoor plants can be purchased here for the home.
- Petrol Station - This is a TOTAL Fina petrol station where fuel cards can be used. Cards are purchased in the RIS. These cards can be used at any FINA or TOTAL station in Belgium. The garage also offers car servicing and all usual garage products.

For more Information about local activities or facilities at SHAPE, please contact; [RC-Pers-HIVE-SHAPE-0Mailbox@mod.gov.uk](mailto:RC-Pers-HIVE-SHAPE-0Mailbox@mod.gov.uk)





## EDUCATION

If you have received a posting/assignment order for any location within EJSU, even if you are already serving overseas, you are required to contact the Families Section at Abbey Wood e-mail: [UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk](mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk). They will provide a family travel pack with all the information regarding clearances, this will include the Parental declaration and [Education Overseas Supportability \(EOS\) form](#) which needs to be completed by your children's current school. Once completed these forms should be returned to the Overseas Education and Supportability e-mail: [RC-DCS-HQ-OES@mod.gov.uk](mailto:RC-DCS-HQ-OES@mod.gov.uk) (or the receiving MOD School directly) and will be reviewed prior to issuing an Educational Clearance Certificate, if appropriate.

Children's Educational Advisory Service (CEAS) will support you with any advice or queries you may have regarding all aspects of education. <https://www.gov.uk/guidance/education-overseas-for-service-children>

Applications for funding and additional funding for SEN are required to go through EJSU. Please refer to the latest EJSU Standing Order. Fee payments are dealt with by [EJSU-J8-Schools@mod.gov.uk](mailto:EJSU-J8-Schools@mod.gov.uk).

Any further or more specific queries regarding education in your location should be directed to [RC-DCS-ModSch-ROWGroupMailbox@mod.gov.uk](mailto:RC-DCS-ModSch-ROWGroupMailbox@mod.gov.uk)

Schools are administered by MOD schools.

Primary school education is delivered by the British section SHAPE international school.

### British Foundation Stage 1 (Pre-school)

The Foundation stage 1 open Monday to Friday 8:45 to 12:00 and then 12:00 to 15:00 (Please contact the school directly for eligibility information). It is for British children aged 3yrs (can attend the first term after their 3rd birthday) up to school age.

For further information and information about the application process please call the school on 0032 (0) 65 44 5283 or email; [shape.asbm@modschools.org](mailto:shape.asbm@modschools.org)

### Primary Education – Foundation Stage 2 to Year 6.

SHAPE International School, the British Section, is where the vast majority of British children attend primary school. The school offers standard UK Primary Education following the National Curriculum. The school's website provides lots of information about the school [www.britishsectionshape.com](http://www.britishsectionshape.com)



Please contact the school on 0032 (0) 65 44 5283 to enquire about the application process or email them at [shape.asbm@modschools.org](mailto:shape.asbm@modschools.org)

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## SHAPE School Bus Pass

For all children attending full time education at SHAPE there is a bus service, the buses pick up and drop off at various points. A bus pass should be obtained through the school bus section as part of your arrival process. This is provided free of charge. The bus service is open for any children who are minimum 5 years old or who will be 5 years old the following month.

The bus pass office is in Building 710. Telephone; 0032 (0) 65 44 4013

To register you must take with you;

- The child's sponsor must be present
- Copy of the child's birth certificate or passport
- Certificate of Assignment ( without this you will be charged)
- A registration form will be given to you to complete at the Bus section Office

For more information; <https://www.shape2day.com/community/education/shape-intl-school/school-bus>

## Free School Meals

Your child will be able to get free school meals if they are in reception class, year 1 and year 2.

**30hrs Free Childcare.** Children in FS1 can access the British School's Extended Day Care (EDC) service until 1500hrs, term time only. This is held within the same setting as FS1 and is free for those parents who are eligible to receive 30hrs free childcare per week (both UK parents working more than 16hrs pw).

For more information, please see <https://www.childcarechoices.gov.uk>

Those families who are not eligible will incur a cost. Please contact the school office for more information on 0032 65 44 5283.



## Secondary Education

There is no British Secondary School at SHAPE, however, the British School of Brussels is SHAPE'S provider of secondary education. You can view their information online at [www.britishschool.be](http://www.britishschool.be). School applications must be made before arriving at SHAPE.

Once education supportability has been granted;

- Complete Overseas Education Supportability Authorisation Form. This needs to be sent to [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk) along with your Educational Clearance Certificate. Please ensure that part C is completed and signed, this can be signed by your current admin unit.
- For all Non EJSU personnel (i.e. DCS, DIO) will need to get budgetary approval from your respective budget office to allow EJSU to process the school invoice. They will need confirmation of the UIN and RAC that the budget manager wants the payment tracked against.
- To start the application, you will need to complete the application form which can be found here [Admissions - British School of Brussels | International School in Belgium](#) You will also register for the BSB SHAPE Bus.
- BSB will ask for a deposit please DO NOT pay it but insert 'BSB have an agreement with HQ EJSU Budgets in that any deposit due will be added to the first invoice'.

This process applies to those assigned to Brussels and SHAPE Appointments. For all children attending full time education at British School Brussels (BSB) there is a bus service, apply through BSB for a seat as soon as possible.

## International Kindergarten

Situated at the SHAPE International School, this caters for children aged 2.5+ to 6 years old. The Kindergarten is mainly French speaking, although a few of the teachers speak English. This is a free service and runs Monday to Friday. There is also a Guardarie service.

For more information;

<https://www.shape2day.com/community/education/shape-intl-school/enrollment-kindergarten>

Telephone 065 44 5739 or email [jardindenfants.shape@skynet.be](mailto:jardindenfants.shape@skynet.be)





## Childcare for Working Parents

Childcare is run by the American section and is available by application at the Central Enrolment & Registry office. They offer a range of different services depending on your childcare needs and the age of your child. Their Office is in Building 503

Call or pop in and discuss your childcare needs and fill in your application form.

Tel: +32 (0) 65 32 6839 or +32 (0) 65 32 6797 or +32 (0) 65 32 6812

Open: Monday - Friday 0900 to 1700

## CDC - The Child Development Centre:

Located in Building 616 this is for children aged between 6 weeks and 5 years old. They offer Full Days, Part Day and Hourly Care. This service is from 6am to 6pm Monday to Friday.

Tel: +32 (0) 65 32 6721

Open:

Monday - Friday 0600 to 1800

## SAC - The School Age Services:

Located in Building 602 this is for children ages 6 years to 12 years old. They offer before school and after school sessions, school closures, seasonal and holiday school breaks, summer camp and hourly care.

Tel: +32 (0) 65 32 6777

Open:

Monday - Friday 0600-1800

For more information; <https://chievres.armymwr.com/programs/childcare>



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## Belgian Childminders

It is possible to employ a Belgian childminder. You will need to contact a local Social worker; they will work with you on your application and help match you with a suitable childminder for your needs.

Belgian childminders speak mainly French; your social worker will be able to help with translation. They do not follow the guild lines of Ofsted.

For more information please contact: 067/348 190 [cpe@cpas-soignies.be](mailto:cpe@cpas-soignies.be)

Rue Ferrer 11, 7060 Soignies

For more information please visit: <http://cpas-soignies.be/index.php/parents-et-bebe?id=245>

## Language Centre

The Language Centre on SHAPE provide a number of language courses at different levels.

For more information; <https://www.shape2day.com/community/education/language-centre>

Some funding for French language courses is available. Please contact [EJSU-J7-IER-ELC-Admin@mod.gov.uk](mailto:EJSU-J7-IER-ELC-Admin@mod.gov.uk) for more information.

## Open University

(For BFPO students in Belgium)

Tel: 0044 121 426 1661

Email: [west-midlands@open.ac.uk](mailto:west-midlands@open.ac.uk)

Web: [www.open.ac.uk/near-you/west-midlands](http://www.open.ac.uk/near-you/west-midlands)

The Open University offers a variety of programmes - including degrees, post-grad, MBAs, certificates and diplomas. Students are administered by the West Midlands Region.

Address: The Open University, West Midlands region, 66 High St. Harborne. Birmingham, B17 9NB Tel: (UK) 0121 428 1550

Web: [www.open.ac.uk](http://www.open.ac.uk)



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# Mons – Finance & Banking

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The local currency is the Euro (€) against which a General Accounting Rate (GAR) of exchange is set, which moves up or down in response to the international money trends. Accordingly, small gains or losses will be registered as individuals move money to and from UK.

If you elect to be paid locally, and we suggest that at least a proportion of your salary will be required here, your pay and overseas allowances will be paid into your Belgian bank account at the current GAR rate. However, the usual allotment arrangements may still be used for the remainder of your monthly pay

## Banking

- **ING Bank +32 (0)474 46 71 19 [Click Here](#)**
- **BNP Parisbas Fortis Bank +32 27626000 [Click Here](#)**
- ING bank is located in Mons and BNP Parisbas Fortis in Jurbise. . English is spoken at all, and you can book an appointment to open an account online. You will need with you your Belgium I.D, your tenancy agreement, passport and National insurance number. The NSE will provide alternative document if your Belgium ID is not yet available to confirm your Belgium residence. Other banks are available like KBC, but many people are now using Wise Bank as they have a Belgian IBAN which can be used for split pay and dependents jobs.
- There is a cash point located within SHAPE, with an alternative situated in Nimy, a small suburb not far from SHAPE.. Cash back also available when making a purchase in Carrefour in 500 area.

## UK Credit/Debit Cards & withdrawing cash

- Most UK credit/debit cards are accepted in large retail outlets, petrol stations, hotels and restaurants but you should check prior to purchase.
- Cash can be withdrawn from UK accounts at British Forces Post Office (in building 309) with no charges. There is a maximum daily withdrawal of £250 or maximum monthly limit of £1000 per person.
- It is also possible to withdraw cash, with a UK credit/debit card, from a large network of cash point machines but a charge may be applied please check with your bank first.



## Legal Help

- For UK matters: The Law Society (of the respective jurisdictions: England and Wales or Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website.
  - England and Wales <http://solicitors.lawsociety.org.uk/>
  - Scotland <https://www.lawscot.org.uk/find-a-solicitor/>
  - Northern Ireland <https://www.lawsoc-ni.org/solicitors>

Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms

- Once you return to the UK, you will need to instruct a civilian solicitor.
- For Overseas matters: Guidance on overseas lawyers can be obtained from the foreign and Commonwealth Office's (FCO) published List of Lawyers Abroad. [www.gov.uk/government/collections/list-of-lawyers](http://www.gov.uk/government/collections/list-of-lawyers)
- Where a territory is not specified in the FCO's list, Army personnel should contact the in-country Army HQ for guidance on local lawyers.

## Amazon Tax Free:

You are able to claim your tax back from purchases delivered to a BFPO address. Amazon being the most common must be completed within three months of the purchase. The form can be obtained from outside the NSE office (building 309, room 103) which will already be stamped. This is then completed with the order numbers and returned by email to [vat-refund-requests@amazon.co.uk](mailto:vat-refund-requests@amazon.co.uk). This form is used for any of the purchases you wish to claim VAT back on.

## Local Tax Free:

To claim tax back from other shops, you must collect a “facteur” form from the customer services desk at the shop. This is an invoice of goods sold as detailed on your receipt. A form then can be obtained from the CLO office, ensure you receive two copies in French. Both forms need to be originals. These in addition to the ‘facteur’ are then taken to the VAT office in SHIPPs, building 210. This then needs to be collected a week later and posted to ‘redall’ who will process the refund which can go directly into your Belgian bank account.

## • INSURANCE MERAINI

- Located at SHAPE in Building 250 . Appointment only for independent travel/car insurance. Call 065 44 5355 or email: [shape@assurteam.com](mailto:shape@assurteam.com), <https://www.shape2day.com/community/commercial-activities/shops-on-base>



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Primary Health Care Services are run by Defence Primary Healthcare from the SHAPE healthcare facility.

## Services

We offer GP and nurse appointments, physiotherapy and health visitor services. We also have on-site access to facilities for dispensary, laboratory investigations and x-rays. We require all patients to register with the US facility to have access to these.

## Contact Us:

SHAPE Healthcare Facility - UK Clinic

Building 401, Rue D'Oslo, SHAPE, 7010 Maisieres, Belgium

The healthcare facility is near the main shopping car park. For the UK section go through the main entrance then follow signs for 'London'.

- Reception: +32 (0)65 44 5824
- Patient support and referrals: +32 (0)65 44 2071
- Dispensary: +32 (0)65 44 5999
- Practice: [UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk)
- Patient support: [UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk)
- Practice Manager: [UkStratCom-DMS-DPHC-MON-PM@mod.gov.uk](mailto:UkStratCom-DMS-DPHC-MON-PM@mod.gov.uk)
- Healix : +44 (0) 208 4817800 [healthline@healix.com](mailto:healthline@healix.com)

## Opening hours

- Monday – Wednesday: 08:00 - 12:30 & 13:30 - 17:00
- Thursday 1330 - 1700
- Friday: 08:00-12:30 & 13:30 – 15:30

## Clinical Appointment Times:

- Monday – Wednesday: 0900-1200 & 1400-1600
- Thursday: 1400-1600 & Friday 0900-1200

## SHAPE UK Pharmacy

- Monday-Wednesday 0830-1230 & 1330-1630
- Thursday: 08:30-16:30 & Friday 0830-1230

The Practice and Pharmacy are closed Thursday mornings for staff training and meetings



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## Clinic Appointments

You can make an appointment by phone. Reception: +32 (0)65 44 5824

For urgent enquiries only between 1230-1330 Mon-Fri and 0800-1330 1st & 3rd Thurs of each month phone +32 (0) 0476710699

Urgent appointments are offered within 24 hours and routine appointments within 5 working days. Please help us by being on time for your appointment and by calling 5824 or email [UKStratCom-DMS-DPHC-MONGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MONGrp@mod.gov.uk)

to cancel your appointments that are no longer required.

We offer health surveillance, occupational medicine, child health clinics, smoking cessation advice, travel advice, well woman/man clinics. Please inform reception if you require an appointment for these clinics or have complex needs to ensure you have enough time.

COVID UPDATE: Many appointments are initially by phone or video. Please come to the clinic only if pre-arranged. You will need a face-covering if attending for an appointment. Please enter by the main entrance and be prepared to answer screening questions.

## Out of Hours

You should attend Ambrose Pare A&E if you need urgent care out of hours. The eConsult site also provides some useful information on common conditions. If you need the support of a clinical team out of hours the Healix Healthline is 24/7 +44(0)208 481 7800, they can also reach our practice team when required.

### In an Emergency - call 112

(+32 6544 3333 on SHAPE only)

If you require care that cannot wait until the next working day then attend the local accident and emergency department at Ambroise Paré, and Tivoli for maternity. Directions can be found further in this section.

NB. If you attend A&E or are admitted to hospital unexpectedly call Healix 24/7 Healthline 00442084817800



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## Contact us using eConsult

eConsult allows you to describe your issue and attach pictures using secure software. This can be used for administrative or clinical requests and for repeat prescriptions. The email arrives in our clinical inbox and a practice member will respond via email or phone. Practice staff will aim to respond as soon as possible but certainly by the end of the next working day. eConsult website – <http://patients.econsult.health>. Enter Mons for the practice name.

## Video-consulting

You can choose to have a video appointment with a clinician using secure technology. This is possible on any smart device or PC. Please call to arrange a time in advance with the front desk. Once you have an appointment time you will be sent the link to our online waiting room

## Handling your personal data

The medical centre uses the electronic Healthcare Record (eHR) system and medical centre staff are bound by the Principles of Patient Confidentiality.

Maintaining medical confidentiality is one of the guiding principles in the provision of a quality Healthcare Service. The Senior Medical Officer is the Caldicott guardian for the practice.

In order to provide information to clinicians to make sure the care provided to you is safe and effective, DPHC keep records about your health and any treatment and care you receive from DPHC. The Defence Primary Healthcare patient privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you and explains how we collect and process this to meet our obligations to you.



The personal data we collect about you may also be provided to other approved organisations, where there is a legal basis, to help with improving the care provided, research into new treatments and preventing illness. These help to provide better health and care for you, your family and future generations. Personal data about your health and care is only used in this way we're allowed by law and would never be used for insurance or marketing purposes without your explicit consent. You have a choice about whether you want your personal data to be used in this way, visit [www.nhs.uk/my-data-choice](http://www.nhs.uk/my-data-choice). If you do choose to opt out you can still consent to your personal data being used for specific purposes.

## Healthcare Governance Assurance Visits (HGAV)

DPHC is committed to providing a high quality of medical service. To ensure high standards in care are maintained, a visit of medical establishments is undertaken. The HGAV involves inspecting all aspects of care provision. Some medical records will be inspected by the visiting team to ensure they are accurately maintained and in compliance with good medical practice. The team are all members of the Defence medical Services. They are bound by the strict code of medical confidentiality as laid down by the Department of Health.

## General Practice Vocational Training Inspections

The Practice is approved for General Practice Vocational Training. In order to maintain this approval, the medical centre is inspected periodically by members of the General Practice Education Committee and the Joint Committee on Postgraduate Training for General Practice, all of whom are qualified doctors. Their terms of reference include inspections of National Health Service medical records to check whether they are being kept to the required standard. Any confidential medical information about an individual will not be divulged by visiting doctors but individuals have the right to deny the visitor access

to their own documents should they wish. If you object to your medical records being part of any inspections, you should inform the Practice Manager or the Senior Medical Officer in writing.

## Complaints and Quality of Service

We will periodically ask for your views on the quality of service that you receive and are welcome to submit feedback in any form to us at any time. If you have a complaint about any aspect of your care, please contact the Practice Manager to obtain a copy of the practice complaints policy or to outline your concerns. If

your complaint is about healthcare entitlement or policy, you may also raise it with the Practice Manager by calling 5065 or email [UKStratCom-DMS-DPHC-MONPM@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MONPM@mod.gov.uk)





If you have a complaint about a HN medical provider, you should direct the complaint direct to this provider. You should also highlight and discuss such complaints with Healix stating the provider, location and the issue.

## Feedback

If you have recently had care from the practice we would be grateful if you could complete a short online questionnaire about the service you received. The answers to these questions will allow DPHC to identify what could be done better, what is done well and help improve the quality of care and service we deliver to you. This questionnaire is anonymous.

[DPHC Patient Experience Questionnaire](#)

## Specialist Services

- Rehabilitation - Physiotherapy referrals are made following an assessment with your GP. Military personnel with a new and acute (<3 weeks) injury may also self-refer. We have access to Defence Regional Rehabilitation Units. In some cases it may also be appropriate for a referral to be made to a local rehabilitation provider. In this case you should ensure you have received an authorisation note from the physio, a doctor or the patient support team (+32 6544 2071 or email [UKStratCom-DMS-DPHC-MONPatSpGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MONPatSpGrp@mod.gov.uk)). On occasion you may be referred directly to physiotherapy by a hospital. Please inform us so that the Senior Physiotherapist can review the treatment and optimise your care. You should also inform us of this hospital referral to allow us to ensure payment is planned.
- Mental Health - In the first instance, book an appointment with your GP who can help with many common mental health conditions, by providing support and medication if appropriate. Your GP can also refer you to a mental health team who can provide support via secure video consultations or face to face when required. For Military personnel the UK-based Departments for Community Mental Health may be involved in your care. If required, referral will be made for children to access specialist local or NHS services.
- Laboratory tests and x-rays - There are various options. Most commonly in the SHAPE facility these are ordered on the American system, and you go direct to the laboratory or x-ray reception. The lab is open Mon-Fri 08.00 -1230 and 13.3 - 1600 they are closed the 3rd Thursday morning of every month for training



## Health visitor

The specialist Health Visitor in SHAPE works closely with your doctor and follows the UK's Child Health Programme. We run developmental checks to NHS standards including a height weight vision and hearing. Health Visitors also provide advice and support for a wide range of baby and childhood issues including:

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management
- Parenting questions

If you have any concerns you wish to discuss with the Health visitor or to book an appointment, contact the Practice 065 44 5824

## Other organisations

Your GPs, Health Visitor and Nurses will also work closely with the Department of Children's Services (DCS) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support. We are also closely aligned to the European Joint Support Unit and its welfare and pastoral support.

## Pregnancy

Your care during and after pregnancy will be managed between the SHAPE and Brussels practice, an English-speaking community midwife local to your home, and the hospital maternity department Tivoli. The midwife will work closely with your GP and Health Visitor.

## For Children Social Care advice and guidance

If you suspect or believe a child or adult is suffering or is likely to suffer Significant Harm, including any form of mistreatment or abuse, or if you are concerned about your own behaviour and need advice or support, you should contact BFSWS or the emergency services. 0044 (0) 808 168 3111. If you think a child is at risk of immediate harm, please contact the police by calling 112

Any other enquiries please contact us at [crt.bfsws@coreassets.com](mailto:crt.bfsws@coreassets.com)



The practice safeguarding lead is the Senior Medical Officer

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UK Pharmacy technician: 32 (0)65 44 5999

We have a dispensary on the SHAPE site. This is within the US pharmacy next to the UK clinic. The UK pharmacy technician can supply acute and repeat prescriptions. Repeat prescriptions may be requested by eConsult (preferred), or by email [UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk)

## Payment for prescriptions

- Those who are not entitled to free prescriptions and who do not have a pre-payment certificate will need to pay a prescription charge at the dispensary using a contactless card payment device. You may also purchase a pre-payment certificate online guidance [here](#).

## Host Nation prescriptions

- If you are prescribed medication by a Belgian Medical Provider, you will need to collect this from a Belgian pharmacy (or sometimes we can prescribe the same medication). Please contact the medical centre so that the doctor is able to ascertain the medication conforms to UK prescribing practices and records the details in your medical records.

## Host Nation Pharmacies

- We sometimes ask you to collect medication from Pharmacy Pools and contact details and directions can be found on the next page.

## Over the counter medicine

- Most villages have a Pharmacie/Apotheek. Usually a list of 'on duty' pharmacies will also be displayed on the door. You can purchase a range of medicines similar to those you will find in the UK, but supermarkets do not stock medication in Belgium.

## Unwanted or Out of Date Medication

- Unwanted or expired medications cannot be reused, even if you haven't opened them. All waste medication must be disposed of safely. Medicines that are incorrectly thrown away can end up in the public water supply or harm the environment. Please return any unwanted medicines to the pharmacy where they can be disposed of. Please do not: flush medicines down the toilet; put them in the bin and do not share your medicines with others



## Belgian Pharmacies

- We will sometimes ask you to collect your medication from a local pharmacy. If you are given a Belgian prescription following a hospital outpatient appointment or following an admission, please take it to:
  - Pharmacie Pools, Chaussee de Bruxelles 60, 7061 Casteau, Opening hours Mon-Fri 0830-1230 and 1330-1830. Saturday 0830-1230, Telephone: +32 (0)6 572 8 350  
<https://www.easypharm.be/fr/pharmacies/casteau/pharmacie-pools>

You will not have to pay at the time of collection. However, if you are not exempt or have a pre-payment certificate you will receive an invoice for the medication you received, and payment can be made at the UK pharmacy.

## Opticians and eye tests

- Adults and children aged 16 or over who require routine eye tests: Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer will refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you can reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK costs - i.e. up to a maximum of c€36. Please speak to the front desk who can offer you the correct paperwork in advance.
- If you are military it is very important that you return the completed FMed79 to the medical centre to ensure records are maintained. You may make an appointment with a Host Nation optician of your choice and retain an itemised receipt to reclaim the cost of the eye test.
- Military personnel can also use the US team at SHAPE, to arrange an appointment call the American Central Appointments Line 065 44 5886

## Eye Tests for Children

- Any child under the age of 16 should be seen by a GP or Health Visitor for advice on sight tests. Any children under the age of 8 (for whom parents or teacher / other have vision concerns) are advised to discuss these concerns with the GP / Health Visitor or School Health Team. The School Nursing Team can be contacted via the child's school or the Medical Centre. The maximum claim here is c£70. (see UK HC12).

## Military Eye Wear

- Any Service person who potentially requires a prescription for military eyewear such as respirator lenses should request the details of the optician service and the relevant paperwork from the Patient Support Office on +32 6544 2071.



- Our supported optician services will provide the necessary sight test and provide you with a completed copy of the 'FMed 79'. You should take the completed FMed79 to SHAPE Medical Centre, who can order the glasses/GSR lenses from the nominated MOD suppliers. When the manufactured spectacles/GSR lenses are returned, the medical centre will notify you to collect the items

## Hospital Referrals

- The Patient Support office is run by our healthcare staff who are French-speaking and whose principal role is to support you and your clinician in coordinating secondary healthcare. This includes liaison with Healix, host nation and NHS providers. For routine referrals the doctor will refer you and the patient support cell will make the appointment. Healix will ensure that you are provided with the paperwork you will need. You will be able to discuss local care or UK referrals with your doctor. NB: We often discuss planned interventions with the Defence Consultant Advisor team to ensure that the procedure planned is commensurate with a UK standard of management.

## Patient Support

- As well as their role in referrals management, our patient support cell is there to ensure that you receive the support you need if you are admitted to hospital or need help with any aspect of your stay. They or Healix can often help with communication if you have problems when you attend an appointment. We also have access to an interpreter system which you can dial into – please call the patient support team or the front desk if you need access to this service.

## Ambroise Pare and Soignies SHAPE patient liaison

- SHAPE patients who are admitted or attending the Ambroise Paré or Soignies hospital also benefit from the presence of a local SHAPE liaison Officer who is available at the hospital and can be contacted on +32 (0)65 41 40 09.

## Partnership with Healix

- We work in partnership with Healix international to provide your health care. In particular, Healix help us to arrange hospital care and ensure payment is agreed with hospitals. We will speak to the team to facilitate your secondary care and you should expect to hear from them if you need a guarantee of payment. They are also available to discuss any planned treatment with you for any other service.



## Payment of healthcare bills

- Where possible HEALIX or DPHC will have a cashless billing relationship with your healthcare provider. This means that the facility has agreed to invoice and you should receive your care without direct payment. All hospitals will expect you to carry a guarantee of payment letter. This will be issued by Healix. The practice should also hold your copy once provided by Healix if you have any problems. In some circumstances, if the facility has no arrangement or if we use that location infrequently, and you have to pay an authorised or emergency bill, this may be reclaimed on JPA after authorisation by the clinical team. Please send all bills immediately to [UKStratCom-DMS-DPHC-MONPatSpGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MONPatSpGrp@mod.gov.uk) if you receive them at your address. It is essential that you forward these as early as possible in order that it can be paid. If your hospital clinician recommends surgery or further investigations (other than emergency care, simple x-rays or bloods) at the time of your attendance, you should contact Healix direct on +44 (0)208 481 7800 to ensure the treatment is authorised as in line with a UK standard and that payment can be made or authorised. Our patient support team on +32 6544 2071 are available for support with any of this.

## Travel to appointments

- A recommendation for authority to travel will be issued by the practice if required.

## American Billing for Services

- Due to a change in the American process of paying bills we are no longer able to pay them directly. Unfortunately, until a solution can be found for us to resume payments, patients will be responsible for payment of the American bills when received. You can pay bills at the cashier's office located in the main entrance in the Health Care Facility with a credit card or online using credit card, debit card, or Automated Clearing House (ACH) payment from a checking or savings account. Once you have received a bill, please email the UK Patient Support Office who will send you a reimbursement form to complete and return to [UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk) with a copy of the receipt as proof of payment. They have partnered with the Department of Treasury to utilise their secure web-based electronic payment system PAY.GOV to accept online payments. To make an on online payment please follow these instructions, first go to their web page at:  
<https://www.pay.gov/public/form/start/32555672>
- Click the blue button on the bottom right that says "Continue to the Form"
- Fill in your information at the prompts. (Military East) Fill in your entire account number including letters (no space before and after the numbers and invoices)
- On the next page fill in your payment information and click submit. Please print the receipt page for your records. These instructions may also be found in the FAQ on our website if you have questions once in the page.





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- If you continue to have issues using the web site, our recommendation is to have users try completing the form in a different browser or clear their browser cache. If they are using a saved or bookmarked link it may be necessary for them to use a fresh link if it has been a while since a payment was processed. Should the link not operate in accordance, please, use following link to access the website:  
<http://safe.menlosecurity.com> and enter the link in the requested box to gain “DIRECT ACCESS”

Please, contact Customer Support for technical issues Customer Support: 1-800-624-1373, Hours: Monday through Friday, 8AM - 7PM (ET)

To assist you in determining your health care costs, please visit the health.mil site in the Military Health System (MHS). Access the MHS UBO Rates web page. Scroll down to the section you need, select the appropriate file, and click the 'Download' button. The health.mil site can be found by clicking below: <https://health.mil/Military-HealthTopics/Business-Support/Uniform-Business-Office/UBO-Rates-Overview/MHS-UBORates>

**The Ambroise Paré hospital site covers a majority of medical and surgical specialties.**

## **MONS**

Centre Hospitalier Universitaire Ambroise Paré (Group Jolimont), Boulevard Président Kennedy 2, 7000 Mons. [www.hap.be](http://www.hap.be)

SHAPE liaison (a POC employed by the SHF within the hospital +32 6541 4009)

## **SOIGNIES**

CHR De La Haute Senne, Chaussée de Braine 49, 7060 Soignies. [www.chrhautesenne.be](http://www.chrhautesenne.be)

## **LA LOUVIERE**

Centre Jolimont Hospital, Rue Ferrer 159, 7100 Haine-Saint-Paul, Hainaut [www.jolimont.be](http://www.jolimont.be)

## **CHU Tivoli**

Maternity Services, Avenue Max Buset 34, 7100 La Louviere [www.chu-tivoli.be](http://www.chu-tivoli.be)

## **LEUVEN**

University Hospital Leuven – UZ Gathuisberg Campus, Herestraat 49, 3000 Leuven [www.uzleuven.be/en](http://www.uzleuven.be/en). Reception +32 (0)633 2211. A and E is called Spoedgevallen. Follow orange signs for ‘Spoed’ and its underground parking.



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Hopital Erasme, Route de Lennik 808, 1070, Bruxelles

## GHIC

All SHAPE Patients should obtain a GHIC card to cover travel through Europe and during travel to and from the UK. The GHIC card is free, and more information about how and when the GHIC can be used and how to apply can be found [here](#), beware of unofficial sites that may charge if you apply through them. The card is not an alternative to Travel Insurance, and we recommend that you have personnel travel insurance while at SHAPE.

## Travel & Holidays

Healix provision only applies to your country of assignment, if you decide to travel outside of Belgium on holiday or a day trip across the border, make sure that you have appropriate health cover arrangements. The MOD will not cover any medical costs that you may receive on holiday outside of Belgium. Please be aware when taking out travel insurance that some policies will only be valid when the country of departure is the UK.

## Leaving Belgium

It is the responsibility of the Head of House to de-register yourself and your family members from the practice, please contact the Practice to obtain a de-registration form.

- Military Personnel – Your medical records held on DMICP will be available at your next assignments medical centre.
- For civilian personnel - Once you have left the practice a printout of your medical record held on DMICP will be added to your NHS GP records and returned to the NHS holding cell. Your new GP Practice will then request these records to be sent to your new practice.





## Pets and Registering Dogs

For current, up to date information and advice about travelling with pets please visit; <https://www.gov.uk/guidance/pet-travel-to-and-from-great-britain>

Here you will find up to date information on bringing your dog/cat out to Belgium <https://www.gov.uk/taking-your-pet-abroad>

Here you find up to date information for bringing your dog/cat back to the UK <https://www.gov.uk/taking-your-pet-abroad>

For useful information about pet travel to Belgium <https://www.pettravel.com/immigration/belgium.cfm>

Before you bring a new pet into your home you must ask permission and register the dog at the Housing Office on your application for your SFA.

D.I.O: 00 32 (0) 65444620

## Dog walking rules Belgium

In Belgium dogs must be kept on a lead. In certain green spaces and parks, you can find free running zones marked off so that your dog can be off a lead. However, you must still have good control of your dog. You must also have liability Insurance.

The forest reserves and the Natura zones 2000 are prohibited to dogs.

There is a fenced off area on SHAPE where your dog can run off the lead and play with other dogs.

## Pet Food and items

Tom and Co are a big Pet shop retailer in Belgium. They stock many of the brand name pet foods as well as their own. Some SP's also opt to use Tails.com as they deliver to the door.



# Mons – Postal Services

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## Belgian Postal Services

There is a Belgian post offices (B-Post) within SHAPE, located inside Carrefour.

### British Forces Post Office (BFPO)

There are two BFPO offices within SHAPE. There is a collection office located in 100 area and a counter service located within building 309. (Next door to the community hub)

The counter service offers normal UK Post Office facilities, and the charges are standard UK postal rates. The counter sells stamps, postal orders, you can send parcels and they also offer information on how to send parcels to Operational areas. You can make withdrawals from most UK bank accounts in euros. To make an appointment, please call +32 65 44 4492.

## Postal Address

The correct postal address for mail is below, please ensure that you use the exact format as below, **for all changes of address:**

Rank/Title Name

EJSU SHAPE

BFPO 26

BF1 2AG

## Use of BFPO addresses to operate a business

All personnel are reminded that the use of BFPO by customers who are operating a business overseas for personal gain are not authorised to use the BFPO facilities to forward or receive mail items connected with that business. The MOD pays for the transportation of mail to/from overseas by air or surface mail and to allow customers to use the BFPO to operate a business for personal gain constitutes an abuse of public money.

## BFPO Opening Times

BFPO 100 Area:

Monday	1100 - 1230
Tuesday	1100 - 1230
Wednesday	1100 - 1230
Thursday	1100 - 1230
Friday	1030 - 1200

BFPO Counter Service (Building 309):

Monday	0915 - 1330
Tuesday	0915 - 1330
Wednesday	0915 - 1300
Thursday	0915 - 1330
Friday	0915 - 1300



# Mons - Shopping

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# Mons - Shopping

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Please call into the HIVE to pick up a guide on shopping locally.

The HIVE is located in Building 309 (next to the post office)

Email; [shapehive@armymail.co.uk](mailto:shapehive@armymail.co.uk) / [hannah.smith174@mod.gov.uk](mailto:hannah.smith174@mod.gov.uk)

Phone; +32 (0) 471611678 <http://shapehive.blogspot.com/>

## SHAPE

On SHAPE you will find; Carrefour, Rendezvous, the Rationed Item Store (RIS), Hairdressers & Barbers, The Press Shop, Flower shop, and Optician.

Opening hours for the above shopping facilities can be found at

<https://www.shape2day.com/community>

## Tax Free Shopping

Personnel enjoying SHAPE privileges may purchase certain items free of Value Added Tax within the European Union. The TVA (VAT) is taken off automatically in the Carrefour, so you have no form filling to do.

## Tax Free Vehicles

To find out more about your entitlement to Tax Free vehicle purchases and registration please visit the Customs and VAT office located in building 210, SHIPPS Building.

## VAT Refunds for goods Bought in Belgium

The following procedure is applicable for the VAT Office:

- Get an invoice (no sales slip or ticket) in the **sponsor's** name and private address in Belgium
- Fill out two original [151 Form](#) for each invoice:
  - Box 1 Personal Information, name and address – same as the invoice.
  - Box 3 Check the Box 'For the personal use of staff member of an International Organization' + your name and signature.
  - Box 4 Get the form stamped and signed by the authority – this is done via the CLO
  - Box 5 - A. Store details including VAT number.
    - B. Invoice number + Date + Price without VAT
- Both 151 forms should be dropped off in the VAT Mailbox (Bldg. 210) for signature
- Once this is completed, the forms will be sent to your home address.
- You will then need to complete a [Demand of Re-Imbursement Form](#) and take this to the post office in Carrefour. (You can tick a box and pay €2.55, to have the refund in your bank within 30 days otherwise you can wait up to 6 months). The money is then paid direct to your Belgian bank account.

- Questions and information only by email [vat.shape@minfin.fed.be](mailto:vat.shape@minfin.fed.be) / [List of Registered shops](#)



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# Mons – Vehicles & Registration

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## Driving In Belgium

All drivers are recommended to complete a European Highway Code Matrix Test for Driving in Europe, within 30 days of arrival. This can be found at: <http://bfgnet.de/matrix/index.php>. There are some interesting “right of way” rules and this will help you to understand them. You must keep your vehicle documents inside your car in case you get stopped by the Police including your driving licence, certificate of insurance, green card, European Highway Code (Matrix) Test Certificate & registration card.

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

## Vehicle Registration & De-Registration

Vehicle Registration is done as part of the arrivals procedure in the SHIPS building. If your vehicle is 4 or more years old (from new if a motorhome) you will need a Controle Technical (CT). In addition, a valid “Green Card” with more than 1 month’s validity (so not a cover note) and the original registration documents. Proof of any tax exemption (if claiming) and certificate of conformity is also required. Do not deregister your vehicle until you have both new plates in your hands. The process normally takes 2 weeks. Controle Technique (CT) - You need to present your vehicle for a CT test either before your current inspection certificate expires or NO LATER THAN the day on which your vehicle reaches 4 years of age (car, saloon car, minibuss, minivan). After these dates additional fees will be applied. Your nearest test centres are; 7020 Mons (Maisieres), Rue Grande 8. Tel: 065 328482, 7033 Mons (Cuesmes), Rue du Grand Courant 18. Tel: 065 394772

## International Driving Permit (IDP)

You can obtain an IDP from most UK main post offices. You will need to bring a “passport” photo, your, in-date driving licence and the fee (see below). The application must be made in person. At this stage only Military and UKBC personnel will be able to reclaim the cost of an IDP. The UK cost is £5.50. This fee can be reclaimed by Military Personnel through JPA and by UKBC via the EJSU Cashier. Further guidance can be sought from either Post Office and Head NSE.

## Fuel Card

Duty Free Fuel Cards are available from Top SHAPE and the Rationed Items Store (RIS). These will only be issued to personnel once their vehicle has been registered. The amount of fuel depends on the engine size. They are pre-paid cards and can be used at all Total and most Fina stations but only in Belgium. They are not person/vehicle specific and as such are very flexible.



# Mons – Vehicles & Registration

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## Club Total

If you fill your car with at least 25L and use your Club Total Card, it provides you with three weeks of roadside assistance within Belgium, including free towing to the closest garage. The cards are located inside the Total Petrol Stations and need to be registered online. More information at: [www.total.be](http://www.total.be)

## Car seats in Belgium

Belgian law states the following:

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

[www.avis.co.uk/drive-avis/driving-guides/road-rules/belgium](http://www.avis.co.uk/drive-avis/driving-guides/road-rules/belgium)

## Parking in Belgium

Parking in town centres is controlled by parking meters, or in so-called blue zones by using a special disc (showing the time of arrival), which can be bought from supermarkets, newsagents or tobacconists. If using parking meters, a ticket must be bought from a machine and placed clearly on the dashboard, showing valid hours. 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 15m of tram and bus stops.

## Low Emission Zones (LEZ)

Please research before you travel if you will be travelling through any LEZ.

A useful website is [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu) and [www.lez-belgium.be](http://www.lez-belgium.be)



## Winter Tyres



The Belgian authorities recommend the use of winter tyres when conditions dictate. They are compulsory if you wish to go to Germany.

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# Mons – Vehicles & Registration

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## Priority to the Right

Belgium practices priority to the right. This means you must yield to all traffic on your right. Often there are no designated signs at an intersection. The priority in a roundabout is given to those currently in the roundabout.

## Drink Driving

The legal alcohol limit for non-professional drivers in Belgium is 0.22mg per litre of breath, or 0.5g per litre of blood, which is measured by a blood test in hospital. If you are required to do a breathalyser test it will give one of three answers:

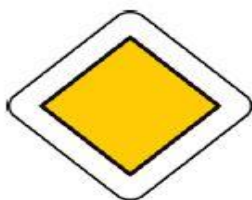
S (Safe): under 0.22mg

A (Alarm): between 0.22 and 0.35mg

P (Positive): over 0.35mg

In the event of an A or P result, the driver must take a further breath analysis test, which calculates the exact amount of alcohol in the breath. This is usually carried out in a police van. Police automatically test the breath of anyone involved in a traffic accident, whether victim or pedestrian.

## Useful Road signs



Priority Road



End of Priority Road



Priority Right



Priority at the next intersection



Merging Traffic from right



Direction of priority road



Priority over oncoming vehicles (white arrow indicates priority)



Priority to oncoming vehicles (Red arrow indicated need to yield to oncoming vehicles)



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# Mons – Vehicles & Registration

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## SECURITY & EMERGENCY SERVICES AWARENESS MESSAGE

Stay calm, keep safe

If you have had an accident, it's important not to panic. Turn off your car engine. Turn on your hazard lights and get out of the car safely – you may want to exit from the passenger side to avoid traffic.

Consider the moment and situation you exit the car

Wear the reflective vest, secure the area and place the warning triangle. Take all necessary measures to avoid further damage or casualties. This includes extinguishing a fire if necessary.

Consider using a flash light at night

Don't put yourself in danger - Stand a safe distance away from your car and the road. Don't smoke or use mobile phones if there is a risk of petrol vapor in the air. Don't move any vehicle until the police have arrived, unless there's a chance of further injury if it stays in place.

The safety of everyone involved is always the first priority.

Call for help

If you or anyone else has been hurt in the accident, call the emergency services immediately on 112 or SHAPE Police 065 / 44- 3334. Be prepared to provide personal details, information concerning the type of accident, your location and casualties.

Any person involved in an accident is obliged to provide assistance to casualties.

First Aid if you have sufficient knowledge

Actively assist casualties and seek for help

Take down the details

Once everyone involved is safe or being cared for, it's time to annotate exactly what happened. You'll need to write down:

- The date, time and exact location of the accident
- The name address and phone numbers of the other drivers
- The make, model and registration numbers of the other vehicles
- The name address and phone numbers of any witness, including passengers
- Details of injuries and attending police officers
- The insurance details of the other drivers
- The details mentioned are included in the standardized European Traffic Accident Report forms. As a side note, it's a good idea to take photos of the accident scene, showing positions of the vehicles involved, any skid marks and any damage. If you don't have a camera or a camera phone, ask others in the area to do so or draw a sketch of the scene.
- Don't admit liability
- Whether you've had a minor prang or suffered something more serious, don't admit liability even if you think the accident, was your fault. You should not discuss details of a settlement with the other driver(s) without speaking with your insurance company.



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FIND US ON THE WEB...

[www.shape2day.com/PMO\\_Home.aspx](http://www.shape2day.com/PMO_Home.aspx)

[www.shape2day.com/pollicemattersinbelgium](http://www.shape2day.com/pollicemattersinbelgium)

Listen to us on AFN Radio (FM 106.5) Fridays from 0900-1000

Questions and Answers, Email us at: [SHAPEComPol@shape.nato.int](mailto:SHAPEComPol@shape.nato.int)

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# Mons – Vehicles & Registration

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## Your legal responsibilities

- Following a minor accident, it's possible to simply arrange a "Gentlemen's Agreement". This agreement can be settled if there were no injuries, no offences committed and no damage to public property (like road signs) as a result of the accident.
- In order to provide all information required you should use the standardized European Traffic Accident Report form. In these forms the information is standardized so you are sure that the right information is passed on.

## Reminder

Please make sure the safety and emergency equipment in your vehicle is up to date and in good condition. This applies especially for your First Aid Kit and the Fire Extinguisher. This equipment has to be maintained frequently.

### Emergency Phone Numbers

Belgium Emergency Service: 100 / 112 via Cellular

Gendarmerie / Police: 101 / 112 via Cellular

SHAPE Police / Emergency Service 065 / 44-3334 // 065 / 44-3333

In case you have a traffic accident off base you may request support from the SHAPE Federal Police.

## Useful Links

- [Accident - Aide Memoire](#)
- [Accident Form English](#)
- [Accident Form EU](#)
- [European Accident Statement Forms](#)



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[www.shape2day.com/PMO\\_Home.aspx](http://www.shape2day.com/PMO_Home.aspx)

[www.shape2day.com/policemattersinbelgium](http://www.shape2day.com/policemattersinbelgium)

Listen to us on AFN Radio (FM 106.5) Fridays from 0900-1000

Questions and Answers, Email us at: [SHAPEComPol@shape.nato.int](mailto:SHAPEComPol@shape.nato.int)

## Biking in Belgium

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

## Airports

Brussels South Charleroi Airport	48km
Brussels Airport	75.5km
Antwerp International Airport	112km

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

### Nearest Stations

- SNCB Jurbise (Jurbeke) PLACE DE LA GARE, 9 7050 JURBISE (Jerbek). This station has a No16 bus that passes within 2 miles of SHAPE.
- SNCB Soignies (Zinnik). The train from Brussels (Bruxelles) stops here before Jurbise (Jurbeke) so may also be the quickest option in terms of reaching SHAPE RUE DE LA STATION, 96 7060 SOIGNIES (Zinnik). This station has a No 15 bus that stops at the main gate at SHAPE.
- Mons (Bergen) BOULEVARD CHARLES QUINT, 33 7000 MONS (Bergen). This station has a No 15 bus that stops at the main gate of SHAPE

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

## Taxis

- Taxis Willy (Registered for access to SHAPE) - Tel: 065 31 98 08 Mob: 0475 41 44 55
- Taxi Top (Registered for access to SHAPE) - Tel: 065 84 24 06 Mob: 0495 20 92 09
- Taxis Dimino (Not registered for access to SHAPE) - Tel: 04 233 50 40
- Taxis Milie (Not registered for access to SHAPE) - Tel: 065 84 43 92

**PLEASE NOTE:** If a SHAPE member wishes to be picked up inside SHAPE, then he/she must contact one of the registered companies; it will also ease access if the details i.e. company, time/place of pick-up and name of SHAPE member ordering the taxi, are passed to the IMP Desk, Ext 3353. If a SHAPE member wishes to be dropped off inside SHAPE, then he/she must use one of the registered companies. If another company is used the SHAPE member will be required to sponsor and ensure that the taxi driver books in at the Visitors Office.





## Visitors

Only authorized personnel can request a visitor access pass using the [SHAPE form 550](#) that must be submitted to the Information Desk located in Building 102 no later than five working days prior to the guest's arrival. Sponsors must ensure they greet their guests at the Visitor's Office located at Berlin Gate and are responsible for ensuring that their guests respect all SHAPE Directives. To complete the form, you will need your relatives' passport numbers. For more information visit [Shape2Day](#)

The pass entitles them entry to SHAPE but does not entitle them to tax free shopping.

All visitors should have obtained travel insurance and an GHIC (Global Health Insurance Card) before travelling to SHAPE (please note that visitors will not be seen by the Medical centre and should attend the local A&E or pharmacy for advice). The GHIC can be obtained free of charge online at: <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>





# Mons – Waste & Recycling

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# Mons – Waste & Recycling

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## Domestic Waste

- Household waste must be placed in approved bags that are available for DIO stores. These are collected weekly, you will have been given details of collection dates on your march in. To check your collection date please visit <https://www.hygea.be/profils/citoyen/votre-calendrier-de-collecte.html>

## Recycling

- Domestic recycling is collected every second week and official recycling bags must be used. These are available from DIO stores. In addition, there are strict limits to what can be recycled from your home and you will be given the latest list on handover. Paper and cardboard must be kept separate from other recycling. For a full guide on sorting your waste please visit <https://www.hygea.be/profils/citoyen/bien-trier-ses-dechets.html>

## Glass Waste

- Most Supermarkets will have a return facility for beer bottles. Please check which bottles your supermarket takes.
- Glass waste can be disposed of at a local 'Glass bubble' to find your nearest one, please visit <https://www.hygea.be/profils/citoyen/les-bulles-a-verre-proches-de-chez-vous.html>

## Additional Facilities

- There is a recycling centre located on SHAPE in the 500 area next to Carrefour. For Full details on the SHAPE recycling centre please visit <https://www.shape2day.com/community/recycling-centre/recycling-center>
- Hygea operate local household recycling centres, you will have been given a card at you march in. You will need this to use the centre.
- To find your local centre or to check what items you can dispose of, please visit <https://www.hygea.be/profils/citoyen/les-ecoparcs/ecoparcs-pres-de-chez-moi.html>

## DIO Stores

- The Store Shop is open Monday-Friday: 1000 – 1200.
- Telephone: 0032 (0)6544 5443. Email: [Eddy.Caty100@mod.gov.uk](mailto:Eddy.Caty100@mod.gov.uk) – Store Supervisor.
- Address: DIO Store, Door 115, Building 202, SHAPE, BFPO 26 , Rue De La Tamise 7010.
- We provide Water Salt Softener and Bin bags.
- We also have a pressure washer and carpet cleaner that can be borrowed; these can be booked either in person at the store, or by contacting the store via phone or email. We cannot guarantee that the desired date can be facilitated as they are often booked well in advance. Moreover, if the store is forced to close at short notice due to unforeseen circumstances, some bookings may be unable to be honoured.



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# Mons - Departures

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## SHAPE National Support Element Key Points:

- You're out-processing from SHIPPs can take up to two weeks so factor this in when arranging your departure timelines. It's recommended to book a SHIPPs appointment in advance to avoid delay. NSE Clearance form is now mostly virtual and is to be completed in addition to the SF52. The SF52 is part of the SHIPP's out-processing more details can be found [here](#).

## SFA/SLA

- Submit your housing application as soon as possible. If you are assigned to another overseas location, use the manual 1132 process and email to the relevant DIO department.
- If heading to the UK, and in need of SFA, follow the link for further guidance:
- [MOD e1132 Application \(mil.uk\)](#)
- **Future Accommodation Model (FAM)**
- Find out if you are assigned to a FAM unit in the UK - [FAM Pilot UINs](#), if you are then further information can be found at [FAM](#) and the [FAQS](#)

## Removals

- All applications for movement of personal effects and household furniture must be submitted via the Agility Logistics GRMS website. Once you know the address you will be moving to you can start to arrange your removals by going online to <https://grms.agilitylogistics.com>. The on-line application process leads you through a series of questions to determine your removals requirement and volumetric entitlement. Once complete print/email to [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk) for signature by HoL. The completed form is to be emailed back to Agility.

SP are required to follow the instructions given to them by the Agility suppliers to avoid any **unnecessary delays and or charges**. **SP will be required to produce paperwork on request** and are to discuss these requirements with their Agility suppliers as soon as possible. SP are reminded to book moves in good time and prepare for delays. Personnel returning to the UK are to use the Transfer of Residence (ToR) process and follow the Gov.uk website for updates:

<https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01>

<https://www.iamovers.org/ResourcesPublications/ShipperGuides.aspx?navItemNumber=580>



## Transfer of Residence (ToR) TOP TIPS:

- Download and complete this [HMRC form](#).
- The completed form and supporting documentation is emailed to HRMC and can take 7+ days from completion to approval. The email address is annotated on the form
- Once you start the form, you can't save it. Therefore, ensure you have all information to hand i.e. vehicle details.
- You should attach the following supporting documents (as necessary):
  - Vehicle registration documents (Belgium issued)
  - Photocopy of passport page
  - Proof of Belgium address (The NSE proof of residence form is sufficient)
  - Proof of UK address
  - Assignment order
  - Contents list x 2 signed (List furniture/appliances and add Qty of boxes of personal items, or unknown number if completing in advance of the pack.

You will receive an approval letter and reference number which is to be passed to the removals company.

If you are returning to the UK for less than 12 consecutive months the online application process should not be completed. Instead, you should contact [customs.specialproceduresreliefs@hrc.gov.uk](mailto:customs.specialproceduresreliefs@hrc.gov.uk) and request a TOR1 Postal Application.

## Vehicle De-Registration

- The above does not affect the vehicle registration process. Your vehicle must be de-registered with SHAPE and will need to re-registered back in the UK. Please note that SHIPPS appointments are not always readily available, so it is encouraged to book this well in advance.
- On travelling back to the UK on DVLA plates ensure you have the correct nation identifier in accordance [with this guidance](#).



# Mons - Departures

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## SHIPPS OUT PROCESSING

- SHIPPs require an additional out-processing form to be completed. NATO related section of the SHIPPs departure form do not need to be completed by non-NATO staff. The SF52 can be found at the following link:  
<https://www.shape2day.com/arrivingleaving/outprocessing>
- Appointments to out-process through SHIPPs can be made through the following link:  
<https://www.shape2day.com/arrivingleaving>.
- You will need three appointments in total – VAT, Customs and Fast Lane. The VAT and Customs should be booked for at least two weeks in advance of your departure.
- In the event that the VAT office are unable to accept appointments an email can be sent to them. The email address is: [vat.shape@minfin.fed.be](mailto:vat.shape@minfin.fed.be). They require the following:
  - **A copy of the car registration documents (both parts are needed) and, if applicable, the bill of sale of the vehicle.**
  - **In case of out-processing you need a copy of SF52 stating the date of departure when de-registering.**

**ATTENTION: SHAPE sponsors are only allowed to start their out-processing procedure 2 weeks prior the end of their tour of duty. After checking, you will receive the authorisation to de-register your vehicle by e-mail.**

## GENERAL GUIDANCE

- The import process returning your vehicle to the UK is now through the Germany Enabling Office (GEO) - Contact the NSE for further information.
- Once you have completed your UK registration through the GEO you are to then complete to Deregistration from SHAPE, information on how to do that can be found at <https://www.shape2day.com/arrivingleaving/vehicles/deregistering-a-vehicle>.
- Additional information on returning your vehicle to the UK can be found at the following link: <https://bfgnet.de/vlo/returning-a-vehicle-to-the-uk.html>
- If you are assigned to another overseas location, you are to contact the relevant admin team to ascertain what action you will need to do in order to take your vehicle with you. You must always de-register your vehicle here in Belgium once you have registered in the receiving country.

## NATIONAL INSURANCE CREDITS

- Your Spouse or Civil partner may be able to get National Insurance credits whilst accompanying you on your overseas posting. These credits can help fill gaps in their National Insurance record making sure they qualify for certain benefits including the State Pension.
- You can apply if:
  - You are still overseas but are due to return to the UK.
  - You have recently returned to the UK and not passed the time limit for applying.
  - Further information and details on how to make a claim can be found at [National Insurance Credits for Partners of Armed Forces Personnel Overseas](#)



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# Mons - Departures

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Ser	Time	Action	Comments	✓
1	Immediately	<ul style="list-style-type: none"> <li>Children's Schooling?</li> <li>Moving Overseas? – Passports for all the family.</li> <li>Health Issues? – Discuss with GP.</li> <li>Apply for SFA (if applicable).</li> <li>Pets to move? – Pet Passport, vaccinations etc The process of obtaining a Pet Passport can take up to 7 months.</li> <li>Contact Agility for Removals with your TOR reference.</li> </ul>	<p><u>MF 1132: Application to occupy Service Family Accommodation</u></p> <p>Complete <b>Transfer of Residence</b> for those returning to the UK -  <a href="https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01">https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01</a></p>	
2	On receipt of new address	<ul style="list-style-type: none"> <li>School Admissions (in UK you can use a Bks address while awaiting SFA)</li> <li>Apply for Disturbance Allowance (no earlier than 45 days before joining date).NOTE: this will be the UK rate and not the Overseas rate</li> <li>Apply for Removals.</li> <li>Pet arrangements.</li> <li>Local Information – Contact Estate Manager (EM) concerned (as stated in your letter of allocation).</li> </ul>		
3	6 – 8 weeks before move	<ul style="list-style-type: none"> <li>Packers survey.</li> <li>Book pre-march out where applicable</li> <li>Pet Passport – Check that it is up to date and all necessary vaccinations have been administered.</li> </ul>		
4	28 days before move	<ul style="list-style-type: none"> <li>Stop Spilt Pay</li> <li>Address confirmation.</li> <li>Issue change of Address</li> <li>Transit Accommodation.</li> <li>Movements (ferries flights / tickets etc) – Parent Unit.</li> <li>Check entitlement to allowances and travel.</li> <li>Consider Advance of Pay.</li> <li>Consider starting SHAPE and NSE clearance procedures</li> </ul>		
5	1 week prior to move	<ul style="list-style-type: none"> <li>Double-check all arrangements with the many agencies that you have dealt with up to this point. This offers an opportunity to clarify details and rectify any potential problems.</li> <li>Ensure that you have informed the NSE of your final day in office to depart for allowances.</li> <li>Remember to hand in your SHAPE ID, Protocol ID and SF52 in order to complete your out-processing at SHIPP's and that you have arranged for the de-registration of your vehicle</li> <li>Ensure that you have arranged for your Belgium bank account to be closed.</li> </ul>		

Command



# Mons - Departures

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6	1 week prior to move	<p>Children's Education</p> <ul style="list-style-type: none"> <li>Have you got the record of your child's education to take to the new school?</li> </ul> <p>Telephone / TV</p> <ul style="list-style-type: none"> <li>You will need to arrange disconnection of your telephone and reconnection in your new location.</li> </ul>		
7	2 Days prior to move	<ul style="list-style-type: none"> <li>Fridge/Freezer - empty, defrost and dry out your fridge /freezer.</li> </ul> <p>Moving Day Refreshments</p> <ul style="list-style-type: none"> <li>Arrange for refreshments for the next day. Pack a carton of tea and coffee, UHT milk, juice cartons, biscuits etc. Plan the evening meal for the move day – it may be easier to eat out. Keep a kettle and tea handy for the packers! You are under no obligation to provide refreshments to the packers but a little bit of hospitality may assist in your smooth move!</li> </ul> <p>Toddlers</p> <ul style="list-style-type: none"> <li>Keep small children occupied and out of the way for their safety.</li> </ul> <p>Pets</p> <ul style="list-style-type: none"> <li>Also give thought to what is to happen to pets when the packers arrive. They will need to leave doors open and will be moving around, keep them out of harms way.</li> </ul>		
8	Move Day	<p><b>Emergency Contact</b> Give your removers an emergency contact number so they can get in touch in case of delays.</p> <p><b>Check House</b> Walk around the house to ensure all items to be moved have been placed in the removal vehicle. Do not forget to check the sheds, garages and behind doors! Make sure items belonging to the house are kept separately and not removed.</p> <p><b>Handover the House</b> Make sure that the house is ready for handover – it is always best to discuss any major problems with the housing staff prior to handover. You do not want to be delayed due to disagreements on damage. Any necessary repairs need to be planned by the housing staff – remember someone else like you will be moving into the house. Make sure you take a note of utility meter readings so you can check the final bill when it comes.</p> <p><b>Note:</b> Unfortunately, late notice assignments are sometimes received, or the official Assignment Order can arrive late. Although an Assignment authority is required for housing applications and other aspects of your move, start planning early. It may be possible for your unit to obtain the Assignment Authority prior to receiving the Assignment Order.</p>		

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Return to NSE within 14 days of departing

Number:.....Rank:.....Name:.....Workplace:.....

**Virtual clearance is encouraged.** For those departments that don't respond to your email then you are required to visit in person to obtain clearance to depart. Those departments that do respond by email, please print their acknowledgement and attach to this form lieu of a stamp

## ALL PERSONNEL (MODNET CLEARANCE)

**GSO I-HUB**

[EJSU-J6-iHub-Mailbox@mod.gov.uk](#)

DATE: \_\_\_\_\_

Bldg 306, Room 118

Last day in Office:.....  
(LOA will cease on this date)

## SHAPE PERSONNEL ONLY (Not EJSU Staff)

<p style="text-align: center;"><b>UKNMR</b></p> <p style="text-align: center;">(All OF-5's and above)</p> <p>Booked via UKNMR PA on Ext. 6255 UKNMR PA; Bldg 101, Room F139</p> <p>SNCO UKNMR Registry Ext: 6306 Bldg 101, Room 101</p>	<p style="text-align: center;"><b>UKNMR REGISTRY</b></p> <p style="text-align: center;">ALL</p> <p style="text-align: center;"><a href="#">shapeuknmr-registrygrpmailbox@mod.gov.uk</a></p> <p style="text-align: center;">Bldg 101, Room 101</p>	<p style="text-align: center;"><b>STRAPSO PO CIS</b></p> <p style="text-align: center;">ALL</p> <p style="text-align: center;">Bldg 101, Rm G117 Commcen Ext 6310</p>
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## ALL PERSONNEL

<p style="text-align: center;"><b>MS</b> (Appraisals Administration) ALL</p> <p>EJSU Staff: <a href="#">EJSU-J1-MS-MULTIUSER@mod.gov.uk</a></p> <p style="text-align: center;">Bldg 306, Room 122</p> <p>SHAPE Staff: <a href="#">GSO-EJSU-Belgium-NSE-MS@mod.gov.uk</a></p> <p style="text-align: center;">Bldg 309, Room 137</p>	<p style="text-align: center;"><b>WO &amp; Sgt's Mess Treasurer</b></p> <p style="text-align: center;">Senior Ranks only</p> <p style="text-align: center;"><a href="#">Johann.deklerk@ncia.nato.int</a></p> <p>DATE: _____</p>	<p style="text-align: center;"><b>EJSU Travel Cell</b> ALL</p> <p style="text-align: center;"><a href="#">EJSU-J1-Travel-Mailbox@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 306, Room 126</p>	<p style="text-align: center;"><b>J2</b> (Vetting &amp; NATO Security Clearance) ALL</p> <p style="text-align: center;"><a href="#">EJSU-J2-Mailbox@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 306, Room 104</p>
<p style="text-align: center;"><b>DIO</b> All</p> <p style="text-align: center;"><a href="#">Jason.lack101@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 306, Room 215, 1<sup>st</sup> Floor</p>	<p style="text-align: center;"><b>Community Hub</b> All</p> <p style="text-align: center;"><a href="#">gso-ejsu-belgium-communityhub@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 309, Room 132</p>	<p style="text-align: center;"><b>Education Learning Centre</b> All</p> <p>ARMY, RM, RN: <a href="#">ETSS-30AECGp-LDO@mod.gov.uk</a></p> <p>RAF: <a href="#">Mandy.jones674@mod.gov.uk</a></p> <p>DATE: _____</p>	<p style="text-align: center;"><b>QM Dept/ RQMS</b></p> <p style="text-align: center;"><a href="#">EJSU-J4-Clothing-Mailbox@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 244</p>
<p style="text-align: center;"><b>BFPO</b> (Forwarding Post) ALL</p> <p style="text-align: center;"><a href="#">tobias.chapman105@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 309, Room 131</p>	<p style="text-align: center;"><b>EJSU MT Section</b> (Driver File) ALL</p> <p style="text-align: center;"><a href="#">EJSU-J4-MT-MailBox@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 244</p>	<p style="text-align: center;"><b>Medical Centre</b> Health Facility ALL</p> <p style="text-align: center;"><a href="#">UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 401, Ground Floor</p>	<p style="text-align: center;"><b>Dental Centre</b> Health Facility ALL</p> <p style="text-align: center;"><a href="#">UKStratCom-DMS-DPHC-MON-DenGrp@mod.gov.uk</a></p> <p>DATE: _____</p> <p style="text-align: center;">Bldg 401, 1<sup>st</sup> Floor</p>
<p style="text-align: center;"><b>Single Service OF5</b></p> <p>Army - Col Prentice <a href="#">robert.prentice@shape.nato.int</a></p> <p>RN – Capt Moules <a href="#">Matthew.moules@ncisg.nato.int</a></p> <p>RAF - Gp Capt Moss <a href="#">Timothy.moss@shape.nato.int</a></p>	<p style="text-align: center;"><b>Joint Officer's Mess (JOM)</b> Officers Only</p> <p style="text-align: center;"><a href="#">Simon.griffiths@shape.nato.int</a></p> <p>DATE: _____</p>		

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Feedback Sheet	Poor	Adequate	Good	Very Good
Initial contact with NSE				
Departing Pack contents				
Departing Process by the NSE				
Departing Process by CPC 'SHIPPS'				

Please provide feedback in relation to the Departing Process including Out-Processing at CPC's.

Please comment below in relation to issues you have experienced.

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Forwarding Address:

I certify that I have completed all clearances as required by SHAPE, including the de-registration of all vehicles and the out processing of all personnel with AMIS cards through SHIPPS. All departments have been contacted, I have handed in all equipment that I had on loan (where applicable), cleared any outstanding bills (including the mess bill as applicable) and I have nothing outstanding as per this clearance certificate.

Contact Telephone Number:

Where to return this form:

NSE

Print or electronically sign and return to:

[GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk)

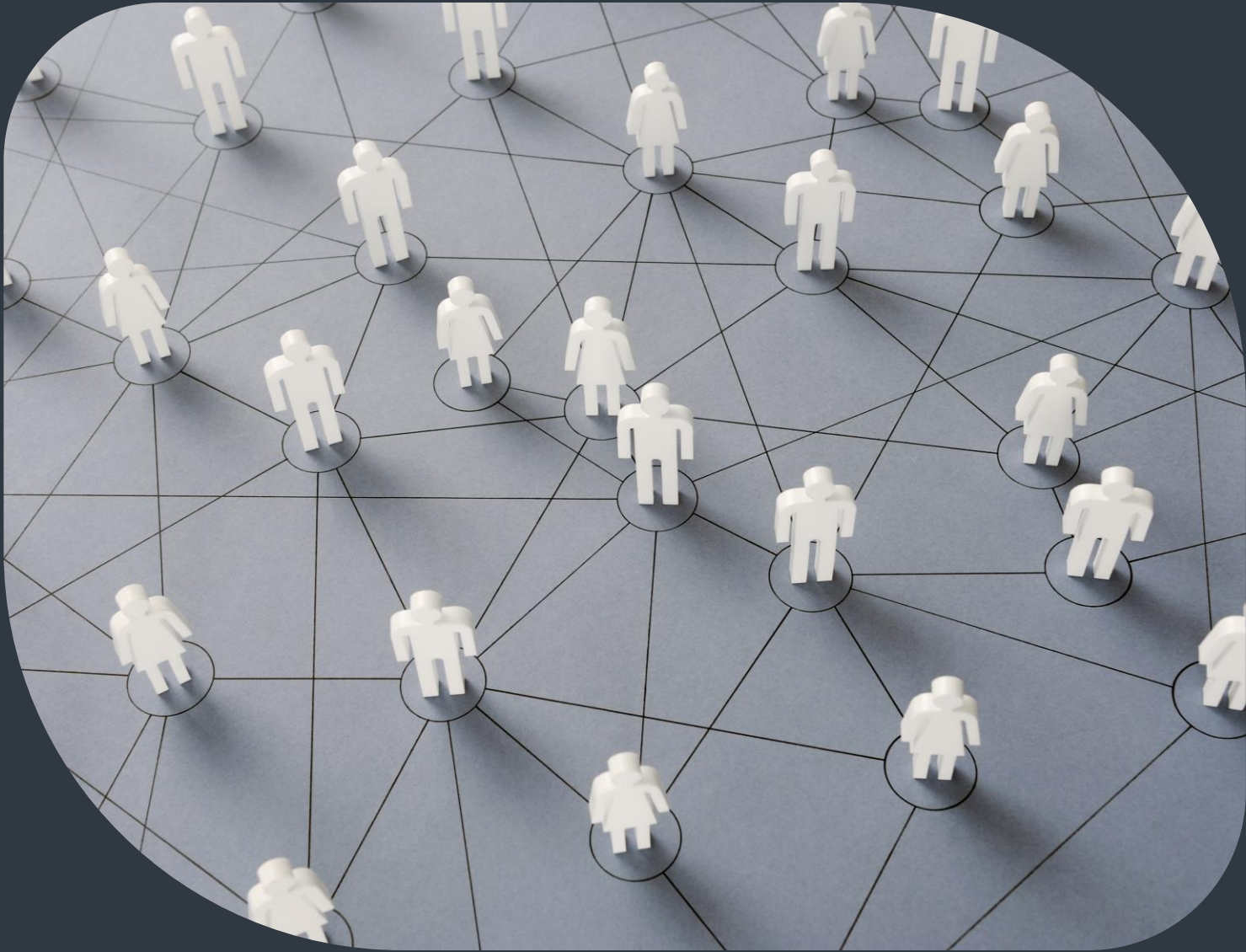
Bldg 309

SP Signature:

Date:

# Mons – Useful Contacts

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# Mons – Useful Contacts

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Contact Point	Phone Number
Police, Fire Ambulance	112
SHAPE Police	0032 (0) 65445379
DIO Helpdesk	0032 (0) 6544 46 20 <a href="mailto:DIOSDOS-ESG-HELPDESK@mod.gov.uk">DIOSDOS-ESG-HELPDESK@mod.gov.uk</a>
DIO Emergency Out of Hours	0032 (0) 475 75 38 50
Medical Centre	0032 (0) 6544 58 24
Medical Centre Out Of Hours	0044(0)208 481 7800
Dental Centre	0032 (0) 6544 58 78
Welfare Officer (Office)	0032 (0) 6544 5234 / 8082
Welfare Officer (Mobile: 24 hours)	0032 (0) 478970280
SHAPE Duty Officer	0032 (0) 472782251
Army Welfare Service (This is Tri-Service for SHAPE)	00441904882053
Health Visitor/Midwife	0032 (0) 6544 58 05
Padre (Office)	0032 (0) 6544 8887
Padre (Mobile)	0032 (0) 470 664 582

# Mons – Useful Contacts

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## WELFARE & SUPPORT SERVICES

**SHAPE Welfare Officer** 0032 (0) 478970280

**SHAPE Padre** 0032 (0) 470 664 582

**Army Welfare Service (AWS)** 0044 1904 882053

AWS provide a confidential non-discriminatory support service to assist with the challenges that arise in personal and Service lives.

**Alcoholics Anonymous** 0044 (0)800 9177 650

Offering support and guidance on alcohol dependency and sobriety.

<https://www.alcoholics-anonymous.org.uk/>

**Childline** 0044 (0)800 1111

A confidential, free, 24-hour counselling service for children and young people under the age of 19

<https://www.childline.org.uk/>

**Combat Stress** 0044 (0)800 138 1619

Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions

<https://www.combatstress.org.uk/>

**Cruse Bereavement** 0044 (0)808 808 1677

Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief

<https://www.cruse.org.uk/>

**Macmillan Cancer Support** 0044 (0)808 808 0000

Provides specialist health care, information and financial support to people affected by cancer

<https://www.macmillan.org.uk/>

**Money Advice Service** 0044 (0) 300 500 5000

An organisation that provides free and impartial advice on money and financial decisions

<https://www.moneyadviceservice.org.uk/en>

**RBL** 0044 (0)20 3376 8080

Is a British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.

<https://www.facebook.com/Royal-British-Legion-District-of-Germany-149170368511341/>



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## **SSAFA**

0044 (0)800 731 4880

The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents.

[www.ssafa.org.uk](http://www.ssafa.org.uk)

## **The Samaritans**

0044 (0)116 123

Are a registered charity who provide emotional support

<https://www.samaritans.org/>

## **Step Change**

0044 (0)800 138 1111

The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts

[www.stepchange.org](http://www.stepchange.org)

## **Veterans Aid**

0044 (0)800 012 6867

Is a UK charity providing support to ex-servicemen and women

[www.veterans-aid.net](http://www.veterans-aid.net)

## **Veterans UK**

0044 (0)808 1914 218

Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families

<https://www.facebook.com/modveteransuk/>

## **Veterans Gateway**

0044 (0)808 802 1212

Access to a network of organisations, for veterans and their families to connect with the help, advice and support

<https://www.veteransgateway.org.uk/>

<https://www.facebook.com/veteransgateway/>

## **Victim Support**

0044 (0)800 724 3176

Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.

[crt.bfsws@coreassets.com](mailto:crt.bfsws@coreassets.com)

<https://www.facebook.com/victimsupport>

The list of welfare and Support services is not exhaustive and not endorsed by HIVE, other Welfare Support & Charities are available.