

# Civil-Military Co-operation Centre of Excellence



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## Student Info Guide 2010

## STUDENT INFORMATION

### 1. REGISTRATION

If not already done, you have to fill in a “Registration Form Course Admin” completely (no exceptions) and send it NLT 6 weeks before the start of the course to: [registry@cimic-coe.org](mailto:registry@cimic-coe.org) or to [schumann.h@cimic-coe.org](mailto:schumann.h@cimic-coe.org)

Approximately 4 weeks before course start, you will receive an email confirmation of participation and a pre-course package for self-study. Included is also a file with the Registration Form Support, which has to be returned NLT 12 working days before course start.

Cancellations will be accepted only until 4 weeks before the course begins. After this date we have to charge the course fee.

### 2. PAYMENT, FEES AND CHARGES

a. Payment of the course fee related to the “Registration Form Course Admin”: If you have marked the box “Invoice” on the “Registration Form Course Admin” we will sent the invoice to the address mentioned in the box \*point of contact\*. The course fee must be received at the CCOE 2 weeks in advance.

If you have marked the box “Cash” on the “Registration Form Course Admin” please be aware that you have to pay the course fee in cash on the first day (day of your in processing).

In case you are not related to any Defence organisation you have to pay in advance. After receiving your course fee we will forward you a receipt. Bank details are shown below.

Unfortunately you cannot pay by credit/bank card.

The tuition fee for students from the Sponsoring Nations of the CCOE - is €200.00, and for all other nations €250.00, payable in advance by bank transfer (mandatory for Civilians) or cash during in processing

b. Payment related to accommodation and course dinner: The costs for student accommodation is €10,00 per day, and for the course dinner €25,00, both payable in cash on the day of your in processing.

c. Please check with your national authority before departing for your course whether the course fee has been paid and if so, please bring a slip or a controller’s statement for confirmation.

d. Bank: ABN-AMRO Bank, Stationsplein, Enschede  
Swift (BIC)Code: ABNANL2A  
Account nr.: 62 89 02 751  
IBAN: NL 93ABNA0628902751  
Account name: Civil-Military Co-operation Centre of Excellence

e. You will have to pay for breakfast, lunch and dinner by yourself (approx. €10–15 / day in the cantina at the CCOE. In addition you will have to pay for the participation in the course dinner (approx. €25).

3. **INPROCESSING**

a. On the morning of the course start, you must report to the Civil-Military Co-operation Centre of Excellence (CCOE):

b. **Mon-Fri:**

CCOE  
Complex Twente - Building C1  
Lonnekerveldweg 30  
7524 PP Enschede

The Netherlands

**Sat-Sun:**

CCOE  
Hotel complex Z18A/B/C  
Zuidkamp  
7524 PJ Enschede

The Netherlands

c. When entering our CCOE building, you will see a sign directing you to the room where in-processing will take place. This procedure will only take a few minutes. You will receive a student security badge, which ensures you entrance to the CCOE building, and - together with your own ID-Card - to the base. If you have requested military quarters, you will also receive the key to your room. If you want to arrive on Sunday you should read page 8. ACCOMMODATION carefully, as accommodation building and course building are not on the same location. Furthermore you should announce your early arrival in beforehand, either directly on the Registration Form Support or by e-mail to CCOE Course Administrator, [schumann.h@cimic-coe.org](mailto:schumann.h@cimic-coe.org). You will find a student folder and a name sign on your table in the classroom at the start of the course. You are requested to be present in time.

d. In-processing will be done on Monday morning from 08.00– 09.00 hrs.

Should you not be able to arrive at the specified reporting time, you must contact the Course Administration Office on Friday morning prior to the course.

In case of a delay, you have to report by telephone to the Course phone (+31 6 5372 5664) between 08.00 - 09.00 hrs on the Monday morning of scheduled classes.

e. To complete in-processing, you will need the following:

- (1) One copy of Travel Order.
- (2) National or NATO identification card.
- (3) Slip or a controller's statement that confirms the payment, if not in cash.

f. In case of emergency during the weekend or after duty hours, please call the emergency number of CCOE, which will be given to you by the Course Director or his replacement at the beginning of each course.

4. **HOLIDAY POLICY**

CCOE courses run as a block. Course schedules do not reflect religious or national holidays. You are to attend classes despite observance of holidays in your nation and / or headquarters.

5. **ENTRANCE, PARKING**

You will need your national (military) ID-Card to get entrance to the base. It is important to fill out your ID-Card number on the Registration Form, as the guard requires a list of students with their respective ID-Card number before the start of each course.

Parking has to be done in the designated areas.

6. SECURITY

- a. If you wish to carry classified material to the CCOE, you have to inform the Course Administration Office by message prior to arrival and include your name, identification number and date and time of arrival.
- b. The CCOE uses strict access control procedures for entrance. During the in-processing procedure you will get a special access card for the CCOE building, which has to be returned to the Course Administration Office at the end of the course.
- c. Use of mobile/cellular phones is permitted inside the classrooms. Do not leave attaché cases, backpacks, bags, etc. unattended. Nametag all your luggage.
- d. At the end of your course the CCOE will provide a CD with all lectures of the course. It will also include names / (email) addresses of your fellow course students. For privacy reasons, all you are strongly recommended to use this information only to keep in contact with other course participants. It is forbidden to hand over the student's personal data to non-course-participants. By accepting the CD you are obliged to follow this rule. A compliance form has to be signed on receipt.

7. DRESSCODE OR UNIFORM REQUIREMENT

- a. During the course: Battle Dress Uniform (BDU), civilians accordingly.
- b. Social events: smart casual clothing for the Course Dinner, BDU for the Icebreaker and casual for leisure activities.
- c. At the last day of the course appropriate civilian close are allowed. T-shirts with obscene text, offensive or provocative clothes are not allowed.

8. ACCOMMODATION:

- a. Accommodation at barracks: single rooms are available at the Zuidkamp. Here you will find all facilities such as accommodation, canteen, mess etc. The student accommodation is of average hotel standard, with shower / toilet / TV / WIFI and cable Internet access. For prices and payment see page 2. Please bring a LAN cable if you wish to connect your Laptop to the LAN.  
If you arrive early, and have announced your early arrival, and is accommodated in the barracks at Zuidkamp, you will be in-processed and informed about all necessary information by the Course Admin on Sunday evening, in the time from 17.00 h till 20.00 h at Zuidkamp, in the entrance area of Building 18A.  
If you stay in a hotel, you will find all the necessary information at the reception of your hotel.  
Point of contact for organizing accommodation at the barracks is the CCOE Course Administrator.

Email address: [schumann.h@cimic-coe-org](mailto:schumann.h@cimic-coe-org)  
Telephone number: +31 (0) 53 480 5432  
Fax number: +31 (0) 53 480 3444  
Operating Hours: Monday - Thursday: 0730 - 1700 hrs  
Friday: 0800 - 1000 hrs

The address of the student accommodation is:

Zuidkamp  
7524 PJ Enschede  
The Netherlands

b. Other accommodations: If there is no governmental accommodation available, or if you choose to stay in a hotel for the duration of the course, the CCOE has negotiated a special variable student price with the Eden Hotel Group in Twente area. The maximum price per room per night, for a standard hotelroom (single or double use) is 87.50€ inclusive V.A.T. but exclusive breakfast and tourist tax of 0.57€ per night. The actual rate will always be the best available rate of the day – which might be less than 87.50€ but never higher. The price for breakfast (optional) is 15€ per person per day. The above mentioned agreement covers the following three hotels:

**Eden Hotel De Broeierd** Is a \*\*\*\* hotel close to the centre of Hengelo and the largest entertainment boulevard in the region. The hotel is within walking distance from Enschede Drienerlo railway station. Free parking facilities are available at the hotel. Distance from the CCOE is 5 km, and apx. 7 minutes by car  
<http://www.edenhotelgroup.com/en/enschede/eden-hotel-de-broeierd/index.html>

**Eden Dish Hotel** Is a \*\*\*\* hotel in the very city centre of Enschede, and within walking distance from Enschede railway station. Free parking facilities are available at the hotel. Distance from the CCOE is 6.5 km, and apx. 10 minutes by car.  
<http://www.edenhotelgroup.com/en/enschede/eden-dish-hotel/index.html>

**Eden Star Hotel:** Is a \*\*\*\* hotel in the centre of Hengelo, and next to Hengelo railway station. There is no free parking at the hotel, but next to the hotel there is a parking garage which cost apx. 6€ per day. Distance from the CCOE is 8 km, and apx. 10 minutes by car.  
<http://www.edenhotelgroup.com/en/hengelo/eden-star-hotel/index.html>

To obtain the variable student price you will have to contact the CCOE Events Coordinator for a special booking code and the contact information for the Eden Hotel Group Booking office.

The Events coordinator can be contacted via:

Email address: [eventscoord@cimic-coe.org](mailto:eventscoord@cimic-coe.org)  
Telephone number: +31 (0) 53 480 3476  
Fax number: +31 (0) 53 480 3488  
Operating Hours: Tuesday - Thursday: 0700 - 1700 hrs  
Friday: 0700 - 1300 hrs

Other hotels in the region can be found via the websites [www.hotels.nl](http://www.hotels.nl) or [www.booking.com](http://www.booking.com)

It is your own responsibility to make your own hotel reservations, make alterations / cancellations and payments. CCOE does not take any responsibility for costs resulting from late cancellations etc.

c. Statements of non - availability: Alternative accommodation will be coordinated and a statement of non-availability will be prepared and issued by the Course Administration at the in-processing, if, at the time of receipt of the student request, no rooms are available at CCOE military quarters. Statements of non-availability will not be issued if quarters are available.

d. For security reasons: If you arrange accommodation on your own then you will have to provide the Course Administration Office the address/telephone number of your residence.

## 9. DIRECTIONS, TRAVEL AND TRANSPORT

a. The location of the CIMIC Centre of Excellence is in Enschede / The Netherlands. If you draw a direct line from Amsterdam to the east, you will find Enschede near the German border, in the triangle of the highways A1 and A35 and the motorway N733. Here at the former Air Base the Training and Education Centre is established.

b. You are required to make your own travel arrangements to Enschede, as CCOE does not provide bus transport from airports and /or railway stations, neither at the start, nor at the end of the course. The base is not connected to any public transport system but at the railway stations of Enschede or Hengelo you will always find taxis waiting. Of course you could also rent a car at the airport or in the region (see point 12.g.)

c. Regardless the reason for late arrival or leaving early, you are well in advance informed about the duration of the course. You are requested to plan your travel arrangements accordingly.

d. Travel by car:

- From the West (Amsterdam Airport - Schiphol) it is approx. 180 km to Enschede: Take the A4 highway, direction Badhoevedorp. After approx. 10 km take the A10 (Ring Amsterdam) direction Amersfoort. After another 10 km change from A10 into the A1, direction Diemen – Hengelo – Amersfoort. Stay on this highway for approx. 130 km. Where you see the signs A1/A35 direction Borne/ Oldenzaal/Hengelo/Enschede take this direction. Leave the highway at exit 31 Hengelo-Noord and proceed in the direction Hengelo Noord. Turn right at the N737 Vliegveldweg, left to Vergertweg and right into the Lonnekerveldweg/Vargershuizenweg. Proceed on this road until you reach the gate of the base.
- From the East (Germany) you take the A30 west or the A31 north/south (at Autobahnkreuz Schümersmühle (Exit 27) you also take the A30 west, direction Hengelo. After the German/Dutch border this highway is called the A1, direction Amsterdam. Take Exit 33, Oldenzaal-Zuid / Enschede and turn right into the N733 Oldenzaalsestraat, direction Enschede. Turn right at Oude Deventerweg, this road becomes the Vliegveldweg, right into Snellenweg, right again into Vergertweg and left into the Lonnekerveldweg/ Vargershuizenweg . Proceed on this road until you reach the gate of the base.
- From the South (south of the Netherlands and Belgium) you take the A2 / A58 to Eindhoven-Ekkersrijt, from there the A50 direction Arnhem. Proceed on this road for approx. 70 km, then keep right and follow the signs A12/A50 direction Apeldoorn / Zwolle. Stay on the lane for the A50 Apeldoorn/Zwolle. After approx. 20 km you take the A1 direction Deventer / Hengelo. Leave the highway at exit

31 Hengelo-Noord and proceed in the direction Hengelo Noord. Turn right at the N737 Weerseloseweg, left to Vergertweg and right into the Lonnekerveldweg. Proceed on this road until you reach the gate of the base.

e. Travel by air / further by train:

- The main airport is Amsterdam Airport (Schiphol). From here trains are leaving in the direction of Enschede every half hour.
- The nearest airport is Münster Airport in Germany. From the airport an express bus will take you to railway station Münster. From the railway station Münster Hauptbahnhof there is a direct connection to Enschede (stop trains) every hour. The journey lasts 1 hr 20 minutes. Travel by train:
- From Amsterdam Airport you can travel to Enschede by Intercity train in approx. two hours and 15 minutes. The connections are at least twice an hour. The trains leave from platform 1/2 in the direction Hilversum. It is either a direct connection, or you must change trains once: at Amersfoort railway station (arrival at platform 2, cross to platform 1 and take the train that leaves in the direction Apeldoorn / Enschede. From Amsterdam Central there is also twice per hour a train leaving in the direction Apeldoorn / Enschede, but you must either change trains at Hilversum or at Amersfoort railway station.
- From the south you must change trains at Utrecht railway station, and sometimes again at Amersfoort.
- From Germany there is a direct connection between Münster Hauptbahnhof (via Gronau) to Enschede once per hour. From Cologne you can travel by ICE International (HiSpeed) via Arnhem and Deventer to Enschede. Please be aware that these connections have a surcharge on the price of the ticket.
- Furthermore there is a regular Intercity (HiSpeed) connection from Hengelo (near Enschede) via Berlin to Szczecin in Poland.

More Info about train connections etc. at: [www.ns.nl](http://www.ns.nl) or [www.bahn.de](http://www.bahn.de).

Events Coordinator can provide you with the most current travel information; requests by e-mail to: [eventscoord@cimic-coe.org](mailto:eventscoord@cimic-coe.org) are always answered.

g. Travel by taxi:

- Course participants arriving at Enschede or Hengelo railway station should take a taxi. (Please note remarks under Pt. 7) Usually there are taxi's waiting outside the railway station. For telephone numbers of taxi companies see point 12.g & h.
- Only in case of "Non-availability" of governmental accommodation, CCOE will collect students at designated pick-up points at the hotels in the morning and return them at the end of the day. Those who choose not to use CCOE accommodations although available need to make their own transport arrangements.
- Should you arrive by plane or train and need transport during the week, you will find a list of taxi companies / car hire companies in this guide (point 12.g & h.).

## 10. DINING AND BAR FACILITIES

a. All meals from Monday to Friday can be eaten at the Paresto building at Zuidkamp. The social activities will usually take place in the all ranks mess at the same location. Friday after dinner until Monday morning 06:30 hrs the facilities will be closed. This means, that there is no possibility to eat or to have a drink in the barracks during the weekend.

Meals	Monday – Friday	Saturday – Sunday
Breakfast & lunch	Student expense	Not available in barracks
Dinner	Student expense, Course dinner	Not available in barracks

b. Meal times for CCOE

Breakfast: 06:30 – 0800 hrs  
 Lunch: 11:30 – 13:30 hrs  
 Dinner: 17:00 – 18:30 hrs

c. Opening hours for the all ranks mess (Paresto building at Zuidkamp):  
 Monday – Thursday 16:00 – 23:30 hrs.

d. During meal times a shuttle service between Complex Twente and Zuidkamp is provided.

11. SOCIAL EVENTS

a. All NATO CIMIC Staff Course (NCSC) participants are cordially invited to a hosted Icebreaker on the first Monday of the course, after dinner. On Thursday evening a Farewell dinner (No Host) will be arranged in the mess.

b. All NATO CIMIC basic Course (NCBC) participants are cordially invited to a hosted Icebreaker on the first Monday of the course, after dinner. On the first Thursday of the course there will be a social event, and on the evening of the second Thursday a Farewell dinner will be arranged in the mess (both events are No Host).

c. We expect that you take part in the Icebreaker, as this event is hosted by the Director CCOE. Participation in other social events, like Farewell dinner, is at your own expense and voluntary, although we hope/expect of you to take part. For costs and payment see page. 2.

12. OTHER SUPPORT

a. Sports facilities. There are sports facilities available at the University of Twente. Contact the course Admin to get an access pass. There are no sports facilities at the barracks.

b. Medical facilities. The German and Dutch military personnel should make an appointment with the medical station in Eibergen (0545-462072 / 0546-462073). Foreign and non-military course participants can visit a local doctor or dentist. Payment should be made in cash at the reception of the doctor's / dentist's reception desk.

Campus UT Huisartsenpraktijk  
De Sleutel (building 58 of ACASA)  
Campuslaan 99

7522 NE Enschede  
telefoon 053-4898000  
e-mail info@campushuisarts.nl  
website www.campushuisarts.nl

Tandartsenpraktijk Soons  
Hengelosestraat 151  
7521 AA Enschede  
Tel: 053 – 43 50 189  
Email: info@soons.org

After office hours and during the weekend, you must call:

Huisartsenpost Enschede  
Haaksbergerstraat 55,  
Enschede  
Telefoon: 088- 555 11 88

In case of an emergency, call 112 or contact the guard +31 534 80 6042.

c. Money. The currency in the Netherlands is the Euro. It is recommended to bring enough cash with you, at least for the first few days, as there are no cash points at the barracks. You will find several banks with cash points in Enschede and Hengelo.

d. Mail services / telephones / fax and internet services. You can have your mail sent to:

Civil-Military Co-operation Centre of Excellence  
T&E Branch  
Complex Twente  
P.O. Box 5013  
MPC 81 A  
NL - 7500 GA Enschede  
The Netherlands

For urgent telephone calls you can be reached through Course Admin Office,  
Phone +31 53-4805432 - fax +31 53-4803444.

You may leave your (stamped) mail at the CCOE Registry Office; it will be forwarded to the Post Office. Internet services are available in the accommodation building and in the syndicate rooms.

e. Laundry. In the accommodation building is a washing machine and a dryer at your service.

f. Tax free facilities. Non-Dutch course participants, being at CCOE HQ for 5 days or more, are entitled to purchase rationed goods (tobacco, alcohol). Unfortunately, Dutch participants are not allowed to buy any rations, due to custom regulations! All other nations can only purchase cigarettes and liquor when they are in the possession of a NATO Travel Order. With this Travel Order they may purchase one ration of alcohol and cigarettes per week. Order forms and lists of rationed goods will be available via Course Admin during the course. The rations can be found on the whiteboard outside the class rooms.

g. Car hire companies/taxis/train prices There are several companies in the region where you can rent a car, e.g.

- AutoRent <http://www.autorent.nl/twente-enschede>
- Sixt, <http://www.e-sixt.nl/autoverhuur/Enschede>;
- Autoverhuur Enschede, <http://www.autoverhuursite.nl/nederland/enschede/>

More info is available through Events Coordinator, [eventscoord@cimic-coe.org](mailto:eventscoord@cimic-coe.org).

If you want to hire a car with another (international) company, Events Coordinator can assist in finding the telephone number / e-mail address.

h. Taxi companies. There are several Taxi companies in the area, but the CCOE has made a contract with Taxi Oost ++31 53 436 0000. If you state that you come from the CCOE when ordering/- entering the Taxi you will get a discount price.

### 13. USEFUL ADDRESSES/TELEPHONE NUMBERS.

If you are looking for your nearest national support element, it will most probably be at JFC HQ in Brunssum. You can find the telephone number and visitors address through the JFC HQ Website: <http://www.jfcbs.nato.int/contact.htm>

If you want to have the address or telephone number of your Embassy in the Netherlands, have a look at: <http://ambassade.startpagina.nl/> or ask the Events Coordinator for assistance / telephone numbers.

14. PACKING AND TRAVEL CHECKLIST

**Before departing your unit, you must verify the following items:**

- Confirmation:** Did you receive a confirmation message with a Student Registration Number to confirm your seat in the course?
- ID- Card /** Did you fill in the respective questions on the Registration Form? The guard needs this information beforehand.
- Tuition payment:** Verify with your unit or POC whether your course fee has been paid, otherwise you will have to pay cash on the first day of the course. Has the course fee already been paid, please bring a slip or a controller's statement.
- Accommodation:** Did you ask for accommodation at the barracks or will you be staying at a hotel for the duration of the course? If you asked us to assist in finding accommodation, you must have received the name of the hotel and the arrangements that were made.
- Transportation:** Check if your travel dates were on the Registration Form. No shuttle bus or public transport are available.
- Dress:** You will be wearing your Battle Dress Uniform (BDU) during classes, but you have to bring smart casual (or female equivalent) for the socials and casual clothing for leisure activities.
- Internet:** If you want to connect your Laptop to the LAN, then please bring a LAN cable.
- Miscellaneous:** You will need some cash money for meals, beverages and leisure activities.

Check for all updates to this Info Guide on our Website:

[www.cimic-coe.org](http://www.cimic-coe.org)

## Map of the facilities at Complex Twente

