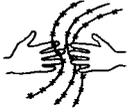


GATWICK DETAINEES WELFARE GROUP



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INFORMATION PACK ABOUT THE NETHERLANDS

We are sorry to hear about what has happened, and wish you luck when you arrive in the Netherlands.

This is to help you when you arrive there. Keep this document with you when you travel, as it contains some useful information, such as:

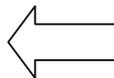
- 1. Why you are being sent to the Netherlands**
- 2. The Dutch asylum system**
- 3. Arriving in the Netherlands**
- 4. Some useful words and sentences in Dutch**
- 5. Organisations in the Netherlands that can help you**

1. WHY YOU ARE BEING SENT TO THE NETHERLANDS

You are being sent to the Netherlands because of something called the **DUBLIN CONVENTION**. This is an agreement made by the countries in the European Union in the year 1990. Since February 2003, The Dublin Convention is also called “**DUBLIN II**”.

The European countries that belong to the **EUROPEAN UNION** are:

- **Great Britain**
- **The Republic of Ireland**
- **France**
- **Netherlands**
- **Belgium**
- **Luxembourg**
- **Germany**
- **Spain**
- **Portugal**
- **Italy**
- **Greece**
- **Denmark**
- **Sweden**
- **Finland**
- **Austria**



Before, all these countries were very different from each other, and each country had its own separate laws. Now, because all these countries belong to the European Union, they share many laws. For example, they all share the law called the ‘Dublin Convention’.

10 New EU Countries

There are 10 more countries that are now joining the European Union. These are:

Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, the Slovak Republic and Slovenia.

- **The Dublin Convention says that only one country in the European Union should be responsible for your asylum application.**
This means that you cannot ask for asylum in Greece *and* in Italy, for example. You can only ask for asylum in one of those two countries: Greece *or* Italy.
- **The Dublin Convention also says that you should ask for asylum in the first European Union country that you enter.**
This means that you cannot choose which country in Europe to ask for asylum in. This is because the Dublin Convention says that all the countries in the European Union are safe. Therefore, it says that you should ask for asylum in the first European Union country you arrive in. (Often, this is not really the first European Union country you arrived in, but the first country where you came into contact with immigration officials.)
- **According to the Dublin Convention, when you ask for asylum in a European Union country, that country must find out if you were in *another* European Union country before arriving.**
So, when you asked for asylum in Great Britain, the Home Office (who deals with your asylum application) saw that you were in the Netherlands before arriving. Because the Netherlands is a European Union country, the Dublin Convention says that your asylum case should be looked at there, because it is a safe country.

REMEMBER: Cases like yours, where you are sent to another European Union country because of the Dublin Convention, are called **THIRD COUNTRY CASES**. So, the Home Office has decided that your claim for asylum in Great Britain is a ‘Third Country Case’.

2. THE DUTCH ASYLUM SYSTEM

The Dutch asylum system is similar to the British asylum system, because it recognises the **1951 United Nations Convention Relating to the Status of Refugees**. That means that asylum is given to someone when it is proved that he or she is “in danger of persecution” in the country of origin.

In Britain, the ‘Home Office’ deals with your asylum case. In the Netherlands, it is the **‘Immigration and Naturalisation Service’** that makes the decision about your asylum application. Their name in Dutch is **‘Immigratie en Naturalisatie Dienst’** – or **‘IND’** for short.

In the Netherlands, you must ask for asylum at one of the country’s **‘Application Centres’**. Most probably, you will arrive at **Schipol Airport** (in Amsterdam), so you will ask for asylum at this Application Centre. You must do this **within 24 hours of arriving!**

It is important to remember that there are organisations in the Netherlands that can try to help you, by giving you support and legal advice. You can contact them as soon as you arrive in the Netherlands: **the telephone numbers are on page 5**. Don’t worry if you don’t speak Dutch, as most people in the Netherlands speak very good English.

It is usually possible to have **free legal aid** in the Netherlands. This means that you can have a **solicitor**, who will help you during the whole asylum process. Like in England, **you do not have to pay** for this help. Ask about this when you call the organisations on page 5.

In the first 24 hours after registering at the Application Centre, people from the Immigration and Naturalisation Service (IND) will ask you some **questions**. They may also take your **picture**, your **fingerprints** and ask to see any **papers or personal documents** you have. This is to help them understand who you are and why you are claiming asylum.

If the IND thinks that you **do not** have a good reason for asking for asylum, they will tell you after a few days (no more than 1 week) that **your application has been refused**. Like in England, you have the right to **appeal against the negative decision – ask your solicitor about this**. If you do not have a solicitor, contact one of the organisations on page 5.

If you are **not told within 1 week** that your application is **refused**, this means that your application for asylum is **still being considered**. You will go to a place called **‘Screening and Reception Centre’** – in Dutch this is called **“Onderzoeks en Opvangcentrum”**. There, someone from the IND will **interview** you in detail. An **interpreter**, who speaks your language, will help you to understand the questions, and to explain to the IND why you need asylum.

It can take some time after the interview before the IND makes their decision. **If the IND decide to refuse your asylum application, you have the right to appeal against this**. It is important to know that you must **appeal within 24 hours** of receiving the refusal. Contact the organisations on page 5 for help with this if you do not have a solicitor.

For the first 1 or 2 weeks after you arrive in the Netherlands, you will probably have to stay in a place close to the airport, called the **‘Grenshospitium’**. After that, you will maybe have to stay in a **detention centre like Tinsley House** in England. This is while you are waiting to find out if your application for asylum is accepted or refused. **If you are detained, your solicitor can help you to appeal against this**.

3. ARRIVING IN THE NETHERLANDS

- **THE NETHERLANDS** is a country in Northern Europe. The Dutch name for the Netherlands is **NEDERLAND**.

Sometimes people call the Netherlands '**HOLLAND**'.

- The Dutch Government is based in a town called **The Hague**, or '**Den Haag**' in Dutch, but the capital of the Netherlands is **AMSTERDAM**, which is in the middle of the country.

The other big cities are **Groningen** (in the North), **Utrecht** (in the centre, near Amsterdam), **Eindhoven** (in the South), and **Rotterdam** and **The Hague** (in the West).

- In the Netherlands, the currency (the kind of money you pay with) is the **EURO** (about 1 and a half Euros for 1 British Pound).
- The official language is **DUTCH**. It sounds a bit like German and a bit like English. There are some **useful Dutch words and sentences on page 4**, but don't worry if you do not speak Dutch: **most people in the Netherlands speak good English!**
- Because you will travel by plane from England to the Netherlands, you will probably arrive at the main airport. This is called **SCHIPOL AIRPORT**, and it is 18 kilometres outside of **Amsterdam**.

Map of the Netherlands



The Netherlands has borders with 2 other countries:

Belgium to the South,
and **Germany**, to the East.

The **North Sea** is to the West and North of the country.

The Netherlands has an area size of **37 330 square kilometres**.

4. SOME USEFUL WORDS AND SENTENCES IN DUTCH

Nederland = The Netherlands / *Nederlands* = Dutch

hallo (or: *dag*) = hello / *tot ziens* = goodbye

alstublieft = please / *dank u wel* = thank you

ja = yes / *nee* = no

Ik begrijp het niet.
I don't understand.

I ben van England gekomen.
I have come from England.

Ik ben een asielzoeker.
I am an asylum seeker.

Ik wil asiel vragen.
I would like to ask for asylum.

Kunt u mij helpen alstublieft?
Can you help me please?

Ik heb geen geld.
I don't have any money.

Ik wil een advocaat.
I need a solicitor.

Bedankt voor uw hulp.
Thank you for your help.

5. ORGANISATIONS IN THE NETHERLANDS THAT CAN HELP YOU

If you are calling from another country, the international code is: 0031

VluchtelingenWerk Nederland (Dutch Refugee Council)

Provides support and advice to asylum seekers and refugees. Main office is in Amsterdam, but have smaller offices in most parts of the country, including an office at Schipol Airport.

Schipol Airport office

Address: AC Schipol (Airport)
Triport 2, 5e verdieping
Evert van der Beekstraat 109
1118 CN Schipol Airport
Telephone: (20) 316 11 64 (from 8am to 10pm)
Fax: (20) 316 11 79

Main Office (Amsterdam)

Address: Postbus 2894
1000 CW Amsterdam
Telephone: (20) 346 72 00 (Helpdesk)
Fax: (20) 617 81 55
Email: Helpdesk@VluchtelingenWerk.nl
Website: www.vluchtelingenwerk.nl

Stichting Rechtsbijstand Asiel (SRA) (Foundation for Legal Aid in Asylum Cases)

Provides free legal advice to asylum seekers and can sometimes help to find a solicitor under 'legal aid' (which means you do not have to pay the solicitor). Have 3 main offices in the country, as well as a local office at Schipol Airport.

Schipol Airport office

Telephone: (20) 316 11 60 / 61 (from 7am to 11pm)
Fax: (20) 316 11 67

Amsterdam main office

Address: Schipolweg1
2034 LS Haarlem
Telephone: 023 – 530 76 82
Fax: 023 – 530 76 90
Email: postbus.sraam@sra.rechtsbijstand.net

Hertogenbosch main office

Address: Spinhuiswal 2
5211 JG Hertogenbosch
Telephone: 073 – 615 88 00
Fax: 073 – 615 88 09
Email: postbusradb@sra.rechtsbijstand.net

North-East main office

Address: Eusebiusbuitensingel 3
6828 HS Arnhem
Telephone: 026 – 353 18 50
Fax: 026 – 353 18 55
Email: postbus.srano@sra.rechtsbijstand.net

Chaplaincy, Schipol Airport

Provides emotional support and religious guidance to asylum seekers at Schipol Airport.

Telephone: (20) 601 26 66
Emergency: (20) 649 91 11 (*ask for chaplaincy*)
Fax: (20) 601 25 67

Amsterdams Solidariteits Komitee Vluchtelingen (ASKV) / Steunpunt Vluchtelingen (Amsterdam Refugee Solidarity Committee)

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Telephone: (20) 627 24 08 / 420 56 70
Fax: (20) 420 32 08
Email: askvsv@dds.nl

Vluchtelingen Organisaties Nederland (VON) (Refugee Organisations of Netherlands)

This is the main organisation for all the local organisations that are run by asylum seekers and refugees, for asylum seekers and refugees. Call them to find out which local group is close to where you are, and can support you.

Address: Merelstraat 2 bis
3514 CN Utrecht
Telephone: (30) 271 45 05
Fax: (30) 273 38 44
Email: info@vluchtelingenorganisaties.nl

Amnesty International Dutch section

Human rights organisation, that also campaigns for the rights of asylum seekers and refugees. Probably cannot help you directly, but may be able to give you useful contacts relating to your human rights.

Address: Keizergracht 620
1017 ER Amsterdam
Telephone: (20) 626 44 36
Fax: (20) 624 08 89
Email: Amnesty@amnesty.nl

International Organisation for Migration (IOM) – Netherlands

Provides advice and help to people who want to return to their country of origin, or who want to move to another country.

Address: Postbus 10796
2501 HT Den Haag
Telephone: 070 – 318 15 00
Fax: 070 – 318 15 01
Email: missionthehague@iom.int