

SHAPE

New Arrivals

Guide

Think information...

*think **HIVE** !*



HIVE BLOGS

Keep your finger on the pulse and sign up for current station and local information. Read about health, education, employment, what's on, discounts, charities, welfare, housing and relocation. It's all covered!

www.brunssumhive.blogspot.com
www.shapehive.blogspot.com
www.napleshive.blogspot.com
www.bfghive.blogspot.com

1. Go to the top left hand corner of the Blog and enter your email address in the box (not Dii)
2. Respond to the confirmation email which will be sent to you automatically

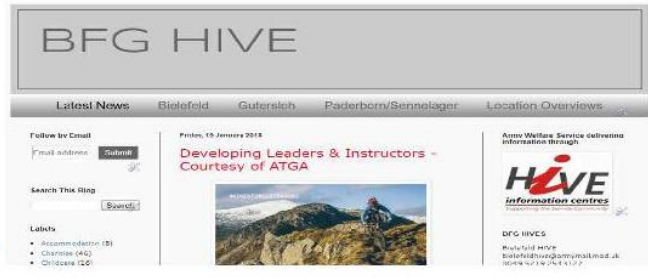
You will now receive email alerts summarising posts to the Blog. Just click on links to read more!

Other HIVE Blogs can be accessed through the Army website at:
www.army.mod.uk/welfare-support/23438

How to Sign Up to SHAPE HIVE Blog

Step 1

Type the following
www.shapehive.blogspot.com
in the web address bar.
This page will appear. →



Step 2

Type your email in
The **'Follow by Email'**
box and **'Submit'**



Step 3

Enter the **security text**
and click **'Complete
Subscription Request'**



Step 4

When you receive
an email from
Feedburner, **click
on the link** to
confirm your
subscription

Activate your Email Subscription to: BFG HIVE

● "FeedBurner Email Subscriptions" <noreply+feedproxy@google.com>

To: ● guterslohhive@armymail.mod.uk

You received this message because someone requested an email subscription for guterslohhive@armymail.mod.uk to a FeedBurner feed. If you did not make this request, please ignore the rest of this message.

Hello there,

You recently requested an email subscription to BFG HIVE. We can't wait to send the updates you want via email, so please click the following link to activate your subscription immediately:

<https://feedburner.google.com/fb/a/mailconfirm?k=vZT9n0GcoahIggEvgZrny-d-Y>

(If the link above does not appear clickable or does not open a browser window when you click it, copy it and paste it into your web browser's Location bar.)

—

This message was sent to you by FeedBurner (feedburner.google.com). You received this message because someone requested a subscription to the feed, BFG HIVE. If you received this in error, please disregard. Do not reply directly to this email.

<u>CONTENTS</u>	<u>PAGE</u>
Welcome to SHAPE & In Processing	5 - 8
Accommodation	9 - 10
SFA	
Civilian Housing	
Telephone Connections/ Disconnections	
Free Internet	
Public Telephones	
Pets & Registering Dogs	
Visitors	
Hotels	
Deployment	10
Discounts	10
Education	11
Nurseries, Schools & Further Education	
Employment	11
Dependant Vacancies	
Trading from Home	
Finance & Legal	12
Belgium Bank Accounts	
Forces Fixed Rate	
UK Credit & Debit Cards	
Legal Help	
Unemployment Benefit	
Foreign & Commonwealth	13
Health	13
Medical Care	
Dental, Mental Health & Hospitals	
Local Area Information	13
Leaflets & HIVE Guides	
Recycling	
Restaurants	
Shopping	

Tax Free Information	14
Tax Free Shopping	
Tax Free Vehicles	
Relocation	14
Arrivals Information	
Removals/ Movement	
Next Location Information	
Transition & Service Leavers	14
Housing	
Employment	
Travel & Transport	15 - 16
Vehicle Registration & De-registration	
Fuel Card	
Driving in Belgium	
Winter Tyres	
Biking in Belgium	
Airports	
Rail	
Buses	
Taxis	
City Guides	
Unit & Station Information	17 - 18
ID Cards	
HIVE Blog	
HIVE Clubs & Activities Guide	
Shape House	
Youth Activities	
British Community News	
SHAPE Community Life	
Cinema	
BFBS Radio	
Television	
Postal Services	
Welfare	19 - 23
Support Services	
Translations, English / French	
HIVE Locations	
Mission Statement & Disclaimer	

WELCOME TO SHAPE

The HIVE would like to offer you a warm welcome to SHAPE.

This guide is designed to answer some of the questions that may arise when you first arrive in SHAPE, particularly if it is your first posting to Belgium.

The HIVE is situated in Building 309, EJSU, SHAPE and our opening hours are shown below. Any changes to these hours will be advertised in advance on the HIVE blog

www.shapehive.blogspot.com

Please feel free to pop in and see us.

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

Our aim is to provide a professional information and referral service. We endeavour to answer all your queries and find the information you need, or point you in the right direction for the best possible help and support.

If you are arriving from outside Belgium take a look at www.shape2day.com where you can access lots of general information in conjunction with this guide.

HIVE Opening Hours

MONDAY	08.30 – 13.30
TUESDAY	08.30 – 13.30
WEDNESDAY	08.30 – 13.30
THURSDAY	08.30 – 13.30 (SHAPE House)
FRIDAY	08.30 – 13.30
TELEPHONE	Civil 0032 6544 7075 Military (9205) 4237075
Email:	shapehive@armymail.mod.uk
Blog	www.shapehive.blogspot.com

We look forward to seeing you at the HIVE.



WHY HIVE?

Your local HIVE Officer can provide you with Information on the following:

Accommodation

Healthcare

Employment

Relocation/Rebasing

Local Unit Facilities

Charities & Support Services

Schools & Further Education

Transition

Places & Events of Interest

Join our blog

www.shapehive.blogspot.com

IN PROCESSING

After the National check-in (through NMR's, FMM and SU) all newcomers and personnel should report to the CENTRAL PROCESSING CENTER (CPC) - building 210, room 104 in order to start the 'in-processing' in SHAPE.

Tel. +32(0)65447916

Email to antonio.esposito@shape.nato.int

REQUIREMENTS

STATUS	NATIONAL DOCUMENTS	SHAPE DOCUMENTS
Military	National ID Card or Passport	SHAPE Form 88 & 94
NATO Civ & Civ Component	National ID Card or Passport	SHAPE Form 88 & 94 and Certificate of Assignment
Contractors (with a SHAPE Temporary Entry Card)	National ID Card or Passport	SHAPE Form 550C and Contract of Employment
Dependants	National ID Card or Passport	SHAPE Form 94

OPENING HOURS

Mon. - Thurs. 0845 - 1300 1400 - 1700
Fri. 0845 - 1300

ACCOMMODATION

Service Families Accommodation (SFA)

The SHAPE Station Housing office is located in:
Building 306, EJSU, SHAPE, BFPO 26
Civ: 0032 (0) 65444026
Mil: 4026

For more information on accommodation, SFA and SLA, please call into the HIVE to pick up an Accommodation information sheet.

Defence Infrastructure Organisation (D.I.O)

Is the provider of maintenance and repairs for SFA and military buildings. If you have a fault that you wish to report D.I.O can be contacted on:
Civ: 0032 (0) 65444620
Mil: 4620

Civilian Housing

The HIVE holds information of upcoming JSHAO Housing briefings in Germany and the UK which cover civilian housing, rental, forces help to buy & government help to buy schemes, social housing and homelessness.

Telephone Connections/Disconnections & Mobile Phones

The country code for SHAPE is +32. e.g.: 0032 65447075
When dialling the UK from Belgium dial: 0044 then drop the first zero from your number e.g.: 0044 (0) 208 111 2222

It's important to be aware of the terms and conditions of your service agreement. If you sign for a contract without fully understanding it, you are liable to pay for what you have signed for.

For internet and telephone connections visit the Proximus or Voo office located in the Grand Pres Shopping Centre, 7000 Mons. Top-up cards for mobile phones can be purchased from the RIS and the Carrefour store on camp. A good tip is to make sure your Mobile has been unlocked before you arrive here.

Free Internet

You can use the Internet free of charge within the Station Library during opening hours. Internet access can also be found within some Unit Welfare Offices, SHAPE House, (Home-Start) SHAPE Club, Rendezvous, Education Centre and the EJSU (building 306).

Public Telephones

Since May 2015 public phones have become obsolete in Belgium.

Pets & Registering Dogs

If you wish to bring a cat or dog into Belgium, the animal must have been vaccinated for rabies at least 30 days, but no more than 12 months prior to its entry. Proof of examination must be presented at the border.

Before you arrive in SHAPE you MUST register your dog at the Housing Office on your application for your SFA.

D.I.O: Civ: 0032 (0) 65444620

Mil: 4620

Certain breeds of dogs are banned, for example: Pit Bulls, Staffordshire Bull terriers and American Staffordshire Terriers.

Visitors

When family are visiting you in SHAPE you should obtain a pass form from the EJSU Admin Office. To complete the form you will need your relatives' passport numbers, this form needs to be completed at least 7 days before arrival and handed into the main guard room.

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 EHIC (previously known as E111) 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 EHIC card can be obtained free of charge on www.ehic.org.uk

Hotels

If you have family visiting from UK and need details of accommodation, call into the HIVE for a list of local accommodation. Local Tourist Offices can also help with bookings.

<http://www.belgiumthelaceto.be/destination-template.php> is available in English

DEPLOYMENT

The HIVE can assist during deployment periods, offering advice, assistance and help on communications as well as providing you with a HIVE Deployment and Temporary Assignment Guide.

DISCOUNTS

The HIVE publicises both local and national discounts online on the HIVE blog. Occasionally, local businesses will give the HIVE discount vouchers. These are subject to availability. Sign up to the HIVE blog here to quickly find out about discounts available: <http://shapehive.blogspot.com/>

EDUCATION

Nurseries, Schools & Further Education

For more information on MOD Nurseries and Schools in the area as well as how to apply, please call into the HIVE to pick up an Education information sheet.

EMPLOYMENT

Dependant Vacancies

Vacancies are advertised in the EJSU through the Civil Admin Office (LALE), Routine Orders, the British Community News booklet and various notice boards around the unit – also in the HIVE!

Civil Admin Office, Building 306, SHAPE: Mil: 9205 423 5236 | Civ: +32 (0)6544 4839

Dependants can register for the latest vacancies available by emailing EJSU.jobinfo@proximus.be with the subject line: Register

Trading from Home

Guidelines on Trading from Service Families Accommodation (SFA) are found in JSP464 0603 which is available to download by any user who has access to the military network from the UKSC(G) home page. If you are unable to obtain a copy, then please visit your local HIVE for further information who will be able to provide you with the forms to register trading activity and advise you on the process.

Please contact your local HIVE for more information.

FINANCE & LEGAL

Bank

There are two cash points in SHAPE situated in the main bank and next to the shopping complex (area 500).

There is ING and Fortis Bank in Nimy where English is also spoken, you can book an appointment online. You will need to make an appointment to open an account. You will need with you your Belgian I.D, your tenancy agreement, passport and National insurance number.

Banca Monte Paschi Belgio is situated within TOP SHAPE, (100 Building) which is the Headquarters main building.

Forces Fixed Rate (FFR)

The FFR is the rate at which sterling is converted to the local currency.

UK Credit & Debit Cards

All main UK credit/ debit cards may accepted in large retail outlets, petrol stations, hotels and restaurants. Although, please be aware some businesses may not accept credit/ debit card payments and you are advised to check prior to purchase.

It is also possible to withdraw cash, with a UK credit/ debit card, from a large network of cash point machines.

Legal Help

Headquarters Army Legal Assistance (HQ ALA) is based in Bielefeld, Germany and offers free legal advice to all British service personnel, their dependants and UK Based Civilians serving overseas. ALA can only assist you whilst you are posted overseas. Once you return to GB, you will need to instruct a civilian solicitor. ALA will not take any new cases from 31st March 2019.

Army Legal Aid: Phone: +49 (0)521 9254 3191

Email: AG-ALA-Reception@mod.uk

<https://bfgnet.de/legal/raf-legal.html>

<https://bfgnet.de/legal/army-legal-assistance.html>

The HIVE also holds details of other legal support or help that is available.

Unemployment Benefit /Jobseekers Allowance

It is a wise precaution to speak to the Jobcentre well before your move out to Belgium about registering for JSA. On the day before your departure, visit again to check that the claim has been processed and to collect supporting documentation. Ask for a bilingual letter in English and French as well as Forms E301 and E303.

On arrival in the new posting, visit the local equivalent of the Jobcentre in Mons within 5 working days for your claim to be processed locally. Make sure you have all the documentation with you: bilingual letter, Forms E301, E303, National Health and Insurance Numbers, passport, a record of employment including the last four pay slips, P45, CV or record of qualifications and your bank account details. Follow the local procedures and, you could receive up to 3 months JSA.

You need to register at the CAPAC in Mons, Rue de la Grande Triperie 42

7000 Mons. www.capac.fgov.be/fr/bureaux/mons#results

After the CAPAC, you have to register with the FOREM MONS, Rue des Canonniers 32 7000 MONS. www.leforem.be/contact/index.html

FOREIGN & COMMONWEALTH

The HIVE can assist foreign and commonwealth families with information on British Citizenship, Families' Visas and entitlement to benefits.

HEALTH

Medical Care

On your arrival at SHAPE you should visit the Medical Centre to register. They will write to your last GP to obtain your medical documents and this can take some weeks. Please do this as soon as possible to ensure that your records are requested.

In an emergency dial 112 for an ambulance (or 065 44 3333 SHAPE only)

SHAPE Medical Centre is located at:

Building 401 (follow signs for London) Civ: 065 445824 Mil: 5824

For out of hours care call the 24 hour Telephone Assessment Service (TAS) system on 0049 521 305 3961

Dental, Mental Health & Hospitals

For more information on Healthcare within SHAPE as well as Dental Centre details, local hospitals and PSO information please visit the HIVE to pick up a Health information sheet.

LOCAL AREA INFORMATION

Leaflets & Guides

The HIVE holds lots of leaflets as well as multiple guides (including City Guides) containing useful information on things to do in the local area. The HIVE also holds maps as well as walking or cycling routes. For more information on the local area, please call into the HIVE to pick up the Local Overview information sheet.

Recycling

Domestic recycling is every two weeks and an official recycling bag must be used. In addition there are strict limits to what can be recycled from your home and you will be given the latest list on handover.

The SHAPE Recycling Centre, Bldg. 512, is located in the shopping facilities area, adjacent to the Carrefour Shop (Bldg. 505). Opening Hours Monday to Thursday from 1000 to 1250 hours and from 1330 to 1750 hours Friday 1000 to 1250 hours and from 1330 to 1650 hours Closed on Saturday, Sunday, and SHAPE holidays. For more information on recycling and rubbish disposal, please call into the HIVE to pick up the Local Community information sheet.

Shopping

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

Shopping in 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

<http://www.shape2day.com/community/page1031124/page1041041.aspx>

TAX FREE INFORMATION

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. For further information please call into the HIVE or if you have any problems or queries contact the TVA office, building 210, room 102; known as the SHIPPS BUILDING. Their opening hours are Tue – Thurs: 0900-1200.

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.

RELOCATION

Arrivals Information

The HIVE has everything you want to know on arriving in SHAPE. Please call in to see us on arrival with any of your queries or if you would like information about the area. It is also a good idea to sign up to the HIVE blog where you will receive useful information via email about SHAPE. You can sign up at:

<http://shapehive.blogspot.com/>

Removals/Movement

The HIVE also has a comprehensive “On the Move” guide which gives you a check list for leaving SHAPE. It is recommended that you pick this guide up as soon as you know you’re leaving.

Next Location Information

If you are leaving SHAPE, the HIVE can obtain information sheets containing useful information about accommodation, education, employment, health and the local area from locations in the UK as well as numerous overseas postings too.

TRANSITION & SERVICE LEAVERS

Housing

The HIVE holds information of upcoming JSHAO Housing briefings which cover civilian housing, rental, forces help to buy & government help to buy schemes, social housing and homelessness.

Employment

The HIVE holds information about resettlement for those leaving the military.

For more information on employment, health services, education or welfare after leaving the military please call into the HIVE.

TRAVEL & TRANSPORT

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 Technique (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, minibus, 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

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.

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.

Winter Tyres

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

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

The nearest station is SNCB Jurbise (Jurbeke) PLACE DE LA GARE, 9 7050 JURBISE (Jerbek). This station has a No16 bus that passes within 2 miles of SHAPE.

The next nearest is 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.

The main station is 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

Taxis

- Taxi 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
- Taxi Dimino (Not registered for access to SHAPE)
Tel: 04 233 50 40
- Taxi 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.*

All taxi drivers must produce satisfactory identification and comply with any security checks in force. Failure to comply with the foregoing procedures will result in denial of access. Also be aware that taxis fees can be extremely high; make sure you negotiate and confirm the approx cost of your journey before you take it to avoid any surprises.

UNIT & STATION INFORMATION

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.

HIVE Blogs

Keep your finger on the pulse and sign up for current station and local information. Read about health, education, employment, what's on, discounts, charities, welfare, housing and relocation. It's all covered! Sign up today at:

www.shapehive.blogspot.com/

SHAPE HOUSE

A drop-in centre for British families, run by the Home Start team. Open Mon to Fri 09:30 till 12:30 with different activities held each day. It can be found at 79 Domaine de La Brisse, Obourg which is a five minute drive from SHAPE and close to one of the Married Quarter areas. Everybody is welcome to pop in for a cup of tea and a chat in a warm and welcoming environment.

With or without children, it is a useful place for 'insider' information on the area and learning the SHAPE routines whilst you are getting your bearings and finding your feet plus it is a good place for making new friends. For further information contact 065 336498.

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.

The SHAPE community are in the process of putting together a British youth drop in evening, if you would like to volunteer please contact the HIVE for more information.

British Community News (BCN)

The British Community News is a monthly publication with lots of useful information on forthcoming events in SHAPE. It is free and is readily available from your HIVE or from the Community Welfare Support Officer.

SHAPE Community Life

SHAPE Community Life is a locally produced Station Magazine available from your local HIVE. The magazine contains information about what has been happening in the Station as well as things to come.

SHAPE Cinema

The SHAPE Cinema shows a variety of the latest films and a full programme is printed in various magazines including the SHAPE Community Life, or visit www.shape2day.com/cinema.aspx. Refreshments are sold in the lobby. The team can be reached on Civ: 065 445600 / 5968 Mil: 5600 / 5968.

BFBS

British Forces Radio (BFBS) is available on 107.7MHz in the SHAPE area, playing popular music, up to date and relevant news from the UK and information on your local area. Contact BFBS with any events you would like to advertise on 0049 8044044.

In addition as an entitled member of the British Forces and the Civilian component BFBS offers a satellite TV service for your married quarter, more details on this from your Community Liaison Officer or at www.getbfbs.com

BFBS TV and Radio is also available on the go via an IOS or Android app search BFBS in your app store.

Television

UK Freesat is available to receive in the area. Alternatively Voo and Proximus provide a TV package as part of their phone packages.

Postal Services

There are two Belgian post offices in SHAPE. They are located in Top SHAPE, and at the SHAPE shopping complex inside the supermarket.

British Forces Post Office - normal UK Post Office facilities are available, the charges are standard UK postal rates. The counter sells stamps, postal orders, allows you to withdraw money from most UK bank accounts, send parcels and information on how to send parcels to Operational areas.

A UK postcode has been assigned to the SHAPE BFPO number to enable easier ordering of items online, BF1 2AG or HA4 6AU.

British Forces Post Office is located in Building 306 (next to the HIVE Office)
The counter opening hours are:

BFPO Counter

Monday	09:30 –13:45
Tuesday	09:30 –13:45
Wednesday	09:30 –13:15
Thursday	09:30 –13:45
Friday	09:30 –12:15

UPO Mail collection / drop off

Monday	10:00 –13:45
Tuesday	10:00 –13:45
Wednesday	10:00 –13:15
Thursday	10:00 –13:45
Friday	10:00 –12:15

WELFARE

Support Services

Army Welfare Service (AWS) +49 (0) 5254 982 4340

AWS offer confidential support without going through the Chain of Command.

SSAFA Forcesline: 0044(0) 207 463 9292

www.ssafa.org.uk

Relate SHAPE: +49 521 9254 2709

Email: office.relatebfg@gmail.com

Army Families Federation (AFF) 0032 477384054

ejsu@aff.org.uk

www.aff.org.uk

Victim Support: 0044 (0) 8008 1689111

<https://www.victimsupport.org.uk/more-us/contact-us>

Cruse Bereavement: 0044 (0)808 808 1677

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

Combat Stress 24hr Helpline +44 800 138 1619

The Samaritans: 0044 (0)1423525352/ 0044 (0) 8457 90 90 90

www.samaritans.org.uk

Alcoholics Anonymous 0044 (0)800 9177 650

www.alcoholics-anonymous.org.uk

Macmillan Cancer Relief: 0044 (0)20 78407840

www.Macmillan.org.uk

Veterans Aid 0044 (0)800 012 68 67 www.veterans-aid.net

Assisting with all veterans needs and offering support.

RBL Paderborn Jim Griffiths MBE on +49 (0) 5254 4208

www.britishlegion-paderborn.com

The Royal British Legion offers welfare support for serving soldiers and veterans to advise on resettlement opportunities.

Step Change is a charity offering free debt advice service:

0044 (0) 8001381111 www.stepchange.org

ChildLine 0044 (0)800 181 1111

Translations, English/French

EVERY DAY WORDS

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

ACCOMMODATION

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

AT THE PETROL STATION

Petrol	L'essence
Unleaded	L'essence sans plomb
Diesel	Le diesel or Gazole

DIRECTIONS

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

EMERGENCIES

Help	A l'aide
Fire	Au feu
Please go away	Laissez-moi tranquille
I'll call the police	Je vais appeler la police
It's urgent	C'est urgent
I'm lost	Je suis perdue
I've lost	J'ai perdu
My passport	mon passport
My car keys	les cles de ma voiture
I've had an accident	J'ai eu un accident

HEALTH

I need
A doctor
A telephone
An ambulance
An interpreter
Where is the hospital
I'm allergic to penicillin
I am
Diabetic
Asthmatic
I need
A dentist
It hurts here

J J'ai besoin
d'un medecin
d'un telephone
d'une ambulance
Je suis d'un interprete
Ou se trouve l'hopital
Je suis allergique a la penicilline
Je Suis
Diabetique
Asthmatique
J'ai besoin
d'un dentiste
J'ai mal ici

EATING OUT

Breakfast
Lunch
Dinner
I have booked a table
A table for four, please
May I have
The menu
The bill
I would like
Some bread
Some beer
Some wine

Petit dejeuner
Dejeuner
Diner
J'ai reserve une table
Une table pour quatre s'il vous plait
Puis-je avoir
le menu
l'addition
Je voudrais
du pain
de la biere
du vin

AT THE BANK

The nearest bank
Change
Money
I would like to change my
English money into Euros
please
How much money?
I have a credit card

La banque la plus proche
Change
Argent
Je voudrais charger mon
argent anglais en Euros S'il vous plait
Combien d'argent?
J'ai une carte de credit

HIVE LOCATIONS

BIELEFELD

Block 8, Catterick Barracks
Detmolder Straße 440, 33605 Bielefeld

TELEPHONE 0521 92543122
EMAIL bielefeldhive@armymail.mod.uk

GÜTERSLOH

Amenities Centre, Mansergh Barracks
Verler Straße 127, Gütersloh 33332

TELEPHONE 05241 842220
EMAIL guterslohhive@armymail.mod.uk

PADERBORN

Block 15, Barker Barracks
Driburger Straße, Paderborn, 33100

TELEPHONE 05251 57191
EMAIL paderbornhive@armymail.mod.uk

SENNELAGER

Paderborn Community Hub, NAAFI Families Store
Otto Hahn Straße 20, Sennelager 33104

TELEPHONE 05254 9822771
EMAIL sennelagerhive@armymail.mod.uk

SHAPE

UK EJSU, Building 309,
SHAPE 7010, Belgium

TELEPHONE 00 32 65 447075
EMAIL shapehive@armymail.mod.uk

BRUNSSUM

Building 603, Rimburgerweg 30,
Brunssum 6445 PA, The Netherlands

TELEPHONE 00 31 455 262891
EMAIL brunssumhive@armymail.mod.uk

NAPLES

UKNSE Naples
Naples, BFPO 8

TELEPHONE 00 39 08 15092628
EMAIL napleshive@armymail.mod.uk

Army Welfare Service
delivering information through



MISSION STATEMENT

HIVE Information Centres
support the Chain of Command and Service
Communities through the provision of up to date
and relevant information.

DISCLAIMER

The content of any brochures or advertisement displayed in the
HIVE does not necessarily reflect the policies or opinions of HM Government, the
Ministry of Defence or Army HIVE.

The accuracy of brochures displayed is not guaranteed.

We make every effort to ensure that our information is current and correct. Your
help is invaluable in keeping materials up to date.
Please share any additional information with us and inform us if you think any
changes should be made.

Contact details can be found on the previous page of this booklet.