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**UNSW AVIATION SOCIETY**

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**AVIATION  
INTERNATIONAL  
STUDY  
ABROAD  
PROGRAM  
ITINERARY  
NETHERLANDS 2019**

**1 September - 12 September**



# PURPOSE OF THE TOUR

This study tour provides aviation students an opportunity to understand aviation on an international level and expose themselves to different experiences.

By engaging with field events and tours, students can witness and learn the changes that the industry brings forth. Through interactions with different aviation-related organizations, students can also see the relevance of the courses and the industry, connecting the theory learnt in the classroom with actual work.

The Netherlands was chosen as the destination for Avsoc's Study Tour for 2019 as it is a country of rich aviation development and home to the world's oldest airline: KLM. Many other aviation related companies also have their headquarters in The Netherlands, making it a country growth and strong aviation relevance.





# SAFETY BRIEFING

All students attending this study tour must conduct themselves in a manner accepted by the general public. Each individual is liable for their own actions. Students must remember they represent UNSW on site visits and therefore should not engage in any actions that will risk their own or other people's safety.

Every day of the schedule is listed in the following pages and students are expected to attend every session unless stated otherwise. If "free time" is stated on the schedule, each student is liable for the choices and actions they make and bear all consequences themselves. UNSW, The School of Aviation and UNSW AvSoc do not bear any responsibilities for any action made outside of indicated schedule times.



# EMERGENCY DETAILS

## Emergency services: 112

### **The Australian Consulate in The Netherlands**

Carnegielaan 4  
2517 KH The Hague  
The Netherlands  
+31 (0)70-310 8200 (option 2) or +61 2 6261 3305

### **Amsterdam Medical Centre**

Meibergdreef 9, 1105 AZ Amsterdam, Netherlands  
Emergency Open 24hrs  
+31 20 566 9111  
Distance from Meninger Amsterdam City = 7.6 km



# EXPECTATIONS

Students are to complete assigned work during the trip, which will include writing professional articles (with a group), taking pictures and making short vlogs. By the end of the trip, each group must submit their article(s) and photos to AvSoc to be compiled into a report.



# KEY DESTINATIONS

## AMSTERDAM

Amsterdam is the capital of the Netherlands and a city well known for its artistic heritage and unique architecture. It originated as a small fishing village in the late 12th century to one of the most prosperous port of Europe and the leading financial centre of the world. The Netherlands is home to an abundance of museums and world renowned artists such as Van Gogh, Vermeer, Claesz and Rembrandt. Amsterdam is one of the world's most multicultural cities, with a festive nightlife and rich cultural activities.

## DELFT UNIVERSITY OF TECHNOLOGY

A specific result that a person or system aims to achieve within a time frame and with available resources. In general, objectives are more specific and easier to measure than goals. Objectives are basic tools that underlie all planning and strategic activities. They serve as the basis for creating policy and evaluating performance. Some examples of business objectives include minimizing expenses, expanding internationally, or making a profit.

## DNATA

A part of The Emirates Group, the Dubai National Air Transport Association is one of the largest global ground handlers. With operations in 84 countries, the company provides aircraft ground support (passenger services and ramp handling), cargo services, catering and travel agency services. Our visit will take a look at the company's cargo and pet handling facilities in Amsterdam.



# KLM ROYAL DUTCH AIRLINES

KLM is the oldest international scheduled service operator in the world who conducted its first flight to London – a service that still continues today and is the second busiest route in Europe. KLM was the first European Airline to fly across the Atlantic in 1934 and the first to fly to New York after the second world war. In 2004, KLM merged with Air France, forming the Air France-KLM group with each airline still operating under their respective names. Together, Air France and KLM serve over 328 destinations in 118 countries (2017), and form part of the top three aviation companies in Europe along with Lufthansa and IAG.

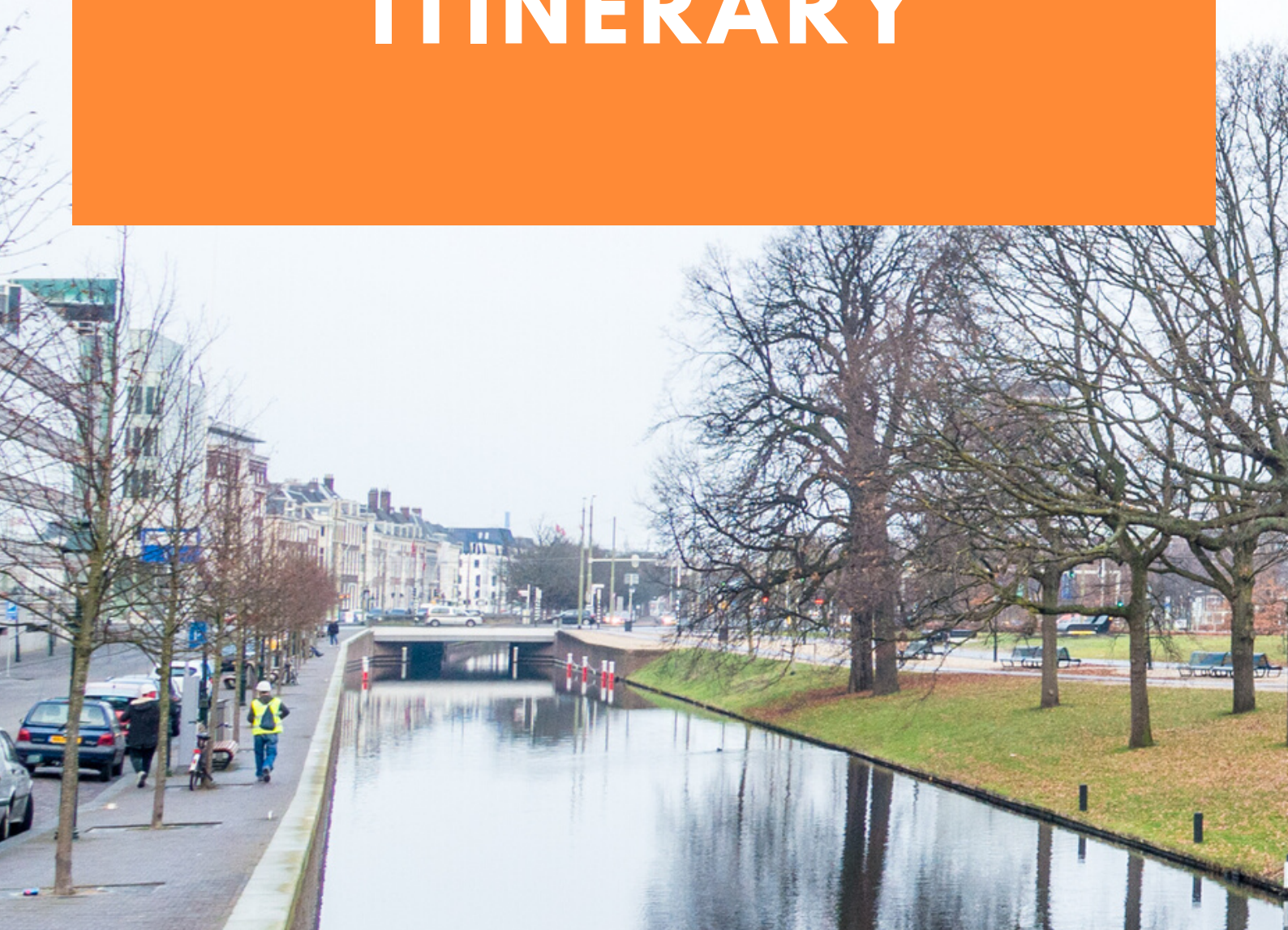
# NACO

Founded in 1949 in The Hague, the Netherlands Airport Consultants is a firm specialising in airport design. They work closely during the development and design stages of new airports, providing expert advice and engineering assistance. Some notable projects include Beijing Capital Airport, Amsterdam Schiphol Airport and Bangkok Suvarnabhumi Airport.

# VANDERLANDE

Vanderlande were founded in 1949 in Veghel at the company headquarters we will be visiting. They are heavily involved in logistics automation and materials handling with an operational focus on baggage handling and delivery systems. At most airports around the world, they will have provided things such as: baggage belts at check-in; automated delivery to aircraft; and security screening systems.

# ITINERARY





# AISAP NETHERLANDS

## 2019 ITINERARY

### DAY 1



#### ARRIVAL INTO AMSTERDAM

Amsterdam Schipol Airport

Students make their own way to Amsterdam . Ideally students are to arrive in the morning.



#### CHECK IN TO HOTEL

Meininger Hotel Amsterdam Amstel

Students make their own way to the hotel. After checking in, students are to purchase a 5-day travel transport card and arrange their own lunch. Students are free to use this time to refresh and recuperate.

**16:00** - Meet in Lobby. Students will be:

- Provided a Study Tour Pamphlet and Schedule List
- Informed of a Safety Briefing
- Allocated a Study Tour Report Task



#### SESSION TEAM DINNER

TBC

Students will have a Session Team Dinner to meet their fellow students. This is a great opportunity to meet other students from other years.

### DAY 2



#### KLM CARGO SITE VISIT

Amsterdam Schipol Airport

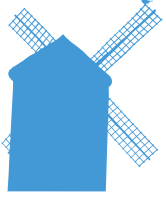
**08:45** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog.

**09:00** - Depart Hotel by Chartered Bus

**09:30** - Arrive at KLM Cargo. Students are to take notes and take pictures

# AISAP NETHERLANDS

## 2019 ITINERARY



### SIGHTSEEING (FREE TIME)

Zaansche Schans

**11:30** - Students will engage in cultural enrichment as they visit the world famous Zaandam where the famous Windmills are located. Students will also have the opportunity to visit the Wooden Shoe Workshop of Zaansche.



### AMSTERDAM CITY TOUR (FREE TIME)

Amsterdam

**16:00** - Students will be free to sightsee around Amsterdam at sunset.



### SESSION TEAM DINNER

TBC

**18:30** - Students will have a Session Team Dinner to talk and discuss what they have learnt during the day.

## DAY 3



### VANDERLANDE SITE VISIT

Vanderlande Corporate Office, AC Veghel

**08:15** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog.

**08:30** - Depart Hotel by Chartered Bus

**10:00** - Arrive at Vanderlande Corporate Office. Students are to take notes and take pictures

**10:30** - Introduction to Vanderlande

**11:00** - Demonstration of Vanderlande's Products in Baggage Handling

**13:00** - Lunch kindly provided by Vanderlande

**13:30** - Students are divided into 4 groups to design a new Baggage Handling System using Vanderlande's new technology and products

# AISAP NETHERLANDS

## 2019 ITINERARY



### SIGHTSEEING (FREE TIME)

Den Bosch

**16:00** - Students will be free to sightsee around Den Bosch. In particular some main landmarks include St John's Cathedral, Standbeeld Jeroen Bosch and Loonse En Drunese Duinen. Students also have the opportunity to try some local delicacies such as Herring



### SELF ARRANGED DINNER

**18:30** - Students will have the opportunity to try any restaurants they may wish to eat at



### TEAM CATCH UP

Meininger Hotel Amsterdam Amstel

**21:00** - Students will gather together to share photos taken in the past 2 days and to write articles and share ideas

## DAY 4



### SIGHTSEEING

Muiderslot, Volendam & Edam

**09:15** - Meet in Lobby. Please ensure you have your Day Bag. Two students will be allocated to make a short vlog.

**09:30** - Depart Hotel by Chartered Bus

**10:00** - Arrive in Muiderslot. Landmarks to visit include Muiderslot Castle

**13:00** - Arrive at Volendam for lunch and a city tour

**15:30** - Arrive at Edam for a city tour



### SESSION TEAM DINNER

TBC

**18:00** - Students will have a Session Team Dinner to talk and discuss what they have learnt during the day.

# AISAP NETHERLANDS

## 2019 ITINERARY

### DAY 5



#### DNATA SITE VISIT

Amsterdam Schipol Airport

**09:15** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog.

**09:30** - Depart Hotel by Chartered Bus

**10:00** - Arrive at dnata Amsterdam office. Students are to take notes and take pictures

**13:00** - Lunch kindly provided by dnata Catering



#### NLR SITE VISIT

Amsterdam Schipol Airport

**13:45** - Depart dnata on a Chartered Bus

**15:15** - Arrive at NLR and receive security passes

**15:30** - NLR presentation

**16:30** - NARSIM simulator visit

**17:30** - Depart NLR by Chartered Bus



#### SELF ARRANGED DINNER

**18:30** - Students will have the opportunity to try any restaurants they may wish to eat at

### DAY 6



#### CHECK OUT OF HOTEL

Meininger Hotel Amsterdam Amstel

**07:00** - Meet in lobby & check out of hotel

**07:30** - Take all belonging and load bags onto bus

# AISAP NETHERLANDS

## 2019 ITINERARY



### DELFT UNIVERSITY OF TECHNOLOGY

Delft

**07:30** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog.

**08:00** - Depart Hotel by Chartered Bus

**10:00** - Arrive at Delft University. Students will receive an introduction to Aerospace Engineering Lecture and Campus Tour. The Campus Tour will include visits to flight simulators and workshops with live aircraft engines.



### SELF ARRANGED LUNCH

**12:00** - Students will have the opportunity to try any restaurants they may wish to eat at



### CHECK IN TO HOTEL

ibis Den Haag City Centre

**13:00** - Check in at hotel

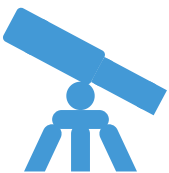


### SESSION TEAM DINNER

Delft University of Technology

**17:00** - Students will have a Session Team Dinner and Drinks with fellow students as well as staff and students from Delft University of Technology

## DAY 7



### SIGHTSEEING

Delft

**08:45** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog.

**09:00** - Depart hotel by Chartered Bus

**09:30** - Visit the Delft Blue Pottery Factory, Johannes Vermeer Museum and visit the streets of Delft

# AISAP NETHERLANDS

## 2019 ITINERARY



### SELF ARRANGED LUNCH

Delft

**13:00** - Students will have the opportunity to try any restaurants they may wish to eat at



### SIGHTSEEING

Rotterdam

**15:30** - Bus tour around Rotterdam with stops at Markthaal, Cubic Houses, De Hef-Rotterdam, Market Hall

**17:30** - Arrive back at the hotel. Students may continue to sightsee if they wish



### SELF ARRANGED DINNER

**18:30** - Students will have the opportunity to try any restaurants they may wish to eat at

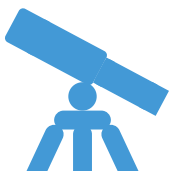


### TEAM CATCH UP

ibis Den Haag City Centre

**21:00** - Students will gather together to share photos taken in the past 2 days and to write articles and share ideas

## DAY 8



### SIGHTSEEING

The Hague

**08:45** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog.

**09:00** - Depart hotel by Chartered Bus

**10:00** - Arrive at the International Court of Justice and Peace Palace

# AISAP NETHERLANDS

## 2019 ITINERARY



### SELF ARRANGED LUNCH

The Hague

**12:00** - Students will have the opportunity to try any restaurants they may wish to eat at



### SIGHTSEEING (FREE TIME)

Kinderdijk

**14:00** - Arrive at Kinderdijk. Some landmarks students may wish to see include: Nieuwe Kirk, Oude Kirk, The Mauritshuis Museum, The Madurodam Model City, The Binnenhof + Ridderzaal, Mesdag Museum, The Beach, ice cream on the promenade + Ferris Ride, The Hague Tower, Grote of Sint Jacobskerk, Gemeentemuseum Den Haag, Landgoed Clingendael Park, The Prison Gate Museum, The Noordeinde Palace and Lange Voorhout



### TEAM CATCH UP

ibis Den Haag City Centre

**17:30** - Students will gather together to share photos taken in the past 2 days and to write articles and share ideas



### SESSION TEAM DINNER

The Hague

**20:00** - Students will have a Session Team Dinner to talk and discuss what they have learnt during the day.

## DAY 9



### CHECK OUT OF HOTEL

ibis Den Haag City Centre

**08:45** - Meet in lobby & check out of hotel

**08:50** - Take all belonging and load bags onto bus

# AISAP NETHERLANDS

## 2019 ITINERARY



### NACO SITE VISIT

The Hague

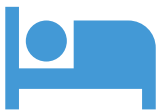
**09:00** - Meet in Lobby. Please ensure you have your Day Bag, Notebook & Pen. Two students will be allocated to make a short vlog. Depart Hotel by Chartered Bus

**09:00** - Arrive at NACO and take notes

**11:00** - Students will provide a presentation on the Australian Airport and Aviation market to NACO representatives

**12:00** - Lunch kindly provided by NACO

**14:00** - Depart NACO bound for Amsterdam by Chartered Bus



### CHECK IN TO HOTEL

New West Inn Amsterdam

**15:30** - Check in at hotel



### SIGHTSEEING (FREE TIME)

Amsterdam

**16:00** - Students are free to explore Amsterdam at their leisure



### SESSION TEAM DINNER

Amsterdam

**19:00** - Students will have a Session Team Dinner to talk and discuss what they have learnt during the day.



### TEAM CATCH UP

New West Inn Amsterdam

**21:00** - Students will gather together to share photos taken in the past 2 days and to write articles and share ideas



# AISAP NETHERLANDS

## 2019 ITINERARY

### DAY 10



#### SIGHTSEEING (FREE TIME)

Amsterdam

**All Day-** Students are free to explore Amsterdam at their leisure. Some suggested landmarks include Van Gogh Museum, Heineken Experience Museum, Canal Cruise, Rijksmuseum, Royal Palace Amsterdam, Amsterdam Museum, The Rembrandt House Museum, Dam Square, A'DAM Lookout, THIS IS HOLLAND (5D experience), Body World's Amsterdam, Modern Contemporary Museum and Diamond Museum. Some activities include: Jordan District Flower Canal, Canal Cruise, Xtra Cold Ice Bar and House of Bols

### DAY 11



#### SIGHTSEEING (FREE TIME)

Amsterdam

**All Day-** Students are free to explore Amsterdam at their leisure



#### SESSION TEAM DINNER

Amsterdam

**19:00** - Students will have a Session Team Dinner to talk and discuss what they have learnt during the day.

### DAY 12



#### CHECK OUT OF HOTEL

ibis Den Haag City Centre

**09:00** - Here students will part ways



#### DEPARTURE FROM AMSTERDAM

Amsterdam Schipol Airport

Students make their own way to Amsterdam Schipol Airport



# MISCELLANEOUS





# PACKING LIST

- Sufficient casual clothing - temperatures vary between 23°C and 15°C so pack accordingly
- Small sized umbrella
- Hat
- Sunglasses
- Raincoat/poncho
- Jacket/coat/hoodie/sweater
- Business attire for company visits
  - Ladies: Blouse, pants/skirt, coat/blazer
  - Gents: Collared shirt, trousers, blazer (no tie needed)
- Laptop
- Dress/formal shoes for company visits
- Comfortable shoes for leisure/cultural activities
- Necessary medications (paracetamol, antihistamines etc.)
- Day bag (e.g. backpack) for day outings

## Additional things to consider

- European Sim Card/Wifi in Europe
- Amsterdam transportation card
- Amsterdam City Card (will only cover up to 5 days of unlimited travelling in the city)



# USEFUL PHRASES

ENGLISH	DUTCH	PRONOUNICATION
Hi/Hello	Hoi/Hallo	Hoy/hah-loh
Bye (Casual)	Daag/Doei	Dahk/doo-ee
See you later	Tot ziens	Toht zeens
Good morning/evening	Goedemorgen/avond	Khoo-duh-mawr- ghuh
Please	Alstublieft	Ahst-oo-bleeft
Thank you (formal/informal)	Dank u wel Dank je wel	Dahnk-oo-vehl Dahnk yuh vel
Sorry	Sorry	Sorry
Yes	Ja	yah
No	Nee	nay
How are you? (formal/informal)	Hoe gaat het met u? Hoe gaat het met je?	Hoo khaht ut meht oo Hoo khaht ut meht yuh
Good, thank you, and you?	Goed, dank je, En met je?	Khoo, dahnk ya, en meht yuh
Do you speak English? (formal/informal)	Spreekt u Engels? Spreekt je Engels?	Sprayk oo ehng-uhls Spraykt yuh ehng-uhls
I don't understand	Ik begrijp het niet	Ik buh-khraip ut neet
How much is it?	Hoeveel kost dit?	Vat kohst ut
My name is...	Ik heet...	Ik hayt
Nice to meet you	Aangename (kennis te maken)	Ahn-guh-nahm (ken-nis tuh mah kuh)
Pardon/Excuse me	Pardon	Pardon
Where is the toilet?	Waar is het toilet?	Vaar is ut toilet