

# WELCOME TO MÜNSTER HIVE

A NEW ARRIVAL GUIDE FOR  
SINGLE PERSONNEL

February 2010



## CONTENTS

Welcome to .....	page 2
HIVE opening hours	page 3
HIVE Mission Statement & Disclaimer	page 4
What can we do for you?	page 5
A -Z of HIVE Information	page 6 – 12
Emergency and Useful numbers	page 13
Shopping Guide	page 14
HIVE's across BFG	page 15
Clothing Guide	page 16
Food translations	page 17-20
Other Agencies	page 21-23
Notes	page 24

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[www.hive-bfg.co.uk](http://www.hive-bfg.co.uk)

## WELCOME TO MÜNSTER

The HIVE would like to offer you a warm welcome to Munster. This booklet is designed to answer some of the questions that may arise when you first arrive in Munster, particularly if it is your first posting to Germany. The HIVE is situated at the Welfare Block, Oxford Bks and our opening hours are on the following page. Please feel free to pop in and see us, leave us a message on our answer phone or send us an E-mail and we will get back to you.

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

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. We can offer you a welcome pack with maps and information leaflets to get you started in your new posting.

If you are arriving from outside Germany you should have received a copy of "So You Are Posted to Germany", which gives you information on everything you need to know on arrival, e.g. documentation, pay, registering your vehicle, claiming Job Seekers Allowance etc. You should also have received a copy of the Munster Service Community Official Guide, which gives more detailed information about the local community including housing, schools, welfare support and station facilities. Copies of both these booklets are available from The HIVE.

If you are on the Internet the website [www.hive-bfg.co.uk](http://www.hive-bfg.co.uk) will also give you lots of useful information. You will find The HIVE E-Mail address here too.



## **MISSION STATEMENT**

HIVE Information centres support the chain of command and Tri-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 Tri-Service HIVE. The accuracy of brochures displayed is not guaranteed.

# **WHAT CAN YOUR HIVE DO FOR YOU?**

We can provide you with information of the following areas:

New arrival Information

Transport and holidays

Local tourism

Travel

Clubs & Societies

Family & Welfare

Employment

Leisure

Health & Safety

Customs

Consumer & Business

Legal matters

Postings & Departures

Communications

Education

Theme parks

Great days out

Benefits

Taxes

## **A – Z OF USEFUL INFORMATION**

**The following information** is aimed at providing a general guide, which we hope will make settling in to Munster a little easier. More detailed information on many of these subjects can be found in the Munster Service Community Guide, or by contacting the HIVE team.

### **Accommodation**

If you have family visiting from UK and need details of accommodation, call in the HIVE for a comprehensive list of local B&B and Hotels.

### **Banks**

Sparkasse and Volksbank are the most common banks in BFG. For the closest bank to your area, please call into the HIVE.

### **BFG the CAR**

You are required under British Army (Germany) Standing order 3213 to register your vehicle with the BFG Vehicle Licensing Office. The unit BFG Registration Office (depending on your unit) will advise you on the correct procedure to be followed. All members of BFG must register their vehicles with the BFG VLO within 30 days of arrival. Before registration all drivers must take a matrix test and be issued with a BFG Driving Permit. Contact: BFG Office on 0251 9272721 (Mil 60 2721)

### **Churches**

From 1030 hrs on Sunday's at St. George's Church which is situated to the left of the Parade Square in York Barracks.

### **CLUBS**

For a full list of OIC Sports, please call into the HIVE.

## Coins

The HIVE collects all your unused foreign currency for BBC Children in Need Appeal.

## Confidential help-line

### **RMP**

They are located in York Barracks. You can contact them on: Tel: (Mil) Ext 2308/9 or (Civ) 9272308/9. Your confidential Service Police Hotline 24hrs a day is 0800 1842222 or if you are using a military phone 0 – 0800 1842222

### **Victim Support**

VICTIM SUPPORT offers a listening ear and practical support, with trained volunteers based throughout Germany. The service, staffed by SSAFA Forces Help Volunteers, is free, confidential and is completely non-military. Contact: JHQ (MIL) 72 2272 or (CIV) 02161 4722272. You can ring with confidence.

## Concerts

A list of all forthcoming Concerts is available from the HIVE.

## Further Education / Leisure Classes

The HIVE holds information on courses running at 40 AEC. You can also study through Learn Direct at the ILC. Please call into the HIVE for the latest course details.

## Gateway Magazine

The Gateway magazine is a monthly Garrison publication and is a very useful source of information. Copies are available from the HIVE and HSCO department.

## HIVE Database

The HIVE's computer database is an A-Z of useful local information, services, clubs, businesses, telephone numbers etc. The database is updated regularly and if you would like something to be included please contact a member of the HIVE team.

## HIVE Booklets

The HIVE has produced a number of booklets which contain popular information, including:

Welcome Guide

PX shopping

Various City Guide's

Guide for Single Person

Get You Back Pack

Places to visit

## ID Cards/NAAFI Shopping Permits

All military personnel, entitled civilians and dependants are required to carry an ID card. A NAAFI Shopping Permit is issued to all entitled personnel and will be required to use the NAAFI shopping facilities. Shopping Permits are available from the SSO's Office  
Contact: 0251 9272393. (Mil 60 2393)

## Internet

Internet access is available free of charge at the ALC/Library or for a small charge at WRVS. There is also an Internet Cafe shop downstairs at the end of Bentley's Bar in York Barracks.

Contact: WRVS 0251 9272425 (Mil 60 2425)

## Leaflets

The HIVE holds leaflets containing a huge variety of information on everything from benefits to bus timetables. We hold core information on a variety of subjects including education, social security, health, housing and communications.

## Legal Help and Information

The HIVE has a list of useful contacts and telephone numbers for Legal aid clinics held throughout BFG. Please call in for details.

## Leisure Activities

The HIVE holds many leaflets on leisure activities in and around Münster please call in for more information.

## MAPS

We can assist you in obtaining maps of local area or locating specific places of interest.

## Night Clubs

For a list of local Night Clubs, please call into the HIVE.

## Opening Times

A comprehensive list of opening times and telephone numbers for Facilities, shops and clubs are available from the HIVE.

## Petrol Coupons

Duty Free Fuel Coupons cannot be sold to you unless you have a Vehicle Registration Card with an up to date and valid light/roadworthiness stamp on it. Petrol coupons, which are rationed, are available from the Fuel Coupons Clerk, Unit Admin Office, Oxford Bks, contact tel: 0251 927 2186 or at York Centre, York Barracks, contact tel: 0251 927 2424

## Places to visit

For a comprehensive list of places to visit, please call into the HIVE.

## Postings

The HIVE can obtain Garrison Guides and HIVE 'Welcome' packs For World Wide postings. We also have a comprehensive 'Get You Back Pack'.

## Questions

Simply pop in or give your Local HIVE a call and we will endeavor to answer any questions you might have.

Contact: 0251 927 2388 (York) 0251 927 2163 (Oxford).

## Restaurants

For a list of restaurants in your area, please call into the HIVE.

## Shopping (TAX FREE)

Some items in Germany can be bought without the Mehrwertsteuer (German VAT). Only goods over Euro 50 may be purchased with a MWST form. Tax free goods can be bought from Ratios, Toys R Us, Euro Cash, Ikea and Karstadt. The cards are available from the MWST Office which are located in both camps. York Centre, York Barracks, contact tel: 0251 927 2429 or in Bn Head Quarters, Oxford Barracks, contact tel: 0251 927 2195.

## Shopping

For a comprehensive list of local shops, please call into the HIVE.

## Telephone Connections/Disconnections.

Please call into the HIVE for a list of Telephone providers.

When purchasing a **Mobile Phone** in Germany you must be clear about the contract you are signing. Most mobile phone contracts are arranged on a two year period. If you sign for two years you are legally bound to pay for those two years regardless of any sales talk to the contrary. However, D2, do offer a special contract for soldiers to meet their posting dates. Another point that is not always clarified – to end the two year contract you must give 3 months notice. Failure to do so will bind you to a further one year contract.

## Transport (local)

Information on local bus services, airport and train information is available from the HIVE.

## Useful Telephone Numbers

Please see the list provided on page 13. The German direct enquiries number is 11880. The military direct enquiry is 100.

## Visitors

When families are visiting you in Germany you should obtain a Close Relatives Form from the Welfare Office. The form entitles close relatives to shop, (on behalf of yourself) for non-rationed items in the NAAFI, and to minor medical treatment in the Medical Centre. All visitors and relatives should bring a completed EHIC (European Health Insurance Card).

## What's On Info

We try to keep as much information as possible about local events and activities, within Munster and surrounding areas. You can also check out the "What's on" page on our website [www.hive-bfg.co.uk](http://www.hive-bfg.co.uk) or look at the notice boards outside your HIVE. We also have the Community Web Page which can be accessed on the above website.

## **WRVS**

The WRVS recreations facilities and drop in centre is open Monday to Thursday 10.00 – 13.30 and then 183.00 – 21.30, on Friday 10.00 – 14.00 hrs and on Sunday 18.00 – 22.00 hrs. The WRVS is situated in the same building s the Library. Facilities include a snooker table, table tennis, darts, satellite tv, Broadband internet computers (for a small charge), free Tea/coffee and biscuits. They also have lots of videos for loan.

## **EMERGENCY NUMBERS**

German Police	110
German Fire brigade/Ambulance	112
Crimeline	08001842222
Guardroom (Oxford)	0251 927 2191
Guardroom (York)	0251 927 2455
Police (RMP)	0251 9272308/9
Welfare Officer (1 Yorks)	0251 9272258
Welfare Officer (1 CS Med Reg)	0251 9272480/2423
Welfare Officer (8 Regt)	0251 9272348

## **USEFUL TELEPHONE NUMBERS**

40 AEC	0251 927 2372
AWS	0251 927 2370
BFG/Petrol Coupons (Oxford)	0251 927 2138
BFG (York)	0251 927 2424
Med Centre (York)	0251 9272362
WRVS	0251 9272117

## **SHOPPING GUIDE**

**NAAFI (Oxford Bks)** 0251 861592  
**NAAFI (York Bks)** 0251 6250010

**SSVC (Oxford Bks)** 0251 867404  
Sells UK spec electrical items

### **Ratio**

Food and electrical goods – situated next to Oxford Bks. There is another Ratio's on Albersloher Weg (same road as York Bks), which is a cash and carry warehouse. The Ratio's card is available from the UAO.

### **HIT Markt**

Food and Electrical items, a little cheaper than Ratio's – Situated on Geringhoff Str.

### **Lidl**

Situated very near the Gievenbeck and Coerde Estates (there's one situated very near all the Married Quarter estates – it's quite a large franchise). Ideal for everyday groceries.

### **Clothing Shops**

There is a wealth of clothing stores for adults and children alike in the town centre. Shops include C&A, H&M, Mango to name but a few.

## HIVE EUROPE CONTACT DETAILS

Email address	HIVE (location)	Phone No. Civil	Mil. No.
<a href="mailto:bielefeld@hive-europe.co.uk">bielefeld@hive-europe.co.uk</a>	Bielefeld	05251 92543122	81 3122
<a href="mailto:brunssum@hive-europe.co.uk">brunssum@hive-europe.co.uk</a>	Brunssum	+31 45 5262891	
<a href="mailto:celle@hive-europe.co.uk">celle@hive-europe.co.uk</a>	Celle	05141 9632340	78 2340
<a href="mailto:detmold@hive-europe.co.uk">detmold@hive-europe.co.uk</a>	Detmold	05231 37864	
<a href="mailto:duelmen@hive-europe.co.uk">duelmen@hive-europe.co.uk</a>	Dulmen	02594 9622512	63 2512
<a href="mailto:elmpt@hive-europe.co.uk">elmpt@hive-europe.co.uk</a>	Elmpt	02163 973183	68 3183
<a href="mailto:fallingbostel@hive-europe.co.uk">fallingbostel@hive-europe.co.uk</a>	Fallingbostel	05162 9712204	76 2204
<a href="mailto:gutersloh.mb@hive-europe.co.uk">gutersloh.mb@hive-europe.co.uk</a>	Gutersloh – Mansergh Bks	05241 842220	73 2220
<a href="mailto:gutersloh.prb@hive-europe.co.uk">gutersloh.prb@hive-europe.co.uk</a>	Gutersloh – PRB	05241 842692	73 2692
<a href="mailto:hameln@hive-europe.co.uk">hameln@hive-europe.co.uk</a>	Hameln	05151 917464	83 2464
<a href="mailto:herford@hive-europe.co.uk">herford@hive-europe.co.uk</a>	Herford	05221 9953127	82 3127
<a href="mailto:hohne@hive-europe.co.uk">hohne@hive-europe.co.uk</a>	Hohne	05051 962303	77 2303
<a href="mailto:munster-south@hive-europe.co.uk">munster-south@hive-europe.co.uk</a>	Munster - South	0251 9272388	60 2388
<a href="mailto:munster-west@hive-europe.co.uk">munster-west@hive-europe.co.uk</a>	Munster - West	0251 9272163	60 2163
<a href="mailto:naples@hive-europe.co.uk">naples@hive-europe.co.uk</a>	Naples	+39 081 509 2628	
<a href="mailto:paderborn@hive-europe.co.uk">paderborn@hive-europe.co.uk</a>	Paderborn	05251 57191	
<a href="mailto:portugal@hive-europe.co.uk">portugal@hive-europe.co.uk</a>	Portugal	+351 2144 04328	
<a href="mailto:ramstein@hive-europe.co.uk">ramstein@hive-europe.co.uk</a>	Ramstein	06371401445	
<a href="mailto:rheindahlen@hive-europe.co.uk">rheindahlen@hive-europe.co.uk</a>	Rheindahlen	02161 472 2519	72 2519
<a href="mailto:sennelager@hive-europe.co.uk">sennelager@hive-europe.co.uk</a>	Sennelager	05254 9822771	79 2771
<a href="mailto:shape@hive-europe.co.uk">shape@hive-europe.co.uk</a>	Shape	+32 65 443984	

# CLOTHING SIZE GUIDE

<b>WOMAN'S DRESSES, SUITS, SKIRTS &amp; COATS</b>													
BRITISH	10	12	14	16	18	20							
GERMAN	36	38	40	42/44	46/48	50							
AMERICAN	8	10	12	14	16	18							
<b>BRA SIZES</b>													
BRITISH	32	34	36	38	40	42							
GERMAN	70	75	80	85	90	95							
<b>WOMAN'S SHOES</b>													
BRITISH	3	3½	4	4½	5	5½	6	6½	7	7½	8		
GERMAN	36	36/37	37	37/38	38	38/39	39	40	40/41	41	42		
AMERICAN	-	-	5½	6	6½	7	7½	8	8½	9	9½		
<b>CHILDREN'S SHOES</b>													
BRITISH	4	4½	5	5½	6	6½	7	7½	8	8½	9	9½	10
GERMAN	20	21	21/22	22	23	23/24	24	25	25/26	26	27	27/28	28
BRITISH	10½	11	12	13	13½	14	14½	2	2½				
GERMAN	29	30/31	31	32	32/33	33	33/34	34	35				
<b>CHILDREN'S CLOTHES</b>													
BRITISH (age)	2	3	4	5	6	7	8	9	10	11	12	13	14
GERMAN SIZE	92	98	104	110	116	122	128	134	140	147	152	158	164
Height in cms	91	96	102	109	114	122	127	135	140	147	152	157	164
<b>MEN'S SUITS &amp; OVERCOATS</b>													
BRITISH & US	36	38	40	42	44	46							
GERMAN	44	46	48	50	52	54							
<b>MEN'S SHIRTS</b>													
BRITISH & US	13	13½	14	14½	15	15½	16	16½	17				
GERMAN	33	34	35/36	37	38	39/40	41	42	43				
<b>MEN'S SOCKS</b>													
BRITISH & US	9½	10	10½	11	11½	12	12½						
GERMAN	39	40	41	42	43	44	45						
<b>MEN'S SHOES</b>													
BRITISH	7	7½	8	8½	9	9½	10	10½	11	11½			
GERMAN	41	41/42	42	42/43	43	44	45	45/46	46	46/47			
AMERICAN	-	-	8½	9	9½	10	10½	11	11½	12			

ENGLISH	GERMAN	DUTCH
<b>BAKING</b>		
Flour	Mehl	Bloem
Almonds	Mandeln	Amandelen
Baking Essence	Backaroma	Bakaroma
Baking Powder	Backpulver	Bakpoeder
Candied Fruit	Kandierte Früchte	Kandijt Fruit
Candied Lemon Peel	Zitronat	Bakzitraenschil
Candied Orange Peel	Orangeat	Baksinasappelschil
Chocolate Sprinkles	Schokostreusel	Chocoladehagelslag
Coconut (dessicated)	Kokosraspeln	Gerasptecocosnoot
Cornflour	Stärkemehl	Mayzena
Gelatine	Gelantine	Gelantine
Poppyseed	Mohn	Maanzaad
Potato Flour	Kartoffelmehl	Aardappelmeel
Vanilla	Vanilleextract	Vanille extract
Yeast	Hefe	Gist

ENGLISH	GERMAN	DUTCH
<b>HERBS AND SPICES</b>		
Mixed spice	Spekulatiusgewürz	Speculaas kruiden
Aniseed	Anis	Anijszaad
Basil	Basilikum	Basilikum
Bayleaf	Lorbeerblatt	Laurierbladen
Caraway	Kümmel ganz	Komijnzaad
Celery Salt	Selleriesalz	Selderijzout
Chilli Powder	Chilipulver	Chilli Poeder
Chives	Schnittlauch	Bieslook
Cinnamon (ground)	Zimt (gemahlen)	Kaneel (gemalen)
Cloves (ground)	Zimt (gemahlen)	Kruidnagel
Cumin	Kümmelpuder	Komijnpoeder
Curry	Curry	Kerrie
Garlic	Knoblauch	Knoflook

Ginger	Ingwer	Gember
Juniper Berries	Wacholderbeeren	Junipers
Marjoram	Marjoran	Majoraan
Mint	Pfefferminz	Munt
Mustard (strong)	Senf (scharf)	Mosterd (scherp)
Nutmeg	Muskatnüsse	Nootmuskaat
Onion Powder	Zwiebelpulver	Uipoeder
Parsley	Petersilie	Peterselie
Pepper	Pfeffer	Peper
Saffron	Safran	Saffraan
Sage	Salbei	Salie
Salt	Salz	Zout
Soy Sauce	Sojasoße	Sojasaus
Thyme	Thymian	Thijm
Vinegar	Essig	Azijn
Vinegar (wine)	Weinessig	Wijn Azijn

ENGLISH	GERMAN	DUTCH
<b>MEATS</b>		
Chicken	Huhnchenfleisch	Kippevlees
Pork	Schweinefleisch	Varkensvlees
Beef	Rindfleisch	Rundvlees
Minced meat	Gehacktes	Gehakt
Meat balls	Frikadellen	Gehaktballen
Turkey	Putenfleisch	

ENGLISH	GERMAN	DUTCH
<b>DAIRY PRODUCTS/FATS</b>		
Butter	Butter	Boter
Cheese	Käse	Kaas
Cottage Cheese	Hüttenkäse	Huttenkaas
Cream Cheese	Frischkäse/ Sahnekäse	Roomkaascream
Cream	Sahne	Slagroom
Drinking Chocolate	Kakao	Chocolademelk
Egg/Eggs	Ei/Eier	Ei/Eieren
Evaporated milk	Kaffeerahm	Koffie melk
Full fat milk	Vollmilch	Volle melk

Low fat milk	Fettarme Milch	Halfvolle melk
Pasteurised Milk	Pasteurisierte Milch	Gepastureerde melk
Powdered Skim. Milk	Magermilchpulver	Magere poedermelk
Oil	Öl	Olie
Sunflower Oil	Sonnenblumenöl	Zonnebloom olie
Vegetable Oil	Pflanzenöl	Plantaardige olie
Soured Cream	Saure Sahne	Zure room
Lard	Schweinfett	Varkensvet
Whipped Cream	Schlagsahne	Slagroom
Yoghurt	Joghurt	Yoghurt
Semolina	Gries	Griesmeel

ENGLISH	GERMAN	DUTCH
<b>BREADS AND CEREALS</b>		
Bread Crumbs	Paniermehl	Paneermeel
Brown Bread	Graubrot	Bruin brood
Oatmeal	Haferflocken	Haverhout
Roll	Brötchen	Broodje
Rusk	Zwieback	Beschuit
Rye Bread	Roggen Brot	Roggebrood
White Bread	Weissbrot	Wit brood
Wheat Bread	Vollkornbrot	Volkoren brood
Whole Wheat	Crispbreads	Knäckebröt

## GERMAN SPECIALITIES

GERMAN	ENGLISH
Reibekuchen	grated raw potatoes fried into a pancake
Stollen	traditional German Christmas cake
Glühwein	hot spiced red wine sold at Christmas markets
Feuerzangenbowle	burnt rum and red wine punch
Jägertee	Alcoholic drink based on rum, served hot

Bockwurst	sausage
Strammer Max	bread topped with slices of cheese, ham, gurken and fried eggs
Berliner	doughnuts

## **DUTCH SPECIALITIES**

<b>DUTCH</b>	<b>ENGLISH</b>
Pannekoek	pancakes
Poffertjes	miniature pancakes served with Grand Marnier or butter flakes
Vla	general term for a variety of puddings
Vlaai	general term for a variety of cakes topped with fruit or creamed rice pudding for example
Peperkoek	ginger biscuits
Koffiekoek	large soft biscuit made with almonds
Ontbijtkoek	spiced with ginger breakfast cake
Beschuit met muisjes	Rusks with blue or pink sugar sprinkles Traditionally served to celebrate the birth of a child
Rookworst	smoked sausage
Hutspot	mashed carrots, potatoes and onion
Boerekool	curly kale mashed with potatoes
Uitsmijter	bread with slices of ham, cheese, gurkin and fried eggs
Griesmeelpap	semolina pudding
Rijstepap	cream rice pudding
Nonnevotten	doughnuts traditionally sold during the carnival season

## Other Agencies



SSAFA Forces Help In-service Committees provide assistance and support to serving men, women and their families in need. They meet regularly to decide how money is raised and distributed and discuss other matters of concern to the local community. For more information, call JHQ Mil: 3392 or Civil: 02161 472 3392.



Victim Support offers emotional support, information and practical help to those who have been affected by crime. Volunteers attend courses specially designed for them which allows them to help victims come to terms with the disturbing effects of crime. Interested volunteers should contact JHQ Mil: 2272 or Civil: 02161 472 2272



### British Guides in Germany

There are lots of Rainbow, Brownie and Guides units here in Germany. We have waiting lists because of the continuing popularity of Girlguiding and a shortage of adults coming forward to offer a little of their time in helping to run the groups. More adult helpers means shorter waiting lists. Any help you can offer will be much appreciated and we will soon be able to offer more girls the chance to take part in guiding. Contact your local HIVE and ask for more details.

COUNCIL OF VOLUNTARY WELFARE WORK  
(CVWW) (BFG)



The Council of Voluntary Welfare Work (CVWW) offers a varied selection of opportunities to volunteer. Whether working with children in childcare centres, with the European Christian Homes for the Soldier (ECHOS) in the Balkans or Iraq, in any of the Church

Army, Salvation Army or YWCA centres in around the military Garrisons. You could even help the troops on exercise in Poland, there is always a need for volunteers. For more information on what is available, call Lt Col (Retd) John Batty on 05221 25001 or Herford Mil 3921

## Air Training Corps

Air Training Corps is aimed at young adults between the ages of 13 and 18. The cadets take part in fieldcraft, weapon handling, shooting, drill and airmanship. During the year cadets can attend flying camps in UK, weapons camps in Germany and fund raising events for both Army and RAF Benevolent Funds. There are currently 3 Squadrons in

BFG, located in JHQ, Gutersloh and Herford. Our volunteers need no experience or qualifications as full training is provided. For more information please contact Graham Pearce on JHQ Mil 2085 or Mobile: 0171 3692561



Foster carers provide stability, encouragement and a loving home to children who are temporarily unable to live with their own families. British Forces.

Social Work Service currently need foster carers in all areas of BFG. If you feel that you could be a foster carer, call Marje Slavin on 05221 178 366

# NOTES

We make every effort to ensure that our information is current and correct. Your help is invaluable in keeping our records up to date by informing us of any changes to our handouts, or by sharing any additional information, which may be of interest to others.



**This Guide has been produced by Münster HIVE**