<table>
<thead>
<tr>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to use the Guide</td>
</tr>
<tr>
<td>Culture Shock &amp; Expatriate Adjustment</td>
</tr>
<tr>
<td>Hungary Facts</td>
</tr>
<tr>
<td>First Days</td>
</tr>
<tr>
<td>Finding a Place to Live</td>
</tr>
<tr>
<td>Money &amp; Banking</td>
</tr>
<tr>
<td>Health Care</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Driving</td>
</tr>
<tr>
<td>Communication &amp; Information Flow</td>
</tr>
<tr>
<td>Community &amp; Free Time</td>
</tr>
<tr>
<td>Pet Care</td>
</tr>
<tr>
<td>Environment</td>
</tr>
</tbody>
</table>
Dear SAC Newcomer,

It is our honor to welcome you in our small, but active international community. The purpose of the Guide you are holding is to help you manage your everyday life in Pápa, Hungary, which might be very different from what you have previously experienced. Nevertheless, nothing can replace the experiences you gain, the friends you make, and the life you will have here.

Pápa is a small town in the middle of the Transdanubian Region of Hungary. Although the international community in Pápa consists of three different organizations (HAW, NAMP, Boeing) made up of nationals from over twelve different nations and their dependents from all over the world, it is not a large community, totaling less than a thousand people in a thirty-two thousand-citizen town.

The Strategic Airlift Capability (SAC) program started in 2008, but is still a relatively new venture. Since the beginning, the people working here and the families supporting them have made significant efforts to create a well-working framework of living, enabling a unique capability for the SAC Nations. You will find certain operations and family support-related achievements and milestones listed on the next page.

From the very start there has been a Community Liaison Office to help Heavy Airlift Wing and NATO personnel manage local administration, the language, and guide them through the occasionally complicated procedures of getting settled in Hungary. Pioneers of this program shaped the support functions existing today, like an international primary and secondary school in the town, medical liaisons and an English-speaking doctor on base. Today, you are joining those who have the chance to shape them further. The Newcomers’ Guide you are holding, along with an amazingly useful community website InSitePapa.com run by volunteers and the numerous community events taking place throughout the year are all just very recent achievements, which the management, the employees and members of the community all intend to keep running and improving into the future.

You are joining a team of professionals who are working in a rapidly developing environment operating three SAC C-17 aircraft, which have the highest mission capability rate among all global C-17 users, all while being able to keep budget execution below target.

You are now part of a unique program, a very special team and the experience of a lifetime is ahead of you and your family. We wish you all the best during this fascinating and unforgettable endeavor called the SAC!

Col Björn Gohn-Hellum
HAW Commander

Mr Wiek Noldus
NAM Programme Manager
2008
The Strategic Airlift Capability is born by signing the Memorandum of Understanding and founding the NATO Airlift Management Organization

2009
July
The Heavy Airlift Wing is activated. The first mission with a SAC C-17 is carried out

July
InSitePapa, a community website run by volunteers of the SAC community is launched

February
A Medical Translator is available for the SAC Community, assisting in medical related issues, as well as in overcoming language barriers

July
NATO Airlift Management Agency is integrated into NATO Support Agency, establishing a new Programme, the Airlift Management Programme

May 2016
A SAC Community Satisfaction and Engagement Survey is carried out and evaluated for the third time

October 2014
An English-speaking GP is available for the SAC community on the Air Base

February 2014
Interim Cargo Facility, an important milestone in infrastructure development is built

November 2013
An Integrated Family Support Concept is developed and approved by the SAC nations

September 2012
An international school, Quality Schools International is opened in the city of Papa with an international curriculum and English as the language of tuition

November 2016
A C-17 Hangar and Office Building Complex is handed over, giving a new home for the aircraft and the approximately 300 employees of the SAC and Boeing Field Services

November 2016
The Strategic Airlift Capability reaches 20,000 flight hours with its fleet of three Boeing C-17s

2016
LAIROM system installed in all three aircraft in order to protect them in high danger mission areas

2018
10 year anniversary of the foundation of NATO Airlift Management Organization

2019
10 year anniversary of the activation of the Heavy Airlift Wing
Moving to a new country must raise tons of questions. We are trying to answer most of them with this Newcomers’ Guide. In order to be able to use the Guide effectively, here is a little explanation on elements you will find in the booklet.

Chapters

To provide you with structured information, the Guide was broken into chapters, representing different topics. Each chapter starts with a chapter icon and a title guiding you through the respective chapter. Each chapter is designed with another color to help orientation. You can find the list of chapters in the Table of Contents.

Vocabulary

Hungarian is not a commonly known language, therefore we would like to help you find your way in everyday life with some basic vocabulary information. Vocabulary boxes look like this in the Guide.

<table>
<thead>
<tr>
<th>Hungarian</th>
<th>magyar</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>angol</td>
</tr>
<tr>
<td>German</td>
<td>német</td>
</tr>
<tr>
<td>Season</td>
<td>évszak</td>
</tr>
<tr>
<td>cold</td>
<td>hideg</td>
</tr>
<tr>
<td>hot</td>
<td>meleg</td>
</tr>
</tbody>
</table>

Infoboxes

Certain information that we feel need your attention more than the rest are marked with a different color and are in an Infobox, like this one:

Names

Pay attention to use the exact same name that is in your passport in agreements and official forms. This is the only way authorities can actually identify you.

Checklists

We would like to provide you with checklists on how you can do certain things in Hungary. Checklists are indicated with a sign in the Guide.
When you move to a new country with a new culture, you inevitably will experience a cultural shock. The shock is less and less intense with each move to another country. So if this is your first international assignment, don’t worry, what you are experiencing is totally normal, everybody else is going through it.

Moving to a new country, just like moving back home has certain emotional stages for each individual. These are:

**Arrival/ Honeymoon Stage**
when you are excited by your new environment and experience the vacation feeling.

**Culture Shock**
when you realize how different customs are, how much you need a language you do not speak, how normal everyday things work in a different way from home. During the culture shock you experience a mixture of emotions like confusion, anger, sadness, homesickness and the feeling of ‘why did I come here?’.

**Recovery**
when you try to find solutions and workarounds for the problems and issues you experienced. In this phase you will start replacing negative feelings with positive ones about the new country. You will experience smoother communication and will start to understand local customs and traditions better.

**Adjustment**
when you figure out your way of doing things in a different environment from yours. You start to feel more at home in the new country, your life becomes more settled and stable. What you dislike about the new country will not make you as unhappy or dissatisfied as before.

(from The Art of Coming Home, by Craig Storti)

The phases of adjustment last for different periods for each individual. Some people are over with it in weeks, some in months, some even a year. It is important however to understand that this is a normal psychological reaction from each individual and eventually you will get to the adjustment phase.

Remember, Culture Shock and Reverse Culture Shock are both very normal!

It’s important to be sensitive, patient, and understanding.
Hungary in Europe

Hungary (Magyarország) is a country located in Central Europe. The country’s capital and largest city is Budapest. Hungary is a member of the European Union, NATO, the OECD, the Visegrád Group and the Schengen Agreement. The country is divided into 19 administrative divisions, the counties. Pápa is a town of 30,000 residents, located in Veszprém county with the capital Veszprém.

The Language

In Hungary the official language is Hungarian (magyar), which is not an Indo-European, but a Finno-Ugric language. 63% of the adult population of Hungary do not speak any other language apart from Hungarian, however the number of young adults and people living in cities or attractive tourist areas speaking either English or German is higher.

In Pápa, due to strong historical German influence, a considerable number of people speak German and in bigger shops and most of the restaurants you can use English too.
Time-zone, Time, Date

Hungary is in the Central European Time Zone (CET) which is one hour ahead of Greenwich Mean Time (GMT+1). Hungary uses Daylight Savings Time (DST), in Europe often referred to as ‘Summer Time’. DST in Hungary starts the last Sunday of March and ends the last Sunday of October.

Time format in Hungary follows the 24-hour system. 8 in the morning is marked as 08:00 or 8:00, while 2 in the afternoon is marked as 14:00.

Date is given as year.month.day, for example 2013.10.18. or 2013. október 18.

Climate

There are four seasons in Hungary. Hungary has a moderate climate. Summers are hot (around 28-30 C) and winters are cold (around 0-5 C), usually with snow.
Where to stay upon arrival

There are several options for you to stay before you are able to occupy the house you are going to live in. Pápa offers accommodation of all qualities and prices. For temporary lodging check out any accommodation website (like booking.com) or contact your primary point of contact (NSE, SNR, CLO) in Pápa. Living on Pápa Air Base is not an option.

Emergency Info

In case of emergency you can call the International Emergency Line. Emergency calls can be initiated from all kinds of phones free of charge. You have to dial 112 the common European Union Emergency Line

For HAW and NAMP employees and their families a CLO Medical Liaison service is provided within the Community Liaison Office. The Medical Liaison can help in case of a medical emergency and any other medical related issue.

Working hours of the CLO Medical Liaison are as follows:
Monday-Thursday 08:00-17:00
Friday 08:00-12:00

+36 30 480 0408

Inprocessing

Whether you are starting at HAW or NAMP, you will receive an inprocessing checklist which you will need to complete in your first days.

Once a month a Newcomers’ Orientation Briefing is held where family members are also welcome.

For NAMP employees there is a Newcomer Info Package posted on SAC Portal.

Who to contact

If you are Dutch, Norwegian, Swedish or US Military, your primary point of contact will be your National Support Element (NSE), otherwise it should be your Senior National Representative (SNR).

In case of specific Hungary-related business, such as

- Housing
- Military personnel registration
- Family member registration
- Car registration

your point of contact will be the Community Liaison Office.

If you are a NAMP employee, please contact NAMP HR for further details about moving and taking up duties in Pápa.
Basic Country Info

Money

The Hungarian currency is Forint. You may come across notes and coins. International abbreviation for the Forint is HUF, in Hungary Ft is used.

Notes used are:
500, 1000, 2000, 5000, 10000, 20000

Coins used in Hungary are:
5, 10, 20, 50, 100, 200

Names

Pay attention to use the exact same name that is in your passport in agreements and official forms. This is the only way authorities can actually identify you.

Ambulance ..................mentők
Fire Station ..................tűzoltók
Police ...................... rendőrség
emergency ................ vészhelyzet
money .......................pénz
coin ....................... aprópénz
note ...................... papírpénz
exchange rate........... váltási árfolyam
shop .........................bolt
open ........................ nyitva
closed ........................zárva
Hello ....................... Jó napot!
Good bye .............. Viszontlátásra!
The exchange rate of HUF is around
- 325 HUF / 1 EUR
- 280 HUF / 1 USD
For up to date exchange rate information, please check online or with your bank.

Metric System

Hungary’s official system is metric. Stores have prices marked in kg, but you would normally ask for portioned quantities in dkg. Distances and speed limits on roads are in kilometres (km) and gas is measured in litres (l). Hungarians measure temperature in degrees Celsius (C).

**Shops**

Privately owned shops open around 07:00 and close around 17-18.00 in Pápa on working days, and close around 12:00 Saturdays and Sundays.

Multinational corporate supermarkets and hypermarkets have longer opening hours from Monday to Sunday. People do not bargain for a lower price in stores that sell new products.

Every Tuesday and Friday there is a fresh food and goods market in downtown Pápa, at the marketplace. It is acceptable to bargain at the market.

You will pay Value Added Tax (ÁFA) on all goods. Generally the amount of ÁFA is 27%, for some food products 18% and for human medicine 5%. HAW members are not entitled for ÁFA reimbursement (except US Military), international NAMP employees are, up to a certain annual amount. For US personnel, please refer to OMNIBUS Bilateral Agreement and contact the US NSE for procedural details.

**Refunds and exchanges**

If you buy something and within a few days you decide you do not want it, you may be able to return or exchange the item. Stores do not have to take things back, but some stores
will return your money or exchange items. Always keep your receipt and find out the rules about exchanges and refunds. Not all stores have the same rules, however consumer laws apply to all stores.

European Union Consumer rights:
http://europa.eu/eu-life/consumer-rights/

Second-hand stores

Second-hand and consignment stores sell used clothing, furniture, and other household items, usually very cheap. Sometimes you can bargain to bring the price down.

Social customs in Hungary

When you leave your homeland and come to live in a new country, everything seems different. People here may seem strange to you because they speak and behave differently. They have different social customs. Sometimes misunderstandings happen because of these differences. Then, you may feel confused or embarrassed. Watch how people behave with each other—for example, how close they stand when they speak to each other, and so on.

Hungary's society may have different values from your culture. Hungary’s society is quite homogenous, the vast majority of people are Hungarians. In Hungary many couples live together without marriage, which can be registered to be a legal form of a family. Same-sex couples cannot get married in Hungary. Many Hungarians live in single-parent families, because of separation or divorce of the parents. Many others live in blended families, where children may be from previous relationships.

In Hungary men and women have to be treated equally by law, and no discrimination is allowed for gender, age, race, religion, sexual orientation, etc.

In Hungary it is against the law to smoke in public buildings, restaurants and bars, you have to look for the nearest smoking area outdoors.

It is expected to say hello when you enter a shop or when you pass someone you know in the street, and to say good bye when you are leaving a place.

In Hungary people usually respect privacy. You should not ask personal questions about how much money someone makes, who they live with, what their religion is, what their sexual orientation is, or what property they own, unless you are getting to know them well.

For Hungarians it usually takes time to become friends with someone. A great first step towards befriending the locals might be that you try to say something in Hungarian to them. They will most probably appreciate your effort.
Do not be surprised if your neighbor does not chat with you. Neighbors socializing together is not very common.

Needless to say, each individual is different and your experience might differ.

How to communicate?

**Telephone**

There are two kinds of telephones in Hungary. You can have a landline phone or a mobile phone.

How much you have to pay for each call depends on your telephone plan with your service provider. Calling rates are usually minute-based. Normally, local phone calls or phone calls to the parent network cost less and calls abroad are the most expensive.

The country code of Hungary is +36 or 0036, the code of Pápa is 89. The code of Budapest is 1. Mobile phone codes can be 20, 30, 70.

When you initiate a call you have to start with +36 or 06, then dial the local code, then the number which is a 6 digit number for landline phones, a 7 digit number for Budapest and mobile phones. E.g. +36 30 123 4567

When using phones in hotels, you are paying on a minute-based rating.

**Internet**

Until you have an internet subscription in your home, you can use free wifi hotspots downtown or password protected wifi spots in hotels, restaurants if you are a guest.

**Mailing**

In Hungary you can send mails and parcels through the Hungarian Post (Magyar Posta).

Name of Sender
Sample Street 1. 2/4*
Pápa
8500
(Hungary)

Name of the Recepient
Sample Street 1. 2/4*
Pápa
8500
(Hungary)

*(where 2 is the floor, 4 is the door)
Posta) or any available delivery company (like UPS or TNT).

You can send your letters by going to a post office, and buying a stamp or an envelope with a pre-printed stamp on it. The amount and value of the stamps you will need on one envelope/parcel will depend on what the letter's/parcel's destination is and how much the letter/parcel weighs.

When sending to Hungary, you will need to identify the name, street, house, (floor, door where applicable), town and the postal code of both the sender and the recipient.

Postal codes in Hungary are 4-digit numbers. You can find a postal code at any post office.

### Transportation in the vicinity

#### Bus

You can use the bus to travel in and around Pápa. Schedules of buses with maps in Pápa can be found here:


You can buy tickets for the bus in advance at the main bus station and some shops, or on the bus. Buying a monthly ticket is also an option.

You can reach other towns, cities by bus, too. There are direct buses to Győr and to Veszprém from Pápa.

#### Train

Travelling around Hungary and in Europe is quite simple by train. The Hungarian Railway Company (MÁV) is in charge of railway transportation services.

For planning your travel by train and buying or booking your ticket online, go to [http://elvira.hu/english/index.php](http://elvira.hu/english/index.php)

When taking the train you have to buy your ticket in advance. You can do that at any train station or online at the above link. Ticket prices vary depending on the distance, the type of the train and the category of the traveller (adult/student/retired).

On most of the trains the names of the stations are not announced, so pay attention to the signs at the station.

#### Taxis

For taxis in Pápa see: [http://aranyoldalak.hu/portal/papa/taxi/index.mtt](http://aranyoldalak.hu/portal/papa/taxi/index.mtt)

Fares are normal as there are no really big distances within the city. However, if you want to take a taxi to another town, make sure you agree about the price in advance,
because the trip might be expensive. At the end of the journey you will have to pay the amount the taximeter shows. Taxi drivers are usually tipped with 10% of the price. When you call a taxi you have to give your address and name and a car will pick you up in a few minutes in front of your house. You can get a taxi near the main bus station or the train station, too. Keep in mind however, that it can be hard to catch taxis on weekdays or during rush hour in Pápa.

**Cars**

In Hungary people drive on the right side of the road.

You need a driving license and liability insurance to drive a car in Hungary. In Hungary full traffic lights mean someone's possible priority against you, arrow shaped lights mean no priorities against you.

You are not allowed to cross a red light, even when turning right.

For information on licenses, buying a car, and getting car insurance, see chapter on “Driving”.

**Bicycles**

You do not need a license to ride a bicycle. People on bicycles must ride on the road, not on the sidewalk. They must obey the same rules as car drivers. Only one person at a time may ride a bicycle. Where there is a bicycle road, you have to use it to ride a bicycle.

A small child may ride in a special seat behind the adult rider. You must have a light in front and a red reflector on the back of your bicycle to ride at night, along with cat eyes.

You have to wear a reflective vest at night and on the open road. Where there is a bike lane, you have to use it.

**Pedestrians**

When walking, you have to use sidewalks where possible. If there are no sidewalks, you should walk opposing the car traffic. You are allowed to cross the road at designated pedestrian crossovers, so called ‘zebras’. Where there are traffic lights for pedestrians, you should act accordingly. Pedestrians on zebra crossings have priority towards turning vehicles, but be careful, always double-check whether it is safe to cross the road.

**Flying**

There are civilian airports in Budapest, Bratislava and Vienna in case you want to take a flight.

Budapest

[http://www.bud.hu/english](http://www.bud.hu/english)

Vienna


Bratislava

What to bring from home

☐ Passport
Please note, when your passport voids, your residency document will void, too! You might consider renewing your passport before coming to Hungary.

☐ Travel order
(for military)
Please note, when your travel order voids, your residency document will void, too!

☐ Sending nation military ID
(for military)

☐ D1 Immigration Visa
(for civilian, NATO staff/non-Eu citizen)

☐ Certificate of status in the family
☐ Birth certificates of children
☐ Marriage certificate/Registered Partnership
or
☐ Sending nation’s military certificate of status of a family member

☐ E106/S1 Form for EU residents

☐ Children’s Vaccination Report

☐ Children’s certificate of last completed school year

☐ EU Pet Passport for EU residents

☐ International Pet Passport for non-EU residents
For details ask your vet.

Make sure all vehicles you would like to register in Hungary are legally in the ownership of the HAW employee, in order to grant special conditions of registration.
Types of Houses
Pápa is a small town, therefore the types of homes available for rent are limited. You can usually find family houses with yards and gardens, semi-attached houses and flats.

Houses in Hungary are usually built of bricks and many of them are equipped with full-sealing plastic windows and doors. Due to the climate, you might experience humid periods throughout the year. In order to prevent mould from appearing in the house, ensure ventilation by opening the windows occasionally.

Cities near Pápa
It is possible to find a home near Pápa, in one of the neighboring settlements. Large cities nearby are Veszprém and Győr. Veszprém is about a 45-50 minute drive to the South, Győr is an hour’s drive to the North.

House-Hunting Procedure
When you arrive in Hungary, your first trip might take you to the Community Liaison Office. Someone there will take you on a house-hunting trip after asking about your preferences. You can also choose to work with a local realtor.

The CLO runs its own password protected website listing housing offers. For more details and for access, please contact the CLO.

Lease Agreement
When you have found the home you would like to live in, you and the landlord will both have to sign a Lease Agreement. It is prepared by NAMP and is schematic for everyone. It will be amended with individual conditions if and when required. The Lease Agreement is both in English and in Hungarian. Read it carefully before signing because it will be a legally binding document upon signature.

Should you have any questions regarding this process, do not hesitate to contact the Community Liaison Office.

Laws on Renting
In Hungary there are rights and duties of both the landlords and the tenants. The Lease Agreement cannot overwrite the law.

§ Appliances in the home have to be functional when handing over the home to the tenant.
§ Landlords are responsible for the maintenance of the functionality of central appliances.
§ Landlords are responsible for the maintenance of the building.
§ Landlords have the right to check proper usage of the property once a year or several times a year defined in the Lease Agreement.
Tenants are responsible for ensuring entry to the property upon those occasions. Tenants are responsible for using the property and its accessories properly. Damages caused by inadequate usage must be born by the tenant. Renovation works must be done by the landlord, however tenants have to tolerate the work related to the renovation in the home. Renovation works have to be announced by the landlord prior to the actual works. Tenants have to return the home and its accessories in a properly used condition upon the termination of the agreement.

Utilities

In Hungary in all homes electricity, water and gas are typically introduced. You will have to pay for these services on a monthly or bi-monthly basis, based on your consumption or pay an average amount each month and an adjustment fee by the end of the year. You also have to pay for waste management. In blocks with several flats so called ‘common costs’ may also arise, which are usually the cleaning of the block, electricity and maintenance costs of the block.

You normally have to have a contract with each provider on your name. Providers then will send you the bills, usually monthly, but sometimes bi-monthly, twice a year or annually.

You can pay your bills in any post office or via the Internet through your bank’s online interface (if you have one).

In Pápa you have the following utility service providers:

Utilities

Internet

There are three cable internet providers working in Pápa at the moment, these are:

Kábelszat

Invitel

Telekom

You can check their rates and ranges on their websites. Pay attention to the range of service when selecting a provider, make sure your selected option is available where you live.

In order to have an internet subscription, you have to visit the service provider's office in Pápa and have a contract signed. After that the company is going to set an appointment with you when cable works can be done in your home.

You will normally be provided with all of the technical equipment you need for operational cable internet access, however you might need to set your own router up for WiFi connection.
You can have a contract for a landline in your home with the above companies in Pápa. You should check for rates of calling with company before you make your choice.

Please see the Community Liaison Office for further information and assistance.

Cell Phone
There are three cell phone network providers in Hungary.

- T-Mobile with area code 30
- telenor with area code 20
- vodafone with area code 70

All three providers have offices in Pápa. You should check for different plans according to your own needs and preferences.

Please note that HAW and NAMP personnel and their dependents can join a ‘fleet’ subscription in which every number within the fleet can call any other number in the fleet for free. For further information on this please contact NAMP CIS Officer or HAW 1st Sergeant when inprocessing.

Television
There are several options when choosing television services around Pápa. You can go for the following:

IPTV
The only IPTV service in Pápa is provided by Invitel. In order for IPTV to work flawlessly, high internet bandwidth is essential, therefore if you wish to opt for IPTV, check whether it is going to be available and enjoyable in your area.

Cable TV
Cable TV service is provided by both Invitel and KábelszatNet2002. Cable TV packages come with mostly Hungarian channels and some foreign language channels. For a detailed list of channels, see the website of the companies.

Satellite TV
There are several satellite TV service providers in Hungary. Hungarian providers come with a selection of majorly Hungarian channels, however if you move to Hungary from within a certain range, you can bring your own satellite dish and set the top box to be able to watch your home TV channels. For AFN TV, make sure you bring your topbox set from home.

Digital TV
To be able to watch Digital TV you will need to have an antenna and a special transforming unit for your television. Some digital broadcasts come in HD and in some cases you can set the language to original instead of Hungarian dubbed versions.

What to do if there is an issue?
If the electricity goes off in your home, first you should check whether there is any electricity in the street. If there isn’t, it is probably a service maintenance issue and will be solved soon. If you think it is only your home, try switching the switch back up in the Fuse Box. If that doesn’t help either, try unplugging devices with large energy consumption and then switch the Fuse back up. If all these don’t help, call or text your landlord and report the problem, or call the Community Liaison to ask for assistance. Same goes for any other issues in your home. Contact your landlord or the Community Liaison in order to get the problem fixed.
How to open an account

If you wish to open an account in Hungary, you can do that by choosing any bank you like and signing a contract with it. It might be advisory to choose a bank with an office in Pápa. The following banks have offices in Pápa:

- Budapest
- FHB
- K&H
- OTP
- Raiffeisen
- Kinizsi
- Erste

To open an account you will need your passport and your residency card. When your contract is signed, you have to wait about a week for your debit card to arrive via mail. Your envelope contains your card and a separate one contains the PIN (Personal Identification Number) belonging to the card. You will have to type your PIN each time you would like to use your debit card. Credit cards also come with a PIN, but it is usually not required when paying. Both credit and debit cards have daily limits, which you can set with your bank in the bank office.

The debit card belongs to the account you created and by using the card you are spending the actual money from your account.

If you wish to have a credit card, you will have to open a credit account or attach a credit plan to your existing account.

Always make sure you understand the conditions of the credit and paying back!

Cards and Cash

You can use cash, a debit card or a credit card for direct payment. In bigger cities almost all of the shops accept card payment, however in smaller towns, like Pápa, some shops and restaurants do not accept card
payment, you will have to pay by cash. In Hungary it is very unlikely that you will be able to pay with a cheque.

**ATMs**

You can withdraw money from your account at ATMs (Automated Teller Machines). ATM transactions have fees most of the times. Fees are lower when you use your own bank's ATMs, and can be really high when using another bank's machines.

With an ATM you usually can

- € withdraw money from your account
- € change your PIN
- € top up your mobile phone

Most of the time you have a chance to select your preferred language when inserting your card. There is an ATM on Base in the NSE building.

*Withdrawing money from an ATM most of the time costs you money, while paying with your card at a terminal in a shop is usually free.*

**Banking via Phone or the Internet**

Most of the banks have internet banking services now. With internet banking you can make your transactions online from home. Banks use special secure systems for online banking, however don't forget to take the measures yourself too, when banking online. Always log off after a session and preferably do not use open wireless internet (public, without a password) for online banking.

When choosing a bank, consider finding out more about its online banking system, for example whether the system has an English language interface.
Hungary has a tax-funded universal healthcare system. Health insurance is free for children, students, pensioners, people with socially challenged background, registered handicapped people (including physical and mental disorders) and for emergency first aid.

Central Facilities

Since health care system in Hungary is centrally financed, most of the health care facilities are also centrally maintained. This means, once you have a HIC (Health Insurance Card) you are entitled to use the services of those facilities for free.

Local Medical Care

Unfortunately the town of Pápa only offers very basic medical care services, however there are acceptable facilities in surrounding towns (Győr, Veszprém, Ajka), as well as in Budapest and Vienna.

There are significant differences in language and culture, and buildings and equipment are in some cases very different from those in other SAC nations.

During their assignment to the SAC, most SAC members will receive all or part of their medical care from the local Hungarian health care system. The city of Pápa provides primary care to its citizens via a number of community based general practitioners and pediatricians.

One pediatrician and one general practitioner in Pápa speak basic medical English and have been providing care for SAC families for over six years. Once a week there is a GP on Base for SAC members and their dependents, please see the Community Liaison Office for details.

Medical Institutions in and around Pápa

Pápa has one city hospital, the Gróf Esterházy Hospital, which offers basic medical and surgical services. The hospital's emergency department is open 24 hours. Their website is at www.papaikorhaz.hu

Very few of the staff speak English.
Petz-Aladár Teaching Hospital

www.petz.gyor.hu

is the nearest large medical center and is located in the city of Győr, 50 kilometers north of Pápa. It has all essential services including

- a wide range of surgical specialists and pediatric subspecialists
- a modern burn unit and neonatal intensive care unit
- a level-one Trauma Center with a helicopter landing area
- the full spectrum of lab and radiology services, including CT, MRI and Angiography
- interventional radiology
- a 24-hour cardiac catheterization lab for treating acute myocardial infarction (i.e. heart attacks).

Hungarian Military Hospital of Budapest (Honvéd Kórház)

http://www.honvedkorhaz.hu/

The SAC has close cooperation with the Military Hospital in Budapest, which is one of the most modern facilities in Hungary.

In case of Emergency

One of the advantages of a small city like Pápa is the availability of rapid emergency care.

The universal number for obtaining emergency care (fire, police, ambulance) is 112. The 112 dispatcher probably will not speak English and is not located in Pápa.

When calling, the caller should clearly indicate a MEDICAL EMERGENCY, and specify the LOCATION, preferably in Hungarian.

Ambulance

Pápa's ambulance service is manned all days of the year, at all hours. An ambulance should respond to any part of the city in under 10 minutes, usually much less.

A paramedic or physician rides on all ambulances. Lifesaving care is provided on the scene, and each patient is rapidly transferred to the nearest appropriate medical center. Definitive care for emergency victims in Pápa is available within a one-hour radius by ambulance.

If the emergency is such that a few minutes delay is tolerable, the patient should call the CLO emergency on-call number (out-of-office-hours).

Contact details found below.

Language Assistance

Language is often a big issue with medical services, since most Hungarian medical providers do not speak English.

For this reason, the Community Liaison Office provides translation services to the SAC community

Monday-Thursday
08:00-17:00
Friday
08:00-12:00
free of charge.
The CLO Medical Liaison assists with making appointments, real-time translation during appointments, and obtaining/translating medical reports.

Medical insurance

Health insurance for HAW members is different depending on the member’s nation. Workers of Hungarian employers are insured by the National Health Insurance Fund, by automatically having the insurance fees deducted from their salaries every month. As a proof of existing health insurance, every patient is provided with a Health Insurance Card (HIC, or TAJ card) and a 9 digit Health Insurance Identification Number. This card needs to be presented at every appointment (hospitals, family doctors, etc.).

US & Dutch HAW/NSE

US members and their families as well as HAW/NSE members from the Netherlands have private health insurance. US citizens should check the status of their Tricare coverage before coming to Hungary.

Immediately upon arrival, US members should contact the HAW medical clinic to enroll in TriCare Prime Remote or TriCare Standard.

Dutch HAW members should contact the Dutch NSE for information about their health care coverage and a one-page form required for medical insurance billing.

Other SAC nations

The other ten SAC nations all have universal health coverage for their citizens provided by their national government. Members from these nations will be enrolled under the Hungarian health care program.

For enrollment the active duty member should request Form E-106 (some countries now use the Form S1) from the home nation. The national support element (NSE) or the Senior National Representative (SNR) can provide guidance and assistance about how to request this form.

NSPA employees

Registering with Allianz is done by NSPA HR. As NATO employees, all employees of NSPA (except US reimbursable) must have a mandatory, private health insurance with Allianz. Its fee is automatically deducted from the salary. This covers health life accident insurance. It covers the employee his/her wife/husband or same sex registered partner children. Children under the age of 16 fall under the insurance plan of either parent, children above 16 receive their own insurance plan. When using medical service, NSPA families cannot hold a valid HIC (TAJ) Card. The service should be paid for on site. The receipt and the prescription
should be saved and be sent back to Allianz for reimbursement. Further details to be found in the Allianz Welcome Package, to be received when starting the insurance plan.

**HIC (TAJ) card procedure**

Once the E106 (or S1) is received, the member should make an appointment with the CLO Medical Liaison Assistant to fill out the needed paperwork. The member will need to provide copies of a valid passport and residency card for himself/herself and for each family member in addition to the E106/S1 form. Once the paperwork is processed by the Hungarian government (usually about 3 weeks) the active duty member and each family member will receive a Hungarian Health Insurance Card. With this card, the card-holder can access the Hungarian public health care system exactly as any Hungarian citizen. Please make sure you monitor the expiration date of the card and have it renewed if necessary. When finishing duty in Pápa all cards have to be handed back to the CLO during out-processing.

**European Health Insurance Card**

European families arriving to the HAW are also advised to obtain an EU medical insurance card before coming to Hungary. This will help in getting medical care until the Hungarian card is received.* Norway also offers such cards, even though it is not part of the EU.*

**Dental care**

Getting dental care in Hungary, like most places, is a bit different than medical care. While most medical care is free, the rules for dental care are more complicated - some care is free and some is not. In general, only the first emergency treatment is for free.

Many of the dentists offer the full spectrum of sophisticated dental implant and prosthetic services, in addition to general dentistry services. Orthodontists are available in both Győr and in the city of Veszprém, 50 kilometers to the south, but generally do not speak English, with some exceptions. Please contact the CLO Medical Liaison Assistant for further details.

**Pharmacy**

Pharmacies in Hungary are marked with a green cross or the symbol of a snake around a calyx.

Pápa has a large number of private pharmacies. Most medications are available in Hungary, though under different names and by different manufacturers than in other nations.
Narcotic pain medications and amphetamine-like stimulants (such as those used for ADHD) are very difficult to acquire in Hungary.

Patients should be prepared for the reality that in Hungary, treatment of pain and hyperactivity disorders is much more regulated than in some other countries.

Over-the-counter medications such as Ibuprofen, Tylenol, Robitussin, etc. are not available in stores like they are in some other countries. This kind of medication is for sale in pharmacies. There is a pharmacy on duty until 10 pm every day, please contact the CLO Emergency number if you need information.

Patients who need help with medications may contact the medical liaison for assistance.

Pregnancy

Locations and personnel

Medical care during pregnancy (prenatal care) is available in both Pápa and Győr. In Pápa, women needing obstetric and gynecological care are usually seen by the Chief of Obstetrics and Gynecology at the Gróf Esterházy Hospital.

For the past few years the Chief of Obstetric and Gynecology has provided SAC women with timely care and an excellent bed-side manner. He does speak English, German and Polish.

In Győr, several OBGYN physicians at the Petz Aladár Teaching Hospital speak English. Patients should be aware, however, that ancillary staff, including nurses, generally do not speak English. You might also want to explore the possibility of certain private clinics in Budapest. Please contact the CLO Medical Liaison Assistant.

Prenatal Visits

In Hungary, prenatal visits are done approximately every month and more frequently after about week 34. Each clinic visit includes an ultrasound and sometimes additional exams and laboratory studies.

Each woman may manage her pregnancy according to the customs of her own country and her own preferences. The local obstetricians, however, will recommend exams and tests according to Hungarian practice guidelines.

Védőnők

In the Hungarian system, community based nurses (védőnő, or védőnők plural)
work together with the local doctors, pediatricians and obstetricians, providing care for pregnant women and assisting families after the child is born. These nurses are located throughout the city and help pregnant women with prenatal issues, as well as helping with care of the newborn and young children.

There is one Védőnő in Pápa who speaks English well, and she has agreed to provide this service to members of the SAC and their families.

Nurse visits

Before delivery, the woman is expected to visit the nurse before each doctor’s appointment, and to bring a urine sample on each occasion. At each visit, the nurse checks the expectant mother’s
- weight,
- blood pressure and
- urine (for white cells and sugar).

After delivery, the nurses assist with all health care matters including
- breast feeding,
- diet,
- safety and
- immunizations.

Free urine cups are available at the HAW clinic.

As the time for delivery approaches, each woman needs to decide whether she wants the védőnő to visit her at home, either regularly or as needed or not at all.

There is no pressure or requirement – it is entirely a personal choice – but it should be communicated to the védőnő.

Immunizations

Childhood immunizations in Hungary are largely the same as in most European countries and the US, though there may be slight differences.

Mandatory vaccinations

Certain immunizations are required, and these are provided free of charge to all families who reside in Hungary for 3 months or longer.

Incoming families can begin to receive these immediately upon arrival since all SAC families will eventually stay for longer than 3 months.

The pediatrician will provide detailed information regarding these vaccinations and the vaccination schedule.

Be sure to have an up-to-date vaccination book for your child, including dates, names of vaccination and if possible, the active agent of the vaccination. There might be differences between names of vaccinations with same active agent in different countries.
Optional vaccinations

Certain other vaccines are available but are not mandatory. These may be purchased by the family by asking the pediatrician for a prescription and buying the vaccine at a local pharmacy. After the vaccine is purchased, it can be taken to the pediatrician for administration.

Families are advised to consult with the family pediatrician for details.

Hospital care

Since hospitals in Hungary are state-funded, it is up to the financial condition of the specific hospital what they are able to provide patients who need to stay for an extended period of time.

Based on experience these are the items you should take with you, if you have to spend several days in a hospital in Hungary:

- toothbrush
- toothpaste
- soap / shower gel
- toilet paper
- tissues
- antibac gel
- baby wipes
- towel
- slippers
- robe
- pyjamas
- deodorant
- utensils
- glass / cup / mug

Visiting the doctor

When you visit your practitioner you should always have

- your ID / passport
- TAJ (HIC) Card
- your medical history files (where applicable)
health care ............................................................................................................ egészségügy
handicapped ....................................................................................................... fogyatékos
Health Insurance Card..................... TAJ-kártya / egészségbiztosítási kártya
general practitioner ............................................................... háziorvos
pediatrician ............................................................... gyermekorvos
hospital ........................................................................................................ kórház
medical emergency................................................................. orvosi vészhelyzet
emergency department........................................................... sürgősségi osztály
surgery........................................................................................................ műtét
location ........................................................................................................ helyszín
ambulance .................................................................................................... mentő(k)
paramedic ............................................................................................... mentős
medical insurance ........................................................................................ egészségbiztosítás
Health Insurance Identification Number....... Társadalombiztosítási Azonosító Jel (TAJ)
National Health Insurance Fund ...... Országos Egészségügyi Pénztár (OEP)
European Health Insurance Card ...... Európai Egészségbiztosítási Kártya
dental care ................................................................................................... fogorvosi ellátás
dentist ........................................................................................................... fogorvos
orthodontist .......................................................................................... fogszabályozó orvos
pharmacy ................................................................................................... gyógyszertár / patika
pregnancy .................................................................................................... terhesség / várandósság
prenatal care ................................................................................................ terhességondozás
obstetrician ....................................................................................... szülészorvos
gynecologist .......................................................................................... nőgyógyász
ultrasound ........................................................................................... ultrahang
community nurse ................................................................................ védőnő
urine sample ...................................................................................... vizelet minta
urine .......................................................................................................... vizelet
weight ....................................................................................................... súly
blood pressure .................................................................................. vérnyomás
delivery .................................................................................................. szülés
breast feeding ....................................................................................... szoptatás
immunization ........................................................................................ védőoltás
mandatory vaccination ........................................................................... kötelező védőoltás
vaccination ............................................................................................ oltás
What do you need for medical coverage?

☐ Form E-106 or Form S1, Passport, Residency Card
   request information from your NSE or SNR if you are non-Dutch and non-US

☐ NSPA newcomers should contact NSPA HR for medical coverage details

☐ Dutch HAW members should contact their NSE for medical insurance coverage conditions

☐ US newcomers should arrange a Tricare plan while in the US and contact the HAW Flight Surgeon upon arrival for medical insurance coverage conditions
Hungarian School System

Children in the Hungarian system can enter the public school system at the age of 6 months. From 6 mths-3 yrs they can go to nurseries and from 3 yrs-6/7 yrs they can attend kindergartens. It is obligatory to enroll children to a kindergarten once they turn 3.

It is also compulsory for the children to start school from the age of 6 or 7 depending on their maturity, and they have to stay schooled until they are 16. Generally they attend primary school for eight years (until the age of 14) and then enter secondary school that lasts for four years. It is not uncommon to come across secondary schools that host 6 or 8 grades, where, consequently children start before they reach 14.

In Hungary two semesters make a school year. The first semester lasts from September to January, the second from February to June.

Secondary school usually finishes with a ‘School Leaving Exam’ (Érettségi), which serves as an entry exam to universities.

Higher education takes place according to the ‘Bologna System’ in Hungary, that is common in most of the countries of the European Union.

According to this, a Bachelor degree can be obtained in 3-4 years, a Masters degree in 1-2 years and a Ph.D. in 3 years.

Nurseries

Unlike kindergartens, day nurseries do not belong to the educational system in Hungary, they are not under the supervision of the Ministry of Education, rather they are supervised by the Ministry...
of Human Capacities. It is free to attend public nurseries, however you need to apply for entrance and to pay a lunch fee. Since nurseries are not compulsory, not all applications are accepted.

Nurseries take care of children usually between 08.00 and 16.00 on weekdays (Monday-Friday), following the normal working hour pattern of the parents. Children are given meals four times a day, breakfast and lunch, a snack between them, and one before leaving.

Children are not required to be toilet trained when entering the nursery. Teachers are trained to change diapers and most of the nurseries train children for toilets. However, it is a prerequisite for children to be potty trained before entering the kindergarten.

The application procedure takes place in May, but upon special circumstances you can enroll your children at other times, too. Be aware, however, that there is a limited number of places, therefore they get filled up fast.

Please contact the Community Liaison Office as soon as you decide to enrol your child, even if it will only happen later on.

Kindergartens

Kindergartens take children from the age of 3. Kindergartens in Hungary serve the aim of preparing, teaching the children how to communicate with each other and how to behave in a social environment.

Children in kindergarten are separated into three (or sometimes four) age groups. ‘Little Group’ (Kis csoport) is for 3-4-year-olds, ‘Middle Group’ (Középső csoport) is for 4-5-year-olds and ‘Big Group’ (Nagy csoport) is for 5-7-year-olds.

Opening hours are usually from 07.00 to 17.00.

Teachers of the kindergarten supervise safety and order in the groups, while playing common games with the children, through which they motivate them to enrich their vocabulary, get to know the basics of mathematics, build their interest towards computers and science, just as towards music and arts. Another important benefit of the kindergartens is the opportunity for the children to get to know social behavior.

Application to the kindergarten takes place every May. Upon special circumstances (like moving during the summer or the school year) you can enter your children at other times, too. Be aware, however, that there is a limited number of places, therefore they get filled up fast. Please contact the Community Liaison Office as soon as you decide to enrol your child, even if it will only happen later on.

Primary Schools

In Hungary having your children schooled is compulsory from the age of 6-7 to 16. Most of the children in Hungary go to
public primary schools, which is free of charge. There are some private schools, especially in Budapest, where tuition fees apply.

Primary schools usually have 8 grades of age groups, of which 1-4 are the lower grades and 5-8 are the higher grades.

Classes typically have a form teacher, who is ideally permanent throughout all the 8 years of the school, or throughout the lower or the higher grades. Classmates are ideally permanent throughout all the 8 years.

The purpose of Hungarian primary school education is to develop literacy and mathematical thinking in the children, while educating them on the basics of sciences, social studies and forms of art.

Corporal punishment is not allowed in Hungary.

Secondary Schools

There are several kinds of secondary schools operating in Hungary. Most of them provide 4-year long education (from 14 to 18), but there are some 4, 5, 6 and 8 grade high schools too, where students start their secondary school education before turning 14.

As for the type of education there are three kinds of secondary schools:

Grammar Schools
Provide academic education in preparation of further academic studies.

Trade High Schools
Provide a combination of academic education and practical training, providing a trade for the students as well as a School Leaving Certification.

Trade Schools
Provide mainly practical training in order to train skilled professionals in certain trades.

There are special programs in some of the secondary schools, such as an art or a drama program or special language training. Bilingual secondary schools teach certain subjects in a foreign language, and require students to take a certain percentage of the School Leaving Exam in the given foreign language. These schools provide an advanced level language certification upon graduation.

International School in Pápa
Quality Schools International (QSI) opened a primary school for 5-14 year old children in 2012, and a secondary school in 2014.

The language of tuition in QSI is English, the curriculum mainly reflects the US one. There is a tuition fee of attending the school, and scholarships are also available.

For further information please contact:

**QSI International School of Pápa**
Pápa, Komáromi Street 12

36-89-777-999 /444

papa@qsi.org

http://www.qsi.org/schoolpages/ppa/

Your School Liaison personnel if you are USAF,

Dormitories
Secondary schools focus on advanced academic education or specialized practical knowledge, therefore children from outside the school's geographical range might want to attend, too. To solve the problem of travelling too much, the system of dormitories exists with a long lasting tradition in Hungary. Children whose families live far from the school, live in dormitories where they are provided with meals, supervision and space and time to study. Students travel home every weekend, they spend the time of Monday to Friday in the dormitory.

Further Education

After secondary school graduation you can attend a Higher Level Trade Program or you can enter a University or College. Higher Level Trade Programs provide you with a trade certification, while Universities and Colleges provide degrees (diplomas).

There are several colleges and universities in Hungary you can choose from. There is a limited number of tuition-free places in almost all disciplines. Hungary’s further education system follows the EU Bologna-pattern. After secondary school graduation you can apply for a Bachelor's Program, which lasts for 3-4 years. Once earned the Bachelor's Degree (B.A., B.Sc.), you can go on to a Master's Program (M.A., M.Sc.) (1-2 years). The prerequisite of starting a Doctor of Philosophy (Ph.D.) program is a Masters Diploma.

The amounts of tuition fees vary depending on where your residency is (Hungary, EU, Non-EU). For further details please see the information of the school of your choice.
There are three types of tuition available at universities/colleges.

- **Full-time**
  - During working days in working hours

- **Part-time**
  - Usually on weekends, twice a month

- **Evening**
  - During working days after working hours

**Costs and financial help**

Public nurseries, kindergartens, primary and secondary schools are free for children to attend, with some nominal operational fees and the cost of equipment the child needs during the school year.

QSI International Schools Pápa has a tuition fee, however SAC-related children can apply for full or part scholarships, depending on the financial situation of the parents or on the tuition fee payment policy of the sending nation. NATO staff may be eligible to education allowance. Please ensure you contact your HR department before making a commitment.

Every other private school in Hungary has tuition fees, for specific information please contact the school of your choice.

Colleges and universities have a limited number of free places for Hungarian and EU citizens, but for the majority of disciplines and schools you have to pay. For specific amounts see the information of the school of your choice.

HAW families should contact their NSEs or SNRs for financial tuition contribution from their own nations.

NSPA employees, who have not been registered in Hungary for a year, are entitled for education allowance, which is calculated on individual basis.

---

**The following nursery is the assigned one for SAC children**

**Fenyveserdő Bőlcsőde**
Pápa, Vajda P. ltp.
- 89/313-323
- febo@globonet.hu

**The following kindergarten is the assigned one for SAC children**

**Fáy András Lakótelepi Óvoda**
Pápa, Szövetkezet u. 36/a.
- 89/324-605
- Director: Marianna Morvai
- fayovoda@gmail.com
- faylakotelep@varosiovodakpapa.hu

**International school in Pápa**

**QSI International School of Pápa**
Pápa, Komáromi Street 12
- 36-89-777-999 /444
- papa@qsi.org
- http://www.qsi.org/schoolpages/ppa/

Please contact the Community Liaison Office as soon as you decide to enrol your child, even if it will only happen later on.

---

nursery..........................bőlcsőde
kindergarten.....................óvoda
primary school...általános iskola
high school......................középiskola
grammar school...........gimnázium
further education....felsőoktatás
dormitory......................kollégium
tuition fee......................tandíj
What to bring for school/kindergarten/nursery entry?

☐ Birth certificate of child

☐ Passport of child

☐ Residency card of child
  (issued in Hungary)

☐ Passports of parents

☐ Residency cards of parents
  (issued in Hungary)

☐ Vaccination Record Sheet of child

☐ Certificate of finished school year supported by list and thematics of subjects taught
  (if applicable)
In Hungary, people drive on the right side of the road. You have to have your driving license, car documents and liability insurance to drive in Hungary. You must respect the rights of cyclists and pedestrians. In European cars the unit of speedometers is km/h.

Driving License

If you are coming from the European Union, your national Driving License is accepted by the authorities in Hungary. If you are coming from outside the EU or you have a different format from the EU document, you should get an international driving permit in your home country that is a transcription of your original driving license.

U.S. citizens who are in possession of an international driver’s license do not need to have their state driver’s license translated, but must have both the state and the international licenses on hand when driving. International Driving Permit issued by AAA is widely known and accepted in and around Hungary.

Military, including US, can use their national/military issued driving license as long as wished.
Car Documents

When driving, the documents of the car you are driving have to be with you. These are the Car Registration Document (commonly referred to as Part I) containing details about the car (make, model, registration number, owner, etc.) and the proof of liability insurance which can be the latest receipt of the Liability Insurance, or the green International Motor Insurance Card.

Liability Insurance

It is compulsory to have liability insurance on every motor-vehicle. You have to have it to ensure that the damage in the other party's vehicle is financially covered if you cause an accident.

There are plenty of companies you can contract with and you can choose the plan best fitting you on the Internet. The price of the insurance depends on the car, the age and gender of the driver, driving experience, location and your previous no-claim certificate. When registering a car with Hungarian plates, Hungarian liability insurance contract has to be made.

Not having a valid liability insurance for the car results in a significant fine. You should never ignore communication to you in Hungarian, but contact your Hungarian insurance agent or translator for explanation.

Be aware that it is you who is responsible for keeping the regular car inspection valid and that there is no warning system for expiring car inspections.

CASCO

Liability insurance insures the damage in the other party's vehicle in case of an accident, but does not cover your damage. To have your car insured, you will have to have a CASCO contract signed with an insurance company. The fee of the CASCO also depends on the conditions of the car and the driver. You can contract for CASCO with any insurance company, however keep in mind, the more types of insurances (liability, CASCO, house, life, travel, etc.) you have with one single company, the better prices you will get for the package. By law it is mandatory to cover a minimum of 10% own risk out of pocket.

Obligatory Items in the Car

There are two obligatory items you have to have in your car when driving. These are:

- Warning triangle
- First Aid Box (check expiry date)
- Car Registration Document
- Insurance Proof
- Visibility vest
Although not compulsory, it is advisory to have the following in your vehicle:

- Set of exchange light bulbs
- Warp
- Jump lead
- Fire extinguisher
- Spare tyre
- Lever
- Accident Report Form

Accidents

In Hungary you do not need to call the police for every accident. When parties agree on the question of liability and no personal harm is done, it is enough to fill an Accident Report Form and take it/send it to the insurance company of the liable party. When personal harm is done, call 112 International Emergency Number.

When no personal harm is done, but parties can not agree on the question of liability, or the damage is worth more than HUF 100,000, call 107 for the Police.

Traffic Laws

Speeding

In inhabited areas the speed limit is 50 km/h. The start and the end of inhabited areas are marked with a traffic sign. The speed limit on country roads is 90 km/h, on express highways 110 km/h, and on motorways 130 km/h. Please note that Pécs downtown area is a 30 km/h zone.

These are general rules, but when limiting signs are present, you have to act accordingly.

Lights

Headlights have to be on when outside of inhabited area all day.
Seat belts

In Hungary all drivers and passengers have to wear the seatbelt. You will be fined upon traffic check when you or any of your passengers do not wear the seatbelt.

Child seats

Child seats are allowed to be installed in the front seat only facing rear and with no airbag or the airbag turned off.

Under the height of 150 cm children are not allowed sit in the front seat. Consequently, those children are not allowed to be carried in a two-seat only type car.

Children under the height of 135 cm are only allowed to be transported in the backseat in a child safety seat.

Children between the height of 135 and 150 cm are allowed to be transported in the back seat with the seatbelt adjusted to their heights (with a booster seat or an adjustable seat belt).

Drinking and driving

There is Zero Tolerance towards alcohol when driving a motor-vehicle in Hungary. You are going to be arrested when your blood-alcohol level is above 0.05 percent with your license being taken away, and going to be fined when it is between 0.00 and 0.05 percent.

Traffic tickets

When you break traffic laws, you will have to pay a fine if the police catch you. Obvious mistakes can be crossing the red light, using a handheld device or speeding. When you are stopped by the police, the officer will ask for your documents (license, insurance proof, car registration documents). You are allowed to get out of the car.

When fined you will be given a yellow postal cheque, that you will have to pay in any post office or on the internet. Never pay the police officer on spot, unless the police car is equipped with a POS terminal.

Parking

You can park wherever a sign is not forbidding parking, if you park alongside a road, do so on the right side. In parks or national parks parking is usually not allowed on greeneries. In towns and cities there are fee paying parking places, which are marked with a sign.

Parking spots are designated places to park, however parking zones mark a territory where referred parking rules apply.

Around fee paying parking places you can find parking meters which usually work with coins, or in some cases you can initiate and stop your parking period by sending a text (SMS) from your Hungarian mobile phone.

Details on SMS parking are to be found on the parking meters.
Disabled parking

Some parking places have a special sign.

These parking places are reserved for people with a disability. You must not park there, unless you have a special permit. Talk to your doctor if you need a disabled parking permit.

Motorways

There is a fast growing motorway network in Hungary (1,480 km in total).

Winter Driving

During the winter heavy snowing and frost might occur. It is advisory to change your tyres around November to Winter Tyres in a tyres workshop.

During winter you might want to have snow chains in your car in case you are stuck in the snow. It is not allowed to drive with studded tyres in Hungary.

Toll Roads

VIGNETTE

The Hungarian Government has designated the National Toll Payment Services Company to conduct all of the tasks related to the collection of tolls and all of the universal toll services, and the Company plays a significant role in the control support tasks as well.

For further information about toll roads in Hungary:

http://www.toll-charge.hu/

---

Do not use your duty phone for any fee-paying service, like SMS-parking, mobile paying, etc.

exchange bulbs ........ izzókészlet
warp ...................... vontatókötél
jump lead .............. indindítókábel
fire extinguisher ............ poroltó
spare tyre ...................... pótkerék
lever ................................ emelő
insurance inset ............ betétlap
accident .................... baleset
speeding ..................... gyorsfutás
seat belt .................... biztonsági öv
child seat .................... gyerekülés
tine ............................. büntetés
motorway .................... autópálya
winter tyre .................... téli gumi
driving license ............ jogosítvány
car registration document .... forgalmi engedély
liability insurance .. kötelező felelősségbiztosítás
warning triangle ........ elakadásjelző háromszög
first aid box ...... elsősegély láda
visibility vest ........ láthatósági mellény
Registering your car in Hungary

As member of the Force, every HAW and NSE member is entitled to register one car and one motorbike for each and every family member who holds a proper driving licence. This applies only for those vehicles which are owned by the staff member when importing them to Hungary. This is considered as a temporary import, therefore there is a restriction on the sale of the vehicle set by HUN Customs; a temporarily imported vehicle can only be sold with Hungarian registration if the registration tax is paid to Customs, unless the buyer is a HAW/NSE member.

Before starting the registration process, it is highly recommended to read the registration guide and consult with the CLO.

Pre-Requisites for the Registration

- Complete military residency registration
- Valid vehicle title document on the HAW member’s name
- Technical inspection

If any of these are missing, please contact CLO for further info.

1. Technical check at NTA in Veszprém

What you need
- passport
- military residence card
- vehicle documents (Part I-II)
- technical inspection proof
- Certificate of European Comformity
- upto 25000 HUF in cash

What you get
- Vehicle Datasheet

2. Pápa Customs/Customs Agent

What you need
- passport
- military residence card
- vehicle documents (Part I-II)
- Vehicle Datasheet
- cleared customs document where applicable
- Form „12VKM”
- Form „REGADO”
- Statement on POV registration

What you get
- Customs ID number
- Tax Free Registration Certificate

3. Translation of Title

You are required to obtain an official translation of your vehicle document if it does not match the standard EU format or Part I-II is missing. You can get the translation through the HUN National Translation Office or your Embassy/Consulate in Budapest.

4. Origin Inspection

It is mandatory when the car’s first registration is in Hungary, also if the proof of ownership is not registered to the staff member’s name who holds only a purchase contract. The process costs HUF 18000-21000 depending on the vehicle.

5. Insurance

It is mandatory to have liability insurance!

What you need
- passport
- military residence card
- vehicle documents (Part I-II)
- vehicle Datasheet
- Form „Needed data for liability insurance”

What you get
- Liability Insurance Policy
6. Pápa Document Office

What you need
- passport
- military residence card
- vehicle documents (Part I-II)
- vehicle Datasheet
- Tax Free Registration Certificate
- Translation of Title (optional)
- Origin Inspection Certificate (optional)
- Liability Insurance Policy
- up to 25000 HUF, bank card only

What you get
- Hungarian plate numbers
- Hungarian title document
- new ownership card (via mail in a few weeks)

Please note that original foreign plates and car vehicle title document are withdrawn at the office and are sent back to the issuing authority.

Riding a bike

Biking is very popular in the Hungarian countryside, many of SAC community members also use their bikes for daily commuting, especially in the summertime. The network of bicycle lanes is not that extended in Pápa, but if there is one, you have to use it. Out of city limits you have to have your lights on even in daylight, also wearing a visibility vest is required. Before starting to use your imported or newly purchased bicycle it is advised to register it at the local Police who besides registering the vehicle, will also advise you if any mandatory parts are missing from the bike. For more information on this, please contact the Community Liaison Office. Please also note that use of protective gear is not mandatory, but highly advised.
What to have in the car with you when driving?

- Driving license
- Car registration document
- Liability insurance proof
- Warning triangle
- First aid box
- Set of exchange light bulbs
- Warp
- Jump lead
- Fire extinguisher
- Visibility vest
- Spare tyre
- Lever
- Liability insurance inset
- Snow chains (during Winter)
What to do in case of an accident?

☐ Call 112 International Emergency Line *in case someone is hurt.*

☐ In case no one is hurt and you can agree on the question of liability, fill the Accident Report Form (calling the CLO is advisory to avoid misunderstandings)

☐ Make sure, you have the data of the driver and the car

☐ If you can not keep on driving, call a wrecker

☐ In case it was not you who caused the accident, and you still have expenses related to the accident (wrecker, fixing, etc.), save all the receipts of payment
Points of Contact

Before and when arriving in Hungary your primary Point of Contact (POC) is going to be your National Support Element (NSE) or Senior National Representative (SNR) if you are military, and one of your future colleagues assigned to you if you are civilian.

Your contact for housing, utilities, services and landlords, for immigration, registration, car registration, military registration, business with the authorities is going to be the Community Liaison Office located in Building S03.

You can also contact the CLO at clo.namp@nspa.nato.int

If you are a Boeing member, check your POC for housing with your Boeing Secretary.

Insite Pápa

Pápa is a small town with a relatively small international community, most of which is related to the SAC program. Some volunteers of this community started up a website to help information exchange among internationals in Pápa. This site, www.insitepapa.com can be a really useful guide before, when and after arriving in Pápa regarding everyday issues, as well as local events.

The site is open for everyone, however, community specific content is only available for registered community members. You can register on the main page of the website.
Brochures

Many companies and cultural sites have brochures in English in Pápa. There is a selection of collected brochures at the Community Activity Center.

SAC Newsletter

The SAC Newsletter is published by the HAW Public Affairs Office based on the inputs of a working group consisting of members from all SAC-related organizations. It contains information and stories about SAC milestones and personnel. It is for internal use, you will acquire it via email on a regular basis or you can download it from Insitepapa.com.

Sacprogram.org (official SAC website)

This is the organizational website of the SAC. It contains information about the SAC and has useful links on it.

NSPA.NATO.int

Nspa.nato.int is the organizational website of the NATO Airlift Management Programme Office’s parent, the NATO Support and Procurement Agency. You will find information about the Agency and about the Programme on the website.
Collection of Public Sites in English

Public Administration

- European Union

- Hungarian Government
  - [http://www.kormany.hu/en](http://www.kormany.hu/en)

- Hungarian Tax Authority NAV

- Police
  - [http://www.police.hu/english/border-information/border-crossing](http://www.police.hu/english/border-information/border-crossing)

Travelling

- National Motorways
  - ÁAK Zrt. – State Motorways Maintenance
    - [http://www.motorway.hu/](http://www.motorway.hu/)

- National Railways
  - MÁV – National Railways

- National Bus Schedule
  - VOLÁN – National Bus Company

- Budapest Liszt Ferenc Airport
  - [http://www.bud.hu/english](http://www.bud.hu/english)

- Vienna International Airport
Religion

The majority of religious Hungarians are Roman Catholic (about 40%), about 12% belong to the Reformed Church, 2% are Lutheran, about 0.1% are Jewish, and the same rate is Orthodox Christian.

Being in the middle of the Catholic area in Hungary, Pápa is a traditionally Reformed town, with a prestigious Reformed High School.

There are several churches operating in Pápa.

Roman Catholic

- Kálvária Church
  Kálvária str., Pápa

- Nagyboldogasszony Benedictine Church

Reformed

- Reformed Church
  Március 15. Square, Pápa

Lutheran

- Lutheran Church
  Gyurácz str. 1, Pápa

English language church services are announced on the Spouses of Papa Facebook group, as well as the NSE Central’s Facebook page.

Community Activity Center

The CAC is an organizational community establishment in Pápa for SAC families, serving community-building purposes. It is operated by the four National Support Elements. There is a library functioning there with English, Dutch, Norwegian, Swedish and Hungarian language books and movies to rent.
There are regular activities in the Community Activity Center, such as the international Spouses’ Brunch or Movie Evenings. You can check the monthly schedule of the CAC on their Facebook page, as well as on SAC Portal.

Contact the CAC at:
Pápa, Vak Bottyán Utca 59-61

Spouses’ Brunch

Every month a different nation’s spouses host the International Spouses Brunch, which is a nation themed gathering with special national food and activities.

Sports

Pápa hosts an active sports life, with clubs and associations for students and adults as well. There are a lot of things to do whether you are on your own, or you would like to join a team.

Individual Running or Swimming

If you like running or swimming by your own schedule, the forests around Pápa and the Park of the Castle (Várkert) downtown will be excellent places for your routine run, and so will be Pápa Swimming Pool and Spa (Várkertfürdő) if you are rather in favour of swimming.

Individual Cycling

Pápa area is preferred by many cyclists due to the nearby slopes of the Bakony, however be careful when riding a bike outside of Pápa, cyclist lanes are not very common. If you like biking and scenery, go try the excellent bicycle lane around lake Balaton, which is only about 50 kms away from Pápa. More about riding around the Balaton:

http://welovebalaton.hu/en/balaton-active/articles/2013/06/18/you-don-t-need-a-bike-to-ride-balaton-biking

Individual Hiking

Pápa is located just by the foot of the Bakony Hills. Hiking in the forests and villages of the Bakony are really popular and provides beautiful scenery in every season.

Find detailed information on hiking trails on Wikiloc:
http://en.wikiloc.com/trails/hiking/hungary/veszprem

There are regular guided Geohikes taking place around Pápa. Upcoming Geohikes are always posted on Insite Pápa in advance.
Pápa is about an hour drive from Hungary’s biggest lake, the Balaton. The Balaton area provides various sporting, recreation and entertainment opportunities. Summer is the peak period, but there is something to do around in every season. To be up-to-date about Balaton events and opportunities http://welovebalaton.hu/en is a great source to start from.

Pápa and surroundings residents like to spend their Summer evenings by the nearby Nagytevel Lake, which is only 10 kms away from Pápa in the neat little village of Nagytevel. Entry fee to the beach is very low, and it is free for Nagytevel residents.

The lake lays in a beautiful valley, and it is excellent for swimming and various water sports. The beach shares its territory with the Nagytevel Camp, so if you feel like sleeping under the starry sky in a tent, you can do that by the lake.
Parks

Pápa has a lot of green areas with parks and playgrounds. The largest and most popular park is the Castle Park (Várkert), behind the Esterházy Castle.

It is a great place for running, walking, just sitting down and chatting and it also has a nice playground for children. When you are there, check out some of the biggest plane trees of Hungary.

Recurring social events

Jason McIlvaine Fun Run
Every spring we gather at the Main Square of Pápa together with locals to celebrate the legacy of the late TSgt Jason McIlvaine who was the one to come up with the idea of a community running event back in 2012. The event has evolved into a family day of sorts, and is a joint effort with members from NSPA, HAW, Boeing, PAB and Pápa Town Hall in the organizing team. Every year the proceeds of the event go towards a different local charity, who also contribute to the success of the event with volunteers and stage performances.

Norwegian Cardboard Boat Race
The Norwegian Cardboard Boat Race is a big favorite amongst the community. The event takes place at a fishing pond near Pápa and is organized by the Norwegian SAC community. Each team gets the same amount of cardboard boxes, tapes and some utensils out of which they need to build a boat which will have to transport two rowers from the team across the pond. After the laughter and fun of the event, there is music, dancing, drinks and food.

Swedish Crayfish Party
A crayfish party is a traditional summertime eating and drinking celebration in the Nordic countries. The tradition originated in Sweden, where a crayfish party is called a kräftskiva. The Swedish contingent graces the SAC Community with this event every year, and it is usually the craziest night (in a good way). Party accessories are comical paper hats, paper tablecloths, paper lanterns and bibs. The atmosphere is always fun with noisy eating and traditional drinking songs sung together. A night of live music and dancing follows the dining part.

National Days
Each of the 12 SAC nations hosts a National Day every year, inviting all SAC members to taste their national food, listen to their national music, and get a feel of given nation’s customs and traditions.

Norwegian Christmas Market
The Norwegian Spouse Community organizes a Christmas Market every year, where members of our community sell their home- and handmade goods, with all of the proceeds going towards a different local charity each year. It is an afternoon filled with music, food and drinks, good conversations and true Christmas spirit.
Cultural Facilities in Pápa

Main Square

Pápa has a lovely main square with the big Catholic church in the middle of it. Many of the town events are held on the Main Square, just as the annual Christmas Fair, the Game Festival in the Summer, and the Wine Festival and Goose Festival during the Fall.

Esterházy Castle

The castle is nicely renovated and refurished, and can be visited with a tour guide. There are also audio guides in all 12 of the SAC languages translated and recorded by volunteers from our community. The castle also hosts temporary exhibitions and cultural events. In the winter time, an ice rink is set up in front of the Castle.

Jókai Mór Centre for Culture and Leisure (JMSZK)

The JMSZK serves as the local theater. There are theater plays, presentations, conferences and family events hosted by the institution. 

http://www.jmkpapa.hu/index.php

Pápa Movie Theater

There are English-speaking days in the local cinema, when the audience can watch the movies in English without subtitles. Be prepared for quite a SAC gathering on these days. Schedule is always up on the following website:

http://www.papamozi.hu

Blue-Dye Museum

Traditional textile processing of the area is the so-called blue dyeing. A museum downtown is dedicated to showcase the phases and technique of this ancient art.
Bartók Béla Music School

Classical music is taught in the Bartók Béla Music School, ending the school year with students’ concerts. For information on how to enroll to classes, please contact the Family Support Assistant at the CLO. Keep in mind however, that most of the teachers do not speak foreign languages.

Pannonia Reformata Museum and Café

This museum is a simple, puritanic church with a café on the lower floor, a library and interactive informational blocks, as well as different expositions on the upper level. You can find it on Fő street, right by the Main Square.
It is common to have pets in Hungary. Some people keep their pets in the house, some outside.

Laws on pets

There are different laws on pets in Hungary, some are central, some are made by the local municipality, and regulations may be made by blocks of houses, too.

By law, dogs older than 4 months have to have unique identification. This is usually a microchip with the data of the pet (name, owners, address), injected under the skin. The cost of the procedure and the chip together is usually around HUF 3000.

Pay attention to signs in parks and in public areas whether you are allowed to enter with a pet, or whether there are any restrictions regarding your pet (i.e. a leash, a muzzle, or a carriage box). Pets, other than guide-dogs or work-dogs, are usually not allowed in buildings. If you would like to take your pet into one, ask whether it is ok, before entering. Any damage your pet causes in a public area is your responsibility.

Cruelty towards animals is an indictable offence by law in Hungary. By law, the keeper of an animal is obliged to take care of the animal, considering its kind, species and its physiological needs.

When walking, you are obliged to clean the waste after your pet at all times. Not doing so may result in being fined.

On public transport vehicles pets are usually required to have a leash and a muzzle on, or to be locked in a carriage box. In some cases you might have to buy an extra ticket for your pet.

Animal Shelters

Animal shelters host stray animals, provide them with food and shelter. These facilities are usually manned on a volunteer basis and are financed by donations through foundations.

People can adopt abandoned pets from these shelters, and donations as per money, food, volunteer work or anything else needed are always welcome.

Please, do not forget to have all the necessary paperwork done before coming to Hungary. Your pet will most probably need a Pet Passport and all the required immunization. For details please ask your local vet.
Animal shelter in Pápa

Pápai Humán Állatvédő Egyesület  
(Pápa Humanitarian Association of Animal Protection)  
Address: 8500 Pápa  
+36 70 354 1605  
+36 30 577 0234  

http://www.papaikutyak.hu/  
(Hungarian)  
humanallatvedok@gmail.com

Vets in Pápa

Dr. Attila Lázár  
(speaks English)  
Pápa, Fiumei u. 11/A.  
+36 30 94 60 894  

http://www.tokertiallatorvos.hu/  
(Hungarian)  

Consulting hours:  
Monday-Friday: 10.00-12.00 and 16.00-18.00

Dr. Lajos Gulyás  
Pápa, Batthyány u. 28.  
+36 30 348 27 99

Dr. Péter Király  
Pápa, Meggyes u. 12.  
+36 89 320 496

Dr. Jenő Kovács  
(speaks German)  
Pápa, Gyuráz F. u. 16.  
+36 89 313 173  
+36 30 93 93 211

Consulting hours:  
Monday-Friday: 16.00-18.00  
Saturday-Sunday: 17.30-18.00

Dr. Attila Lukács  
Pápa, Batthyány u. 28.  
+36 89 318 236  
+36 89 510 324  
+36 30 947 53 97

Consulting hours:  
Monday-Friday: 16.00-19.00  
Saturday: 9.00-11.00
Recycling

Selective waste collection and recycling is practiced in Hungary, however it is not as common as in some other European countries.

Selective Waste Islands

There are about 40 selective waste ‘islands’ in Pápa, where residents can take their waste and manage it respectively. On these islands paper, glass, metal and plastic are collected in different containers. Each container has a different colour,

- yellow marks plastic,
- white marks transparent glass,
- green marks green or brown glass,
- blue marks paper, and
- grey marks metal.

Waste trucks do not collect waste placed in the wrong containers. Make sure you do not place your waste next to the container, if it is full, look for another container.

Junkyards

Junkyards have personnel and opening hours. The staff of the junkyard helps you categorize your domestic waste and takes hazardous domestic waste over from you for waste management.

Pápa Junkyard details

Address
8500 Pápa, Szabó Dezső utca 6918 hrsz
Opening hours
Monday-Friday, 06:00-14:00
Pápa Junkyard disposal conditions

- Take your personal identification document with you
- Take your residency card with you
- You have to have your waste bills paid
- Not more than 200 kg/person is accepted at a time

Pápa Junkyard accepts the following waste

### Not hazardous

- Used tyres
  (in untorn condition)
  /max. 200 kg/person/
- Construction waste
  /max. 1000 kg/person/
- Cooking oil
  (in unharmed packaging)
- Used electric equipment
- Natural wood waste
- Green waste
- General household waste

### Hazardous

- Used engine oil
  (in unharmed packaging)
  /max. 100 kg/person/
- Contaminated packaging waste
  /max. 100 kg/person/
- Dissolvents, plantation chemicals, glues
  (in unharmed packaging)
  /max. 100 kg/person/
- Batteries and accumulators
  (in unharmed condition)
  /max. 100 kg/person/

Composting

Green, organic household waste (mowed lawn, skin of fruits, etc.) can be composted in a designated area in your yard. You will have to build or buy a compost rack, into which you can collect all organic waste, unselected. The lower layers gradually become the compost itself, a fertile material, which you can later use for fertilizing your plants and your soil in general.

Green Energy

Green energy, or renewing energy is a term used for energy sources that do not strain the environment. These are wind, water, sun, geothermic and biomass sources.

In Hungary the most common usage of green energy is carried out by the public sector in the form of wind and solar energy. Households usually stick with solar panels as an addition to the home's existing energy coverage. There are some eco-houses and a limited number of houses with other means of green energy utilization, but such homes are not very common in Pápa.
Energy Ratings of Household Appliances

Electronic household appliances, such as
- Washing machines and dryers
- Dishwashers
- Refrigerators and deep-freezers
- Air conditioners
- Electric ovens
- Light sources

are required to be labeled with an energy-label, describing the energy consumption of the given appliance.

Appliances with an A, A+, A++, A+++ rating consume the least energy, while the ones with a G consume the most.

Energy Ratings of Houses

In case of a tenancy to be longer than a year or buying or selling a home, houses need to be classified into energy categories.
The fee of classification is born by the seller/landlord.
The better the classification result is, the more economic the system of the house.
Green Tips

You don’t need to change your life upside down to do something for the environment. The following tips help keep the planet clean and sustainable little by little.

🌿 When possible, reuse your shopping bags. Take your own bag for shopping every time, this way less plastic will be needed to deal with as waste.

💡 When not in a room, turn off the lights and switch off electric devices.

💡 Use energy-friendly light bulbs.

💡 When not needed, close the tap. Water doesn’t need to run while you are brushing your teeth.

💡 Manage your heating. If no one is at home during the day, turn the heating off or limit it to minimal.

💡 Try selecting your waste and take it to one of the islands in your neighborhood.