

# Business Contact Centre Maastricht



Do you want to open a hospitality business in Maastricht?

With the right documents in your pocket, you can get started quickly



Photo: Ellen van den Bouwhuysen



Gemeente Maastricht

More info?

[www.bedrijfscontactpunt.nl](http://www.bedrijfscontactpunt.nl)

In Maastricht you will find both an ideal business climate and a welcoming municipality that does everything in its power to guide you through the legislation and regulations you will have to deal with as a hospitality entrepreneur. Where do you submit your questions, what regulations must you comply with and what can the Maastricht Business Contact Centre (Bedrijfscontactpunt Maastricht) mean for you? We are happy to explain it all in this folder.

## Where do you submit your questions?

In principle, you can submit all your questions to the Maastricht Business Contact Centre. We will help you to find your way through the regulations and to achieve your ambitions. We will introduce you to the right people, depending on your question, needs and situation. And we will think constructively with you about your ideas, irrespective of whether those ideas are in their early stages or whether you have thought out the concepts in full. We will think constructively about the opportunities and possibilities. You will find our contact details below.

In the following situations, you can also contact the hospitality case manager (casemanager horeca) directly or the Safety and Liveability Team (Veiligheid en Leefbaarheid – VenL) of the Municipality of Maastricht:

- You have found a property that you find suitable for starting your hospitality business. However, the property is not designated for hospitality use. Contact the hospitality case manager on +31(0)43 350 44 08.
- If you want to know more about one of the permits referred to below in this folder, contact the Safety and Liveability Team on 14 043 or via [horeca@maastricht.nl](mailto:horeca@maastricht.nl).

## The regulations

As a hospitality entrepreneur, you will have to deal with national legislation and local agreements that we in Maastricht have made.

> *The national legislation:*

### **Dutch Spatial Planning Act (Wet Ruimtelijke Ordening - WRO): zoning plan:**

The hospitality business that you want to start

up in a property must conform to the designated use as laid down in the zoning plan. If you have a property in mind and would like to know if you can start a hospitality business in it, you can find out its designated use from the municipal helpdesk by calling 14 043.

### **Dutch Environmental Permitting (General Provisions) Act (Wet algemene bepalingen omgevingsrecht - Wabo): conversion or listed building**

If you are going to convert an existing hospitality property or if you are setting up a business in a listed building, you will be subject to the Environmental Permitting (General Provisions) Act. This act governs the environmental permit. The environmental permit is a single, integrated permit covering construction, housing, listed buildings, spatial development, nature and the environment.

### **Dutch Licensing and Catering Act (Drank- en horecawet): permit for serving alcohol**

If you intend to serve your guests wine, beer or something stronger, the Licensing and Catering Act will apply. Of course, the zoning plan must allow a hospitality business to operate in your premises. If you intend to dispense alcohol in your business, you have to have a licensing and catering permit. At [www.gemeentemaastricht.nl](http://www.gemeentemaastricht.nl) under the heading 'meer onderwerpen' ('other subjects') and 'ondernemen' ('doing business') in the drop-down menu, you can read exactly what you must do to obtain that permit. If you are not able to manage it yourself, send an e-mail to [horeca@maastricht.nl](mailto:horeca@maastricht.nl).

> *Municipal regulations: permits and hospitality policy document*

### **Permits**

In Maastricht, you need a number of permits according to the type of hospitality business you intend to run. If you have any questions or would like to enquire about one of the permits below, please contact the municipality's Safety and Liveability Team on 14 043.

### **Shopping-related hospitality**

You have a shop and you wish to offer your customers a cup of coffee or a snack while they are shopping. That's no problem. However, there are several conditions:

- you may use only a part of your business for this purpose;
- your business must continue to have the appearance of a shop;
- you may not advertise this part of the business.

*If you would like to know the exact conditions you have to meet, please send an e-mail to [horeca@maastricht.nl](mailto:horeca@maastricht.nl).*

### **Operating permit: no alcohol, but rules**

You also need a permit if you don't intend to serve alcohol, but only soft drinks, coffee and tea or fresh smoothies. We call this an operating permit. For example, a snack bar, a lunchroom or a communal canteen require this operating permit. You need an operating permit even if you are going to be selling food from a vending machine or starting a take-away business. *If you have any doubts as to whether this applies to your new business, please send an e-mail to [horeca@maastricht.nl](mailto:horeca@maastricht.nl) and your question will be answered quickly.*

### **Terrace permit: using outdoor facilities**

We understand that a terrace can be very attractive for your hospitality business. You need a terrace permit for this, even if the terrace is on your own premises. Because a terrace helps to determine the appearance of the public space, we as a municipality have to be properly alert. For this reason, you do not have an automatic right to a terrace. It is possible only at locations where it is responsible and appropriate. Every terrace is unique. If you intend to establish a terrace on public land, you will have to pay the municipality frontage tax. *If you have any questions about this, please send them to [horeca@maastricht.nl](mailto:horeca@maastricht.nl)*

### **Notification of use: fire safety**

Een gebouw waar veel mensen samenkomen moet brandveilig zijn. Daar hechten we veel waarde aan in Maastricht. Kunnen er in uw pand meer dan 50 mensen tegelijk aanwezig zijn, dan moet u voordat u uw horecapand in gebruik neemt, een gebruiksmelding doen bij de gemeente. Met een gebruiksmelding laat u zien dat het gebouw brandveilig is. De aanvraag doet u via [www.omgevingsloket.nl](http://www.omgevingsloket.nl). Of u haalt bij het GemeenteLoket het meest actuele aanvraagformulier.

# Hospitality policy document: Maastricht's vision for the hospitality industry :

## Maastricht's vision for the hospitality industry

You will have your own ideas about the hospitality industry, and so does the municipality. Our vision for the hospitality industry in Maastricht is set out in a hospitality policy document, which is discussed and revised regularly. For example, we provide guidance on the way we would like to see the hospitality industry develop in our city. The Maastricht Business Contact Centre will help you achieve the best possible match between your plans and those of the city of Maastricht.



### **Gaming machine permit: gaming machines**

We want to keep the number of gaming machines in the city under control. For example, if you wish to install a fruit machine on your premises, you have to apply for a gaming machine permit. You will find the application form at [www.gemeentemaastricht.nl](http://www.gemeentemaastricht.nl).



## Maastricht is the ideal location for our catering concept

“My partner and I are both head chefs and we are originally from Finland. After seven years in Los Angeles and three in Bangkok, we were keen to return to Europe. We looked for the ideal location for our catering concept and found it in Maastricht. The city is not too big and not too small, its situation is perfect and has both students and tourists. There are already many good restaurants here, but we thought that this city was lacking a restaurant with an informal atmosphere that was open all day.

Needless to say, we had a great many questions about doing business in the Netherlands, the local regulations and the permits that you need in Maastricht. We received a lot of help from the Maastricht Business Contact Centre. They didn't refer us to a website, they really took care of us and gave us personal advice. The Famous American Bistro (FAB) is now up and running. Our kitchen is open from 8 a.m. to 10 p.m. We serve a mix of flavours from all over the world, prepared with good, honest produce. That has given us a taste for more. The plans for more branches in the south of the Netherlands are already on the table.”

Riku Erkkila

*FAB, Markt 6, Maastricht, [www.bistrofab.com](http://www.bistrofab.com)*

## About

### Maastricht Business Contact Centre

If you have any questions about starting a hospitality business in Maastricht or another question about doing business in Maastricht, get in touch with the Maastricht Business Contact Centre. Read below what we can do for you.

#### An enterprising partner

As an entrepreneur, you can count on Maastricht to provide the support you need. Although you are an independent entrepreneur, you're never alone. The Maastricht Business Contact Centre is there to help you get started. We are familiar with the procedures and the routes within the municipality, can answer your questions or direct you to a colleague who specialises in a specific subject. The Maastricht Business Contact Centre bridges the gap between your ambitions and the framework within which you will achieve them. We help you to find your way through the regulations and make constructive suggestions regarding the possibilities. Our help is free.

#### Contact and information

You can call us on +31 (0)43 350 4050 on weekdays between 9 a.m. and noon with your questions or to make an appointment, or e-mail to [bedrijfscontactpunt@maastricht.nl](mailto:bedrijfscontactpunt@maastricht.nl). We will also be happy to come to you if that suits you better.

We also hold regular consultations on site. You can find more information at [www.gemeentemaastricht.nl/bedrijfscontactpunt](http://www.gemeentemaastricht.nl/bedrijfscontactpunt). Separate brochures are available on 'A business location in Maastricht' and 'Home-based occupations and businesses in Maastricht'.



More info?

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