



V A L E N C I A

PRACTICAL
GUIDE
FOR
INTERNATIONAL
STUDENTS
IN VALENCIA



Universidad
Europea Valencia

LAUREATE INTERNATIONAL UNIVERSITIES

cont

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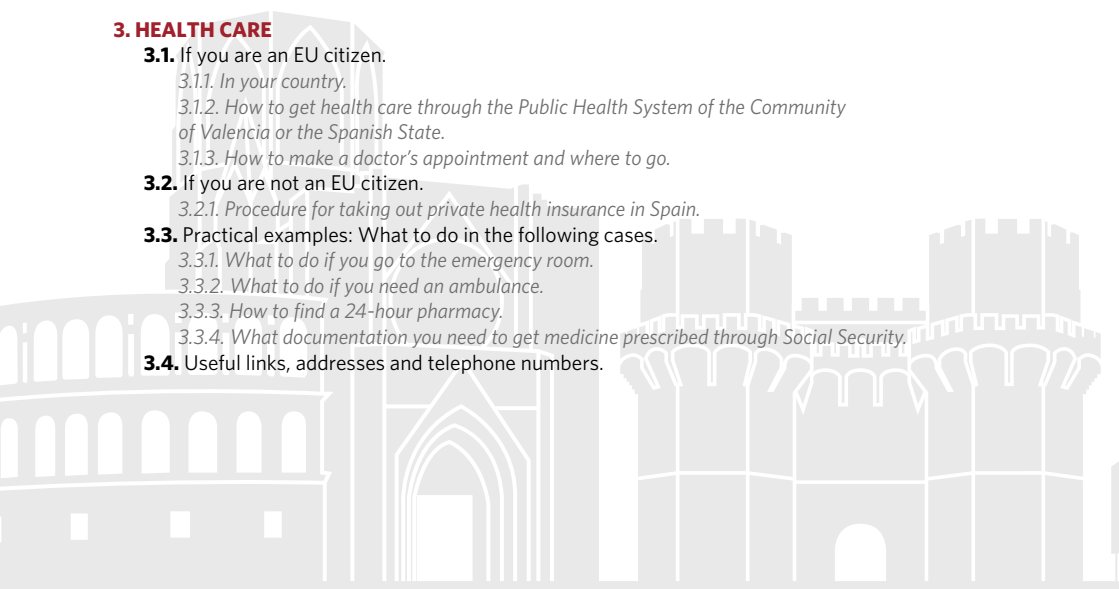
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WELCOME TO VALENCIA!

We have prepared this guide to make your stay in our city as easy as possible.

In it you **will find** complete information about your daily life, paperwork, entertainment, culture and the customs you will have to get used to during your stay, to make your time with us as easy as possible.

READY TO BEGIN?

The first steps...they may seem complicated but we're sure you will find them much easier now that you have all the information we've provided below.





DOCUMENTATION



1.1. Students from European Union countries.

To stay in Spain legally as a student you will need to complete the following procedures:

1.1.1. What documentation is needed for Spanish residence.

- 1. If you are staying for less than three months** you just need to have the valid passport or photo ID that you used to enter Spain.
- 2. If you are staying over three months**, as a citizen of a European Union Member State or other State party to the Agreement on the European Economic Area, **you are required to personally apply for registration in the Central Registry of Foreign Nationals** with the Immigration Office in your province of residence or at the appropriate Police Station. You should go to the International Student Office in Valencia-National Police Bureau of Immigration and Documentation.

**C/ Diputada Clara Campoamor
esquina Motilla del Palancar, 23
46019 - Valencia
96 307 98 00
infoex.valencia@seap.minhap.es**

If you prefer, you can go to the Immigration Office in the area you will be living in. To get the address, telephone numbers and business hours of the Immigration Office, visit the following website:

http://www.seap.minhap.gob.es/web/ministerio/delegaciones_gobierno/delegaciones/comunidad_valenciana/extranjeria.html#Valencia.Sede1

Keep in mind that you must submit your application **within three months of your arrival in Spain**, at which time they will immediately issue a registration certificate with your name, nationality and address, your Foreigner ID Number (NIE) and the date of registration. In addition to your registration application, you must bring your valid passport or national photo ID and the documentation listed below.



1.1.2. Required documentation for staying over three months.

To get the Registration Certificate you will need to bring:

- **Application form.**
- **Valid passport** or ID document.
- **Enrollment confirmation.**
- **European health card** or insurance card.
- **Affidavit** certifying your financial solvency for your time in Spain. Being enrolled in educational exchange programs in the European Union is considered sufficient proof of financial solvency.
- **Two passport-sized photos.**
- **Census certificate.**



The following additional documents are also usually requested:

- **Census certificate**

If you are applying **to live in Valencia**:

Visit the website:

https://sede.valencia.es/sede/registro/procedimiento/WEB_ASSET_CRG_0073

Online: through the link in the section called:

Processing - Online:

- **Without an electronic certificate:**
 - Request a census registration form: it will be sent by mail to the address used for the census within approximately 10 days.
 - Request a census certificate: it will be sent by mail to the address used for the census within approximately 15 days.
- **By phone:** call the Valencia Hotline at 010 ((+34) 96 310 00 10 if you are calling from outside the city of Valencia).
- **By mail:** send your request by mail to the following address: Dirección General de Estadística. Departamento de Datos Censales. C/ de Colón, 48, 46004 Valencia.
- **In person:** go to the Citizen Service Office (Online Valencia) in your district.

http://www.valencia.es/ayuntamiento/atencion_ciudadano.nsf/vDocumentosTituloAux/Atenci%C3%B3nPresencial-OficinasInformaci%C3%B3n?opendocument



Documentation:

• In-person requests:

Tax ID, or passport, or Foreign ID Card, or ID card if you are a citizen of the European Union.

• Requests by mail:

Written request signed by you, indicating:

- What you are requesting.
- Full name.
- Photocopy of your Tax ID, or passport, or Foreign ID Card or ID card for citizens of the European Union.
- Full mailing address where you want to receive information.
- Contact number.

- **Requests by Internet:** you do not need to submit documentation. You just need to fill out the fields of the application form.



1.2. Students from other countries.

1.2.1. What documentation is needed for Spanish residence.

As a student you can apply for different kinds of visas:

International students who are not residents or citizens of the European Union, Norway, Iceland or Liechtenstein will have to apply for a visa for the exact duration of the desired program. You will have to apply for it at the Spanish consulate in your country of origin or residence, as follows:

A. For stays of less than six months request a visa for 180 days. It is important to remember that 180 day visas cannot be

renewed in Spain, so you will have to apply for a new visa if you want to extend your stay. To do so, as an international student you must go to a Spanish embassy or consulate abroad, either in your country of origin or in a different country.

B. For studies or research that will last longer than six months, request a visa for the total time needed to complete your selected program. The embassy or consulate will issue you a visa valid for 90 days, which can be extended (for the total time needed to complete the program) once you are in Spain, as explained below in the section on the Foreigner ID Number (NIE).



You can get the address of the Spanish consulate or embassy in your country of origin at the website: www.maec.es for the Spanish Ministry of Foreign Affairs and Cooperation.

The embassy or consulate will tell you which documentation you will need to apply for the visa. Although the approximate wait time for a visa varies between four and six weeks, we recommend starting the application process at least two months before the start of your academic program so that you will be able to begin your classes on time.

1.2.2. Mandatory documentation for stays of over three months.

A. To help you, we have provided a list of the requirements and documents you will need to get a visa:

- **Passport that is valid for at least another six months** (to be provided by the student).
- **Document accrediting economic solvency** (to be provided by the student).
- **Letter of admission** to the educational institution (to be provided by Universidad Europea de Valencia)
- **Certificate of criminal record** (to be provided by the student).
- **Private medical insurance with repatriation coverage** (to be provided and paid for by the student). Below is a link to take out a policy with AON Seguros, although you may use a different company if you prefer:

www.aonstudentinsurance.com

For programs that involve time in a country outside of Europe, students should consider, together with their insurance company, the need to take out additional medical insurance to cover that time.

Any student wishing to attend any program at Universidad Europea may do the same.

PLEASE REMEMBER that the visa granted by Spain allows students to travel freely within all Schengen countries. The visa is not valid outside of this area.

B. Once in Spain

In addition to a visa you will need to apply for a **student residency card** or **Foreigner ID Number (NIE)**. You have a month from when you entered Spain before the visa runs out and you apply for it at the Immigration Offices of the National Police.

International students in Valencia - National Police Bureau of Immigration and Documentation.

C/ Zapadores,52
46006 Valencia
(+34) 96 335 11 06
(+34) 96 335 11 31/32/33

Documentation and process:

You must take your original passport and visa to any of these police stations, where they will schedule an appointment for you to have your fingerprints taken and pay the legally established fees.

You will be given an appointment and told which documents you have to bring, to prove that:

- You fulfill all the requirements for entering and staying in Spain, including a visa granted specifically for completing or extending your studies at any officially recognized public or private educational center (**passport and visa**).

- **You have been officially admitted** to an officially recognized public or private Spanish educational or science center for the purpose of completing or extending your studies or performing unpaid research or training work, including a schedule of the classes you will attend and an expected duration of no less than three months, including the curriculum or approved research or training **(letter of admission)**.
- That you have **sufficient financial solvency** to cover the cost of your studies, your stay and your return to your country, and to cover your family members as well, where applicable.
- You have guaranteed health care through a medical insurance policy with unlimited coverage in Spain **(health insurance)**.
- **Two (2) passport-sized photo- graphs** (3x4 cm).

- **Passport and visa.**
- **Letter of admission.**
- **Financial solvency.**
- **Health insurance.**
- **Two passport-sized photos.**
- **Census certificate.**

The following additional documents are also usually requested:

- **Census certificate.**

If you are applying **to live in Valencia:**

Visit the website:

https://sede.valencia.es/sede/registro/procedimiento/WEB_ASSET_CRG_0073

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Departamento de Datos Censales.
C/ de Colon, 48, 46004 Valencia.
- **In person:** go to the Citizen Service Office (Line Valencia) in your district.

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Documentation:

• In-person requests:

Tax ID, or passport, or Foreign ID Card, or ID card if you are a citizen of the European Union.

• Requests by mail:

Written request signed by you, indicating:

- What you are requesting.
- Full name.
- Photocopy of your Tax ID, or passport, or Foreign ID Card or ID card for citizens of the European Union.
- Full mailing address where you want to receive information.
- Contact number.

• **Requests by Internet:** you do not need to submit documentation. You just need to fill out the fields of the application form.

With the residence card they assign you a Foreigner ID Number (NIE). We do not recommend leaving Spain before you have this card as you may have difficulties coming back in. This document will let you stay in Spain for the duration of the studies you have enrolled in and you can extend it annually if you can prove that you still fulfill the required conditions at the time the extension is granted, as well as the conditions of the educational center you wish to attend.

In any case, for the renewal of authorization of stay for study purposes, international students must provide a certificate issued by the center where the studies will be undertaken accrediting that they fulfill the requirements for continuing said studies, or a favorable report on the progress of their research. You can get more information at the following websites:

www.policia.es

www.maec.es

www.interior.gob.es



1.3. Additional Documentation

As a student you are entitled to several discount cards during your stay in Spain, which are listed below:

1. UNIVERSITY STUDENT ID

This card is managed through the University's student affairs service and gives you great discounts at certain stores.

2. YOUTH CARD

This card is part of the European Network and is for young people aged 14 to 30. Card holders are entitled to discounts and services for young people throughout Europe on transportation, stores, sports, gifts, computer equipment, etc. It is valid indefinitely from its issue date until December 31 of the year you turn 30. It can be used in all the other Autonomous Communities of Spain and in the 41 European countries that are part of the program. It includes travel insurance with coverage anywhere in the world. The insurance goes into effect as soon as you get the youth card.

3. ISIC INTERNATIONAL STUDENT IDENTITY CARD

This card identifies its holder as a student and entitles you to discounts on

transportation, lodging, museum entrances, etc. You must be able to certify that you are a student. The card is valid from September of the current year through December of the following year, starting from the processing date.

4. FYTO (FEDERATION OF YOUTH TRAVEL ORGANIZATIONS)

This is the name of the international youth identity card. This document has the same benefits as the international student identity card, but you do not have to be a student to get it. The card is valid from September of the current year through December of the following year, starting from the processing date.

5. YOUTH HOSTELS (REAJ - IYHF)

This lets you stay at the 206 youth hostels in Spain (Spanish Youth Hostel Network or REAJ) and at the more than 4,200 hostels in other countries that are members of the International Youth Hostel Federation (IYHF).

It is available to foreign nationals over the age of 14.



1.4. Useful links, addresses and telephone numbers



National Police: <http://www.policia.es/>

Ministry of the Interior:

<http://extranjeros.empleo.gob.es/es/InformacionInteres/>

(In this section you can find information sheets on immigration permits with details on the requirements and conditions for obtaining a permit, procedures, required documentation, deadlines, where to submit applications, fees, etc. You can also find a list of online services offered by the various ministries, a directory of Immigration Offices and Spanish consulates in other countries and information on the voluntary return of foreigners to their countries of origin.)

Youth card information:

<http://www.gvajove.es/ivaj/opencms/IVAJ/es/carnetjove/>

Información carné FYTO:

<http://www.isic.org/>



Addresses for information and processing of youth cards in Valencia:

TURIVAJ VALENCIA OFFICES

C/ del Hospital, 11, 46001, Valencia

Teléfono: (+34) 96 310 85 70

Fax: (+34) 96 310 85 71

C/ Guardia Civil, 21-Bajo,

46020, Valencia

Teléfono: (+34) 96 310 86 70

Fax: (+34) 96 310 86 71

EU student card information:

<http://valencia.universidadeuropea.es/soy-alumno-uev/atencion-al-estudiante/carne-universitario>

International student identity card information: <http://www.isic.org/>

FYTO card information: <http://www.isic.org/>

Youth hostel information:

<http://www.reaj.com/>

Community of Valencia website:

<http://www.gva.es/es/inicio/presentacion>

Community of Valencia information about youth cards:

<http://www.gvajove.es/ivaj/opencms/IVAJ/es/carnetjove/>

Regional Youth Information and Documentation Center (CRIDJ)

<http://www.ivaj.es>

(+34) 96 398 59 48, (+34) 96 398 59 82

Teléfono de INFORMACIÓN AL PÚBLICO:

(+34) 96 398 59 70

email: infoivaj@ivaj.gva.es





ACCOMMODATION



CONTENTS

2.1. Rental contract. Contract types.

Rental contracts are usually standard contracts that you should read carefully.

If you want to rent an apartment by yourself to live in during your time at the university, the landlord will usually give you a standard contract detailing the rental conditions, the most important of which include:

- 1. Assignment:** it will detail the instructions you must follow while living in the apartment. If you fail to comply with any of them you could lose the apartment.
- 2. Term:** it will indicate how long you will have the rental before it needs to be renewed. You can negotiate the contract term if you wish.
- 3. Rent:** a very important point indicating the amount of the monthly rent and the deadline for paying it. You usually have to pay during the first week of each month, and a bank account number is given to you for you to deposit the rent.
- 4. Expenses:** it will detail the expenses of living in the apartment. You will have to pay the general expenses: electricity, water, gas, telephone, DSL, etc. The contract may also include the IBI

(Property Tax), which is paid once a year, usually by the owner, as well as the monthly building association fee. These two line items, the IBI and the building association fee (called "comunidad") can usually be negotiated with the landlord.

5. Security deposit and Bank guarantee:

the owner will require you to pay a security deposit, usually one or two months' rent, when you sign the contract. Keep in mind that the security deposit cannot be used to pay rent, so the landlord should never use it to cover your rent if there is a month when you cannot pay. The security deposit is used to cover any possible damage that may exist when you leave the apartment at the end of the rental contract.

A bank guarantee, on the other hand, means that a third party –the guarantor bank– will be responsible for paying your rent in the event of a default. Landlords often request bank guarantees to prevent possible defaults. If they do, remember that the money will be held at the bank until the end of the rental contract.



2.2. How to get a bank guarantee, if required.

To request a bank guarantee you just have to open an account at the Spanish bank of your choice. You will need your Foreigner ID Card (NIE) or Residence card.

Once you have opened an account, you can request the guarantee required by the landlord by doing the following:

If you need a bank **guarantee** the **bank will take the guarantee amount and set it aside in a blocked deposit**. For example, if your monthly rent is €600 and the landlord requires a guarantee to cover three months in the event of default, you must deposit €1,800 in the bank. In addition to the guarantee amount, you will have to pay the bank a quarterly fee, which is usually around €25. You will also have to pay the fees usually charged by the finance company for analyzing, opening and riskassessing the

guarantee; these commissions usually range between 0.5% and 1%.

The **bank is responsible for** organizing the documentation and processing the transaction. Finally, to complete the transaction they will call you to sign the document in the presence of a notary and they will give you the guarantee, which you must then give to the landlord.

The **beneficiary of the guarantee**. This is none other than the landlord, so if they cannot collect the rent, **they can go to the bank and use the guarantee to get the money**.

To do so, the landlord must prove that you have defaulted on your rent.

2.3. What kind of advice you need. Where to get it.



1. Directly from the landlord.

2. From a real estate company; there are many to choose from in Valencia and if one has a rental you are interested in you can manage everything through them.

Keep in mind that real estate companies charge you a commission for their services, which is usually one month's rent.





2.4. Useful services and utilities when you rent an apartment.

2.4.1. Services you may need

Remember that landlords must always have **homeowners insurance**. Many of these policies include coverage for any problems that may occur in the home. For example: you need a locksmith because you locked your keys inside and you can't get in, or a water pipe breaks and you need a plumber, etc. When you have a problem you should call your landlord right away to find out what you need to do.

You can find a wide range of professionals to help you at the following websites:

- **YELLOW PAGES:** in print or on the Internet, listing all the companies and services in Valencia.

www.paginasamarillas.es/es/valencia/

- **VALENCIA BUSINESS DIRECTORY:**
<http://www.valenciaciudad.net/>



2.4.2. Utilities you need to contract.

If the landlord requires you to take over the utilities for the apartment, you will have to either put the existing account into your name, or if there is no existing account, open up a new one in your name.

Listed below are the utilities you will need and contact information so you can make the necessary arrangements.



WATER

You will have to contact the **Aguas de Valencia**. You can find information and documentation on their website.

<http://www.aguasdevalencia.es/Clientes/Contrataci%F3n/>

Options for paying the water bill:

1. The landlord receives the bills and tells you the amount you have to pay each month.
2. The landlord, as the owner of the account, arranges it so that the monthly payments are directly debited from your account; you will have to provide the following information:
 - Full name.
 - NIE.
 - Bank account number.
 - A phone number to contact you.



ELECTRICITY AND GAS

Here you have several options, as the market has been deregulated. You can choose from the following companies: IBERDROLA, ENDESA, UNIÓN FENOSA, EON.

Just as with the water contract, you can either put the account in your name or open up a new account. If you change the name on the account you will need the landlord to provide a document stating their and your information to make the change.

Keep in mind that it is managed differently at each company, so the best thing to do is to make the change over the phone, following the instructions they give you.

Iberdrola

You will need to have an Iberdrola bill or the NIF/NIE (Spanish ID number) of the person whose name is on the contract. You can get information from Spain or abroad at:



TELEPHONE NUMBERS - LANGUAGES

Language	Calls from Spain	Calls from abroad
French	900 322 033	(+34) 96 232 80 22
English	900 322 044	(+34) 91 649 63 30
German	900 322 049	(+34) 96 232 80 21
Spanish, Catalan, Basque and Valencian	900 322 235	(+34) 91 649 63 28

Endesa

As with Iberdrola, you can make the arrangements over the phone with Endesa, and they will tell you the steps you need to take.

Unión Fenosa

You can open an account online or over the phone, and you will need to have:

- Recent electricity bill.
- NIF/NIE (Spanish ID number) or passport.
- Bank account number.

EON

You can open an account online or over the phone. They will tell you which information you need.

As with other companies, you will need to have:

- Recent bill.
- NIF/NIE (Spanish ID number) or passport.
- Bank account number.

Options for paying the electricity and gas bill:

1. The landlord receives the bills and tells you the amount you have to pay each month.
2. Set up a direct debit from your account using the information from a recent electricity bill, and the following:
 - Recent bill.
 - Full name.
 - NIE or passport.
 - Bank account number.
3. Another option is putting everything into your name, and when the rental contract ends the landlord just has to change it all back. This is free to do and you will need:
 - Recent bill.
 - Full name.
 - NIE or passport.
 - Bank account number.





TELEPHONE AND INTERNET

There are many telecoms to choose from for landlines and cell phones. Below are the ones that offer both services:

- **MOVISTAR:** telecom providing fiber optics to homes.
- **ONO:** telecom providing fiber optics to homes.
- **VODAFONE:** cell phone company with options for landlines (recent merger with ONO).
- **ORANGE:** cell phone company with options for landlines.

In section 4 of this guide we explain the steps for getting cell phone or Internet service in more detail.

You can get a telephone and Internet package with any of these four companies. We recommend looking into current offers and figuring out which is best for you before deciding on one.



2.5. Useful links, addresses and telephone numbers.

The Regional Government of Valencia, through its Department of Higher Education and Research, offers a "Virtual University Accommodation" service where university students can find all kinds of

accommodation options (shared rooms, home stays with families, apartment rentals, etc.) in the Community of Valencia.



Website for shared apartments:

<http://www.pisocompartido.com/>

Popular sites for finding apartments by area:

Fotocasa:

<http://www.fotocasa.es/>

Idealista:

<http://www.idealista.com/>

Pisos.com:

<http://www.pisos.com/>

Segunda mano:

<http://www.segundamano.es/>

Mil anuncios:

<http://www.milanuncios.com/>

Utilities

AGUAS DE VALENCIA:

(+34) 96 386 06 00

oficinavirtual@aguasdevalencia.es

IBERDROLA: 900 225 235(*)

<https://www.iberdrola.es>

ENDESA: 800 760 909(*)

<http://www.endesaclientes.com/>

UNION FENOSA: 900 333 555(*)

<http://www.gasnaturalfenosa.es/>

EON: 900 118 866(*)

<http://www.eonclientes.com/>

MOVISTAR: 900 016 655(*)

<http://www.movistar.es/>

ONO: 800 400 307(*)

<http://www.ono.es/>

VODAFONE: 1444

<http://www.vodafone.es/>

ORANGE: 1414

<http://www.orange.es/>

(*) Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.





HEALTH CARE



3.1. If you are an EU citizen.

3.1.1. In your country.

You must get a European Health Card through the local health authority in your country.

3.1.2. How to get health care through the Public Health System of the Community of Valencia or the Spanish State.

The Spanish state covers the health care needs of all its citizens through the National Health System managed by each Autonomous Community. In general it only covers health care; dental and eye treatments (other than general consultations) are excluded and you will need to go to a private medical service for them. Citizens of European Union member countries or Iceland, Lichtenstein, Norway and Switzerland may use Spain's health care services during their time studying or doing research by presenting their European health card. You can get this card by contacting your local health authority, which is the agency responsible for producing and distributing the card in each country.

For more information:

https://sede.seg-ocial.gob.es/Sede_1/ServiciosenLinea/Ciudadanos/index.htm?ssUserText=232000

3.1.1. How to make a doctor's appointment and where to go.

To make an appointment at your Health Center:

1. You must determine which **Health Center** corresponds to your home address. You can find out by searching on:
<http://www.san.gva.es/>
You just have to go to the site, click on **localizador de centros**, enter your information and it will indicate your health center.
2. Call the center by phone to **make an appointment**; an operator or recording will ask you for your date of birth and will confirm your name, then give you the time slots available and finally confirm the date and time you have chosen.



3.2. If you are not an EU citizen.

Medical insurance is mandatory for any international student who requires a visa to study in Spain (that is, students who are not residents or nationals of EU countries, Norway, Iceland or Liechtenstein). By not taking out this insurance you assume the risk of not receiving adequate medical assistance.

3.2.1. Procedure for taking out private health insurance in Spain.

You can take out an insurance policy with AON Seguros, through the link below, or with any other company of your choice. You are responsible for the cost and processing of the insurance policy.

www.aonstudentinsurance.com

If you are going to attend a program that involves time in a country outside of Europe, you should consult with your insurance company on the need to take out additional medical insurance for that time.

This insurance can be taken out by any student attending any of the programs offered by Universidad Europea de Valencia.

There are several companies that provide private medical insurance in Spain, apart from the one mentioned above. They include: Sanitas, Asisa, Mapfre, Generalli, Santa Lucia, DKV, etc.

3.3. Practical examples: What to do in the following cases.

3.3.1. What to do if you go to the emergency room.

If you go to an emergency room in the social security system, whether it be your Health Center or the Hospital, the first thing they will ask you for is your Health Card. If by chance you still don't have it, they will ask for your NIE (Foreigner ID number) and personal details to check your situation. You will never be denied care, but you will have to confirm your registration in the social security system afterwards if you do not want to have to pay. If you go to an emergency room from your private insurance, it is just as easy. You can go to any of the hospitals or health centers listed in your insurance policy, and you just have to show your Insurance card and they will be able to process your case.

3.3.2. What to do if you need an ambulance.

To call an ambulance in the social security system, call 112 and indicate the reason for your emergency. The ambulance will pick you up and bring you to the nearest hospital.

If you have private insurance, you will have been provided with a telephone number to call in these situations. The ambulance will pick you up and bring you to the corresponding health center.

3.3.3. How to find a 24-hour pharmacy.

To find the closest 24-hour pharmacies to your location, go to the web page for the Valencia Pharmacists Association and use the search engine to enter your address and find the closest pharmacies that are open 24 hours.

http://www.redfarmaceutica.com/farmacia/dsp_farmaciasguardia.cfm

3.3.4. What documentation you need to get medicine prescribed through Social Security.

You will have to show your **European Health Card** and **the prescription given to you** by your primary care doctor. Sometimes they also ask to see **your NIE (Foreigner ID number) or passport**, so we recommend you always bring it with you.

3.4. Useful links, addresses and telephone numbers.



European Health Card information and student coverage:

<http://www.seg-social.es/>

To find the address of your Health Center:

<http://www.san.gva.es/>

Social Security emergency number:

112

Private health insurance options:

AON: 31(0)104488270

www.aonstudentinsurance.com

Sanitas: 901 441 004 (*)

<http://www.sanitas.es/>

Asisa: 902 010 010(*)

<http://www.segurosasisa.es/>

Mapfre: 902 204 060(*)

<http://www.mapfre.es/>

Generali: 902 400 300(*)

<http://www.generali.es/>

Santa Lucía: 902 242 000(*)

<http://www.santalucia.es/>

DKV: 902 499 499(*)

<http://dkvseguros.com/>

(*) Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.





CELL PHONE, PHONE CARDS, INTERNET



4.1. How to get a cell phone contract.

4.1.1. Types of contracts.

4.1.1. a. Prepaid card. Procedure for getting a prepaid card and phone options.

Getting a prepaid card is easy:

1. There are various telephone websites online where you can buy a prepaid card. (Example: on Tuenti you can buy them through the website, and there is a customer service chat and competitive prices. Or you can buy them at the following stores: Telecor, Caprabo, El Corte Inglés, Hipercor, Supercor, the post office, Movistar distributors, Eroski, call shops, newsstands, etc.)
2. To buy one you need to fill in your personal information as well as your NIE or passport number.
3. You can put as much money on the card as you want.

Options for getting a phone:

A good idea is to bring an unblocked phone with you and buy the SIM card of your choice, that way you won't have any roaming problems when you get to Spain.

If you want, you can buy a phone at the same place you buy the card, or through promotions offered by telecoms for signing up for a contract.

4.1.1. b. Contract. Procedure for getting a contract and phone options.

If you want to get a contract with a specific telecom, you will have to provide your personal information and a bank account number for the monthly bills to be directly debited. You will need to have:

- NIE (Foreigner ID card) or passport.
- Bank account number.

If you want to buy a phone: the various telecoms offer good promotions for buying phones, and sometimes you can even get them for €0.

If you already have an unblocked phone, you can just buy a new SIM card.



4.1.2. Telecoms in Spain.

Listed below are the most popular:

MOVISTAR:

<http://www.movistar.es/>

ONO:

<http://www.ono.es/>

VODAFONE:

<http://www.vodafone.es/>

ORANGE:

<http://www.orange.es/>

TUENTI:

<https://www.tuenti.com/movil>

SIMYO:

<http://www.simyo.es/>

PEPEPHONE:

<http://www.pepephone.com/>

YOIGO:

<http://www.yoigo.com/>

Below is a link to a page where you can see all the telecoms in Spain and choose the one that is best for you.

<http://www.moviles.com/operadores>

4.2. Phone card. Where you can buy them.

You can buy prepaid phone cards at call shops, newsstands and tobacco stores, as

well as at shopping centers (El Corte Inglés, Carrefour, etc.) and post offices.

4.3. Internet. How to get Internet service.

If you are just looking for an Internet plan and not a landline, it can be a way to pay less for your DSL, although it does not always make financial sense to not have a landline.

The most popular companies are: Movistar, Vodafone, Ono and Orange. Although other telecoms also offer this option, so you should carefully determine which has the best rates and be sure to look out for possible extras that could raise the final price on your bill. The telecoms that offer fiber optic connections to homes are Movistar and Ono.

Although the DSL + CELL system is also a good option, it is the subject to the

coverage existing in your area.

To sign up for Internet service, call the telecom you have chosen and indicate which plan you are interested in.

They will ask you for:

- **Personal details:** full name, address, etc.
- **NIE (Foreigner ID card) or passport.**
- **Bank account number.**
- **Telephone number or e-mail address to contact you.**

4.4. Useful links, addresses and telephone numbers.



MOVISTAR: 900 016 655(*)

<http://www.movistar.es/>

SIMYO: 1644

<http://www.simyo.es/>

ONO: 800 400 307(*)

<http://www.ono.es/>

PEPEPHONE: 902 337 373(*)

(+34) 871 570 391

<http://www.pepephone.com/>

VODAFONE: 1444

<http://www.vodafone.es/>

YOIGO: 1707 - 800 622 801(*)

<http://www.yoigo.com/>

ORANGE: 1414

<http://www.orange.es/>

TUENTI:

<https://www.tuenti.com/movil>

() Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.*





TRANSPORTATION



5.1. From Valencia airport.

There are several means of public transportation available to take you from the airport to anywhere you want to go in Valencia. For more detailed information, see the diagram on page 30 to find out where to get them and where each one goes:

METRO:

Line L3 (red): Rafelbunyol - Airport

Line L5 (green): Marítim Serrería - Torrent Ave. / Airport

EMT CITY BUSES:

Line 150: Airport-Valencia / Valencia-Airport

TAXIS

Every terminal has a **taxi stand outside the arrivals area** which is duly signposted. Official taxis are white.

To get a taxi you must go to the taxi stand. Ignore anybody who offers their services inside the terminals. Make sure the taxi driver has started the meter at the beginning of the trip (lowering the flag). Request a receipt if you plan to lodge a complaint.

Set fare to/from the airport

In 2014, the Valencia Government Price Commission approved a new flat-rate taxi fare for trips from the Valencia Airport, as follows:

- Fare from the Valencia airport to within the Valencia city limits. €20
- Fare from the Valencia airport to within the capital, between Calle Serrería and the sea (beach, port and marina): €23
- Fare from the Valencia airport to other destinations: minimum of €12



5.2. How to get around Valencia.

5.2.1. City transportation options.

Below are descriptions of the various forms of city transportation you can use to get around the city of Valencia:

BUS

EMT Valencia is the local city bus company. The buses are red and there are 44 day routes, 13 night routes and 2 summer routes.

They run very well and on their website you can find out which bus you need to take to get to any point in Valencia, along with the waiting times at stops, etc.

They also offer free Wi-Fi on their buses.

Below are the different ways to pay for your trip:

One-way ticket: €1.50

Bonobús pass: (€2.00 for the card) €8.00

Bono Transbordo pass: (€2.00 for the card) €9.00

T1/T2/T3: (€2.00 for the card) €4.00 / €6.70 / €9.70

Personal MÓBILIS card:

Transport Pass:

(card costs €5.00)

Personal rechargeable card: €45.00

Temporary passes for unlimited travel for 30 days from the validation date.

Using it on the bus: Show and validate.

Personal and non-transferable. To get the Transport Pass, bring the following documentation to an authorized point of sale: 1 passport-sized photo and 1 photocopy of your I.D. The cost to process the card is €5.00.

Price: Zone A: €45.00, Zone AB:

€58.30, Zone ABC: €68.70, Zone ABCD:

€79.10. Valid on: EMT and Metro for the corresponding zones. Where to recharge them: You can recharge them in tobacco shops, authorized news stands and Metro stations.

Where to buy them: At Metro stations, AVM, and at tobacco shops and kiosks.

EMT Jove

Transport Pass:

(card costs €3.00)

Personal rechargeable card: €30.00

Monthly pass for young people under 25 years old with registered address in the city of Valencia and/or who are studying at the city's Official Education Centers.

Temporary pass for unlimited travel on the EMT Valencia network for 30 days from the date of validation. Using it on the bus: Show and validate. Personal and non-transferable.

Price of the monthly pass: €30.00

Valid: on the entire EMT network

Get it: At any EMT Customer Service Offices.

Necessary documentation:

-You must bring the original and a photocopy of the following documents:

1. Valid I.D. card (NIE or passport).
2. Certificate of residence in Valencia (dated a maximum of 3 months before) or a Certificate of Enrollment at an Official Education Center of Valencia for the current year.

-The pass must be requested by the applicant in person; if the applicant is a minor, they must come with their guardian or legal representative.

-Annual renewal. For the annual renewal you have to bring all the documentation indicated above, along with your EMTJove card.

Application form: You can fill it out at the EMT Customer Service Office or download it at:

https://www.emtvalencia.es/ciudadano/images/stories/pdf/Tarifas_Titulos/AF_Formulario_EMTjove%20AR.pdf

(you have to submit two copies of the completed document).

During the trip: You must carry your I.D. card for possible inspections on-board.

Recharge it: Online at <https://www.emtvalencia.es/> or at any of the three EMT Customer Service Offices (bring your I.D. card).

Non-personal MÓBILIS cards

BONOBÚS pass:

10 trips within the EMT network. Each trip must be a maximum of 1 hour long with unlimited transfers between EMT buses.

Price: €8.00

Valid: Only on EMT

Where to buy and recharge them: tobacco shops, news stands, OpenCor stores and EMT Customer Service Offices.

Recharge online: www.emtvalencia.es.

BONO TRANSBORDO pass:

Valid for 10 trips on EMT or within zone A of the Metro. You can make one transfer between 3 and 50 minutes after the initial validation, between the EMT and the Metro or between EMT lines. Transfers from an EMT bus to another bus on the

same line are prohibited.

Price: €9.00

Valid: EMT and zone A of the Metro.

Where to buy and recharge them: tobacco shops, authorized news stands and Metro stations.

T1/T2/T3:

Unlimited trips for 1 person for 1, 2 or 3 days. Recommended for visitors and tourists.

Price: €4.00/6.70/9.70

Valid: EMT and zone A of the Metro.

Where to buy and recharge them: tobacco shops, authorized news stands.



VALENCIA METRO:

You can get on **with a bicycle** at any station in the entire Valencia Metro network at the following times:

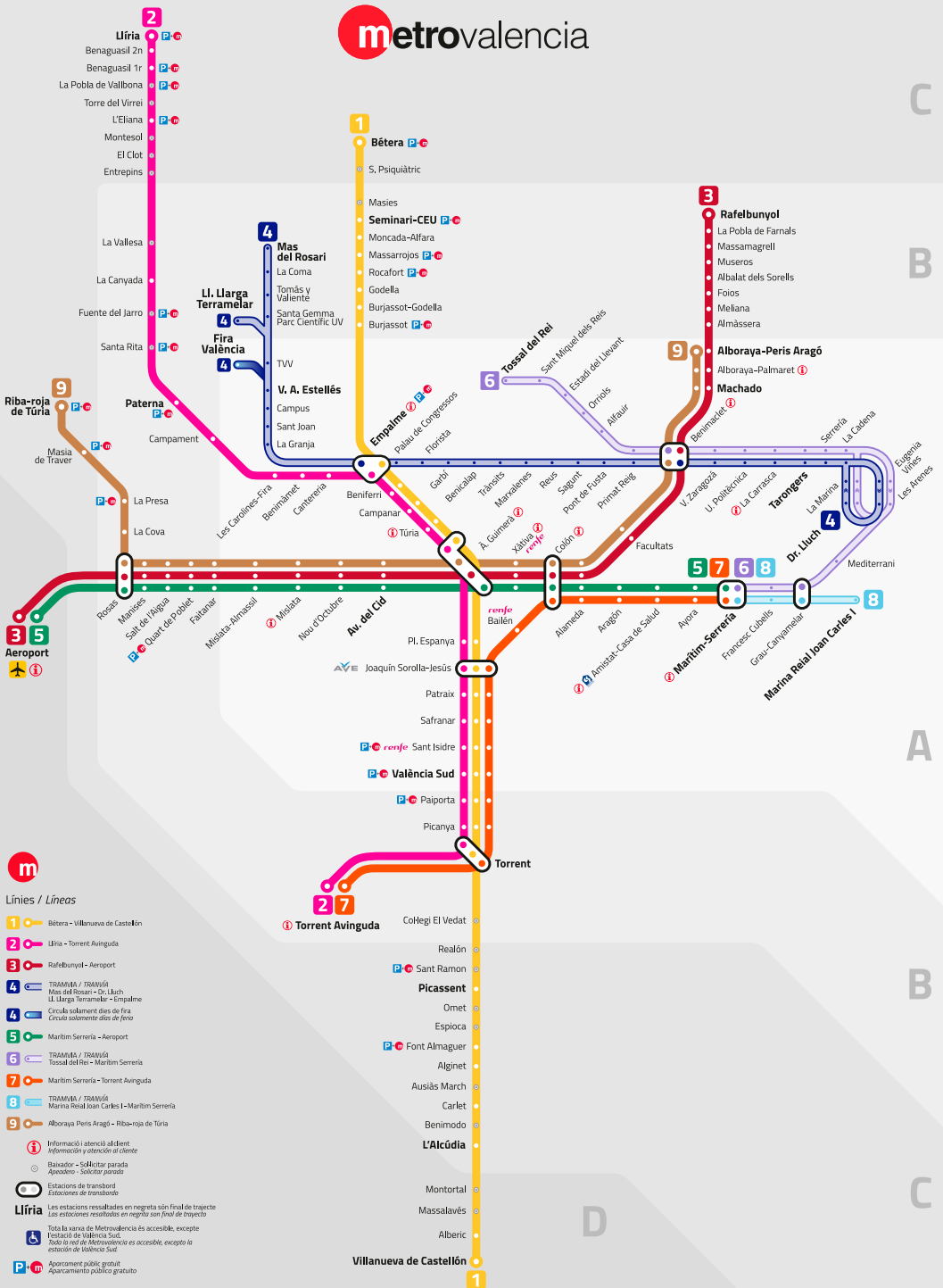
SATURDAYS, SUNDAYS AND HOLIDAYS: during all hours of service.

MONDAY TO FRIDAY: from 10:00 am to 12:30 pm and from 9:00 pm until the end of service.

<http://www.metrovalencia.es/page.php>

http://www.metrovalencia.es/wordpress/?page_id=304





Línies / Líneas

- 1** Bétera - Villanueva de Castellón
- 2** Liria - Torrent Avinguda
- 3** Rafelbunyol - Aeropuerto
- 4** TRAMVIA / TRAVIA Mas del Rosari - Dr. Lluch / L. Llarga Terramelar - Empalme
- 4** Circula solament dies de Fira / Circula solament días de feria
- 5** Maritim-Serraia - Aeropuerto
- 6** TRAMVIA / TRAVIA Tossal del Rei - Maritim-Serraia
- 7** Maritim-Serraia - Torrent Avinguda
- 8** TRAMVIA / TRAVIA Marina Real Joan Carles I - Maritim-Serraia
- 9** Alboraya Peris Aragó - Riba-roja de Túria

- i** Informació i atenció al client / Información y atención al cliente
- o** Balneario - Solicitar parada Ajuntament - Solicitar parada
- o** Estacions de transport / Estaciones de transporte

Liria les estacions residuals en negreta són final de trajecte / Las estaciones residuales en negrita son final de trayecto

Tota la xarxa de Metrovalencia és accessible, excepte l'estació de València Sud. / Todo el red de Metrovalencia es accesible, excepto la estación de Valencia Sud.

- P** Aparcament públic gratuït / Aparcamiento público gratuito

C
B
A
B
C
D



CERCANÍAS RENFE:

You can also get around Valencia and its surrounding area using the Cercanías train system. The map is on the following page.

PRICES:

- **One-way ticket:** valid for one trip any day of the week.
- **Round-trip ticket:** the price is the same as for two one-way tickets, and the ticket for the second leg can be used anywhere within the zones where the original trip occurred; it does not have to be the exact reverse route. The first leg must be taken within two hours of buying the ticket, while the second leg can be taken anytime through the end of the following day.
- **Bonotren:** pass for 10 one-way tickets, valid for a month starting on day n (when validated) until day (n-1) of the following month. The trip must be taken within two hours of validating the ticket. It can be used by more than one traveler at the same time, as long as all travelers have the same origin and destination.
- **Unlimited pass:** unlimited trips for a month. Personal pass.
- **Abono Estudio pass:** this is a product designed for students who are enrolled at universities and official educational centers. The Abono Estudio pass allows you to take unlimited trips on a particular route for a certain period of time. It is valid for an entire quarter of the academic year (Oct.-Dec., Jan.-Mar., or April-June 15). You can buy it at any Renfe Cercanías station by bringing your student I.D. card or a photocopy of your enrollment at a learning center. It is a personal pass, so it may only be used by the holder of the student I.D. card. It can be purchased up to 15 days before the

beginning of its validity period.

It is not sold for the JUL-AUG-SEP quarter.

When travelers are asked to show the Abono Estudio Pass at access control points or on-board by official personnel, they must show it along with their Spanish I.D. card or equivalent identity document.

If you have any questions, you can call: 902 320 320, or call the Valencia Cercanías Customer Service line at: (+34) 96 335 7400, or send an e-mail to: Cliente Cercanías Valencia.

- **Renfe&Tú card:** this gives you quicker access to the train platform by speeding up validation and reducing lines at turnstiles.

It looks like a credit card, but instead of having a magnetic strip it has a chip, so you just need to pass the card four inches from the reader at the top of the turnstile.

You can get the application form at any point of sale or through the Renfe website, where you can conveniently fill it out and print it to be submitted at the ticket booth. You buy the card at any point of sale by paying €2.00 and submitting the required documentation (Spanish I.D. card, passport-sized photo, documents justifying your eligibility for discounts, etc.).

The card includes your name, a picture, and your I.D. number, and you can load it with any valid transport pass, but not more than one at once. It can be recharged at ticket booths and self-service machines on the Cercanías network; you must validate your trips at the access control points, or if there are none with the checkers, before getting on-board.

5.2.2. Inter-city transport

LEVANTE-EMV.COM MetroBus is the Valencia Metropolitan Bus company, also known by residents as “yellow buses.” They provide service between the city and the entire metropolitan area, as well connections between different suburbs. It is comprised of a total of 8 bus companies: Auvaca, Edetania Bus, Avsa-Autos Vallduxense, Fernanbus, Autobuses Buñol, Autobuses Herca, Urbetur and Alsa.

When MetroBus was launched, to provide regular services on Valencia’s metropolitan bus lines (58 lines), all these companies had to paint their fleet of inter-city buses yellow so that travelers could easily identify them. In addition to the regular lines that cover more than 80 municipalities in the province,

there are temporary summer lines that go to the beach.

EMT has pricing to suit the needs of any travelers, whether residents or tourists.

Lost cards:

One of the advantages of Móbilis is that it allows travelers to register their card so that if it is lost or stolen they can recover the EMT trips that were on it that hadn’t been used.

To register a card, you just have to fill out the form on the website www.emtvalencia.es or call toll-free **900 15 85 15 (*)**.

() Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.*



5.3. If you want to travel around Spain from Valencia.



There are many means of transportation to travel from Valencia to other points in Spain:

BY PLANE:

You can fly to any Spanish province from Manises Airport, located 5 miles west of Valencia between the towns of Manises and Cuart de Poblet.

BY TRAIN:

The AVE, ALVIA and AVANT high-speed trains run to many cities in Spain. If you need information on routes, prices or schedules, you will find their website address on the Useful Links page.

BY BUS:

This is the most economical means of transportation. Valencia has a large bus station where most buses depart and arrive: the Valencia bus station is located at Avenida Menéndez Pidal, 13.

Companies that operate at this station:

- Alsa .
- Billman.
- Herca.



5.4. Useful links, addresses and telephone numbers.



EMT: (+34) 96 315 85 15

<https://www.emtvalencia.es/ciudadano/index.php>

ALSA: 902 422 242(*)

<http://www.alsa.es>

METRO: 900 46 10 46(*)

<http://www.metrovalencia.es/>

Transport Consortium of the Community of Valencia:

012 - (+34) 96 340 47 15

RENFE: (+34) 91 372 94 01

<http://www.renfe.com>

VALENCIA BUS STATION:

(+34) 96 346 62 66

() Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.*





ABOUT THE UNIVERSITY



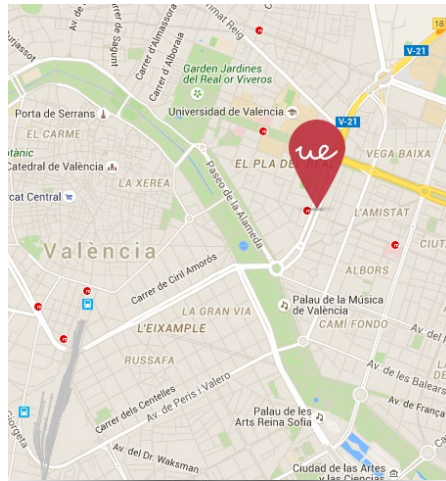
6.1. Directions to: Campuses and Clinics.

6.1.1. Valencia Campus

Europa Building
Avenida Aragón 30
46021 Valencia

A,B, C Buildings
Calle General Elio 2, 8 and 10
46010 Valencia
University operator: (+34) 96 131 85 00
Fax: (+34) 96 131 81 89
Tel. 902 930 937(*)

Valencia Dentistry Clinic
Calle Alfambra 4, ground floor.
(on the corner of Calle Guadalaviar)
46009 Valencia
Tel. (+34) 96 347 32 52



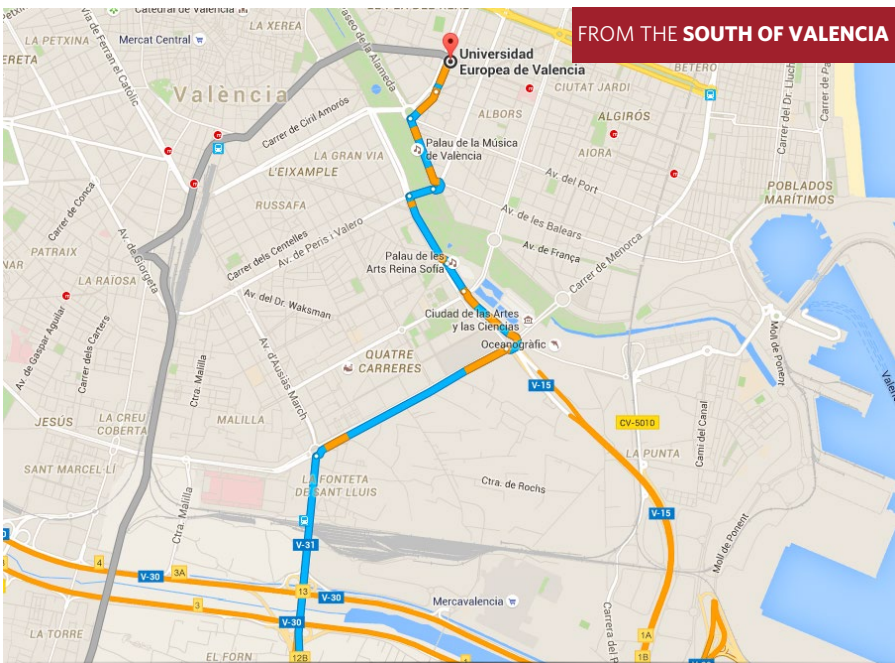
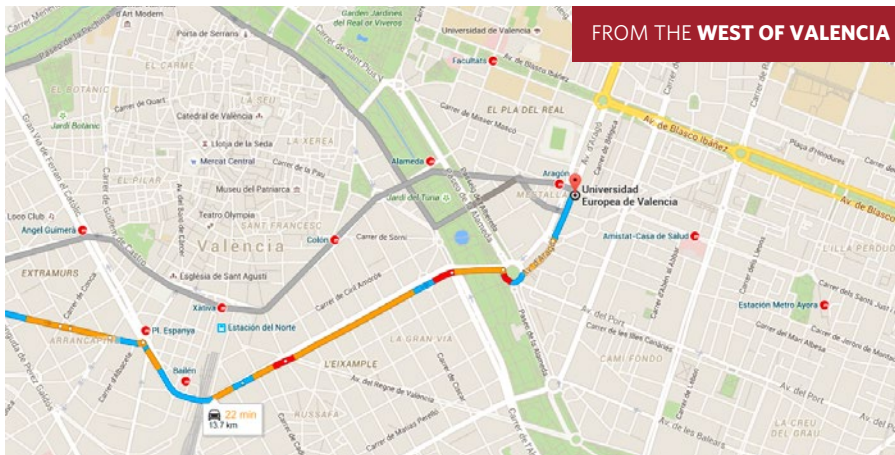
If you have a GPS system, the correct address is:

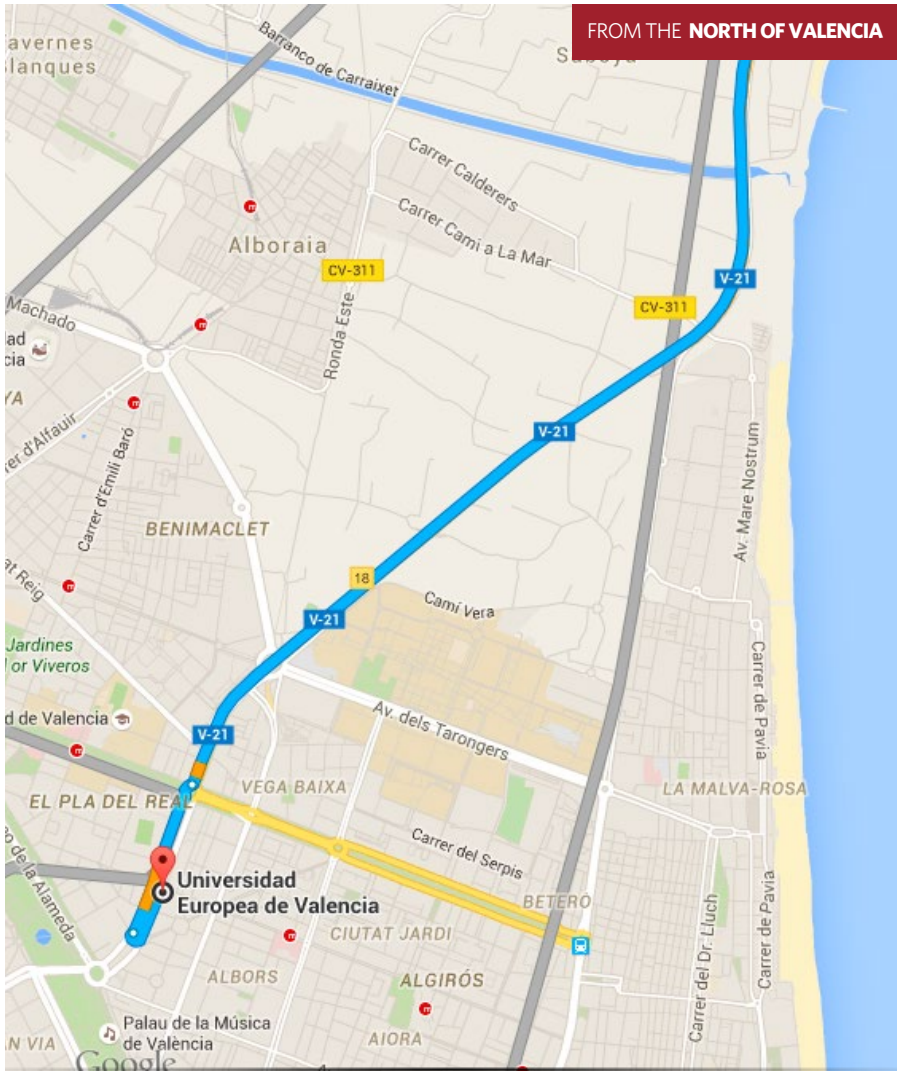
**Avenida de Aragón, 30
46021 Valencia**

GPS coordinates:
39.472332, -0.357260

(*) Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.







6.2. What to do when you arrive and whom to contact.

Each School has an international mentor who will help you resolve your doubts about your international academic and/or professional development.

Social Sciences | Business:
stan.mcdaniel@uem.es

Social Sciences | Law:
lupe.bohorques@uem.es

Social Sciences | Translation:
Lynn.summerfield@uem.es

Architecture | Design:
jose.fernandez@uem.es

Nursing | Physical Therapy:
silvia.corchon@uem.es

Dentistry: monicapaula.lopez@uem.es

Department director: emmanuel.haze@uem.es

For non-academic questions (administrative, registrar, academic records, credit transfers, virtual campus login, etc.) you should contact the Student Affairs department online at:

<http://valencia.universidadeuropea.es/soy-alumno-uev/atencion-al-estudiante>
atencion-al-estudiante, or by calling **902 930 937(*)**, or in person in Buildings A or E.

E-mail communications. The university will contact you via e-mail during your time there; these e-mails will be sent to your university e-mail address. It is important for you to make sure your UEV account is activated. Your e-mail address is:

tu-número-de-expediente@live.uem.es

You are responsible for checking your e-mail regularly. We recommend that you use your university e-mail account to read and respond to all communications from Universidad Europea.

Try to always respond from your Universidad Europea de Valencia e-mail account, because if you send messages from another account no claims shall be accepted as grounds for appeal.

The University Ombudsperson. The Ombudsperson defends and protects your educational and administrative rights, exercising a permanent informative role. The Ombudsperson is an independent, autonomous, impartial, objective and rigorous individual. They want to help clear up your academic queries. They want to help you with your problems. They will suggest solutions, mediate in your conflicts, etc.

You may call the **University Ombudsperson** at **(+34) 91 211 52 69** or send an e-mail to **defensor.universitario@uem.es**



(*) Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.



6.3. Student services.

Universidad Europea makes a wide range of services and facilities available to its students, with the best equipment and the widest range of activities:

• LANGUAGE CENTER

The Valencia Language Center provides you high-quality, innovative training as part of a leading global network, Laureate International Universities, in partnership with the prestigious Cambridge University Press.

You can access this new system through free prep courses during various quarters before enrolling in the English class for your target level. You will be able to choose between several time slots.

• PHOTOCOPYING

You can have as many documents as you like photocopied and bound. There are also self-service photocopiers available that work with a rechargeable card.

This service is located on the ground floor of the C Building

reprografia.valencia@uem.es

During the school year: 9:00 am - 8:30 pm (uninterrupted)

• COMPUTER ROOMS

Computer rooms open to all students around Campus.

• LIBRARY

The Universidad Europea de Valencia's Library aims to provide excellent service to our users/customers as an active agent in the learning process, meeting their needs through the comprehensive management of information resources and services, and thereby helping the University to fulfill its objectives.

• STUDY ROOMS

You will have access to study rooms with an optimal atmosphere for concentration and getting work done.

• LABORATORIES

You will have more than 300 applications to use in your classes. You can access the cloud from anywhere, on any device.

• SPORTS CLUBS

The University has signed agreements with the following athletic facilities in order to provide students and the university community at large with access to sports:

• VIVAGYM Sports Center.

Avenida Cardenal Benlloch 26.
46021 Valencia.

• Marv Sports Center.

Calle Marv 15. 46007 Valencia.

• ATALANTA SPORT CLUB-SPA.

Calle Ramn Asensio 10 at the corner of Ronda Norte. 46020 Valencia.



- **UNIVERSITY I.D. CARD**

This is your identity card to gain access to Universidad Europea services and facilities.

- **CAREER AND PLACEMENT OFFICE.**

Here you can find a wide selection of professional internships to supplement your academic training, as well as individual and group activities aimed at increasing your chances of success in the job market or helping you develop your business idea and start your own company.



E Building, Avenida Aragón 30

- **UNIVERSITY DORMITORY**

The La Concepción University Dormitory is just 5 minutes from the university.

<http://www.resa.es/Residencias/Colegio-Mayor-La-Concepcion>

- **OFFICE OF THE REGISTRAR**

Department responsible for managing students' academic records. Its entire staff is available for our students to help them with whatever they may need throughout their time at the university.



- **STUDENT AFFAIRS**

In the student affairs area of Universidad Europea you can manage anything you need in terms of your relationship with the university: requesting certificates and diplomas, updating your personal data, enrollment, inquiries, academic questions or requesting university services.





OTHER USEFUL INFORMATION



7.1. You want to open a checking account with a bank or savings bank.

You want to open a checking account at a bank or savings bank.

Opening a bank account in Spain is the most practical way to manage your money, and does not require government authorization. Banks are usually open to the public from 9:00 am to 2:00 pm.

It is the most convenient and safest way to have control over your deposits and transactions while you are in Spain. All banks accept foreign customers. Generally when you open an account the bank will ask to see your passport, but some banks require other documents like a certificate from your school or your student I.D. card. If you are a student under 26 years old, banks will give you benefits and discounts on the commissions they charge for their services.

In Spain there are different types of **financial institutions**, but the most well-known are **banks** and **savings banks**, which for all practical purposes offer similar services. In terms of opening hours, **banks are open Monday through Friday mornings as well as Saturday mornings** (except in summer

when they have reduced opening hours), while **savings banks do not open on Saturday, but are usually open one afternoon during the week. Banks are usually open to the public from 9:00 am to 2:00 pm.**

For more information about the procedures for opening a bank account as an international student, the best thing to do is to contact the bank of your choice or with your Admissions advisor at the University. In addition to opening an account, most people get a debit card to use at 24-hour cash machines.

7.1.1. Documents that you'll need.

- **Spanish I.D. card or passport.**
- **University Certificate** showing that you are a student.
- **Student I.D. card.**



7.2. Currency exchange.

You can exchange money at:

- **Financial institutions** (banks, savings banks and credit unions). You can make any transaction. They are the most highly recommended although they may charge a bit more in commission.

- **Currency exchange shops.**

There are different types:

- Those that are authorized **just to buy** foreign banknotes or travelers checks in exchange for euros.
- Those that are **also authorized to sell** foreign banknotes or travelers checks.

- Those that can also send or receive foreign money transfers.

If you need to make other currency exchange transactions, like take out a loan in a foreign currency, open an account in a foreign currency, etc. you will have to go to a financial institution.

Most financial institutions offer currency exchange services, but they are not obligated to provide them; like other bank services, they are free.

7.3. Cost of living in Valencia.

Make sure you can afford the cost of your time in Spain. In terms of basic expenses (lodging, food, electric bill, heating bill, transportation, etc.) you will need over €800 each month. Useful information:

Room in a shared apartment €250.00-300.00
9 ounces of ground coffee €2.50
Cup of coffee €1.20
2 pounds of meat €10.00-20.00
Cinema €8.50
Can of Coca-Cola in the supermarket €0.55
Concert €12.00-40.00
Drink at a nightclub €8.00-15.00
Dozen eggs €1.50
Quart of milk €0.80
Baguette €0.80
2 pounds of potatoes €1.50
Newspaper €1.20
Meal at a cheap restaurant €15.00
Magazine €3.00
1 pound of spaghetti €1.40
Quart of olive oil €3.00



7.4. What to do if you are robbed in Valencia. Who to call. Where to go.

Valencia is a safe city for its residents and for the visitors who come to the capital. Just like in any other country, if you are robbed, etc. You

should call the general emergency number in Valencia on 112 or go to a police station to file a report.

7.5. Where to go if you lose something. Steps to take.

You should go to the Lost and Found Office, which is responsible for running this service in the city of Valencia for items handed in by individuals, taxis, EMT, Metro, Post office, AENA and RENFE. This office keeps objects available to be reclaimed by their owners for two years after posting their arrival at the Lost and Found Office.

Location and contact information:

- **Address:** C/ Santa Cruz De Tenerife, 1 46018 Valencia
- **Phone number:** (+34) 96 352 54 78
Extensions: 4179 and 4169
- **Opening hours:** Monday to Friday from 8:00 am to 8:00 pm.
August: from 8:00 am to 1:45 pm.

7.6. How to send or receive something.

Postal services in Spain are provided by the **Sociedad Estatal de Correos y Telégrafos**, better known as **Correos**, which is responsible for providing universal access to this service to all individuals in the country. At Correos you can send documents, packages or money.

If you want to send a package, a money order or a telegram you must go to a post office in person. Post offices also offer other services such as telex and fax. You can also send faxes from most hotels, call shops and bookstores/stationers.

You can send letters from any point in Spain to anywhere else in the world. You must use stamps, which can be purchased at tobacco shops or at post offices, where they will tell you how much your mailing will cost. Once you have affixed the stamp, you must drop the letter or postcard in a mailbox, which can be found on streets and in stations, airports and some hotels. To find the office nearest you or any other information you may need, go to their website or call the number indicated below.

You also have the option to hire the services of a **private courier company** to send your mailings to destinations in Spain or abroad. Here are a few: DHL, NACEX, SEUR, UPS, etc.



7.7. Useful links, addresses and telephone numbers.



Lost and Found Office:

(+34) 96 352 54 78 Exts.: 4179 y 4169

NACEX: (+34) 96 061 38 00

<http://www.nacex.es/>

Sociedad Estatal de Correos y Telégrafos

(Correos): 902 197 197(*)

<http://www.correos.es/>

SEUR: 902 101 010(*)

<http://www.seur.com/>

DHL: (+34) 657 28 96 79

<http://www.dhl.es/>

UPS: 902 888 820(*)

<http://www.ups.com/>

() Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.*





EXPLORE VALENCIA. INTERESTING ACTIVIES



8.1. Climate.

Valencia has one of the mildest climates in Europe. It has a typical Mediterranean climate with an average annual temperature of above 62°F. The summers are warm and the winters are very mild. In winter months the temperature rarely drops below 50°F. Rainfall is also moderate, with the classical Mediterranean pattern of little rain in summer and two rainy periods: one in autumn and another in late winter/early spring.

LANGUAGE

Valencia has two official languages: Valencian, the language of the Region of Valencia; and Spanish, the official language of Spain. There are schools that offer special Spanish courses for foreigners, accredited by the Instituto Cervantes.

You can find more information at www.ameele.net

8.2. Culture and leisure.

Valencia wakes by the sea every morning at dawn to welcome travelers from around the world. It is summer, but the early hours of the day are cool, and you should take advantage of them to visit the historic city center, the Bioparc, or the Ciudad de las Artes y las Ciencias complex. At midday it is time to sit on a terrace and try one of the rice dishes that Valencia's cuisine is known for, and recharge your batteries by taking a nap on one of its

long, sandy beaches, or by having a dip in the sea. Summer nights in Valencia also have their special charm: outdoor cinemas, synchronized swimming shows with dolphins at the Oceanogràfic, or cooking and music sessions to discover the night sky at L'Hemisfèric are just some of the options.



8.2.1. Nightlife.

Take a stroll around Ruzafa, a modern, dynamic neighborhood bursting with creativity. Contemporary cuisine, modern art, and full of curious charms. A young and lively neighborhood with something for everybody. Explore the legendary Barrio del Carmen. Take a step back in time and discover the old Valencia. Wander through its narrow and winding streets, home to a number of unique

spots including bars and restaurants where you can try a wide range of dishes, from the most traditional to the most avant-garde. Bolsería, Plaza del Negrito, el Tossal... enjoy Valencia's nightlife in a unique setting. And don't miss the new Avenida de Francia area and the ever popular gathering places for university students: Benimaclet, Plaza Honduras, El Cedro or Plaza Xúquer. The options are many and varied... you won't have time to get bored!

8.3. Customs and opening hours.

Meal times are usually a little later than in the rest of Europe:

Breakfast: very similar to continental breakfast, it is usually eaten between 7:30 am and 10:00 am.

Lunch: served in restaurants between 2:00 pm and 3:30 pm.

Dinner: from 9:00 pm to 10:30 pm. In Valencia you can go shopping any day of the year.

Although stores are usually open from Monday to Saturday from 10:00 am to 8:30 pm, you can find malls and stores in tourist areas that are open every day, including Sundays and holidays (except January 1 and 6, May 1, and December 25). The shopping areas that are open all year are: - Jardín del Turia: from the Nou d' Octubre bridge to the Astilleros bridge. - Centro de Valencia: Ciutat Vella and the Ensanche. - Orriols: near the Valencia Stadium.

Holidays:

- New Year's Day: January 1
- Epiphany: January 6
- San Vicente Mártir Day: January 22
- San José Day: March 19
- Good Friday and Easter Monday: dates vary each year
- San Vicente Ferrer Day: the Monday following Easter
- Comunidad Valenciana Day (San Dionís): October 9
- Hispanic Heritage Day: October 12
- All Saints Day: November 1
- Spanish Constitution Day: December 6
- Immaculate Conception Day: December 8
- Christmas: December 25

Visit the following pages to easily find any location in Valencia.

<http://www.callejeroValencia.eu>

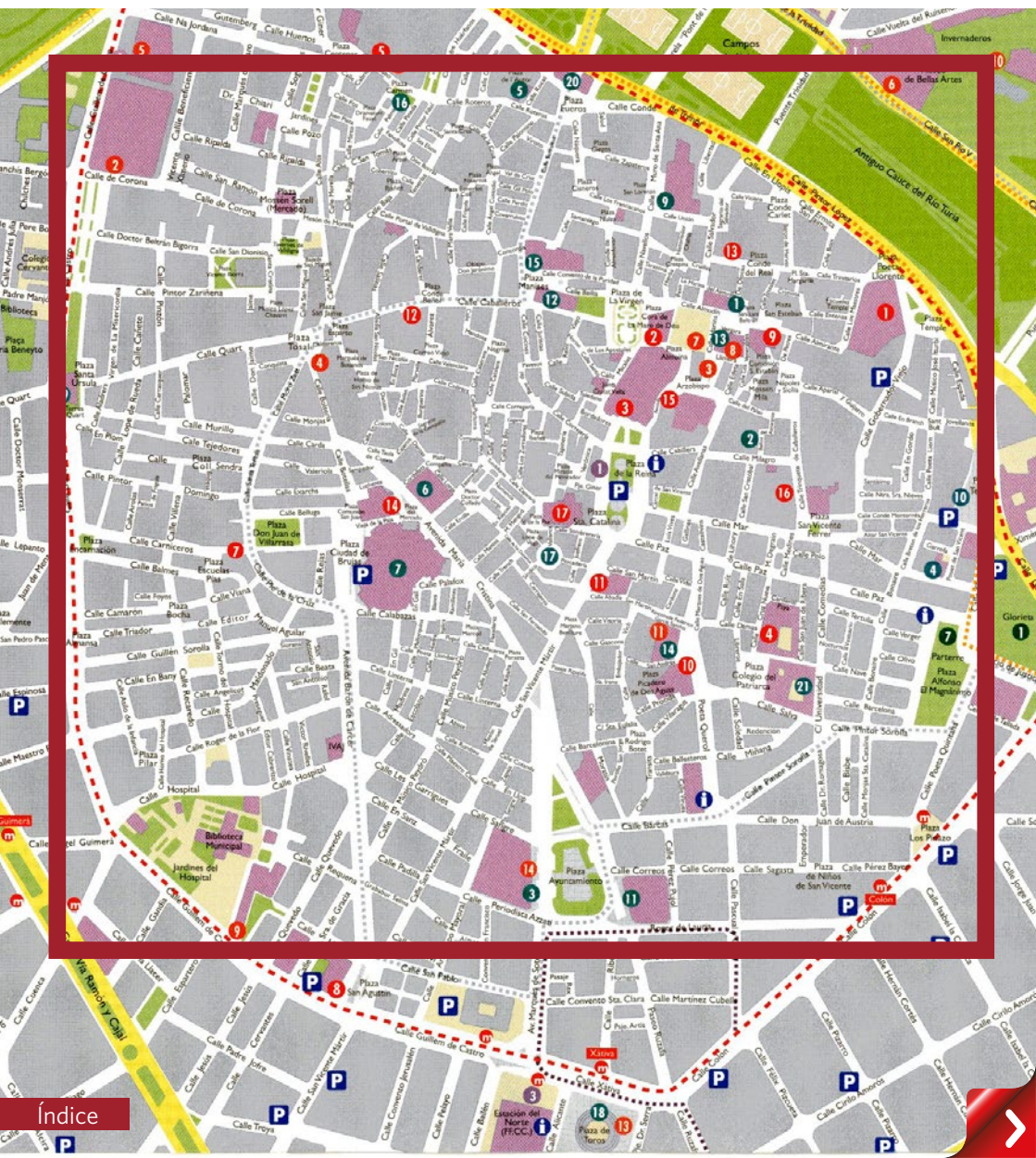


8.4. City map.

Visit the following pages to easily find any location in Valencia:

<http://www.turisvalencia.es/es/que-visitar-valencia/plano-de-valencia/valencia-ciudad>

<http://valencia.callejero.net/>



8.5. Tourist attractions.

8.5.1. What to see in Valencia.

Ciudad de las Artes y las Ciencias complex.

Example of futuristic architecture designed by Valencian architect Santiago Calatrava, its enormous buildings house an IMAX theater in L'Hemisfèric, Europe's largest aquarium in L'Oceanogràfic, interactive educational exhibits in the Príncipe Felipe Science Museum, and a cutting-edge opera in the Palau de les Arts Reina Sofia. The impressive Assut de l'Or bridge and the Àgora, the main venue for the Valencia Open 500 tennis tournament, are another feast for the senses.

Barrio del Carmen neighborhood and its palaces.

The city's ancient neighborhood grew up between two walls: the Muslim and the Christian. Strolling through its labyrinthine cobblestone streets flanked by imposing medieval buildings will bring you back in time. Tourists should not miss out on exploring the palaces, walking across the Torres de Quart and Torres de Serranos medieval bridges and discovering its unique spots.

Plaza de la Virgen and the cathedral complex.

Twenty-one centuries of history in the heart of the city, where you can find heritage treasures like the Valencia Cathedral, the Miguelete, the Basilica of the Virgen and the Almoina. Don't miss the Tribunal de las Aguas every Thursday at 12:00 pm, on UNESCO's Intangible Cultural Heritage list.

Plaza del Mercado and Lonja de la Seda.

Dive into one of Europe's largest markets, the Mercado Central, located in a jewel of pre-modernist architecture; then visit one of the most iconic examples of civil Gothic architecture in Europe, the Lonja de la Seda, declared a World Heritage Site by UNESCO. Don't miss the Iglesia de los Santos Juanes church, located next door.

Museums.

Thirty-four museums where you can enjoy art, history, architecture, etc. Travel back to 18th-century Valencia through the baroque architecture and interiors of the National Ceramics Museum, located in the Palacio del Marqués de Dos Aguas. Look at works by Sorolla, Goya and Zuloaga at the San Pío V Fine Arts Museum, learn about "Las Fallas" at the Museo Fallero, or view examples of contemporary art at the IVAM or MUVIM.

Plaza del Ayuntamiento.

Triangular in shape and known for its eclectic architecture, it features a central fountain and colorful flower stalls that brighten the landscape. It is surrounded by some of the city's most iconic buildings and places.



8.6. More useful information that you will need in Valencia.

Phone calls

To call Valencia from your country you will need to dial Spain's international prefix **(+34)** then Valencia's prefix **(96)** then the telephone number. For example: **(+34) 96 654 32 10**.

Electricity

In Valencia the standard voltage is 220-240 V AC, 50 Hz. Appliances from the United States will require a transformer and an adapter. Plugs have two round pins and you can find adapters at any hardware store.

8.7. Useful links, addresses and telephone numbers.



GUIDES FOR EXPLORING AND GOING OUT IN VALENCIA:

<http://www.turisvalencia.es/es/que-visitara-valencia/lugares-imprescindibles>
<http://kedin.es/valencia>
<http://guiartevalencia.com/>
<http://www.lovevalencia.com/salir/salir-por-zonas-en-valencia>

State Weather Agency:

<http://www.aemet.es/>

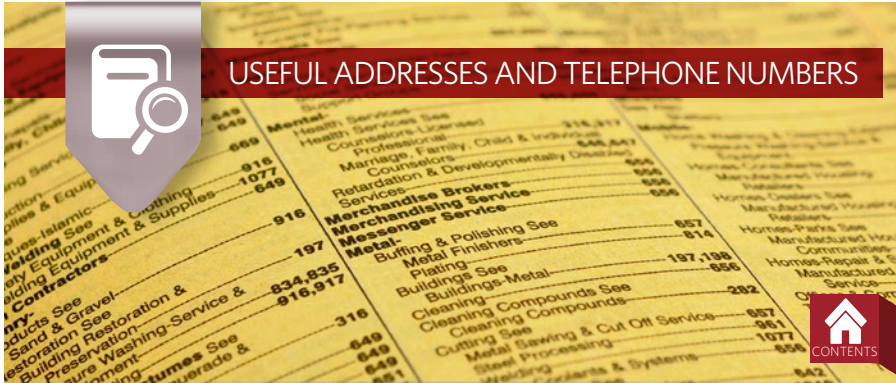
VALENCIA CITY COUNCIL WEBSITE:

<http://www.valencia.es/ayuntamiento>





USEFUL ADDRESSES AND TELEPHONE NUMBERS



9.1. List of useful addresses and telephone numbers.

Information about processes for entering Spain.

Ministry of the Interior

900 150 000(*)

Public information (City)

010

Public information (Regional)

012

General State Administration Information

060

www.060.es

Telephone Information

11818

International Telephone Information

11825

Civil Guard

080

National Police

091

Municipal Police

092

Fire department

080

Valencia Regional Emergencies, Fire department, National police, Municipal police

112

Health Emergencies (National Institute of Health)

061

Red Cross

(+34) 96 367 73 75

24-hour pharmacies

900 500 952(*)

(*) Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.



Taxi service
(+34) 96 370 33 33

Transportation Information Service
012

Manises Airport
(+34) 96 159 85 00

RENFE (Train)
902 240 202(*)

EMT Buses
(+34) 96 315 85 15

Metro
900 461 046(*)

Valencia Regional Tourism Office
902 100 007(*)

Valencia Tourism Office
902 100 007(*)

Youth Institute
(+34) 91 363 77 00

Regional Youth Information and Documentation Center (CRIDJ)
C/ Hospital, 2, 2º, 46001 - Valencia ESPAÑA
Telephone numbers: **(+34) 96 398 59 48,**
(+34) 96 398 59 82
Fax: **(+34) 96 398 59 05**
Telephone numbers:
(+34) 963 985 970
<http://www.ivaj.es>
mail: infoivaj@ivaj.gva.es

() Telephone numbers that begin with 800 or 900, and with 901 or 902, can only be called from inside Spain.*





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