# INDEX

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Index</td>
<td>2</td>
</tr>
<tr>
<td>1. ACADEMIC DOCUMENTATION</td>
<td>4</td>
</tr>
<tr>
<td>CREDENCIAL : EUROPEAN STUDENTS</td>
<td>4</td>
</tr>
<tr>
<td>HOMOLOGATION: NON-EUROPEAN EDUCATION SYSTEMS</td>
<td>6</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>8</td>
</tr>
<tr>
<td>2. SERVICE DE TAXI</td>
<td>9</td>
</tr>
<tr>
<td>3. HOTEL</td>
<td>10</td>
</tr>
<tr>
<td>4. SIM CARD</td>
<td>11</td>
</tr>
<tr>
<td>5. LANGUAGE COURSE</td>
<td>12</td>
</tr>
<tr>
<td>6. BANK ACCOUNT</td>
<td>13</td>
</tr>
<tr>
<td>7. MEDICAL INSURANCE: ADESLAS</td>
<td>15</td>
</tr>
<tr>
<td>8. ACCOMMODATION</td>
<td>16</td>
</tr>
<tr>
<td>9. RESIDENCE DOCUMENTATION</td>
<td>17</td>
</tr>
<tr>
<td>NIE FOR EUROPEAN STUDENTS</td>
<td>17</td>
</tr>
<tr>
<td>TIE FOR NON-EUROPEAN STUDENTS</td>
<td>18</td>
</tr>
<tr>
<td>WELCOME PACKAGE</td>
<td>20</td>
</tr>
<tr>
<td>EXTRA INFORMATION</td>
<td>21</td>
</tr>
<tr>
<td>LIFE IN VALENCIA</td>
<td>21</td>
</tr>
<tr>
<td>MAPS</td>
<td>24</td>
</tr>
<tr>
<td>USEFUL TELEPHONE NUMBERS</td>
<td>26</td>
</tr>
<tr>
<td>DON'T' FORGET</td>
<td>28</td>
</tr>
</tbody>
</table>
From the International Relations Office, we would like to give you a very warm welcome to our University. We are sure that you will enjoy your new life in Valencia but since moving abroad is never easy, we would like you to know that we are here to help you with any queries and questions you may have during the process.

For starters, we prepared this Manual to help you manage the services included in the Hospitality Package, whose aim is to assist you upon arrival. We suggest you to read through it to know what is expected from you at each moment, and to keep it as a reference guide in case you may have any doubts in the forthcoming weeks.

If you still have any further questions, feel free to contact us. It will be a pleasure to help you!

Our contact details:

- E-mail: hospitality@uchceu.es
- Téléphone: +34 96 136 90 06
- Horaires d’ouverture: du lundi au jeudi de 10h00 à 14h00 et de 15h30 à 17h00; vendredi de 10h00 à 14h00

You can also find us via our social networks:

/uchceuniversity

See you soon!
1. ACADEMIC DOCUMENTATION

Once international students have been admitted to the University they will need to formalize their enrollment: Final registration at the University.

To enroll in the first year at a university in Spain, international students must obtain a document attesting to the validity of their secondary education in their country of origin. This document is the credential for European students and countries with a partnership agreement. For the other countries this document is the homologation.

To enroll as a Transfer student it is not necessary to process the Credential or Homologation. However the students themselves will have to provide us with the programs and grades of courses that they had taken at their previous university.

We are aware that the administrative procedures in a different country to yours can be complicated, and due to that we will tell you which documentation you need to provide. We will be responsible for carrying out the application and we will pay the corresponding fees. The only thing we ask you is to present the documentation within the indicated time period and in the indicated way.

During your application for admission we asked for some documents, which you uploaded to the intranet and/or sent to us by email or on paper, but in order to process both the Credential and Homologation it is necessary that you give us the original documents or certified copies of the required documents. Une fois les étudiants internationaux admis à l’université, il faut formaliser leur inscription avec la matrícula qui correspond à l’inscription définitive à l’université.

CREDENCIAL : EUROPEAN STUDENTS

What is the Credential and who can apply?

The Credential is the document that provides students from educational systems of Member States of the European Union and other countries with agreement to access the Spanish university. The document entails that the students meet the academic requirements of their educational systems to access the universities in Spain.

Education systems that can access this way are: Andorra, Austria, International Baccalaureate, Belgium, Bulgaria, Czech Republic, China, Croatia, Cyprus, Denmark, European Schools, Slovakia, Slovenia, Estonia, Finland, France, Greece, Hungary Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Netherlands, Poland, Portugal, United Kingdom, Romania, Sweden and Switzerland.

The credential is valid for two years, so the students that have obtained their Credential in 2014 or earlier must apply for a new card.

Quels documents faut-il fournir?

In order to apply for the credential, it is necessary to provide the documentation indicated in the table below, depending on the country of origin. It consists of the grades of the last two years of high school and your final high school diploma, if you already have it.

<table>
<thead>
<tr>
<th>Country</th>
<th>Required Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>Diploma Allgemeine Hochschulreife</td>
</tr>
<tr>
<td>Andorra</td>
<td>Titulo de Bachiller del sistema Educativo Andorrano</td>
</tr>
<tr>
<td>Austria</td>
<td>Reifeprüfungszeugnis</td>
</tr>
<tr>
<td>Belgium</td>
<td>Certificat d’enseignement secondaire supérieur, Diploma van Secundair Onderwijs or Abschlusszeugnis der Oberstufe des Sekundarunterrichts</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>Diploma za Sredno Obrasovanie Access test to a specific university</td>
</tr>
<tr>
<td>China</td>
<td>Pu Tong Gao Zhong Bi Ye Zheng Shu and Gao Kao</td>
</tr>
<tr>
<td>Cyprus</td>
<td>Diplome Apolytirio and certificate of having passed the access to university</td>
</tr>
<tr>
<td>Denmark</td>
<td>Certificate of studentereksamen (stx). Certificate of Hojere forgberedelsaseksamen (hf)</td>
</tr>
<tr>
<td>Country</td>
<td>Qualification</td>
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<tr>
<td><strong>European Schools</strong></td>
<td>Diploma of European Baccalaureate</td>
</tr>
<tr>
<td>Slovakia</td>
<td>Diploma «Vysvedcenie o Maturitnej Skúške/Maturita»</td>
</tr>
<tr>
<td>Slovenia</td>
<td>Diploma of Maturita (Maturiteto spričevalo).</td>
</tr>
<tr>
<td>Estonia</td>
<td>Diploma of state or access exam (Riigieksamitunnistus) and certificate of secondary education (Gümnaasiumi Loputunnistus).</td>
</tr>
<tr>
<td>Finland</td>
<td>Diplome Lukio and certificate of having passed the exam Ylioppilastutkinto.</td>
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<tr>
<td>France</td>
<td>Grades from Première y Terminale (3 trimesters)</td>
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<td></td>
<td>Diplôme de Baccalauréat and Relevé de Notes of the diploma</td>
</tr>
<tr>
<td>Greece</td>
<td>Diplome Apolytirio Kykiou and Veveosi</td>
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<tr>
<td>Hungary</td>
<td>Certificate Érettségui bizonyítvány, which demonstrates the completion of secondary education and passing the exam Érettségí vizsga.</td>
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<tr>
<td>Iceland</td>
<td>Studentspróf</td>
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<tr>
<td><strong>International Baccalaureate</strong></td>
<td>Diploma of International Baccalaureate (BI).</td>
</tr>
<tr>
<td>Ireland</td>
<td>Established Leaving Certificate, which must include at least six subjects and a minimum of 240 points (out of the six subjects, at least two must be upper level grades A, B, C or D, the rest of the materials may be regular with degree level A, B, C or D).</td>
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<tr>
<td>Italy</td>
<td>Diploma State Exam or of Maturità.</td>
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<tr>
<td>Letonia</td>
<td>Atestas par Visparejo Videjo Videjo Izglitibu (Certificate of General Secondary Education) or Diploms par profesionalo videjo izglitibu (Diploma of Secondary Vocational Education)</td>
</tr>
<tr>
<td>Liechtenstein</td>
<td>Matura</td>
</tr>
<tr>
<td>Lithuania</td>
<td>Diplome Brandos Atestatas and the certificate attesting the successful exam entrance in a Lithuanian university</td>
</tr>
<tr>
<td>Luxemburg</td>
<td>Diploma of completion of secondary education</td>
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<td></td>
<td>Diploma of technical secondary technical school</td>
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<tr>
<td>Malta</td>
<td>Proof of having passed the examination Matriculate Certificate Examination and at least a C level in three subjects studied in secondary school: English, mathematics and Maltese</td>
</tr>
<tr>
<td>Norway</td>
<td>Vitnemal Fra Videregaende Skole</td>
</tr>
<tr>
<td>Netherlands</td>
<td>Diploma Voorbereidend Wetenschappelijk Onderwijs (vWO) obtained after passing the final exam examination Centraal</td>
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<tr>
<td>Poland</td>
<td>Diploma Swiadectwo Dojrzalosci that proves that you have passed the Exam Nowa Matura</td>
</tr>
<tr>
<td>Portugal</td>
<td>Accreditation of having passed Ensino Secundario and the tests for National access (Ficha ENES) and certificate from Direcção Geral do Ensino Superior stating the final grade to access de university in a certain course or specific area, indicating the effective date of the entry requirements accredited.</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Accreditation of at least five subjects the Certificate of Secondary Education (GCSE) rated A, B or C, and two advanced level subjects (AL) of the General Certificate of Education (GCE) rated A *, A, B, C , D or E and a minimum of 140 UCAS Tariff points (or equivalent subjects and levels of Scottish Certificate of Education, Advanced Higher). All these diplomas must be issued by RECOGNISED EXAMINATION ORGANISATIONS</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>Diploma «Vysvedcení o Maturnitní zkousce», obtained after passin the Maturita.</td>
</tr>
<tr>
<td>Romania</td>
<td>Diploma de Baccalaureat</td>
</tr>
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</table>
What is the deadline to provide these documents?
All students admitted before July 31st will have to submit their documents before the 5th September. Students admitted after the 1st August will have to submit their documents before the 15th October.

How can I submit the documents?
Documents can be mailed to the following address:
Universidad CEU Cardenal Herrera
Cristina Villalonga Dobón
Relaciones Internacionales
Edificio Beato Luis Campos Górriz
Luis Vives, 1,
46115 Alfara del Patriarca-Valencia
SPAIN

The Hospitality team will send you a confirmation email once we receive the documents. You can also hand in the documents in person by bringing it to the Hospitality office.

What do I have to do next?
The University will request the Credential and shall receive the resolution within approximately one month. We recommend that you have the academic documentation to hand.

From July onwards, you will be able to download documents associated with enrollment (matrícula) that can be found in the Application Hospitality
- Acceptance of the rules of the university
- Informative document
- Order Direct Debit (SEPA)

We may fulfill your enrollment with the Credential and the previous mentioned documents.

HOMOLOGATION: NON-EUROPEAN EDUCATION SYSTEMS

What is the approval and who can apply?
The Homologation is the document confirming the equivalency of your high school study in your home country with a high school in Spain. If you did not study in an accredited country (Credential), this document is necessary for entering a University in Spain.

What documents do I need to provide?
To apply for the Homologation, it is necessary to provide the following documents:
1. Grades from the last three years of high school
2. High school diploma with the grades
3. Certified copy of passport (by notary, embassy or consulate)
4. Homologation Application Form. You can find it on the following link:
   You must fill in paragraphs 1 and 3 of the form and sign at the bottom.
5. "Volante" for conditional registration, which can be found on the following link:
You must fill in paragraphs 1 and 3 of the form and sign at the bottom.

6. Signed conditional admission document. You can find this in the Hospitality application.

Documents 1 and 2 must be properly authenticated and translated into Spanish.

How can I legalize and translate my documents?

Original documents can be legalized in two ways:

a. Diplomatic Manner:
   The documents must be presented to:
   - The Ministry of Education or institution responsible for the document in the country of origin
   - The Ministry of Foreign Affairs of the country where the documents were issued
   - A Spanish consulate or embassy in your home country.

b. Apostil

The previous way for legalizing the documents is not necessary for the countries that have signed the Hague Convention. It is sufficient that the authorities of the country extend the timely apostil.

You can find a list of countries that have signed the Hague Convention on the link below:

If you have any questions about the legalization or apostil, we recommend you to contact the Spanish embassy or consulate in your home country.

Once the documents have been legalized they must be translated into Spanish by an official translator (if they were not already in Spanish). Through the following link you can find a list of official translators recognized in Spain;

How can I submit the documents?

Documents can be mailed –preferably with acknowledgement of receipt- with to the following address:
Universidad CEU Cardenal Herrera
Cristina Villalonga Dobón
Relaciones Internacionales
Edificio Beato Luis Campos Górriz
Luis Vives, 1,
46115 Alfara del Patriarca-Valencia
SPAIN

The Hospitality team will send you a confirmation email once we receive the documents. You can also hand in the documents in person by bringing it to the Hospitality office.

What is the deadline for submitting these documents?

All students admitted before the 31st July will have to submit their documents before the 5th September.
Students admitted after the 1st August will have to submit their documents before the 15th October.

What do I have to do next?

The University will request the Homologation to the Ministry. The Homologation takes several months to process. Therefore in the meantime you will be conditionally enrolled until we receive your Homologation.

For the conditional enrollment you will need to have the ‘volante’ for Conditional admission (Document 5) accepted by the Ministry and the conditional admission document (6). In addition you will need the documents for the enrollment that you will be able to find at the Hospitality application from July on:
   - Acceptance of the rules of the university
When we receive your Homologation you will be officially enrolled in our University. We recommend that you have the academic documentation to hand at all times in case of incomplete or incorrect files.

TRAFFER

What is a transfer and who can apply for one?

A transfer is a means of access to the Spanish university from another university, in which the student has studied a degree with similar subjects to those of the degree that the student is applying for. It is necessary to be able to obtain a minimum of 30 ECTS to be able to access via transfer. Also, in the case of degrees related to Health Sciences, it is necessary to access from the same degree for the one you are requesting admission (students of Medicine will only be able to access from Medicine).

To be able to access through transfer, it is necessary to provide the following documents:

1. Grades from the studied subjects, signed and stamped by the university
2. Programmes from the subjects that you wish to confirm, signed and stamped by the home university

In addition, in the case of being from a university in a non-European country, these documents will have to be legalised, and translated if they are not in Spanish, French, or English. For more information about how to legalise the documents, you can consult the previous part “How can I legalise and translate my documents?” from the “Homologation” section or check with the Spanish embassy or consulate in your country.

How can I submit the documents?

These documents can be posted –preferably with acknowledgement of receipt- with to the following address:

Universidad CEU Cardenal Herrera
Cristina Villalonga Dobón
Relaciones Internacionales
Edificio Beato Luis Campos Górriz
Luis Vives, 1,
46115 Alfara del Patriarca-Valencia
SPAIN

Luis Vives, 1,
46115 Alfara del Patriarca-Valencia
ESPAGNE

The Hospitality team will send you an email confirming that they have received your documents once they have arrived. If you wish to submit them in person, you can also do it in the Hospitality office.

What is the deadline for providing these documents?

All the students who request a transfer deadline will have to submit their documents before the 30th June, and they will be informed about the result of their application from the 15th July.
How can I apply for taxi service?

The taxi service request is made through the Hospitality application. You must fill in all the details on the form.

Pay special attention to the day, time and place of your arrival (keep in mind that there are two train stations in Valencia) as well as the flight, train or bus number. The driver uses this information to be forewarned if your transport arrives late.

You will receive an email confirmation within a maximum period of 72 hours after making the request. This email confirmation is necessary to ensure that the service has been taken into account.

Which routes can I take with the taxi?

Taxi service can be used in the area of Valencia and around the campus. For example, you can be picked up at the airport of Valencia, at the bus station, the train station Joaquín Sorolla or from Estacion del Norte. The taxi service can also be used from when going to or from the hotels, campus or your accommodation for the year if you already have it.

How much in advance should I apply for the taxi service?

You must apply for the taxi service at least 3 business days before the date of arrival. We recommend that you apply for the taxi service at least one week in advance during the dates close to the Welcome Days, in order to ensure that your application will be accepted.

How will I recognize the driver?

The taxi driver who has confirmed your service will be on the pickup location with a sign with your name and CEU logo. If you have received confirmation of the service, the driver will be there to pick you up. If the taxi driver is not at the pickup location (on time) you can contact him with the phone number stated on the confirmation email.

If you decide not to use the taxi service (because you do not want to wait, because someone else comes to pick you up...) you will have to cancel the service at least 24 hours before your arrival. In case you don’t, you will lose the right to use the service again.

How many times I can use the taxi service?

You can use the taxi service once, whenever you want between the payment of your reservation of place and the closure of the Hospitality Services in December 2016.
How can I apply for the Hotel service?

The hotel service request is made through the Hospitality application by filling in the data on the form.

The regular schedule of hotel reception is from 13:00 to 19:00. If you think you will arrive at the hotel outside these previously mentioned reception hours, you should include this on the form as well.

You will receive a confirmation email from the hotel within a maximum period of 72 hours after making the request.

What is included in the reservation?

With the Hospitality application you can book one night at a hotel, which we pay for, for no more than 3 people per room. If you would like to stay longer it will be at your own expense. The room includes breakfast, but any other costs such as damages caused by the student will be charged to their account. The hotel may request a credit card upon arrival as a guarantee.

When should I apply for the hotel service?

You must apply for the hotel service at least 4 business days before arrival. Around the time near the Welcome Day, you should seek service with 10 days in advance to ensure that your application is confirmed on time. It is possible that the hotels close to the campus are full at that time. IF this is the case, we will offer alternative hotels close to the metro line 1, which have a direct connection to the campus.

If you decide not to use the hotel service, you will have to cancel the service at least 24 hours before your arrival. In case you don’t, you will lose the right to use the service again.

How many times I can use the hotel service?

You can use the taxi service once, whenever you want between the payment of your reservation of place and the closure of the Hospitality Services in December 2016.
4. SIM CARD

What does the SIM card include?

The SIM card is a loaded prepaid card with a 2-month subscription. Each month includes: 60 minutes of national calls, 60 SMS, 1.2GB of Internet and unlimited calls between users on the same network, i.e. other students of the university.

How can I request the SIM card?

In the Hospitality Application you will be able to request the activation date of your SIM card between the 4 possible dates: 25th July (Spanish course), 5th September (Welcome day), 19th September and 3rd October. You will be able to request the SIM card until the week before the desired activation date.

How long will it take to activate the SIM card?

The SIM card will be activated within the 24 hours from the selected date.

What can I do if I have problems with the card activation?

If your card has not been correctly activated, you can go to the Hospitality office or send us an email with the phone number, SIM number (16 figures) and the description of the problem. We will try to resolve it as soon as possible with the Vodafone shop in Moncada. If you go to another Vodafone shop, they will not be able to help you.

What happens if I use the 60 minutes, 60 SMS or 1.2GB before the end of the month?

If you use up your 60 minutes, 60 SMS or 1.2GB before the end of the first month, the second month subscription will start. In this way, we avoid you being without service until the beginning of the second natural month.

Is it compulsory to renew the subscription after the two months?

No. Once the two months have been used up you decide if you want to continue with the same subscription, use another subscription or contract with the same company, or get rid of the card.
What language courses are included in the Hospitality Package?

The Hospitality Package offers the possibility to study Spanish in three different ways:
  - Rosetta Stone Online Platform
  - Intensive Spanish summer course, which is from the 25th July to the 19th August.
  - Spanish courses during the academic year, adjusted to the schedule of your classes.

What if Spanish is your mother tongue?

If Spanish is your native language, you can apply for the license activation Rosetta Stone with another language by sending an email to Hospitality with the subject "Rosetta Stone: cambio de idioma".

What level are the Spanish courses?

The Rosetta Stone online course allows all levels of language, from A1 to C2 according to the Common European framework.

Classroom courses for a placement test will take place at the beginning to determine the divisions of the groups. These groups typically range from A1 to B1 levels.

How do I access the Rosetta Stone Platform?

You will receive your access codes to the Rosetta Stone platform in the two weeks following your payment of the reservation fee from April.

You can access the platform via the link [www.tellmemorecampus.com](http://www.tellmemorecampus.com)

Check out the system requirements for the platform in the tutorial devoted to Rosetta Stone.

Do I have to enroll in the Spanish course in summer?

Yes, you need to register for the summer course in Spanish through the Hospitality Application.

The deadline to register for the Spanish course is the 8th July.

Where can I stay during the summer Spanish course?

Our accommodation partners have special offers for accommodation during the four weeks of the Spanish course. You will receive more information in June through the Hospitality Application. Accommodation during the Spanish course should be paid by the student.

Is it mandatory to attend throughout the whole Spanish course?

Initially, yes. It is compulsory to attend a minimum of 80% of the sessions and do the final exam to obtain the certificate. You can send an email to Hospitality with the subject "Spanish Summer Course" in case you can only attend part of the summer course due to personal reasons.

Is it mandatory to attend Spanish courses during the academic year?

If Spanish courses are not part of the curriculum of your training, it is not compulsory to attend. However, remember that for certain degrees it is necessary to obtain a minimum level of Spanish when you attain a specific year.
6. BANK ACCOUNT

What is the service of opening a bank account?

Through this service, the Hospitality team will help you open a bank account with our partner, Banco Santander, which has an office right on campus and the largest network in Spain.

This bank account is free for students under 26*. It is associated with a debit card, which will allow you to withdraw money at any ATM of Santander and pay in stores.

* For the conditions for students over 26, please check with the Hospitality Service.

Do I need to open a bank account? Why do I need it?

Having a Spanish account can be useful for several reasons:
- You don’t have to pay commissions when you withdraw money or pay in Spain
- Having a direct debit for automatic monthly payment of college
- Pay the rent, internet at home, your payroll if you find work etc.

In any case, it is not essential to have a Spanish bank account: You can pay the tuition fees by making a transfer from any other bank account from you home country.

How I can apply to open an account?

To open an account with Santander, you have to make an appointment through the Hospitality Application. You must fill in your application and provide the necessary documentation ** at least 7 days before the appointment.

On the day of the appointment, it is mandatory to bring your passport or identity card. It must be valid and be the same as the one you uploaded to the Application. We also recommend that you bring cash (recommended amount: 50 €) for account activation.

If when you arrive you are a minor, a parent must be with you at the time in order to open the account. Therefore, we need their passport or identity card.

When you sign the contract, you will have the IBAN and SWIFT number, which will allow you to operate in the account.

** The bank requests additional documents from customers in certain countries. If the application tells you that your country is one of these, contact the Hospitality Service.

Some indications of the form:
- If you have an identity card with more than 9 digits, the bank field will catch only the last 9. This occurs, for example, with the French identity card: (123) 456 789 012
- The tax address indicated on the form must be in the same country as the one stated on your passport or identity card.

Am I going to have access immediately to the card and internet banking when I open the account?

In this first appointment only the account will be opened. The debit card is sent to your home, so you'll have to wait to have a permanent address in Spain to ask for a second appointment with Santander. Something similar applies to the internet banking: it is necessary to have a Spanish mobile phone in order to receive activation codes. Therefore we recommend you make use of this second appointment in order to fulfil both steps.

You can ask for the second appointment in the same way as the first one, through the application. You can only carry out the second appointment if you've already entered in the application that you have a Spanish address and Spanish phone number.

In the mean time you can get money from any office of Santander as long as you show your passport or identity card.
Is it really for free? Does it cost anything?

There are no maintenance costs for the account or on the debit card. However the Santander bank may charge you for some operations such as international transfers or to stay open when you have less than 0 euros in your account.

In addition, the Bank of Spain charges an annual fee (7.03 € in 2015) through the Santander Bank to non-resident foreigners in Spain once a year. As you may not have the NIE when you open the account (the document that justifies that you are resident in Spain), you may be charged for this fee. Therefore we recommend that you always have some money in the account to avoid going into your overdraft. It is important to provide the bank with your NIE once you have it to avoid being charged again for this fee.

How much money can I deposit into the account?

The maximum amount should be less than 10,000 euros. If you want to deposit more money, you have to declare this according to the S-1 model. Santander recommends that you make a transfer if you want to deposit large amounts of money.
7. MEDICAL INSURANCE: ADESLAS

Is it mandatory to have health insurance?

It is the students’ responsibility and obligation to have health insurance. There are several possibilities for having your healthcare assistance covered.

- The European Health Insurance Card in the case of European students.
- A private health insurance, with coverage in Spain
- The proposed university insurance: Adeslas

If you need to have a visa to come to Spain, you will be asked for health insurance to process it. You also need to be insured in order to process the NIE.

Therefore, the Adeslas insurance is an optional service, it is recommended to book it if you do not have a private insurance or EHIC.

What are the insurance conditions proposed by the University?

The insurance proposed by the university is Adeslas Completa, which provides health coverage for one year in Spain in a wide network of hospitals and private clinics. It costs 400 euros and is valid for 12 months from the date selected at the Hospitality App. You can see the general insurance conditions at the Hospitality App.

How can I apply?

The application for the health insurance is done through the Hospitality Application. To apply, you will have to pay for the cost of insurance by credit card (TPV). The process can take several weeks, so we suggest you start it as soon as possible.

Can I go to any hospital or health center with my Adeslas card?

With the Adeslas insurance you cannot be treated in public hospitals or health centers. Adeslas has information on its website on which clinics are included in the policy: To identify yourself as a beneficiary of this insurance will have a card with your personal data on it. This card can take several weeks to arrive. So until then you will receive a provisional certificate with your policy number which fulfills the same role as the card.

Can I use this insurance outside of Spain (home country)?

Adeslas insurance conditions outside of Spain are solely travel assistance. Therefore, you will be covered in case of accident or emergency, but not for treatments and routine medical visits. You can check the conditions for travel assistance at the Hospitality App.

How I can renew the insurance?

To renew the Adeslas insurance you have to contact the Hospitality Office. The Hospitality office will inform you about the insurance renewal and payment procedures.
8. ACCOMMODATION

How will Hospitality help me with accommodation?

With the Hospitality service we will be able to put you in contact with the offer of our providers. Each one of our providers offers a type of different accommodation: we collaborate with residences in Valencia, residences nearer to the campus, rooms in shared flats, individual flats, as much in Valencia as on campus, in Moncada or Alfara del Patriarca.

The main advantage of organizing accommodation through the Hospitality service is that you will not have to pay the agency fees (unless otherwise stated), which usually costs a whole month’s rent. Also, many agencies with which we work offer contract translations into English and French.

Is it possible to visit accommodation before reserving it?

With some providers it is possible to visit the accommodation before reserving it, but not with all of them. Generally, the university residences will be available for visits. In the flat agencies with shared flats it is more difficult because the bedrooms are occupied until the next tenant moves in.

You can contact the agency if you wish to visit the accommodation.

When is the best time to look for accommodation?

The best months to look for accommodation are June and July: the landlords already know if their tenants will stay next year and it is when they publish most of the offers.

In any case, if you have any specific requirements at the time of searching for accommodation, we recommend that you start your search as soon as possible. The offer of flats is limited, for example, for individual flats and around the campus.

What is the approximate accommodation price?

The approximate price of a room in a shared flat is 250-350€ a month, bills included. In an individual flat the approximate price is 500-700€, bills included.

The prices of the student residences go from 450 to 850€ a month depending on whether the room is shared or individual and the services included: food, cleaning ...

Where to live?

<table>
<thead>
<tr>
<th>Student Halls</th>
<th>Appartments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance: on-site Maintenance team and on-site Hospitality team</td>
<td>More privacy</td>
</tr>
<tr>
<td>Flexible contract lengths</td>
<td>Cheaper if you share a flat</td>
</tr>
<tr>
<td>Door-to-door transport to the campus with a private bus.</td>
<td>Possibility to choose location</td>
</tr>
<tr>
<td>Meals included (half-board or full board). Possibility to bring the lunch to campus</td>
<td>More independence</td>
</tr>
<tr>
<td>Facilities: Study Room, Library, Sports room, Playroom, Cafeteria</td>
<td>Possibility to visit before booking</td>
</tr>
<tr>
<td>Possibility to visit before booking</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Moncada / Alfara del Patriarca</th>
<th>Valencia</th>
</tr>
</thead>
<tbody>
<tr>
<td>The University is reachable within walking distance: 3-20 minutes</td>
<td>3rd biggest city in Spain, but it is a human-scale city: many points of interest are at walking distance</td>
</tr>
<tr>
<td>No need use public transport daily (48 euro saving on monthly pass)</td>
<td>Well connected by bus, metro, train and public bike service</td>
</tr>
<tr>
<td>Quieter and closer to nature</td>
<td>Student city</td>
</tr>
<tr>
<td>All basic services: supermarket, banks, pharmacy, health centre...</td>
<td>Lots of leisure possibilities: bars, theatres, cinemas, night clubs, beach, larger sports facilities, parks.</td>
</tr>
<tr>
<td>- No public transport connection between 11PM and 6AM. Taxi ride: around 20€</td>
<td>International atmosphere</td>
</tr>
<tr>
<td>- Entertainment places are located in Valencia; shopping centres, theatres, cinemas, clubs, pubs etc.</td>
<td>- Cost of living is slightly higher than in the suburbs</td>
</tr>
<tr>
<td></td>
<td>- 20 minutes of public transport to CEU</td>
</tr>
<tr>
<td></td>
<td>- More noisy</td>
</tr>
</tbody>
</table>
9. RESIDENCE DOCUMENTATION

NIE FOR EUROPEAN STUDENTS

What is the NIE and why do I need to apply for it?

The European citizens who are spending more than three months in Spain are obliged to register themselves and obtain a document that accredits their residency; this document is the NIE, the Foreign Resident Identity Number.

Although the NIE is a card, it always needs to accompany your passport or identification. You can be asked when you sign the contract, in order to have a bank account in Spain, when you make big purchases, in order to register pets, etc.

Quels documents il faut apporter ?

1. Copy of your passport
2. University admission letter
3. EX-18 form, with part 1 completed and signed
4. Declaration that the student possesses sufficient financial means to maintain their studies
5. Certificate of residency registration. You can find instructions on how to manage this later on
6. Medical insurance, which can be one of the following:
   6.1 European Health Insurance Card, valid until the end of the academic year (July). As an exception, cards valid until December of the year of the process, being necessary to replace them once a card valid until July is obtained. There is also the possibility of temporary certificates indicating that the student has requested the card, providing that the policy number is indicated.
   6.2 Certificate sent by the insurance Company, which must fulfill the following requirements:
      - Only certificates in Spanish will be accepted. If the insurance Company does not send certificates in Spanish, a sworn translation will be required.
      - The student must appear as a beneficiary
      - The date of validity must be specified. The insurance must be valid until the end of the academic year.
      - It must be indicated that it is health insurance (not of civil responsibility or anything else), and that the student is covered in Spain in cases of: “primary assistance, specialists and hospitalization”.

Documents 2 and 4 can be downloaded from the Hospitality app, where you will also find instructions on how to complete them.

Town hall registration

When you reside in a Spanish city, it is important to register in the town hall of that city. Also, the registration certificate is one of the necessary documents in order to obtain the NIE. The procedure for registration is different according to the town you live in:

1. If you live in Moncada or Alfara, you will have to hand in the following documents in Hospitality. We will go to the town hall and collect your certificate for you
   - Photocopy of passport or identity card
   - Photocopy of housing contract
1. Completed form, which you will be able to download off the Hospitality app
2. If you live in Valencia, you will have to come with us to request the certificate. We will inform you when your appointment will be and you will have to bring:
   - Original and copy of passport or identity card
   - Original and copy of housing contract
3. If you live in a different city to those mentioned above, you will have to obtain the government registration yourself. If you are unsure how to do it, go to the Hospitality office. You will have to go to the town hall of that city and take:
   - Photocopy of passport or identity card
   - Photocopy of housing contract
   - Possibly, a completed form that you will be given in the town hall

When do I have to present the documents?

The students who sign up to the university in the Welcome Day will have to hand in their documents for the town hall registration between the 12th and the 15th September and the documents for the NIE between the 19th and the 23rd September.

The students who sign up after the 15th September will be able to hand in their documents for the government registration and the NIE from the 17th to the 21st October.

The student’s documents will only be collected if the entire dossier is handed in.

When will I be able to collect my NIE?

The appointments for collecting the NIEs will be organized throughout October and November. The Hospitality team will tell you the date of your appointment to collect it and you will have to come with your passport or identity card.

If you wish to collect the NIE another date, you can arrange an appointment yourself on the website of Immigration: https://sede.administracionespublicas.gob.es/icpplus/index.html Before your appointment, you will have to go through the Hospitality Office to collect the receipt.

What happens if I need my NIE before?

You must be aware that, given the quantity of students who come to university at the same time, the obtaining process of the NIE can take longer than expected. If you anticipate that you will need your NIE on your arrival, we recommend that you request a temporary NIE.
   - You can do this at the Spanish embassy or consulate in your country, taking the following documents with you:
     - Original and photocopy of your passport or identity card.
     - Receipt of the payment fee
     - Certificate of registration, which you will be able to download from the Hospitality app
     - EX15 form

How long is my NIE valid for?

The NIE for European Students does not expire. It is not necessary to renew it as long as the condition that allows you to be a resident in Spain –being a student at UCHCEU- does not change. However, you will have to start the whole process over again if you lose the document, you have it stolen or you change your address. Do not hesitate to contact us if you need further information on it.

TIE FOR NON-EUROPEAN STUDENTS

Which documents do I need to reside in Spain?

All the non-European citizens need a student visa if they wish to come to Spain for more than six months. Once you are here, you have to legalize your situation by applying for the TIE (Foreign Resident Identification Card) within a maximum period of 30 days from your arrival.
It is compulsory for the student to process their visa with the Spanish embassy or consulate in their country of origin. Do not doubt to contact the Hospitality team if you need any document to accredit your registration in the University for your Visa by sending an email with the subject “Documentation for visa”.

On the visa your NIE number will be assigned (Foreign Resident Identification Number): this is the number that you will use to be identified as a resident in Spain.

Once you are here, you to register yourself as an international and apply for the TIE, Foreign Resident Identification Card. Hospitality will help you with the necessary procedures. The TIE must always be accompanied with your passport or identification document. You may be asked when you sign the contract, in order to have a bank account in Spain, when you make big purchases, in order to register pets, etc.

**Which documents do I have to provide?**

1. Copy of passport
2. Copy of visa
3. Completed application form, which you can find on the Hospitality app.
4. Two passport photos.

You will see that, in relation to the requested documents for the European students (see previous section), you will only have to hand in a few documents. This is because the majority of those documents will have already been requested for the Visa dispatch.

**When do I have to present the documents?**

The students who sign up to the university on the Welcome Day will have to hand in their documents for the TIE between the 7th and the 9th September.

The students who sign up to the university after the 9th September will have to hand in their documents for the TIR on the 14th October.

The student’s documents will only be collected if the entire dossier is handed in.

**When will I be able to collect my NIE?**

It is necessary to come twice to obtain a TIE: once to give personal information and fingerprints and another, one month after, to collect the card. In the first appointment you will be handed proof that you will be able to use with the same effects of the card and it will be valid for 60 days.

Appointments will be organized throughout October and November to process the TIE. The Hospitality team will inform you and you will have to bring your passport.

**How long is my TIE valid for?**

The TIE is valid for one year. From the second year, it is your responsibility to renew it and pay the fee. However, if you need, the Hospitality team can provide you with information on how to do it.
WELCOME PACKAGE

What is the welcome pack?
During the welcome day, you will receive a pack that includes interesting information for your arrival:
- The welcome day program
- The WiFi password
- Extra information about the university services
- Tourist information about Valencia and its surrounding areas
- A Móbilis transport card
- The SIM card, if you requested it in advance

... and much more!

What is the Móbilis card?
Móbilis is the card for urban transport in Valencia. It is a prepay card that we give to you already loaded with:
- 10 metro trips in zones AB (Valencia-Campus)
- 10 bus trips around the city of Valencia

When you run out of your trips, you can recharge it for the metro using the machines in any station, and for the bus in the kiosks, tobacco shops and some metro stations (Turia, Colon).

You can find additional information on how to get around Valencia on the metro websites (www.metrovalencia.es), on the bus (www.emtvalencia.es) or on the main map apps. The public transport system of Valencia is incorporated into Google Maps.
EXTRA INFORMATION

LIFE IN VALENCIA

L’université
Both main buildings are:
Moncada
Edificio Seminario, s/n
46113 Moncada - Valencia
Tel. 96 136 90 00

Alfara del Patriarca
C/ Luis Vives 1
46115 Alfara del Patriarca - Valencia
Tel. 96 136 90 00

Shops
The general opening hours for shops are 10:30 – 13:30 and then 16:30 – 20:00. Big stores, however, are open all day from 10:00 – 21:00 and big shopping centers such as El Corte Ingles don’t close until 22:00. Those big stores are the only ones that also open on Sundays.

Credit Cards
Almost all hotels, restaurants and shops in Valencia accept the main credit cards such as Visa, Mastercard, 4B, American Express and Diners Club.

Banks
Most of the banks are open from Monday to Friday between 8:30 and 14:30 and only a few banks open on Saturday mornings. Banks are also open one afternoon per week. However, ATMs are located around the city and the majority offers international services. You can change your money in most of them, and not all of them take commission. We don’t recommend going to the Currency Exchange Offices, because they always ask for commission.

Spanish Timings
In Spain, people generally eat later than in other European countries: breakfast is usually at 7:30 – 10:30, lunch at 13:00 – 15:00 and dinner at 20:30 – 22:30.

Electricity
Standard electrical voltage in Valencia is 220-240 V AC, 50 Hz. Spain uses the 2 pin standard European plug so if you are coming from the United States or the United Kingdom, you will need to bring an adapter with you. Adapters are available in most hardware stores.

Postal Service
In Valencia
Opening Hours of the Central Postal and Telegraph Office (Plaza del Ayuntamiento, 24)
weekdays: 8:30 to 20:30
Saturdays: 9:30 and 14:00
telephone: +34 96 351 67 50

Working Hours
A normal working day usually starts between 8:00 and 9:00 and ends between 17:00 and 19:00. Most of the governmental offices close at 15:00.

The offices in the university are open every working day from 10:00 to 14:00 and from 15:30 to 17:00. On Friday they are closed in the afternoon.
There are two different options sending letters. Use the red letterbox for sending urgent letters. Those ones are more expensive and there are not that many. For normal post, you can find the yellow letterboxes all over the city. They also sell stamps in tobacco shops.

In Moncada
The Moncada Post Office (7 Avenida Reino de Valencia)
weekdays: 8:30 to 14:30
Saturdays: 8:30 and 13:00
telephone: +34 961 390 907

Accommodation
It’s very easy to find a flat in Valencia, as it’s a young city full of students. For your search you can use the platforms of our partners:
- Beroomers
- Colegio Mayor Ausiàs March
- Bellevue
- Residencia Universitaria Galileo Galilei
- HelloFlatMate
- Rocafort Student Living

The approximate price of a room in a shared flat is 250-350€ a month, bills included. In an individual flat the approximate price is 500-700€, bills included.

The prices of the student residences go from 450 to 850€ a month depending on whether the room is shared or individual and the services included: food, cleaning ...

If you prefer living alone, you have to calculate a rent from at least 500€ up to 600€

Transportation
If you use the public transportation more than 4 times a day we recommend you a monthly pass for 53€. They are valid for metro, bus and trams.

**BUS:** The main public transports are autobuses: the **EMT** (Empresa Municipal de Transporte) has more than 90 lines all over the city. The buses are red and one “Bonobús” for 10 rides costs 8 Euro (One ride only for 1.5€). There are night lines and in summer they offer special busses to the beach.

**METRO:** The second public transport is the **Metro.** You get one “Bonometro” (10 rides) for 10.4€
Metro Valencia runs fairly regular services with trains approximately every 15 minutes and every 10 minutes at peak times.

To get to the University take line 1 (the yellow line) in the direction of Seminari-CEU or Bétera. For the Faculty of Social, Legal and Communication Sciences (Alfara II) and the Technical School (Alfara I) disembark at the metro stops Moncada-Alfara or Seminari-CEU

**TAXIS:** In some cases you’ll use the **taxi**. The cars are white with a green light on it. Call a Tele Taxi with: 96/3571313 or a Radio Taxi: 96/3703333. The price minimum is 4€ by day and 6€ by night. You don’t give that much tips in Valencia, if you decide paying 0,30ct for a taxi ride it’s enough. A taxi ride from Valencia to Moncada costs 22 €.

**TRAIN:** There are many national and international trains leaving each day from the “Estación del Norte” in the old city center. For more information call: 902240202

**AIRPORT:** From the airport, you can reach the city center by metro (Aeroport – Marítim Serrería) for approximately 5€ or by taxi for approximately 20€. If you can’t find a flight from your city to the Valencian airport, choose another one (Alicante, Barcelona or Madrid) and then reach Valencia by bus or train.

For more information visit: http://www.aena-aeropuertos.es/csee/Satellite/AeropuertoValencia/es/

### Activities

There are a lot of things to do in Valencia. For activities like going out, having some tapas, seeing a movie, you will spend about 100€ monthly.

The main places for going out are the “Barrio del Carmen”, “Juan Llorens”, “Plaza Cánovas” y “Avenida Aragón”.

For more actual information about cafés, bars, cinemas and museums buy some guides at the kiosks like “Turia” and “Qué y Dónde”.

Try out the restaurants in “La Ciutat Vella” to getting to know the typical Valencian food. Spanish people eat their main meal at lunchtime, lots of places offer a “Menú del Día”, which is a complete menu and cheaper than the other dishes. You won’t live in Valencia without trying Paella, Tapas (for example: croquettes from codfish, shrimps, cheese, tortilla, olives, black mussels, fish and many more), lots of fresh oranges and some typical sweets.

Also, in Valencia, to give tips is not as common as in other countries. The tips are included in the prices, and if you still want to give some, you don’t give more than 5% or 10% of the total price.

### Average Living Costs

- **Room in a shared flat (Monthly):** 250-350 €
- **Individual apartment (Monthly):** 500-700 €
- **Food (Monthly):** 150 €
- **Books (Yearly):** 90 €
- **Clothes (Yearly):** 240 €
- **Transport pass (Monthly):** 53 €
- **Pocket money (Monthly):** 100 €
- **Cinema ticket:** 7-9 €
- **Bus ticket:** 1.50 €
- **Bonometro (10 metro tickets):** 10.40 €
- **Taxi journey (Valencia):** 6 €
- **Taxi journey (Valencia-Moncada):** ≈ 22 €
MAPS:

Town
USEFUL TELEPHONE NUMBERS
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>112</td>
</tr>
<tr>
<td>National Police</td>
<td>091</td>
</tr>
<tr>
<td>Local Police Valencia</td>
<td>092</td>
</tr>
<tr>
<td>Guardia Civil Valencia</td>
<td>062 / 900102062</td>
</tr>
<tr>
<td>Ambulances Valencia</td>
<td>963500100</td>
</tr>
<tr>
<td>Fire Services</td>
<td>080</td>
</tr>
<tr>
<td>Valencian Health Services</td>
<td>085</td>
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<tr>
<td>Out of Hours Pharmacies</td>
<td>900500952</td>
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<tr>
<td>Hospital Clinico</td>
<td>963862600</td>
</tr>
<tr>
<td>Hospital General</td>
<td>963862900</td>
</tr>
<tr>
<td>Hospital Malvarrosa</td>
<td>963713111</td>
</tr>
<tr>
<td>Hospital Doctor Peset</td>
<td>963862500</td>
</tr>
<tr>
<td>Hospital La Fe</td>
<td>963862700</td>
</tr>
<tr>
<td>Hospital Nou d’Octubre</td>
<td>963460000</td>
</tr>
<tr>
<td>Hospital Casa de Salud</td>
<td>963 89 77 00</td>
</tr>
<tr>
<td>Hospital Valencia al Mar</td>
<td>963717111</td>
</tr>
<tr>
<td>Generalitat Valenciana</td>
<td>012</td>
</tr>
<tr>
<td>Consumer Information Office</td>
<td>963 985 400</td>
</tr>
<tr>
<td>Citizen information</td>
<td>010</td>
</tr>
<tr>
<td>Tourist Offices</td>
<td>963528573 / 963986422</td>
</tr>
<tr>
<td>Lost Property Department</td>
<td>963525478 ext. 4179-4169</td>
</tr>
<tr>
<td>Manises Airport</td>
<td>961598500</td>
</tr>
<tr>
<td>Bus Station</td>
<td>963497222</td>
</tr>
<tr>
<td>Train Station Estacion del Norte</td>
<td>902320320</td>
</tr>
<tr>
<td>Train Station Joaquim Sorolla</td>
<td>963803623</td>
</tr>
<tr>
<td>Radio Taxi</td>
<td>963703333</td>
</tr>
</tbody>
</table>

* Calling code +34

* Short Phone numbers are only working while in Spain
**PACKING LIST**

**BASICS**
- Travel kit
  - Pleasure Reading
  - Chewing gum
  - Snacks
  - Drinks
  - Medication

**Documents**
- Academic documents
- Copies of Travel documents
- Copies of passport or ID card
- Medical insurance card
- Medical history
- List of medications

**Funds**
- Cash
- Credit cards

**Travel Info**
- Passport or ID card

**Miscellaneous**
- Prescription
- Travel insurance
- Car insurance card

**Miscellaneous**
- Travel iron
- Backpack
- House keys
- Travel locks and keys
- Contacts

**Technology**
- Cell phone and charger
- Laptop and charger
- Camera and charger
- Tablet and charger

**CLOTHES**
- Basics
  - Underwear
  - Bras
  - Socks
  - Undershirts
  - Sleepwear
  - Robes
  - Pantyhose

- Dressy
  - Skirts
  - Sweaters

- Outerwear
  - Jackets
  - Coats
  - Raincoats
  - Hats
  - Gloves
  - Scarves

**HYGIENE**
- Toiletries
  - Toothbrush
  - Toothpaste
  - Dental floss
  - Mouthwash
  - Soap
  - Deodorant
  - Shampoo

- Hair
  - Hair conditioner
  - Brush
  - Comb
  - Hair dryer
  - Solar cream
  - Contact lenses
  - Saline solution

**Casual**
- T-shirt
- Sweatshirts
- Jeans
- Shorts
- Exercise clothing
- Swimsuits

**Shoes**
- Sports shoes
- Casual shoes
- Dress shoes

**ACCESSORIES**
- Sandals/Flip flops
- Slippers
- Sunglasses
- Glasses
- Jewelry

**VITALS**
- Vive
- Driver's license
- Itinerary
- Travel tickets
- Travel confirmations
- Travel guides
- Film, music
- MP3 player
- Headphones
- Batteries
- Adaptor
- Flash drive
- Alarm clock

**DON'T FORGET**

- The University will not be responsible for any objects or documents you forget present or not in this list.

http://www.uchceu.es/en/
WHAT I HAVE TO DO AND WHEN?

The first time you enter the Hospitality Application, you must...
- Verify your address and phone number and load a copy of the passport
- Read attentively the detailed guide of Hospitality

In advance, you should...

**European students:**
- Manage the European Card of Health insurance or ask for an health insurance (valid until July, 2017 at least)
- Send the certified academic documentation and the documentation relative to the definitive registration which is on the Application Hospitality

**Non-European students:**
- Ask for a visa to the embassy or to the Spanish Consulate of your country
- Ask a health insurance valid at least until July, 2017
- Send the legalized academic documentation and the documentation concerning the definitive registration which is on the Application Hospitality

**For all students:**
- Consult the Websites of accommodation and make your reservation
- Ask for the insurance Adeslas (optional)
- Make an appointment for a Hospitality Day (optional)

A little bit before your arrival we recommend you to...
- Request a taxi and hotel for the first night
- Send your address and phone number to open the bank account
- Select the date of the activation of the SIM card
- Prepare the necessary documentation for DENIES him and TIE
- Read the information concerning Welcome Day on the Application and to download the indicated information
- Download your schedules on the Web site of the university
- Read one more time the useful information of the Guide Hospitality, to assimilate the basic services
- Update these address and phone number which you already have on the application Hospitality: address, bank account ...

When you arrive, you will have to bring with you...
- Passport, with visa if it is necessary
- Original academic documents which give you access to the University, if it is necessary for your definitive registration
- Health insurance and list of the centers where you can go in case of emergency