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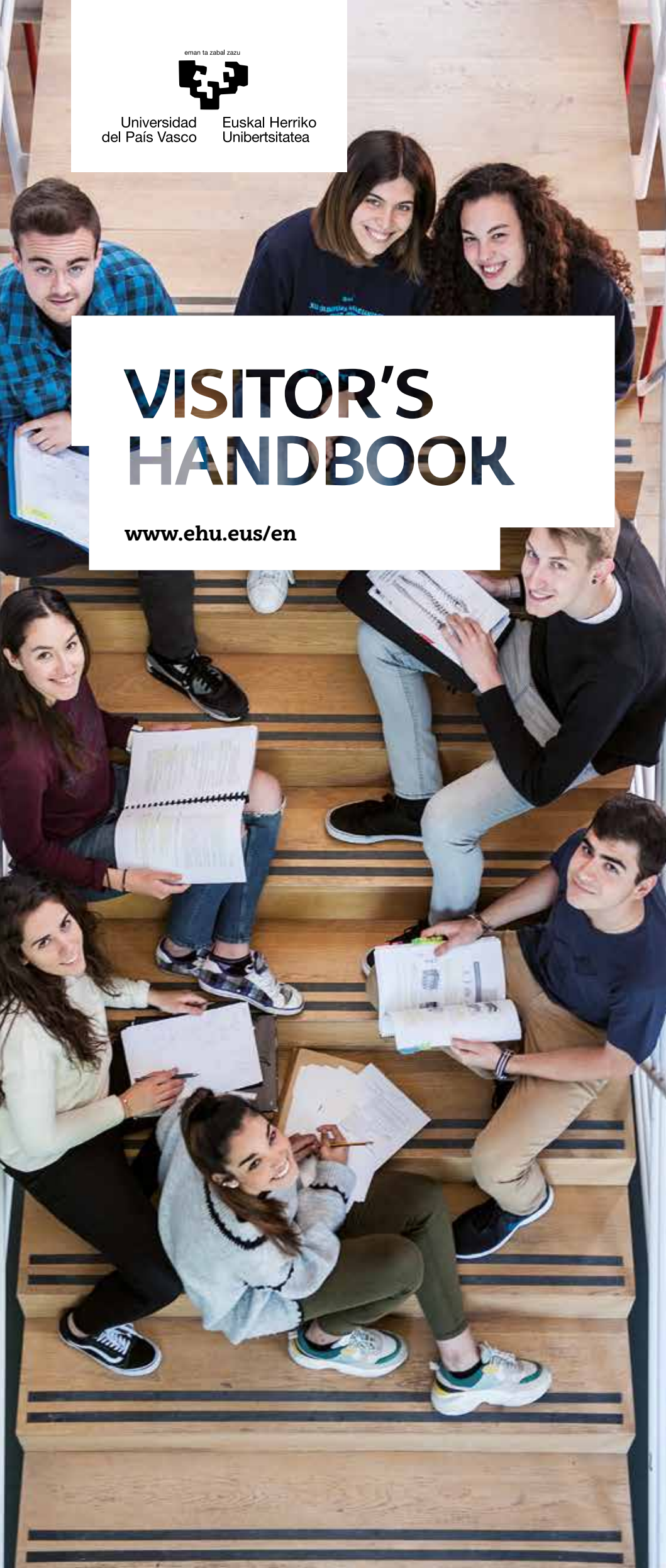


Universidad
del País Vasco

Euskal Herriko
Unibertsitatea

VISITOR'S HANDBOOK

www.ehu.eus/en





Library building, 2nd floor
Barrio Sarriena s/n
48940 LEIOA

+34 946015868
info.welcomecentre@ehu.eus

www.ehu.eus/en

The most complete guide to enjoy the University of the Basque Country



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Ongi Etorri!

-
If you are reading this manual, you are probably considering (or have already decided) to visit the University of the Basque Country. Thank you for choosing us!

This handbook aims to answer your questions before and during your stay among us. Don't hesitate to contact us, should you need further advice after reading this text.



-
Our university is an open and inclusive institution; we receive over 1,800 international visitors every year.

We would like your stay at the University of the Basque Country to be an academically fruitful and personally unforgettable experience.

All of us at the International Relations Office wish you a warm welcome; we hope to live up to your expectations.



UPV/EHU

The University of the Basque Country

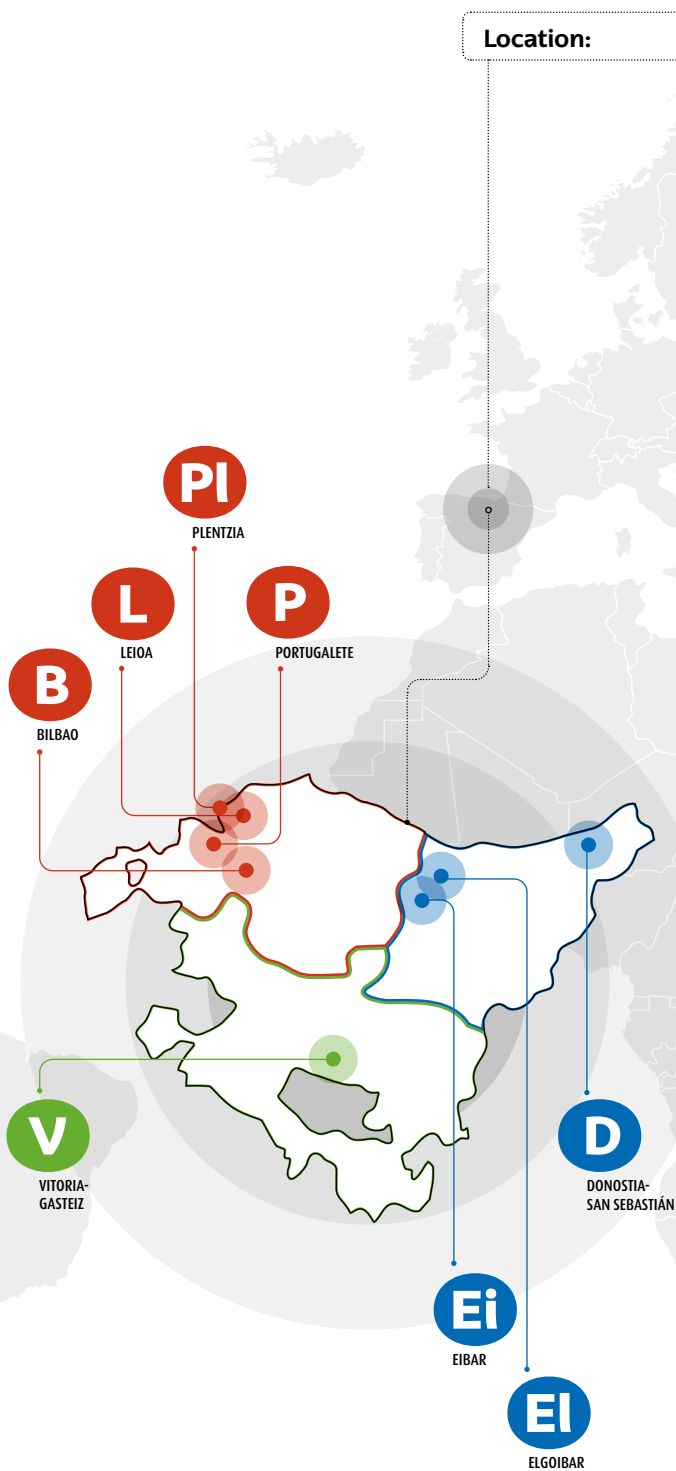
- Public institution, promoter of social cohesion through educational equity.
- Strongly committed to research, intellectual leadership and social engagement.
- Custodians of Euskara, the only pre Indo-European language still alive in Europe.
- Undergraduate, master degrees and doctoral studies available in all areas of knowledge.
- English steadily increasing as a language of instruction.
- The Basque Country: natural paradise and distinct culture.





Where we are

Our campuses





Our campuses:

CAMPUS OF ARABA

CAMPUS OF BISCAY

CAMPUS OF GIPUZKOA



**International
UPV/EHU**

WELCOME CENTRE
info.welcomecentre@ehu.eus

Vitoria-Gasteiz

Biscay-Leioa

Biscay-Bilbao

Donostia/San Sebastián

We are open for personal attention from mid-August to mid-October and January to March in all three campuses.

Yearlong telephone and online assistance available on:
+34 94 601 5868
info.welcomecentre@ehu.eus

www.ehu.eus/en

1

CAMPUS OF
ARABA





+7.000 Students



7 Faculties

1 Residence Hall



Ostatu: rooms and flats database



2 Libraries



Cultural, musical and artistic activities



1 Sport Centre

1 Gym

Other Sport Centres



Language learning

Language Certificates

CAMPUS OF ARABA

Our smallest campus hosts 7 faculties very centrally located in the city.

Vitoria-Gasteiz

The administrative capital of the Basque Country has over 250,000 inhabitants. Its vast green areas and the low carbon footprint of locals made it possible for Vitoria-Gasteiz to be designated 'European Green Capital' in 2012 and to be given the 'Global Green City Award' in 2019.

Vitoria-Gasteiz stands on a historical pathway intersection; one of the Saint James' Way routes crosses the city centre and its almond shaped old district is just gorgeous. You will be able to visit the restoration works at Santa María cathedral, main inspiration for Ken Follett's 'A world without end'. If you enjoy Modern Art, Artium museum will surely be your first choice. The local patroness festivities, 'La Virgen Blanca', and many other cultural and entertaining events taking place throughout the year will help you enjoy even more living in this pleasant and comfortable city.

The province of Araba boasts a large number of archaeological sites and other remarkable monuments. You will also have many chances of visiting this region while walking in woods and natural parks. Not far from Vitoria-Gasteiz you will have the possibility to watch birds and deers and find trekking trails, mountain bike routes, water sports options and paragliding clubs.

How to get there



- The city airport [called Foronda] is located 9km from Vitoria city centre. Taxis make the trip to the city for approximately 25-30 euros. Spanish Airport Authority is AENA. Ryanair fly to this airport. Several buses [4-euro fares] depart from the airport to the city centre [30minutes later than RyanAir flights landing time] and from the city centre [Monseñor Cadena and Eleta street] to the airport [2 hours prior to RyanAir flights departure time]. www.aena.es/en/vitoria.html

- If you fly to Bilbao-Loiu airport [www.aena.es/en/bilbao.html]: Buses run every 15 minutes from the airport to Bilbao Intermodal station. Take a bus to Vitoria-Gasteiz and other major destinations from this terminal. Check frequencies and running hours at www.autobuseslaunion.com/en/. Last bus at weekdays is around 10 pm and earlier at weekends!

- Flights from several European capitals arrive in Santander-Seve Ballesteros airport [www.aena.es/en/seve-ballesteros-santander.html]: Buses run daily from this airport to Vitoria-Gasteiz. Check frequencies at www.alsa.com/en/web/bus/home.

- If you are flying to Iruña-Pamplona [60km away from Vitoria-Gasteiz] with Binter Canarias or AirNostrum, take the A bus line to the city centre [LÍNEA A: estaciones y aeropuerto].

For further details on Vitoria-Gasteiz, feel free to visit the following websites:

<https://tourism.euskadi.eus/en/>

<https://www.alavaturismo.eus/en/>

<https://www.vitoria-gasteiz.org/turismo>



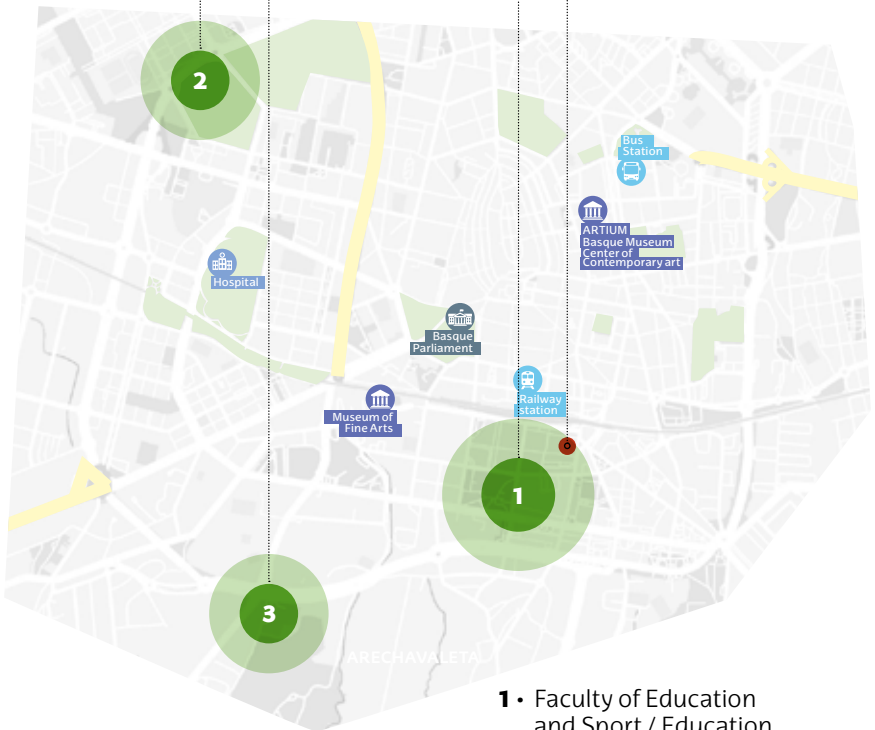
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• School of Nursing of Vitoria-Gasteiz

• Campus of Araba

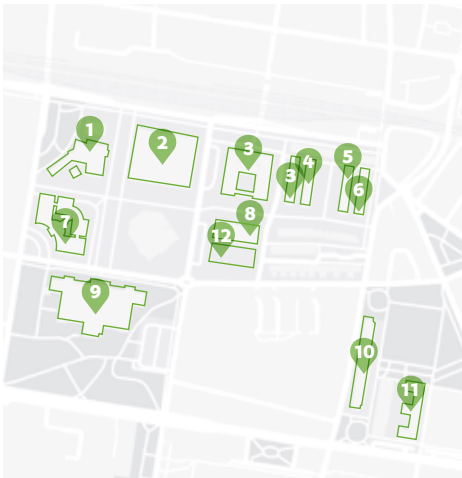
• Faculty of Education and Sport. Physical Activity and Sports Science

• Welcome Centre for international visitors



1

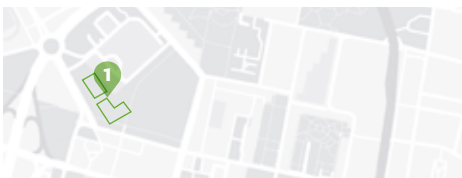
CAMPUS OF ARABA



- 1 • Faculty of Education and Sport / Education.
- 2 • Faculty of Pharmacy.
- 3 • Faculty of Arts.
- 4 • Faculty of Labour Relations and Social Work.
- 5 • University Pavillion.
- 6 • International Relations Office and **Welcome Centre**.
- 7 • Faculty of Engineering - Vitoria-Gasteiz
- 8 • Lucio Lascaray Research Centre.
- 9 • Las Nieves building.
- 10 • Faculty of Economics and Business.
- 11 • Tomás Alfaro Fournier residence hall.
- 12 • Micaela Portilla Research Centre. Faculty of Medicine and Nursing. Medicine.

2

TEACHING UNIT, FACULTY OF MEDICINE AND NURSING



- 1 • School of Nursing of Vitoria-Gasteiz.

3

FACULTY OF EDUCATION AND SPORT PHYSICAL ACTIVITY AND SPORTS SCIENCE

2

CAMPUS OF
BISCAY





PORTUGALETE



LEIOA



PLENTZIA



BILBAO



+22.000 Students



9 Faculties



2 Residence Halls

Ostatu: rooms and flats database



7 Libraries



Cultural, musical and artistic activities



1 Sport Centre

Other Sport Centres



Language learning

Language Certificates

CAMPUS OF BISCAY

A total of 9 Faculties make up our biggest campus. Engineering and Economic studies are taught in central Bilbao, while the rest of the faculties are located in our Leioa university complex (15 km from downtown Bilbao).

Bilbao

The biggest city in the Basque Country stretches along the estuary of river Nervión, 11 km inland from the Gulf of Biscay. It is the financial capital of the region and has around 340,000 inhabitants.

The Guggenheim Museum in Bilbao [Frank O. Gehry, 1997] gave rise to a new beginning for a formerly industrial city submerged in the 1980's recession. From the moment this winding titanium structure opened to the general public, the most renowned architects and designers have worked in Bilbao: Sir Norman Foster, Zaha Hadid, Santiago Calatrava, Javier Mariscal... The upturn undergone by the city has led to Bilbao being granted prestigious architecture and city planning awards, that establish it as a model of urban growth and regeneration. In 2010 the Lee Kuan Yew World City Prize awarded by the city-state of Singapore; Best Mayor in the World to the Mayor of Bilbao, Iñaki Azkuna in 2012 [The City Mayors Foundation]; 2021 EU Urban Road Safety Award.

People in Bilbao are friendly, optimistic and good tempered; the vibrant cultural life of the city turns, at dusk, into a varied, pepped nightlife. A visit to the local 'cathedral', the Athletic Football Club stadium, the '7 streets' section and Bizkaia suspended bridge [a century old Unesco World Heritage site] are a must for every visitor.

How to get there

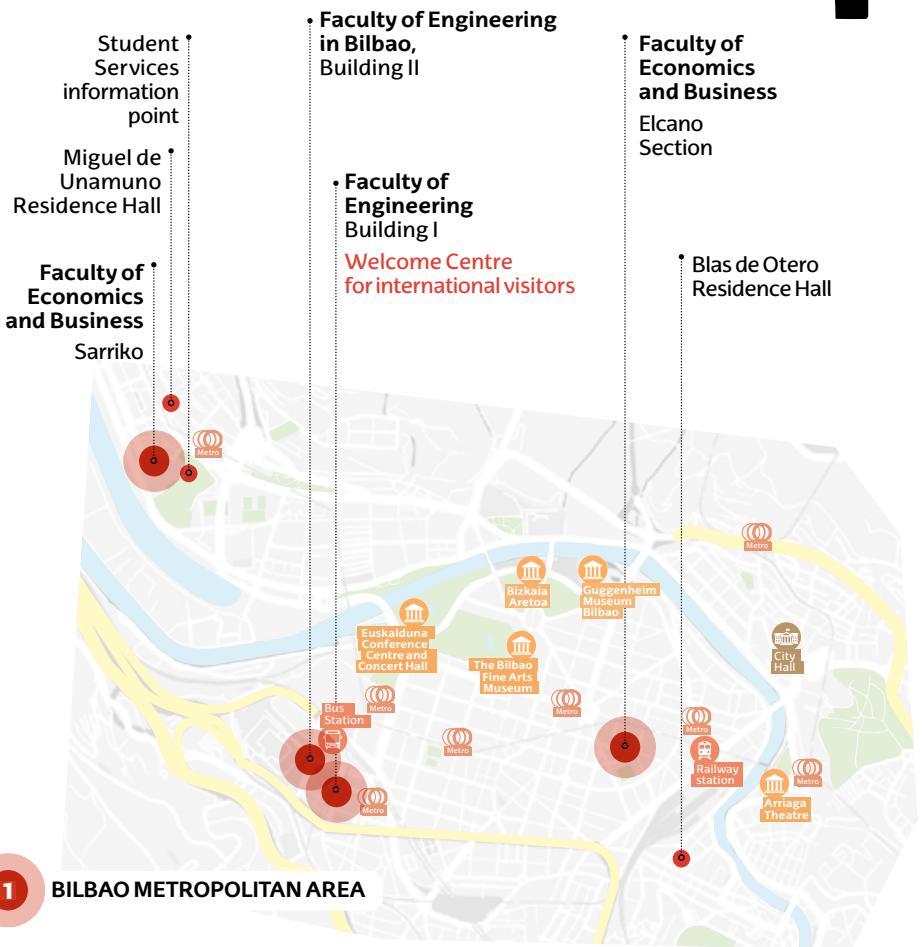


- Bilbao airport [Loiu] is approximately 10 km away from the city www.aena.es/en/bilbao.html. Outside the arrivals lounge, buses run every 15 minutes to the city centre [From the airport: 6:00 to 24:00, and from Bilbao: 5:00 to 22:00]. The line terminates at the local bus station, Bilbao Intermodal station. From here, you can take buses to all major destinations or you can walk or take the metro almost everywhere in the city.



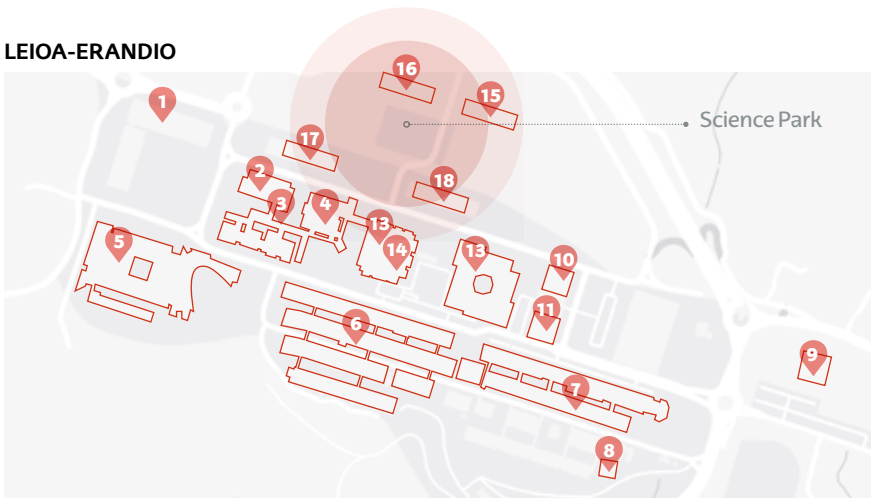
- The central railway station, Abando, is connected to several international railway routes.

For further details on Bilbao, feel free to visit the following websites:
<https://tourism.euskadi.eus/en/>
www.bilbaoturismo.net/BilbaoTurismo/en/tourists



1 BILBAO METROPOLITAN AREA

2 LEIOA-ERANDIO



- 1 • Faculty of Education - Bilbao
- 2 • Culinary Arts School. Self Service restaurant.
- 3 • Rectorate.
- 4 • Assembly Hall.
- 5 • Faculty of Fine Arts.
- 6 • Faculty of Science and Technology.
- 7 • Faculty of Medicine and Nursing.
- 8 • Animal facilities.
- 9 • Sports Centre / Service.
- 10 • Vice-Rectorate of the Campus of Biscay / Faculty of Law/ students services.
- 11 • Faculty of Labour Relations and Social Work.
- 12 • Faculty of Social and Communication Sciences.
- 13 • Library building.
- 14 • **Welcome Centre** for international visitors.
- 15 • Basque Centre for Biophysics.
- 16 • Maria Goyri Animal Biotechnology Center.
- 17 • Martina Casiano Technological Platform.
- 18 • Science Park's Headquarter Building.

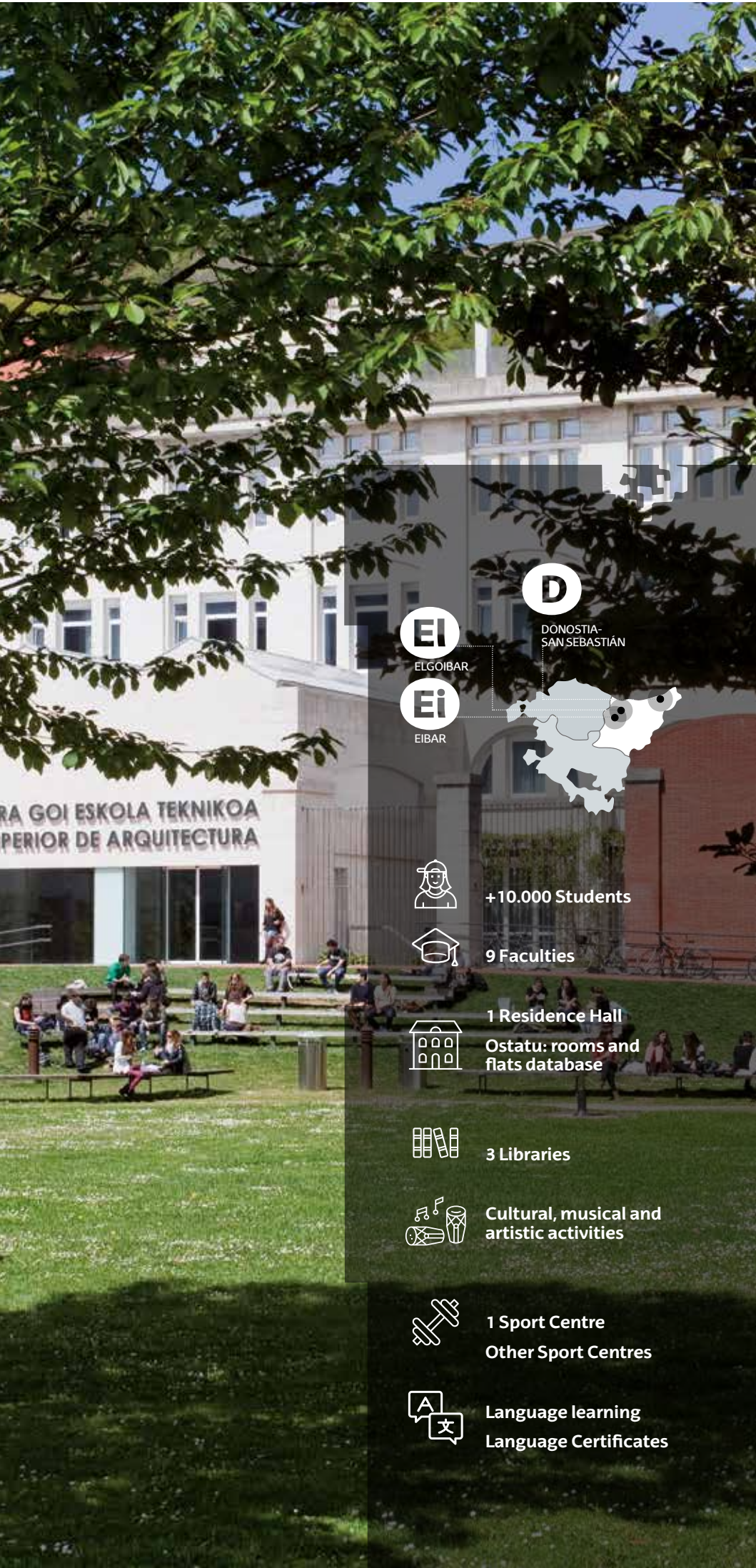
3 FACULTY OF ENGINEERING NAUTICAL STUDIES PORTUGALETE

4 RESEARCH CENTRE FOR EXPERIMENTAL MARINE BIOLOGY AND BIOTECHNOLOGY PLENTZIA

3

CAMPUS OF
GIPUZKOA





ELGOIBAR



EIBAR



DONOSTIA-SAN SEBASTIÁN



+10.000 Students



9 Faculties



1 Residence Hall
Ostatu: rooms and flats database



3 Libraries



Cultural, musical and artistic activities



1 Sport Centre
Other Sport Centres



Language learning
Language Certificates

CAMPUS OF GIPUZKOA

It is composed of 9 Faculties; while the vast majority are located in Donostia/San Sebastián, we have an Engineering section in Eibar [40 km South-East from Donostia/San Sebastián] and another one in Elgoibar [35 km South-East from Donostia/San Sebastián].


Donostia/San Sebastián

Donostia/San Sebastián, the capital of Gipuzkoa, is a city with a population of over 180.000 inhabitants. It stretches around the 'Concha' bay and is a popular tourist destination. Donostia/San Sebastián has recently become a well-liked surfing spot and Zurriola beach is always full of waves enthusiasts. The city is just 20 km from the French border [Hendaye is the closest French town], so it is very easy to visit the French Basque Country.

Besides its natural beauty, the city enjoys a busy cultural life [Jazz Festival, International Film Festival...], countless sports activities and traditions. All of this summed up for the city to have been designated 'European Capital of Culture 2016'.

Cuisine is a cornerstone of Basque culture: meals are the key element at every celebration. First class products [vegetables grown by local producers, a significant fishing sector and excellent meat] together with our long-established love for gastronomy, result in eye-catching counters full of tapas [locally known as 'pintxos'] in every bar around the city and several Michelin starred restaurants.


How to get there


-
 Donostia-San Sebastián airport [www.aena.es/en/san-sebastian.html]: 20km from the city. Due to its small size, only a few domestic flights land here. Flying fares are seldom inexpensive. Several buses link the airport to Donostia/San Sebastian city centre [Plaza Gipuzkoa]. Check running hours at www.aena.es/en/san-sebastian-airport/public-transport.html and www.ekialdebus.eus

Other nearby airports:

-
 Bilbao airport [Loiu] is located 10 km from downtown Bilbao. There are also direct buses from Bilbao airport to Donostia/San Sebastian [1h 15 minutes] Check frequencies at www.pesa.net and www.alsa.com/en

-
Biarritz airport [in France www.biarriz.aeroport.fr]: Located 50 minutes from Donostia/San Sebastián. Buses connecting to Donostia/San Sebastian, www.pesa.net and www.conda.es.

-
 Several TGV lines [Train à Grande Vitesse] link Paris, Bordeaux, Toulouse... to Hendaye railway station. Once here, walk out the SNCF station; to the right you will find EUSKOTREN station, where trains will take you, every 30 minutes, to Donostia/San Sebastián [this train terminates at Amara district – Plaza Easo]. This is a 40-minute ride. Check departing times at www.euskotren.es.

-
 Alvia trains link Madrid and Barcelona to Donostia/San Sebastian twice a day in slightly more than 5 hours. Details on discounts and frequencies at www.renfe.es.

For further details on Donostia/San Sebastian, feel free to visit the following websites:

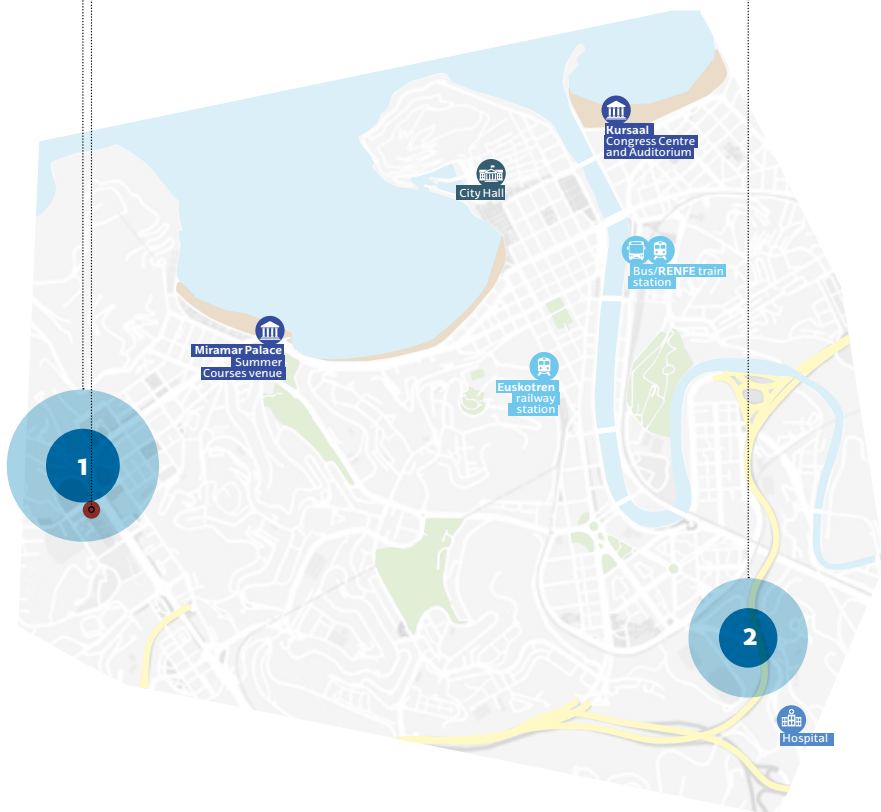
<https://tourism.euskadi.eus/en/>
www.sansebastianturismoa.eus/en
www.donostia.org



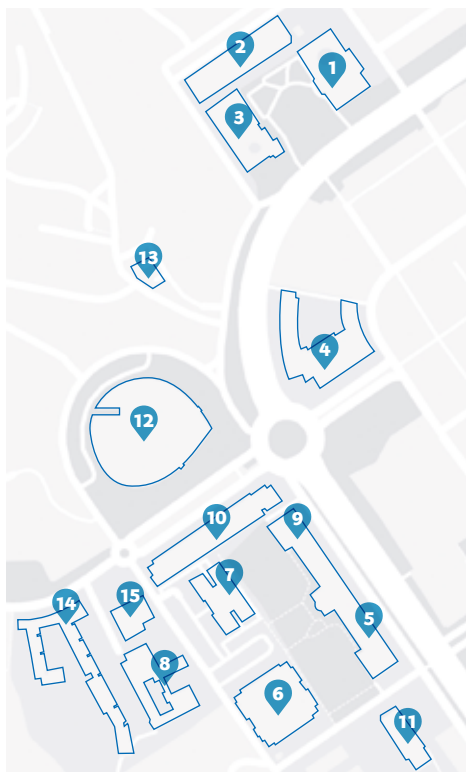
Campus of Gipuzkoa

Welcome Centre for international visitors

Faculty of Medicine and Nursing



1 CAMPUS OF GIPUZKOA



- 1 • Faculty of Education, Philosophy and Anthropology [Teacher Training].
- 2 • Higher Technical School of Architecture.
- 3 • Faculty of Economics and Business.
- 4 • Faculty of Engineering - Gipuzkoa.
- 5 • Faculty of Psychology.
- 6 • Faculty of Chemistry.
- 7 • Faculty of Informatics.
- 8 • Faculty of Law.
- 9 • Faculty of Education, Philosophy and Anthropology.
- 10 • Ignacio María Barriola building, lecture rooms and **Welcome Centre**.
- 11 • Joxe Mari Korta R+D+i facility.
- 12 • Calos Santamaría. Information and library facilities.
- 13 • Julianategi: Vice-Rectorate of the Campus of Gipuzkoa.
- 14 • Manuel Agud Querol Residence Hall.
- 15 • Campus services.

2 FACULTY OF MEDICINE AND NURSING

Summer courses



-
The University of the Basque Country does not close for vacation. Besides our traditional winter programmes, we offer a wide range of summer courses on our three campuses. Proposals are extremely varied and our speakers, internationally renowned experts, review various human, social, political and technological topics.

Additional details on course dates, venue and registration conditions are to be found in the Summer Courses offices and in the link below.

Summer Courses
www.uik.eus/en

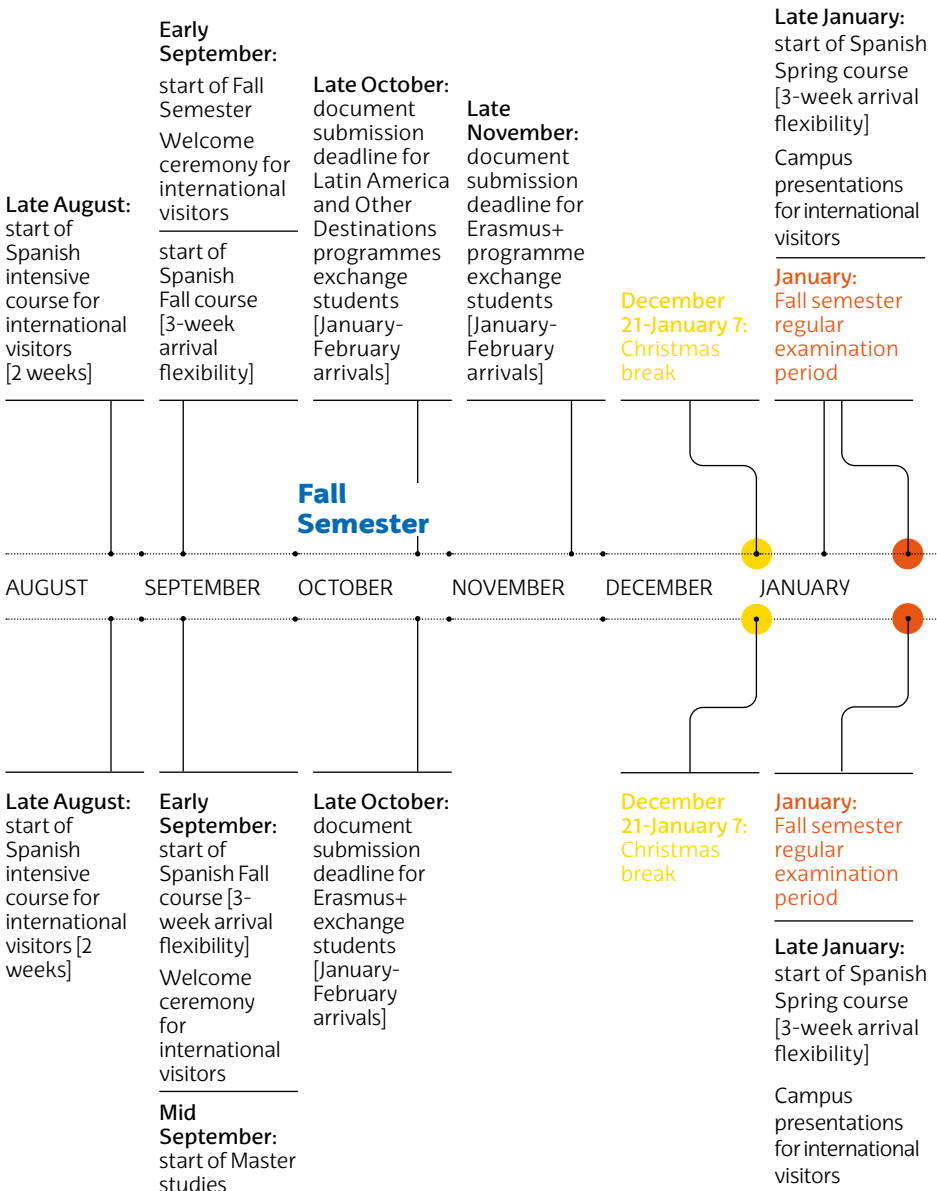


Academic information

1.3.1. Academic calendar

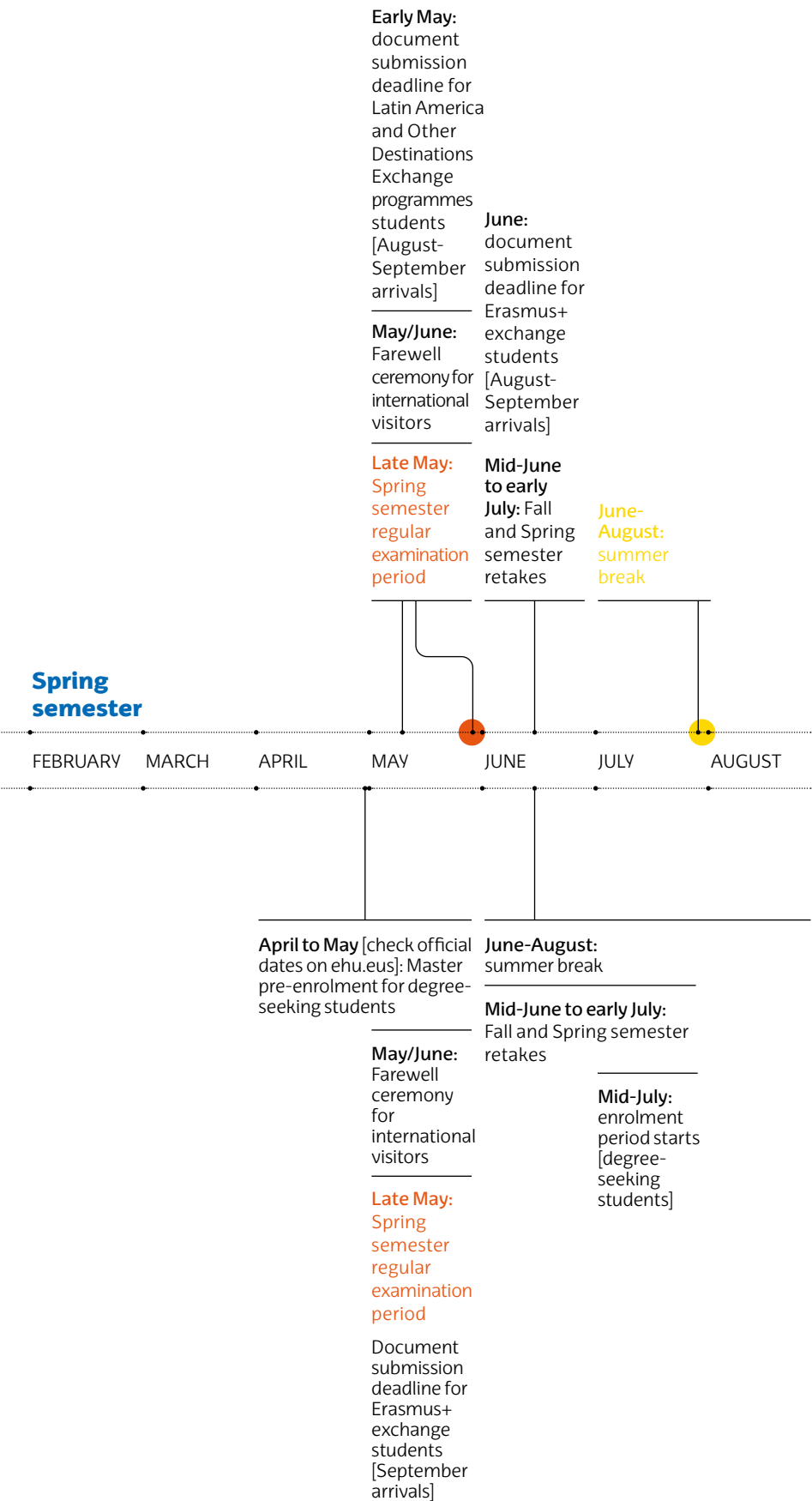
TIMELINE

UNDERGRADUATE



MASTER

Lessons and examination dates may vary slightly at every Faculty; to plan your travelling dates, please check the calendar of the Faculty you will be visiting.





1.3.2 Grading system

Final grades are usually obtained after a written test, based on the knowledge and skills acquired by the student during the semester. Some courses, however, include the completion of practical exams, field reports or laboratory work.

The Bologna educational method is based on continuous assessment of the student's progression. All exercises, reports, compositions and practical work done by the student throughout the semester are of relevance for final grades.

1.3.3. Grading scale

The Spanish grading system is numerical [from 0 to 10] and textual. A minimal score of 5 is required for the student to pass and gain credit.

TEXTUAL SCALE (1)	TEXTUAL SCALE (2)	NUMERICAL SCALE	COMMENTS
A	EXCELLENT	9,0-10	Outstanding performance with only minor errors
B	VERY GOOD	8,0-8,9	Above average standard but with some errors
C	GOOD	7,0-7,9	Generally sound work but with a number or major errors
D	SATISFACTORY	6,0-6,9	Fair but with significant shortcomings
E	SUFFICIENT	5,0-5,9	Performance meets the minimum criteria
FX-F	FAIL	0-4,9	More work required before the credit can be awarded
NP	-	-	INCOMPLETE: the student did not sit the exam or did not hand-in the assignments

1.3.4. ECTS Credits

Bachelor's Degrees in Spain need the completion of 240 ECTS [European Credit Transfer System] and Master's Degrees need the completion of 60, 90 or 120 ECTS.

One academic year corresponds to 60 ECTS credits; likewise, 1 ECTS stands for 25 hours of learning activities performed by the student. The ECTS system is used for qualification recognition procedures among different countries within the Bologna High Education System.

Exchange visitor's guide

2.1 Before travelling

2.1.1 Nomination and acceptance at the University of the Basque Country (UPV/EHU)

Once nominated by your home institution, you will need to submit a number of documents to the University of the Basque Country:

ERASMUS+ PROGRAMME

DOCUMENTS	DEADLINE	RECIPIENT
Application form; learning agreement proposal	June/November (Unless otherwise specified by international coordinator at host faculty)	See contacts on page 48-49

LATIN AMERICA AND REST OF THE WORLD (Otros Destinos programme)

DOCUMENTS	DEADLINE	RECIPIENT
Application form; copy of passport; learning agreement proposal	May/October	incoming.international@ehu.eus

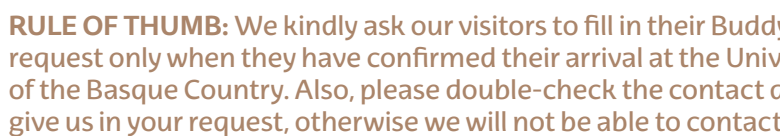
SICUE PROGRAMME

DOCUMENTS	DEADLINE	RECIPIENT
Application form	End of June	See contacts on page 48-49

2.1.2 Request a Buddy to assist you prior and upon arrival

Our Buddy Programme assigns local student volunteers to help international exchange students during their first days in the city and on campus. In addition to the practical help provided, the Buddy Programme is the starting point for many friendships and multicultural encounters.





RULE OF THUMB: We kindly ask our visitors to fill in their Buddy request only when they have confirmed their arrival at the University of the Basque Country. Also, please double-check the contact data you give us in your request, otherwise we will not be able to contact you.

How to request a Buddy:

FACULTY WHERE YOU WILL STUDY	CONTACT
Faculty of Engineering Bilbao	ingenieria.internacional@ehu.eus
Faculty of Social and Communication Sciences Leioa	socialescomunic.internacional@ehu.eus
Faculty of Science and Technology Leioa	ciencia.internacional@ehu.eus
Faculty of Engineering Gipuzkoa — Donostia — Eibar	gie.international@ehu.eus gie-eibar.international@ehu.eus
Faculty of Engineering Vitoria-Gasteiz	esc-ingenieria.internacional@ehu.eus
Faculty of Fine Arts Leioa	bellasartes.internacional@ehu.eus
Faculty of Economics and Business Bilbao — Sarriko — Elcano	economicas.internacional@ehu.eus empresa-bi.internacional@ehu.eus
Faculty of Medicine and Nursing. Nursing Degree Donostia/San Sebastián	enfermeria-ss.internacional@ehu.eus
School of Nursing Vitoria-Gasteiz	enfermeria-vi.internacional@ehu.eus
Faculty of Education Bilbao	magisterio-bi.internacional@ehu.eus
Rest of faculties, fill in our forms	www.ehu.eus/en/web/nazioarteko-harremanak/en-request-a-buddy

2.1.3 Insurance for international visitors

* Who should have insurance coverage?

All visiting students.

IMPORTANT: Students who need a study visa should check if the insurance necessary to obtain the visa includes the coverage described below.

* What documentation must be provided to the university?

When registering, documentation that proves coverage for the eventualities indicated below must be delivered to the faculty (insurance policies, European Health Card, etc.).

* What period should the student be insured?

The entire period of the stay.

* What period should the student be insured?

1) Travel assistance, 2) Medical assistance, and 3) Civil Liability.

You can cover these eventualities through one single insurance policy or several that complement each other.



1) TRAVEL ASSISTANCE

- Health Transfer to the country of origin, in the event of an accident for illness of the insured person.
- Repatriation of the deceased insured person.



2) MEDICAL ASSISTANCE

- Medical, surgical and hospitalization expenses.
- You must verify which group you belong to:
 - a. **EU NATIONALS:** The Basque Public Health System generally covers the health care of citizens of the European Union who carry their EUROPEAN HEALTH CARD [TSE] previously obtained in their country of origin.
 - b. **NATIONALS FROM COUNTRIES WITH HEALTH COVERAGE AGREEMENTS WITH SPAIN:** Spain has signed health care agreements with a series of countries [Andorra, Brazil, Ecuador, Panama, Paraguay, Peru, Sweden, Morocco...]. We recommend obtaining more information at the corresponding Spanish embassy or consulate, to know how to access this coverage.
 - c. **OTHER NATIONALITIES:** If there is no agreement with the country of origin, it will be necessary purchase a medical, surgical and hospitalization insurance policy, supplied by an entity authorized to operate in Spain.



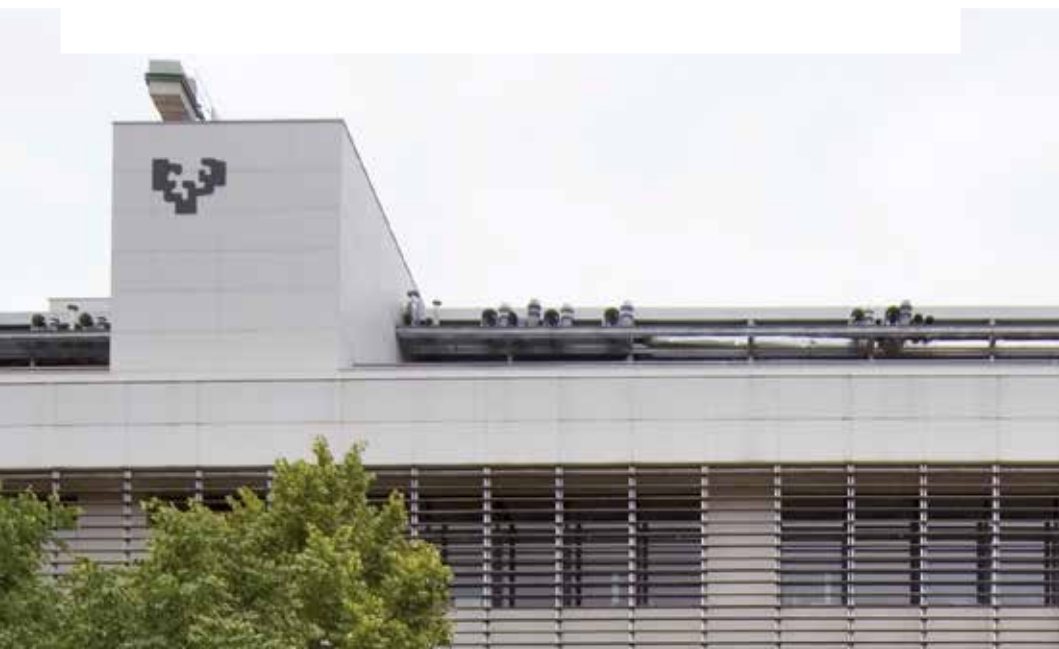
3) CIVIL LIABILITY

- Every student must come to the UPV/EHU with general civil liability insurance.
- In addition, some activities to be carried out at the UPV/EHU (for example, laboratory practices), may require a broader civil liability.
- Before taking out specific civil liability insurance, we recommend checking whether the home university issues insurance of these characteristics valid for stays abroad for its students.
- If you carry out any activity in a company or entity other than the university, it is likely that the civil liability insurance will be provided by the company or entity.

If you need additional information about the need and/or acquisition of insurance, do not hesitate to contact our Welcome Centre.

The UPV/EHU offers an insurance policy for visitors at a competitive price through the company AXA (www.ehu.eus/es/web/kontratazioa/ibili-ehu). However, there are many insurers that offer health coverage. We recommend that you compare prices and services.

ATTENTION: Check your insurance coverage when purchasing it and make sure that its validity will cover your entire stay. When you arrive, review which hospitals or medical centers correspond to you in case of need. **Going to a hospital or health center not included in your policy may involve paying the bill of the received assistance.**



2.1.4.

Visa procedures

Non EU nationals need to obtain their entry visa for Spain.

Check the location of your closest Spanish Consulate or Embassy here:

www.exteriores.gob.es/es/EmbajadasConsulados/Paginas/index.aspx

Documents required by the Spanish authorities to enter the country [slight variations might apply among different countries of origin]. Check the list of required documents at your nearest consulate:

- Passport with a minimum validity of 6 months.
- Filled-in application form, biometric picture in white background glued to it.
- Original passport and copies of all pages containing entry stamps in other countries.
- Proof of registration or pre-registration at the university [acceptance letter is also valid].
- Medical insurance in force during your entire stay in Spain provided by an entity authorized to operate in Spain, coinciding with the dates indicated in the acceptance letter. You can check the conditions of UPV/EHU's IBILI insurance in the section related to insurance.
- Certificate of financial situation [scholarship information, family support, other ways you will financially support yourself throughout your stay].
- Address in Spain [if a temporary booking at a hotel is not sufficient, we can provide an accommodation letter].
- For stays longer than 180 days: medical certificate + translation into Spanish or English + apostil of the Hague.
- For stays longer than 180 days: criminal record + translation into Spanish or English + apostil of the Hague.

[List of official translators with the apostil of the Hague: <https://www.exteriores.gob.es/es/ServiciosAlCiudadano/Paginas/Traductores-Interpretes-Jurados.aspx>]

RULE OF THUMB: Visa procedures can take up to 60 days, so it is crucial for you to plan ahead your trip in order to be able to travel on time for your course/project.

www.interior.gob.es/opencms/es/servicios-al-ciudadano/tramites-y-gestiones/extranjeria/control-de-fronteras/entrada-en-espana/



2.1.5

Accommodation options

-

RESIDENCE HALLS

Student residence halls in the Basque Country have excellent facilities, that's why they are not the cheapest option available and usually prefer full-year students to one-semester visitors.

Application, registration and payment need to be done directly with the relevant residence in all cases, although we can help you choose the establishment better adapted to your profile [see Welcome Centre contact details below this section].

Student's residences and dormitories of the University of the Basque Country

● Campus of Araba

Residencia Universitaria Tomás Alfaro Fournier

Paseo de la Zumaquera nº 21 A
01006 Vitoria-Gasteiz
+34 945 155 420 / +34 900 649 169
alfaro@resa.es
www.resa.es

● Campus of Biscay

Colegio Mayor Miguel de Unamuno

Lehendakari Agirre, 140
48015 Bilbao
+34 946 017 499
unamuno@ehu.eus
www.ehu.eus/unamuno

Residencia Universitaria Blas de Otero

Calle de las Cortes, 38
48003 Bilbao
+34 944 343 200 / +34 900 649 169
residentes.blasdeotero@resa.es
www.resa.es

● Campus of Gipuzkoa

Residencia Universitaria Manuel Agud Querol

Paseo de Berio, 9
20160 Donostia/San Sebastián
+34 943 563 007 / +34 900 649 169
residentes.maq@resa.es
www.resa.es



IMPORTANT ADVICE ABOUT RESIDENCE HALLS BELONGING TO THE UNIVERSITY OF THE BASQUE COUNTRY

- Application opens in April for the next academic year: a €200 payment is required at this stage www.resa.es
- Unless you receive an official acceptance letter before that date, the list of admitted applicants is published on the residence website in July.
- Applicants not selected will be reimbursed for their €200 in September.
- Selected applicants need to pay the deposit [€500-€760 in Vitoria-Gasteiz; €550-€900 in Donostia/San Sebastian; €500-€800 in Bilbao]. Please check their refund policy: a personal decision to leave the residence does not lead to a refund.
- Upon first contact, please inform the residence that you are a student from the University of the Basque Country.

-
There are many other private residence halls in the cities. We can offer you more detailed information and tailored assistance through the Welcome Centre email. www.ehu.eus/en/web/nazioarteko-harremanak/en-halls-of-residence





- HOST FAMILY PROGRAMME

If you wish to experience a deeper cultural immersion or if you prefer to live in a warmer, more familiar environment, you can apply for our Host Family Programme.

- Apply on our website:
www.ehu.eus/en/web/nazioarteko-harremanak/en-host-family-programme
- We will contact you with the family information you need to make your choice.
- Once you have decided on the most suitable family, you will be able to contact them and agree the terms of accommodation and the day of arrival.

Host families usually include meals in their monthly fee: this is not necessarily the cheapest option, we recommend it for students willing to live in a warmer environment seeking a deep cultural and linguistic immersion.

RECOMMENDATIONS FOR A BRILLIANT HOMESTAY

- Be open and communicate.
- Bring a gift.
- Attend the family meals.
- Respect the schedule.
- Accept the differences.
- Participate in activities.
- Benefit from daily conversations.
- Get to know your host family.
- Remember that it's all temporary.
- Be fair and honest when problems arise.

- SOCIAL HOUSING

On the Campus Vice-Rectorates' websites, there is information on social accommodation options (for example, living with elderly people). These options could be interesting to have a different experience and save on accommodation.

- **Bizkaia:** <https://www.ehu.eus/es/web/bizkaia/alojamiento-solidario>
- **Gipuzkoa:** <https://www.ehu.eus/es/web/gipuzkoa/ostatu> (Kuvu)
- **Araba:** <https://kuvu.eu/programa-alojamiento-compartido-entre-generaciones>



RENTED AND SHARED FLATS IN THE CITY

Most international visitors at the University of the Basque Country prefer this type of accommodation.

The Accommodation service at the University of the Basque Country [OSTATU] incorporates a detailed flat and room database. You can access this information even before travelling by registering at:

www.ehu.eus/ostatu/pisos/index.html

The system will ask you to upload a document stating your acceptance at the university; you will be granted a temporary username and password.



Our OSTATU database is available to local and international students; hence, we recommend you browse it as early as possible, otherwise the offer might be limited to what was discarded by other members of the university-community.



Owners who advertise their available rooms or flats on OSTATU might not be fluent in foreign languages. Please try to get your basics in Spanish/Basque to avoid communication difficulties.



If you arrive without a permanent accommodation, make sure you have a place to stay during your first 3-4 nights and visit our Help Centre so that we can assist you.

PLEASE NOTE: Our cities, like many other European cities, are seeing their supply of apartments and rooms for rent reduced and more expensive. This has become a big problem for both visitors and residents. There is still an offer in the private sector, but, just as until recently it was possible to find accommodation easily once the term had started, at this time it is advisable to try to find accommodation well in advance.

If possible, we still recommend physically visiting the apartments before paying any deposit or signing a contract, since every year some cases of fraud are detected in online accommodation advertisements.

External flat rental websites:

- www.idealista.com
- www.milanuncios.com
- www.fotocasa.es
- www.housinganywhere.com
- www.pisos.com
- www.swiftflats.com/es
- Student groups managed by ESN that can be useful to you in finding rooms in rental apartments:
 - **Bilbao:** <https://linktr.ee/esnbilbao>
 - **San Sebastián:** <https://linktr.ee/EsnBSanSebastian>

RULE OF THUMB: It is important for you to have a temporary place to stay, just for your first nights in the Basque Country.

Given the real estate market situation, we advise you to:

- do your best to find accommodation from your home country, or
- come prepared to stay temporarily in a hotel/hostel for a few days and carry out an active search for accommodation, keeping your spirits up, until you find it.

We recommend our visitors to be prepared for important outlays during the first days [purchase of transportation cards; payment for temporary accommodation; documentation; definitive accommodation deposit...]. Once stabilized, the average expenses to live a month in the Basque Country are between 750 and 1050 euros.

RECOMMENDATIONS FOR STUDENTS RENTING A ROOM OR FLAT

- Mistrust social media profiles where you need to contact several people.
- Never pay a high deposit before seeing the flat or room.
- If possible, do not pay for your first month until you visit the place and sign the contract.
- Always sign a contract.
- Make sure you understand the terms of the contract [your buddy and our Welcome Centre staff can help you with language difficulties].
- Report any damage or fixing needed in the flat immediately upon arrival.
- Be flexible on your requirements: this is only a temporary accommodation.



WELCOME CENTRE

We are open for personal attention from mid-August to mid-October and January to March in all three campuses.

Yearlong online assistance available on info.welcomecentre@ehu.eus.

Where to find us:

Campus of Araba

Vice-Rectorate building
Calle Comandante Izarduy, 2
01006 Vitoria-Gasteiz
+34 945 014 334

Campus of Biscay

Leioa: Library building, 2nd floor
Barrio Sarriena s/n
48940 Leioa
+34 946 015 868

Bilbao: Faculty of Engineering,
Plaza ingeniero Torres Quevedo 1, Office P1G11
48013 Bilbao
+34 946 017 365

Campus of Gipuzkoa

Ignacio M^a Barriola building, 1st floor
Plaza Elhuyar, 1
20018 Donostia-San/Sebastián
+34 943 015 192

Don't forget to visit us and to register in our mailing list in order to keep you informed about the activities and opportunities on campus.



2.2. Upon arrival

2.2.1. Welcome ceremony

Every year, in the beginning of September, we hold welcome ceremonies for our international visitors in our three campuses. Our Welcome Centre staff will inform you of the exact date and venue of our ceremonies, orientation sessions and other activities organized by students' associations. Join us!

2.2.2. ESN Students' association

Erasmus Student Network Bilbao is part of the biggest student organization in Europe, with over 530 local sections in more than 42 countries. It is made up of volunteers, working under the principle of "Students Helping Students", aiming to help international students integrate in their new home.

ESN gets international and local students in touch and makes use of mobilities to enhance cultural understanding, as well as to learn new lifestyles with an open mind and based on respect. They organize several leisure and cultural events every week, and also trips.

Being part of the ESN international network brings lots of advantages: national events counting on thousands of students, discounts all over Europe, and having friends in every city!

ESN Bilbao has delegations in Donostia/San Sebastián and Bilbao.

Bilbao: <https://linktr.ee/esnbilbao>

San Sebastián: <https://linktr.ee/EsnBSanSebastian>

www.esnbilbao.org

2.2.3. Academic registration

Visit your mobility tutor at your Faculty to sign your arrival certificate.

Register your courses at your Faculty:

- Copy of Learning Agreement or similar document, where courses to be enrolled on are confirmed by your mobility tutor.
- Copy of your Passport or ID card.
- 1 photo.
- Registration proof at your home university.
- Copy of your European Health Card and/or the Insurance policy(s) that cover the eventualities indicated in section 2.1.3.

2.2.4. Spanish and Basque language and culture courses

The University of the Basque Country offers complimentary Spanish and Basque language and culture courses for international visitors.

Available courses:

- Intensive on line Spanish course (end of August-beginning of September): 2-week course before the start of the academic year, worth 4,5 ECTS
- Fall Spanish and Basque culture and language course: September to December, worth 6 ECTS
- Spring Spanish and Basque culture and language course: February to May, worth 6 ECTS

Foreign Language Courses Office

UPV/EHU Vice-Rectorate of the Campus of Araba

Comandante Izaola, 2

01006 Vitoria-Gasteiz

+34 945 013 356

cursosidiomas@ehu.es

www.ehu.es/en/web/nazioarteko-harremanak/en-spanish-basque-courses

2.2.5.

Immigration formalities

Non EU-nationals staying with us for longer than 6 months or whose visa expires before the end of their stay should obtain their 'Tarjeta de autorización de estancia por estudios' or TIE.

RULE OF THUMB: Assistance in procedures, document-filling and appointments for police station available at your closest Welcome Centre. Ask us!

Documents to be taken to the police station to obtain your TIE (Tarjeta de Autorización de Estancia por Estudios):

- Complete and sign the application form EX/17 (https://inclusion.seg-social.es/documentos/410169/2156469/17-Formulario_TIE.pdf) with your Spanish address.
- Proof of payment of the corresponding fees. Fee 790, code 012: (https://sede.policia.gob.es/Tasa790_012/ImpresoRellenar).
- Valid passport with visa and entry stamp. Failing this, a valid passport or travel document and entry declaration to be made in person at any Police Station or Foreigners Office within 72 hours from the time of entry into Spain.
- A recent color passport-size photograph, with white background.
- Proof of enrollment in the UPV/EHU.

PLEASE NOTE! The 'TIE' is only valid for 1 academic year; if your stay exceeds this period, you must proceed to renovation [you must begin the renewal procedures within 60 days prior to the card's expiration date].

Once you have the TIE, we recommend that you obtain the FNMT digital signature as soon as possible, so that you can process the extension virtually and without having to make an appointment.

2.3. University Student Services

2.3.1. Supporting your study

Computer rooms to be used with our /your own devices. Printing and scanning available.

Campus of Araba

Las Nieves building
Nieves Cano, 33
01006 Vitoria-Gasteiz
+34 945 013 015

Campus of Biscay

Library building, ground floor
Barrio Sarriena s/n
48940 Leioa
www.ehu.eus/es/web/bizkaia/informatika-gela

Campus of Gipuzkoa

Ignacio María Barriola building
Plaza Elhuyar, 1
20018 Donostia-San Sebastián

Carlos Santamaría Centre [campus library building]
Plaza Elhuyar, 2
20018 Donostia-San Sebastián

2.3.2. Cyber amenities

All of our community members enjoy a number of computer amenities when registering at the University of the Basque Country: e-mail account, computer room access, free wifi service all over the campus and corporate information network access.



2.3.3.**Library**

www.ehu.eus/es/web/biblioteka/home

The library at the University of the Basque Country comprises the central library in Leioa, the Koldo Mitxelena library in the Campus of Araba and Carlos Santamaría in the Campus of Gipuzkoa; you can alternatively make use of other bibliographical resources available within our Faculties and Schools. Our library collection sums up over 1 million books, 17,000 magazines, 6,400 electronic publications, 88 specialized databases and 10,800 audiovisual materials.

Laptop lending services and room reservation for teamwork available.

Libraries● **Campus of Araba**

- . Koldo Mitxelena library
- . Library of the Faculty of Physical Activities and Sports Science

● **Campus of Biscay**

- . Central library, Leioa
- . Library of the Faculty of Fine Arts
- . Library of the Faculty of Economic and Business [Sarriko, Bilbao]
- . Library of the Faculty of Economic and Business [Elcano, Bilbao]
- . Library of the Faculty of Engineering [Bilbao]
- . Library of the Faculty of Engineering [Portugaleta]
- . Library of the Faculty of Medicine and Nursing [Hospital of Basurto, Bilbao]
- . Library of the "Aulas de la Experiencia" [Bilbao]

● **Campus of Gipuzkoa**

- . Carlos Santamaría central library
- . Library of the Engineering School in Gipuzkoa [Eibar]
- . Library of the Nursing School

2.3.4.**E- Learning: Our Virtual Campus**

Many academic programmes include online assessed coursework. Our Virtual Campus is often used as the primary way to provide students with additional learning material and sometimes as a valuable supplement to physical lectures.

<https://egela.ehu.eus/>



2.3.5. Sports and cultural activities

Sports service

Visitors at the University of the Basque Country can benefit from significant discounts in local gyms, take part in specially organised sport activities and sport courses [surf, aerobics, tennis, basketball, martial arts...] or enroll on a number of competitions as full members of our community.

Our sports services in each campus publish their full sports offer valid for the semester in course in our website:

Sports services

Campus of Araba

www.ehu.eus/es/web/kirolak-araba

Vice-Rectorate building, ground floor
Comandante Izarduy, 2
01006 Vitoria-Gasteiz
+34 945 013 347
ar-kirolak@ehu.eus

Campus of Biscay

www.ehu.eus/es/web/kirolak-bizkaia

Leioa-Unbe errepeida, 6
48950 Erandio
+34 946 015 894 /+34 946 013 161 /+34 946 013 162
bi-kirolak@ehu.eus

Campus of Gipuzkoa

www.ehu.eus/es/web/kirolak-gipuzkoa

Faculty of Law
Paseo Manuel Lardizabal, 2
20018 Donostia/San Sebastián
+34 943 018 159 /+34 943 015 187
gi-kirolak@ehu.eus



Cultural activities and entertainment

Every semester, cultural, musical and artistic events are organised in our three campuses. You will be able to take part in cultural, self development courses or personal enhancement activities during your stay at our university.

Cultural activities

● Campus of Araba

www.ehu.eus/es/web/ehukultura-araba

Vice-Rectorate building, ground floor
Comandante Izarduy, 2
01006 Vitoria-Gasteiz
+34 945 014 444
informacion.vicer-ar@ehu.eus

● Campus of Biscay

www.ehu.eus/es/web/ehukultura-bizkaia

Bizkaia Aretoa
Avenida Abandoibarra, 3
48009 Bilbao
ehukultura-bizkaia.info@ehu.eus
+34 946 017 142
+34 946 012 104

● Campus of Gipuzkoa

www.ehu.eus/es/web/gipuzkoa/kultura1

Faculty of Law
Paseo Manuel Lardizabal, 2
20018 Donostia/San Sebastián
+34 943 01 85 07
gi-kultura@ehu.eus



2.3.6. Disabled People's Service

www.ehu.eus/en/web/discapacidad/home

The Disabled People's Service was set up to ensure the principle of equal opportunities by facilitating students' access to studies and services and their full participation in the university. Our support service works on an individual, fully confidential way.

The Service responds to the needs across 4 core strategies:

- Information, advice and guidance
- Equal opportunities
- Training and awareness
- Universal access

The service currently has units at the Araba, Bizkaia and Gipuzkoa campuses. For our professionals to assess your needs, please contact:

● Campus of Araba

Vice-Rectorate building
Comandante Izarduy, 2
01006 Vitoria-Gasteiz
+34 945 014 343
discap@ehu.eus

● Campus of Biscay

Faculty of Social and Communication Sciences
Via Apia
Barrio Sarriena s/n
48940 Leioa
+34 946 012 258
discap@ehu.eus

● Campus of Gipuzkoa

Ignacio María Barriola building
Plaza Elhuyar, 1
20018 Donostia/San Sebastián
+34 943 018 137 /+34 943 015 184
discap@ehu.eus

2.3.7. Psychological support unit

An international experience can sometimes create cultural shock and moments of frustration, homesickness and or anxiety. If you feel some extra help would do you good, contact our Psychological support unit and attend the free sessions available for our students:

www.ehu.eus/es/web/servicio-atencion-psicologica/home

Psychological support unit

● Campus of Araba

Vice-Rectorate building
Comandante Izarduy, 2
01006 Vitoria-Gasteiz
sap@ehu.eus

● Campus of Biscay

Library building, 3rd floor
Barrio Sarriena, s/n
48940 Leioa
sap@ehu.eus

● Campus of Gipuzkoa

Ignacio María Barriola building
1st floor
Plaza Elhuyar 1
20018 Donostia/San Sebastián
sap@ehu.eus



2.3.8. Student associations

You can find information about different student associations in the following link:

www.ehu.eus/es/web/ikasleak/ikasleen-elkartek

Erasmus Student Network Bilbao: ESN

www.ehu.eus/en/web/nazioarteko-harremanak/en-esn
www.esnbilbao.org/

2.4 Before returning home

As the end of your stay approaches, don't forget to:

- Inform your mobility tutor about your travelling date.
- Get your Transcript of Records [unless it is directly submitted to your home institution].
- Remember you should agree on the terms you leave your accommodation, turn in your key and get your deposit back [if applicable].
- Return all library books you borrowed.
- Fill in our overall satisfaction survey [to help us improve our services].
- Cancel your bank account [if applicable].
- Cancel your registration at the City Council [if applicable].



2.5. Useful contacts

2.5.1. Exchange coordinators [academic information]

CAMPUS OF ARABA

Vitoria-Gasteiz

Faculty of Engineering	esc-ingenieria.internacional@ehu.eus
Faculty of Education and Sport [Physical Activity and Sport Sciences]	cienciasdeporte.internacional@ehu.eus
Faculty of Education and Sport Teacher Training	magisterio-vi.internacional@ehu.eus
Faculty of Pharmacy	farmacia.internacional@ehu.eus
Faculty of Arts	letras.internacional@ehu.eus
Faculty of Economics and Business.	empresa-vi.internacional@ehu.eus
Faculty of Labour Relations and Social Work	trabajosocial.internacional@ehu.eus
School of Nursing	enfermeria-vi.internacional@ehu.eus

CAMPUS OF BISCAY

Bilbao

Faculty of Economics and Business. Sarriko	economicas.internacional@ehu.eus
Faculty of Economics and Business. Elcano	empresa-bi.internacional@ehu.eus
Faculty of Engineering	ingenieria.internacional@ehu.eus
Cámara Bilbao University Business School	escuela@camarabilbao.com

Leioa

Faculty of Fine Arts	bellasartes.internacional@ehu.eus
Faculty of Medicine and Nursing. Medicine	secretaria-fme.internacional@ehu.eus
Faculty of Medicine and Nursing. Nursing	secretaria-fme.internacional@ehu.eus
Faculty of Labour Relations and Social Work	rel-laborales.internacional@ehu.eus
Faculty of Social and Communication Sciences	socialescomunic.internacional@ehu.eus
Faculty of Science and Technology	ciencia.internacional@ehu.eus
Faculty of Education	magisterio-bi.internacional@ehu.eus
Faculty of Law, Bizkaia section	derecho-bi.internacional@ehu.eus

CAMPUS OF GIPUZKOA

Donostia-San Sebastián

Faculty of Engineering	gie.international@ehu.eus
Faculty of Chemistry	quimicas.internacional@ehu.eus
Faculty of Informatics	informatica.internacional@ehu.eus
Faculty of Law	derecho.internacional@ehu.eus
Faculty of Education, Philosophy and Anthropology	hefa.internacional@ehu.eus
Faculty of Psychology	psicologia.internacional@ehu.eus
Higher Technical School of Architecture	arquitectura.internacional@ehu.eus
Faculty of Economics and Business	empresa-ss.internacional@ehu.eus
Faculty of Medicine and Nursing. Nursing, Gipuzkoa	enfermeria-ss.internacional@ehu.eus

Elgoibar

IMH Dual Engineering University School	ixaka@imh.eus / monika@imh.eus
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Eibar

Faculty of Engineering	gie-eibar.international@ehu.eus
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Doctoral School	international.doke@ehu.eus
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2.5.2. Welcome centre [for practical issues] [see page 39]

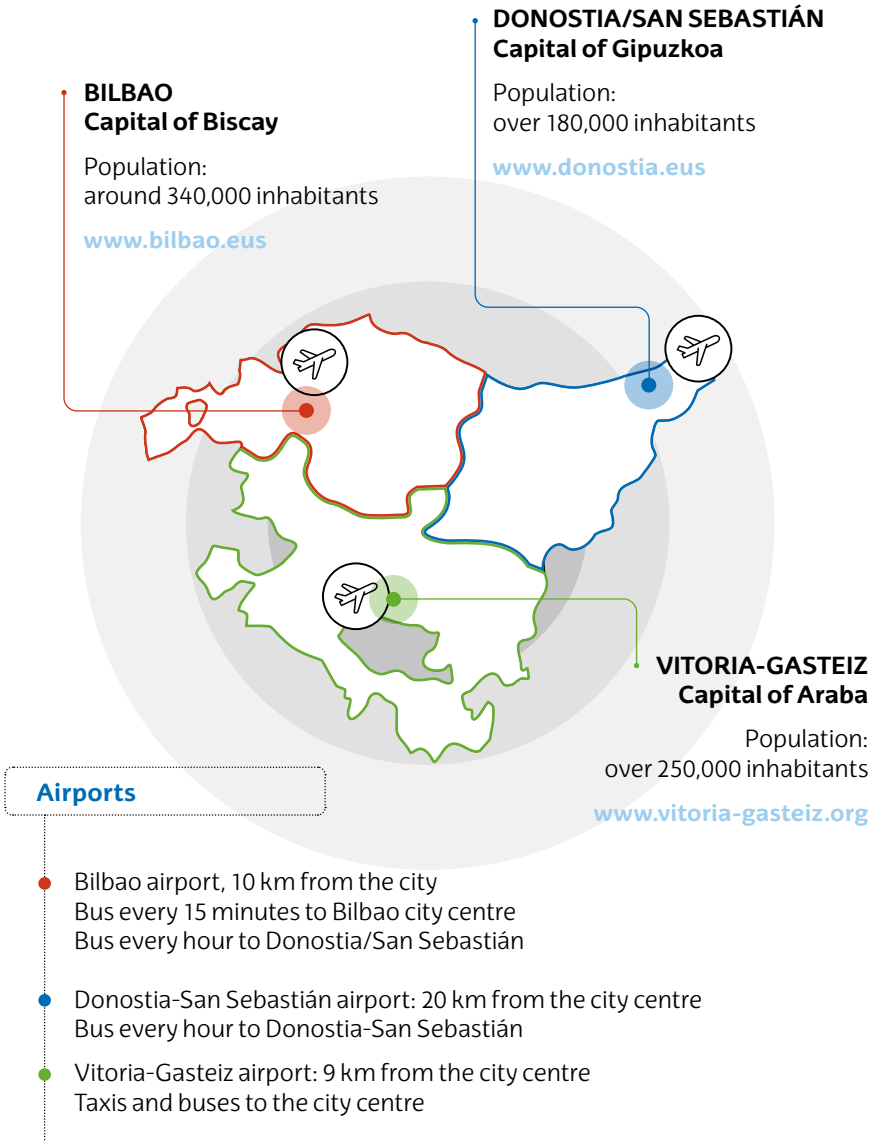
The Basque Country — Euskadi —

-
The autonomous community of the Basque Country, Euskadi, is one of the 17 regions composing Spain. It is a small territory, similar in size to Rhode Island state in the USA, the metropolitan area around Lille in France or the Rhein-Ruhr territory in Germany. Its alpine relief is combined with 246 kilometres of coastline alternating spectacular cliffs and fine sandy beaches.

The Basque Country has preserved its age-old culture, language and character throughout history. The main features of Basques [slightly more than 2 million citizens] are their energetic personality and love for their family, their land and their traditions.

The Basque Country is divided into three historical territories or provinces in Spain: Araba, Biscay and Gipuzkoa. The administrative capital of the Basque Country is Vitoria-Gasteiz, although Bilbao is the largest city in the region. Donostia-San Sebastián is the most popular tourist destination.

3



3.1. Money matters

As you probably know, the Euro is the currency used in the Basque Country. Life standard in our cities (Bilbao, Vitoria-Gasteiz, Donostia/San Sebastián) is similar to that of certain European capitals: Barcelona, Rome... Monthly expenses can vary between 750 and 1050€, depending on the type of accommodation you choose.

Average monthly expenses:

- Accommodation 350-510 euros
- Food 260-350 euros
- Public transport 40 euros
- Other expenses 100 euros

3.2. Food

Food is a milestone of Basque culture. In our region, besides being a popular conversation topic, food is always at the core of any social event and celebration. Breakfast and dinner are usually light meals, whereas lunch is usually a three course meal. Fish is a basic ingredient of Basque cuisine, for locals have always been expert fishermen and successful sea explorers. The usual eating times are:

Breakfast from 8 to 10; lunch from 13:30 to 15:30 and dinner from 21 to 22.

In our university, you will find restaurants and snack bars in all three campuses where you will be able to purchase good quality food at unbeatable prices.

3.3. Emergencies

The general emergencies number in the Basque Country is 112

ARABA

EMERGENCIAS IN VITORIA-GASTEIZ

Emergencies coordination (SOS DEIAK) 112
Red Cross: +34 945 132 630 /+34 945 222 222
Txagorritxu Hospital: +34 945 007 000
Santiago Hospital: +34 945 007 600

Before attending a given Health Centre or Hospital, please confirm your medical assistance protocol: going to the wrong hospital or medical centre can lead to your medical expenses not being paid by your insurer.

For small accidents occurred in the campus, you can contact the Prevention Service.

Servicio de prevención
Vice-Rectorate building, 2nd floor
Comandante Izarduy, 2
01006 Vitoria-Gasteiz

BISCAIA

EMERGENCIAS IN BILBAO

Emergencies coordination (SOS DEIAK) 112
Red Cross:
– Hospital: +34 944 434 792
– Emergencies Unit: +34 944 222 222
Osakidetza, Basque Healthcare Service:
– Basurto Hospital: +34 944 006 000
– Cruces Hospital: +34 946 006 000
– Galdakao Hospital: +34 944 007 000

Before attending a given Health Centre or Hospital, please confirm your medical assistance protocol: going to the wrong hospital or medical centre can lead to your medical expenses not being paid by your insurer.

For small accidents occurred in the campus, you can contact the Prevention Service.

Servicio de Prevención
Library building, ground floor
Barrio Sarriena s/n
48940 Leioa

GIPUZKOA

EMERGENCIAS IN DONOSTIA/SAN SEBASTIÁN

Emergencies coordination (SOS DEIAK) 112
Donostia Hospital: 943 007 000

Before attending a given Health Centre or Hospital, please confirm your medical assistance protocol: going to the wrong hospital or medical centre can lead to your medical expenses not being paid by your insurer.

For small accidents occurred in the campus, you can contact the Prevention Service.

Servicio de prevención
Ignacio María Barriola building, 1st floor
Plaza Elhuyar, 1
20018 Donostia/San Sebastián

Other services available at the University of the Basque Country:

- Dental Care Centre [www.ehu.es/es/web/clinica.odontologica] at the Campus of Biscay
- Psychological support unit [sap@ehu.es], in our three campuses.

They are both open to the public throughout the academic year.

3.4. Languages

There are two official languages in the Basque Country: Basque or Euskera and Spanish. Everyone knows Spanish and Basque is spoken by a high number of the population. All roads, airports and administrative signs are written in both languages throughout the Basque Country.

3.5. Spiritual life and Religion

Spain is a traditionally catholic country; however, our 1978 Constitution Act guarantees everyone's freedom of faith. Temples and praying rooms of different traditions can be found in the largest cities of the country.

3.6. Weather

The usual weather in the Basque coastline, from Bilbao to Donostia-San Sebastián, is mild and humid. The average temperature varies from +10°C in the winter to an approximate +22°C in summertime. Vitoria-Gasteiz, on the other hand, is located in an inland, continental weather zone. Temperatures are more extreme [3°C to -5°C in the winter and around +25°C in the summer months] and it doesn't rain so often.

3.7. Business hours

- Traditional and small shops and offices are usually open from 10:00 to 13:30. After the lunch break, they work from 17:00 to 20:00.
- Malls don't shut at lunchtime and remain open from 10 am to 9 pm.
- Public administration offices and banks are usually open to the public only in the morning, from 9:00 to 13:00 or 14:00 from Monday to Friday.
- Almost all shops close on Sundays and bank holidays



Former Visitors' Tips — for a smooth adjustment —

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If you are in Donostia-San Sebastián, bring (or get) a bike!!!! It is the best way to move around the city and bikes are allowed in commuter trains. It's a great way to travel in the region!!

-
Don't forget to bring an umbrella, it rains a lot over here!

-
The Tourist Offices in the towns of the Basque Country are awesome! They have loads of maps, information and suggestions to discover the region.

-
During your first week, you spend quite a lot of money; My fellowship allowance didn't turn up until a few days after I arrived and in the meantime I had to pay for a temporary accommodation, get my transport monthly tickets, give out a deposit in the flat I decided to stay... It is important to come with money; once your fellowship is discharged, everything goes smoothly.



-

Be patient when looking for a flat. There are nice places, you just need to be consistent when searching. Start early, if you arrive when lessons have already started, there won't be much to choose from.

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In Canada, where I'm from, there are more students clubs; you socialize in a different way in Vitoria-Gasteiz. This is more slow paced than my country.

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Learn some Spanish before travelling here, the first weeks are hard if you can't communicate with anyone.

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The Welcome Centre staff was very helpful when I was looking for a place to stay; they also gave out valuable information. I recommend all visitor students to visit the Welcome Centre, everyone there was friendly and helpful.

OUR NUMBER ONE ADVICE!

Taking part in Exchange University programmes is a unique experience; you will meet people from around the world and will make a lot of new friends. But remember, travelling to a foreign country involves certain difficulties, especially at the beginning.

Do your best to arrive in the Basque Country with a few notions of the Spanish language; you will have to communicate with locals from the first day and you will probably study (at least partially) in Spanish: learning in a new environment and in a foreign language is rather demanding. Keep reasonable expectations, especially regarding accommodation; nothing will be exactly like at home, for the purpose of travelling abroad is to know different cultures and learn contrasting lifestyles. Be flexible: as soon as you get used to the local pace and culture, your stay will be a memorable experience.

See you soon!

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Visitors handbook

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