



GUIDE FOR INTERNATIONAL STUDENTS



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**I. INTRODUCTION: WELCOME TO THE
CITY OF MADRID AND TO THE
UNIVERSIDAD AUTÓNOMA DE MADRID**

1.1. THE CITY OF MADRID

MADRID: HISTORY AND PRESENT TIME

Madrid, the capital of Spain, is located in the centre of the Iberian Peninsula. Local climate is Continental-Mediterranean with a temperature range between 30°C in summer and 5°C in winter, and with strong differences between night and day, sun and shade, summer and winter.

Although most probably there were earlier periods, the first evidences of Madrid's origin do not go far beyond the 9th. Century, when the Emir Mohamed I built a wall in the area where the Royal Palace stands today. A citadel grew around this fortress, which was soon to be the object of numerous attacks during the Reconquest period until Alfonso VI was conquered it in the year 1083. Up to the 16th Century Madrid was a Medieval Town frequently used by some of the Royals as their hunting grounds.

The 16th Century is considered as the turning point for the city of Madrid: the Imperial Court moved from Toledo to Madrid, thus highlighting its relevance. During the 16th. and 17th. Centuries the city went through a period of growth and became the capital of the Spanish Empire. Palaces, churches and convents, etc., were built to create what is nowadays know as the 'Madrid de los Austrias' - Spain's Habsburg court Madrid quarter-.

The most splendid moments of the city of Madrid were impersonated by King Charles III, known as the "best Madrid Major". It was the time of the Enlightenment when Madrid was populated with museums, academies and libraries.

The rule of Queen Elizabeth II brought a new period of urban development: this is the Romantic Madrid of the early 19th. Century, which featured the café-culture social and intellectual gatherings known as 'tertulias', a growing middle class, the first industries and an agitated political life where the liberal and the conservative parties took turns at power.

During the first half of the 20th Century the literary movement known as the 'Generación del 98' appears as the main representative of political and cultural trends at that time in Spain. This is the Madrid of King Alfonso XIII, the Dictatorship of Primo de Rivera, the Second Republic and the Civil War.

Madrid was one of the cities more strongly hit by the Spanish Civil War (1936-1939). From the fifties' - and more so after the end of the Franco Dictatorship-, Madrid became an ongoing explosion which has led to what the city is today: a great city with all the usual problems to be found in any large city, but with

plenty of monuments that make it one of the most interesting cities in Europe. After Franco's death Spain regained Democracy and Monarchy (restored through King Juan Carlos I).

In the nineties Madrid was considered as a cultural complex In spite of coinciding with the Barcelona Olympic Games and the World Expo in Seville in the year 1992, Madrid was also at the forefront as it became the European capital of Culture during that very same year. Madrid hasn't stopped growing since then: it is, primarily and increasingly, a city which encompasses all kinds of cultures and peoples, and because of this cross-cultural flair it has become one of the main cosmopolitan centres in the South of the European Union.

Although Madrid, and the rest of Spain tend to adapt to the European times and habits, Spain is strongly Mediterranean by nature. Opening and leisure times might differ from the rest of the European Union:

o Most shops open from Monday to Saturday from 10:00 to 14:00 and 16:30 to 20:00, however in the major shopping areas in Madrid, opening hours tend to vary, with longer opening times some shops not closing for lunch and are open from 10:00 to 21:00.

o Bank offices are open from Monday to Friday between 08:00 and 14:00. From 1st October to 31st March, most bank offices are also open. However during the summer bank opening times vary.

Meal times are also different: lunch between 14:00 and 16:00 and dinner between 21:00 and 23:00. But you will still find many places to have lunch or dinner outside these times.

For further information about the Madrid City and Region go to: www.madrid.org/ and www.madrid.es

1.2. UNIVERSIDAD AUTÓNOMA DE MADRID

The Universidad Autónoma de Madrid is a Public Institution which has become a landmark in the Spanish and International University context. Recognised for excelling in research and entrepreneurship, teaching excellence and social commitment. Its international presence is supported through numerous exchange and training programmes with universities throughout the World open to students, teachers and other staff members.

The Universidad Autónoma de Madrid offers a wide range of undergraduate and graduate courses, some of them highly prestigious. Innovative teaching and research come together to define the nature of the UAM. Its efficient and transparent administration is focused on serving the users.

The Universidad Autónoma de Madrid was established in 1968 and was structured in five faculties:

Faculty of Science, Faculty of Political, Economic and Business Science, Faculty of Law, Faculty of Arts, and Faculty of Medicine, which were located in different areas in Madrid, as there was no specific Campus available at the time.

On 25th October 1971, with the opening of the Cantoblanco Campus the Universidad Autónoma de Madrid, started a period of expansion and consolidation: more courses were offered, the Faculty of Psychology was opened, and the number of research projects and support services for both activities was increased. The land use proposal from the architect Carlos Ferrán in 1983 was the basis for further urban development of the Campus, with the construction of many buildings and infrastructures in the following years that contributed to its present day layout and image.

The Cantoblanco Campus is built on 22,252,000 m². Out of the 766,630 m² which have been developed, 120,000 are gardens, which together with its closeness to the Madrid Sierra provide a privileged environment.

The University Headquarters/Rectorado, the University services complex "Plaza Mayor" and the Faculties of Science, Arts, Law, Economy Science and Business Studies, Psychology, Teacher Training and Education, and the Higher Polytechnic College are located at the Cantoblanco Campus. The Faculty of Medicine Campus is located at the "Ciudad Sanitaria La Paz" medical complex.

There are seven University Colleges ascribed to the Universidad Autónoma de Madrid (five Colleges of Nursing, one College of Physiotherapy, and one College for Teacher Training). The Colleges of Nursing are located at several Madrid Hospital complexes. The ONCE College of Physiotherapy is located in the city of Madrid, and the Centro Superior de Estudios Universitarios La Salle in Aravaca. On Campus there is the "Erasmus" residence for teachers and students in Madrid, the Residence "Colegio Mayor Juan Luis Vives", located at Plaza de Castilla; and in Miraflores de la Sierra (Madrid), the Residence "La Cristalera".

The University is equipped with spaces and facilities adapted for of the University community to work and share, always showing great respect for the environment. The University is well communicated with Madrid and the neighbouring towns such as Alcobendas, San Sebastián de los Reyes, Tres Cantos and Colmenar Viejo. A Nursery and a Primary School, sports facilities, cultural events for enhanced leisure, basic services such as bookshop, chemist, optician, bank offices, and travel agencies contribute to life on campus and bring the UAM closer to its initial conception as a University City.

1.3. WHERE IS THE UAM AND HOW TO GET THERE

Welcome to the City of Madrid and to the UAM. Useful Information.

The Universidad Autónoma de Madrid main headquarters is located at the Campus de Cantoblanco, just 15 kilometres North of Madrid (M-607) and close to the municipalities of Alcobendas, San Sebastián de los Reyes, Tres Cantos and Colmenar Viejo. It includes the Rectorate (President's Office), the "Plaza Mayor" University services complex and the Faculties of Science, Arts, Law, Economy and Business Sciences, Psychology, Higher Polytechnic College, and the Faculty of Teacher Training and Education. The Faculty of Medicine (C/ Arzobispo Morcillo nº2, 28029 Madrid) is located in the vicinity of the "Ciudad Sanitaria la Paz", on the North side of the >City.

Each of the five ascribed Colleges of Nursing are located within the grounds of five Madrid Hospitals. The La Salle Center of Higher Education is located in Aravaca and the ONCE - Spanish National Organisation for the Blind- School of Physiotherapy is located in Madrid. The Universidad Autónoma de Madrid also includes the Residence Hall "Colegio Mayor Juan Luis Vives", at a central location in Madrid, and the Residence "La Cristalera" just outside Miraflores de la Sierra (Madrid).

To access the UAM Cantoblanco Campus there is public transport available: railway and buses.

By accessing the Transportation Information System of the "Consortio de Transportes de la Comunidad de Madrid (www.ctm-madrid.es) you can find information about buses, metro and RENFE short distance trains.

RAIL

The **Cantoblanco-Universidad** railway station is located next to the B Pavillion. The C-4 rail line reaches the University (bith C-4 A and C-4 B) with a frequency of between 5 and 10 minutes. From the Atocha station it takes about 25 minutes (17 from Nuevos Ministerios and 11 minutes from Chamartín).

You can see the map and timetables for the short distance trains at the **RENFE** web page (www.renfe.es)

BUS

The following are the Bus lines to the Cantoblanco Campus:

The bus timetables can be checked at

http://www.uam.es/ss/Satellite/es/1234886381474/contenidoFinal/Transportes_de_acceso.htm

Line 714 Intercambiador de Plaza de Castilla (platform 32 on level -1, isle 3) Between Cantoblanco Campus it stops three times, except those bound for the Universidad de Comillas, which have four stops, the three previous ones plus one more at the Higher Polytechnical College, behind Einstein Street.

Line 827 Canillejas - Alcobendas-UAM-Tres Cantos;

Line 827A San Sebastián de los Reyes - Alcobendas - UAM.

Line 828 Recintos feriales-Juan Carlos I - Alcobendas - UAM.

There are also other bus lines with stops close to the Campus **Access to the Faculty of Medicine** can be done on the following EMTbus lines: **67, 125, 132, 134, 135**. The **closest** metro station is **Begoña (Line 10)**. Access is also possible on the following **intercity Lines: 155, 157, 161, 181, 182, 183, 184, 190, 191, 193, 194, 195, 196, 197, 199, 712, 713, 714, 716, 721, 722, 724, 725, 726**.

Vehicle sharing: The **ECOCAMPUS office** gets those of you willing to share a car in touch.
(http://www.uam.es/servicios/ecocampus/especifica/gest_mov_coche.htm)

You can see the interactive metro map and the timetables at the **Madrid Metro web page**
(www.metromadrid.es).

Cantoblanco Campus Map:

http://www.uam.es/ss/Satellite/es/1234886381480/contenidoFinal/Plano_Campus_Cantoblanco_UAM.ht
the University (both C-4 A and C-4 B) with a frequency of between 5 and 10 minutes

Medicine Campus Map:

http://www.uam.es/ss/Satellite/es/1234886381495/contenidoFinal/Plano_Campus_Medicina.htm

Line 711 Fuencarral - El Goloso

Line 712 Plaza de Castilla - Tres Cantos (via Avda. Viñuelas)

Line 713 Plaza de Castilla - Tres Cantos (via Avda. Encuartes)

Line 716 Plaza de Castilla - Tres Cantos (via Soto de Viñuelas)

Line 721 Plaza de Castilla - Colmenar Viejo

Line 722 Plaza de Castilla - Colmenar Viejo (via Gta. del Mediterráneo);

Line 724 Plaza de Castilla - Manzanares el Real

Line 725 Plaza de Castilla - Miraflores -Bustarviejo

Line 726 Plaza de Castilla - Guadalix de la Sierra

Line 876 Plaza de Castilla – Villalba

II. USEFUL INFORMATION

2.1. UNIVERSITY EDUCATION IN SPAIN

2.1.1. THE SPANISH UNIVERSITY SYSTEM

The Spanish University System includes 50 Public Universities and 27 Private Universities.

Each University offers its own studies which can be of the following two types:

- Official degrees valid in all the State.
- University specific degrees.

The study plan is made by the set of studies organised by the University, which lead to a degree after passing them. After adapting the Spanish University degrees to the European Higher Education Area (EHEA) they are organised into three cycles: Degree, Master, and Doctorate.

For further information about the Spanish University System and the degrees offered you can visit:

<http://universidad.es/es/en-espana/estudiar-en-espana/el-sistema-universitario-espanol>

2.1.2. EUROPEAN CREDIT TRANSFER SYSTEM (ECTS)

ECTS, the European Union academic credit transfer system was developed by the European Commission to provide a common mechanism to all the Union countries in order to guarantee recognition of studies carried out in another country. Therefore, it provides a means to compare academic results and the possibility of transferring them among Institutions.

The European credit or ECTS credit is the unit used to evaluate studies. It refers to the amount of work done by a student to comply with the study programme objectives, not only accounting for the number of face-to-face class hours - theory and practice- but also time for study, seminars, projects or practices, and the hours required for preparing and doing the exams and assessment tests. The minimum number of hours per credit is 25 and the maximum is 30.

The ECTS credits range from 1 to 60, depending on the course taken. They show the necessary amount of work required to complete the academic course at the Institution delivering it. In terms of ECTS 60 credits are the number of credits assigned to the total amount of work for a complete academic year; 30 credits for one semester and 20 for the other semester. Credits are only granted after completing the period of study and passing the exams required or completed any necessary projects or works.

For further information about the ECTS system, you can look into the European Commission website:

http://ec.europa.eu/education/lifelong-learning-policy/ects_en.htm

2.1.3. TEACHING AND ASSESSMENT

The education system includes theory classes, seminars and tutored practices. Class duration is between 50 and 60 minutes. Teachers use additional didactic materials and audiovisual means to expand into the subjects being dealt with.

Student assessment includes a final test for the Ordinary Call. Students who do not pass the Ordinary Call can try again at the Resit Call. Also, practical works, tasks, exams, projects etc. done throughout the course are included in the final qualification mark.

2.1.4. QUALIFICATIONS

Qualifications are assigned according to a maxim score of 10.

- 9,0 - 10,0 MATRÍCULA DE HONOR (MH) *limited to 5%*
- 9,0 - 10,0 SOBRESALIENTE (SB)
- 7,0 - 8,9 NOTABLE (NT)
- 5,0 - 6,9 APROBADO (AP)
- 0,0 - 4,9 SUSPENSO (SS)

The equivalent ECTS grades scale has been established as follows:

- A - EXCELLENT: Extraordinary (only minor mistakes)
- B - VERY GOOD: Higher than average but with some mistakes
- C - GOOD: Good work but with some notable mistakes
- D - SATISFACTORY: Good but with significant lacks
- E - SUFFICIENT: The minimum criteria required is achieved
- FX- FAIL: More work to be done
- F - FAIL: Much more work to be done

Equivalences with the ECTS European system:

The following are approximate equivalences between the Spanish quantitative scale and the ECTS grades:

- 9,0-10 : MH - Matrícula de Honor = A
- 9,0-10: SB - Sobresaliente = A
- 8,0-8,9: NT - Notable = B
- 7,0-7,9 : NT - Notable = C
- 6,0-6,9: AP - Aprobado= D
- 5,0-5,9 : AP - Aprobado = E
- 0,0-4,9 : SS - Suspenso = FX-F

2.2. UNIVERSIDAD AUTÓNOMA DE MADRID ACADEMIC INFORMATION

2.2.1. STUDY PLANS

The UAM academic offer and information about study plans from the different faculties and schools is available at:

<http://www.uam.es/ss/Satellite/es/1233310431422/subHome/Estudios.htm>

Every academic year is divided into two semesters, the first one from September to January, and the second one from January to May/June. The semester for each subject is included in the study plan, which can be taught in the first semester (1), in the second (2) or yearly, that is, both semesters (3).

2.2.2. SUBJECTS AND TIMETABLES

To find out about the subject timetables go to:

http://www.uam.es/ss/Satellite/es/1234886367558/contenidoFinal/Horarios_academicos.htm

In every Faculty there are notice-boards with timetables and the names of the teachers who are teaching the subjects. Teachers also have their tutorial timetables available on their office doors. Most subjects are divided into several groups, with different teachers, each of them with a different timetable. It is very important to watch out for the code of the subject and the group you are interested in joining.

2.2.3. SPANISH LANGUAGE COURSES

The UAM offers the exchange students (Erasmus, International Agreements, and UAM-Banco Santander (CEAL)) the possibility of studying Spanish subsidized fee for a **semester course** . To participate in these

courses it is necessary to pass a level test before registering. It is very important to do this test, as otherwise you cannot access these courses.

Important: Because there is such a high demand for these courses and the number of places is limited, the UAM **cannot guarantee** a place in the Spanish Language course to all students who take the placement test

The Spanish language courses are not part of any official study plan of the UAM, that is, the UAM does not assign official credits to the Spanish language courses. You can ask for a certificate of attendance to the course, including duration and qualifications, at the Language Service. It is up to your University of origin to recognise these courses as credits or not.

You can check the course calendar and general conditions at

http://www.uam.es/ss/Satellite/es/1242669658348/contenidoFinal/Espanol_para_extranjeros.htm

2.2.4. MORE ACADEMIC INFORMATION OF INTEREST

Regulatory standard for international students at the UAM

http://www.uam.es/ss/Satellite/es/1242649468298/1234886377217/generico/generico/Normativa_reguladora_de_la_movilidad_de_estudiantes_en_la_Universidad_Autonomade_Madrid_estudiant.htm

International Relations Office: As well as the main office located at the basement floor of the Plaza Mayor complex, the UAM has international relations offices at every Faculty and School. For contact data go to either of the following links:

http://www.uam.es/ss/Satellite/es/1234886374022/contenidoFinal/Oficina_de_Relaciones_Internacionales_y_Movilidad.htm

http://www.uam.es/ss/Satellite/es/1234886374034/contenidoFinal/Oficinas_por_facultades_y_centros.htm

You will find the admission, inscription and registration calendar for students on International Mobility Programmes and the academic year calendar, as well as other interesting information for international students at the following link:

http://www.uam.es/ss/Satellite/es/1242649468298/listado/Informacion_general.htm

2.2.5 HOW TO GET THE STUDENT'S CARD AT THE UAM

To apply for the student card all you need to do is upload your photograph to the UAM website.

To do so:

- Access the University website www.uam.es and click on “Intranet” (at the top of the page).
- Enter your complete UAM e-mail address in the “User identification” box.
- In the “Password” box use the same password you have for your UAM e-mail account.
- Click on the “Fotomatón” option.

- If you uploaded a valid photograph when applying for admission at the UAM, this is the photo you will see it inside a green frame.
- If your photograph is not valid or if you have not uploaded any photo yet, you need to follow the instructions on the web to send you card type photograph.

When your card is ready you will get an e-mail so that you can come and collect it at the central ORI (International Relations Office) in the Plaza Mayor complex. If more than four weeks have passed since you uploaded your photograph and you do not have your card yet, you can send an e-mail to carne.universitario@uam.es to make sure that your application has been processed properly.

2.3. LODGING

If you need to find accommodation for the first few days you can contact ori.uam@uam.es and you will be provided with contact information for hostels generally used by students. These hostels are located in the city centre area and are well communicated with the UAM, the average price is 40€ per person and night.

As soon as you have a permanent address you have to communicate it to the International Relations and Mobility Office in the Plaza Mayor complex. It is important to have this information always updated so that you can be contacted if necessary.

To prevent having any problems when renting a flat, we recommend you to carefully read any document or contract before signing. You must also require a signed contract before paying any money. The flat owner has to provide you with an invoice for the amounts paid, including his name, NIF (Tax Identification Number), student's name, amount paid, and payment concept.

Next are the different accommodation options available:

2.3.1. HOUSING POOL

1. The Universidad Autónoma de Madrid has a database of families or students who rent a room or a flat in Madrid and the Madrid area to international students. You can get an updated list of the accommodation offers when you get to the University at the International Relations and Mobility Office in the Plaza Mayor complex. The Universidad Autónoma makes this contact list available just for information purposes and cannot be held responsible for wrong data provided by the owners or for any problems that might derive from the rental. The approximate fees for renting tend to range between 300€ and 500€.

2. **Centro Regional de Información y Documentación Juvenil**, Dirección General de Juventud, Consejería de Educación, Comunidad de Madrid. Rooms-for-rent notices posted by private individuals. The centre has no bond with them.

www.madrid.org/inforjoven

3. **Aluni.net** offers shared accommodation for students in flats and fully furnished apartments with access to Internet. The agreement signed with the UAM includes a 40% discount for our students in the contract paperwork, by presenting the Aluni flyer with the UAM stamp on it. For further information: info@aluni.net o www.aluni.net

2.3.2. STUDENT RESIDENT HALLS

You can access a search engine for student resident halls (Colegios Mayores) at <http://www.emes.es/VivirenMadrid/Alojamientoestudiantes/ResidenciasUniversitarias/tabid/227/Default.aspx>. It is a type of accommodation exclusive to students, people preparing examinations and workers during the academic year. Some allow international students for the complete academic year and/or rental of rooms during the academic off-season.

1. Universidad Autónoma de Madrid Residence.

C/ Erasmo de Rotterdam, 28049 Madrid.

Residence: Phone 91 131 21 00 / Fax: 91 372 14 37 / e-mail: erasmo@resa.es

Central Booking Office: Phone: 902 44 44 47 / Fax: 93 218 32 50 / e-mail: resa@resa.es

Web <http://www.resa.es/esl/Residencias/Erasmus>

It is a new on-campus residence, opened in February 2004.

2. Colegio Mayor Universitario “Juan Luis Vives”,

C/ Francisco Suárez, nº 7, 28036 Madrid.

Metro: Plaza de Castilla.

Phone.: 914979900.

902 44 44 47 / fax: + 00 34 91 497 99 01

E-mail: cmluisvives@uam.es

Web page: <http://www.uam.es/otroscentros/cmlv/principal.html>

2.3.3. YOUTH HOSTELS

You will find information about Youth Hostels in Madrid at

http://www.madrid.org/cs/Satellite?cid=1155201546523&language=es&menuIzquierdo=true&pagename=PortalJoven%2FPage%2FJUVE_contenidoFinalMenuIzquierdo&rootpageid=1152517028736

2.3.4. HOTELS, HOSTALS AND 'PENSIONES'

The Madrid City provides information about different accommodation options at:

<http://www.esmadrid.com/es/hoteles-madrid>

The following sites also provide useful information: www.hotelsearch.com, www.interhotel.com, www.booking.com.

2.3.5. WEB SITES

- www.casaswap.com Home exchange network for international students
- www.segundamano.es Apartment rental specialist press
- www.paginasamarillas.es Service guide for easy consultations and search
- www.pisocompartido.com Information about apartments and rooms for rent
- www.idealista.com Information about apartments and rooms for rent.

2.4. TRANSPORTATION

2.4.1 GETTING AROUND MADRID

You have different options get around Madrid:

Metro: (www.metromadrid.es)

It is the easiest way to get from place to place in the city. It opens at 06:00 and closes at 02:00.

You can buy your ticket at the ticket offices and ticket vending machines at the stations. There are several types of ticket, the most common being:

- **Single ticket:** a single trip (outbound or inbound)
- **Metrobus:** 10 metro or bus trips.
- **Monthly season ticket:** unlimited use within the valid zone (A, B1 or B2...)

Bus: (<http://www.emtmadrid.es>)

The bus network covers the metropolitan area and the outer City area. There are day and night services.

The city buses are red or white and blue.

The intercity buses are green.

Type of ticket:

- **Single ticket:** a single trip (outbound or inbound). You can buy it on board of the bus.
- **Metrobus:** 10 metro or bus trips. You can buy it at metro ticket offices, newsagents and tobacconists (estanco).
- **Monthly season ticket:** unlimited use within the valid zone (A, B1 or B2...). You can buy it at the metro ticket offices and at tobacconists.

Railway: <http://www.renfe.com/viajeros/cercanias/madrid/index.html>

There are short distance trains connecting Madrid with the outer city (trenes de cercanías). Many of them are connected to the metro network.

You can buy your ticket at the ticket offices and ticket vending machines at the stations. Type of ticket:

- **Single ticket:** a single trip (outbound or inbound)
- **Return ticket:**
- **Rail-pass:** 10-trip pass
- **Monthly ticket:** valid for one month (two trips a day)
- **Monthly season ticket:** two trips a day during one month within the valid zone (A, B1 or B2...)

Taxis:

Madrid taxis are white with a red strip on either side and taxi identification on the roof. The fare you pay depends on the trip hired and it is calculated by the meter incorporated in the vehicle. Every taxi has a document with the official fees in effect in a visible zone.

You can stop any taxi on the street when they are taxing with the green light on the roof, get on one at a taxi rank or you can phone to ask for one to collect you.

Bicycle hire:

The Centro Integral de la Bicicleta de la Universidad Autónoma de Madrid (CIBIUAM) - Integral Bicycle Centre- provides the option of renting bikes and other related services (bicycle hostel, mechanical workshop, second hand market, changing rooms, etc.). You can find more information at:

http://www.uam.es/servicios/ecocampus/especifica/gest_mov_bici.htm

2.4.2. THE EASIEST WAY TO GET TO THE UAM

See section 1.3 of this Guide.

2.4.3. GENERAL INFORMATION ON TRANSPORTATION

You can find all the information about the Madrid transportation system (lines, timetables, fares, etc. at the following website <http://www.ctm-madrid.es>

2.5. PRACTICAL INFORMATION

2.5.1. HEALTH COVERAGE

It is a basic requirement to have Health coverage in Spain, be it through reciprocity agreements between the different National Health Services, or through private insurance.

National Health Services: The European Health Card is only valid for European citizens and citizens from the European Economic Area (Iceland, Liechtenstein and Norway). As soon as you have

an address in Madrid you have to go to the nearest Health Centre and show your European Health Card so that you are assigned a General Practitioner. Your European Health Card also covers any hospital emergency in the Public Health system hospitals. It is advisable to gather specific information on this matter at the Health Centre assigned to you once you have an address so that you know what to do in an emergency. For information about the closest Health Centres to your dwelling go to:

<http://centrossanitarios.sanidadmadrid.org/>

Private Insurance: If you do not have health insurance for Spain, you can contract one with any insurance company of your choice. The UAM requires every student to be insured, so if you do not have one you will need to get it. You will not be able to register unless you have a health insurance. If you wish to extend your stay at the UAM, bear in mind that you will also need to extend your health insurance coverage period.

For medical emergencies on Campus, the UAM has a Medical Service Centre located at the Plaza Mayor complex, where you can go. servicio.medico@uam.es

2.5.2. VOLUNTEER PROGRAMMES

Oficina de Acción Solidaria y Cooperación (Cooperation and Solidarity Office): It is the Association in charge of voluntary work at the University. If you are interested in joining or participating in any of the programmes in place, you can find more information at <http://www.uam.es/otros/uamsolidaria/> , at the following e-mail address: iniciativa.solidaria@uam.es or by phoning 91-4977602. The Office is located at the basement floor in the Plaza Mayor complex. If you wish do to so you can contact this office before leaving your country to the UAM.

2.5.3. STUDENT ASSOCIATIONS

Erasmus Student Network: International Student Association, which you can address if you are interested in making contact with other international students and find out about the activities they organise (meetings, trips, parties, etc...). You can contact them at erasmus.student.network@uam.es

Further information about this Association at: <http://www.esnuam.org>

ESN UAM organises at the beginning of the academic year a WELCOME MEETING and a WELCOME WEEK for all the exchange students. If you'd like to be informed about the date and venue and also find out about their activities, you have to register in their website mailing list.

2.5.4. COMPUTER ROOMS AND INTERNET CONNECTIONS

Computer rooms

You can use the Computer Rooms in every Faculty free of charge. For information about computer-rooms and timetables visit:

http://www.uam.es/ss/Satellite/es/1234886352083/1234886382875/servicioti/ServicioTI/Aulas_de_Informatica.htm

WIFI access:

You can access the Internet through the Wifi network available in the main campus areas. It is a broadband access so that you can connect your laptop to the net without having to use the computer rooms, and without any need to wait for connected computers available or depending on physical connections so that you can work at any of the areas covered within the campus. Further information at:

http://www.uam.es/ss/Satellite/es/1234886352083/1234886530667/servicioti/ServicioTI/Red_Inalambrica_de_la_UAM.htm

2.5.5. RESIDENCE PERMIT AND STUDENT CARD

European Union, European Common Area (Norway, Iceland and Liechtenstein) and Swiss Federation students can freely enter (with their valid passport or identity card), exit, move and live in Spain.

Three months after entering Spain you need to go to the Office for Foreigners and register at the Central Register of Foreigners to get your Foreigner Identity Number (NIE).

<http://www.interior.gob.es/extranjeria-28/ciudadanos-de-la-union-europea-718/numero-de-identidad-deextranjero-nie-723>

International students:

- Before arriving in Spain **you need to apply for a student visa** at the Spanish Consulate in our country of residence and take into account that all your documents need to be apostilled so that the paperwork processing can be more agile.
- If you intend staying in Spain for more than 3 months, you will need to either get an extension to your stay or a residence permit or authorisation.

<http://www.interior.gob.es/extranjeria-28/regimen-general-189/estancia-201>

Further information at www.mir.es

At the basement floor of the Plaza Mayor complex (no. 26 in the Cantoblanco Campus Map) you will find the Welcome and Care Office for International Students and Researchers, where you can get advice on residence permits, visas, etc. For further information you can contact them at: oficina.acogida@uam.es or at the following phone numbers: +34 4976906 / 7412 / 3699, or visit their web site:

http://www.uam.es/ss/Satellite/es/1242652242790/subHomeServicio/Oficina_de_acogida.htm?idenlace=1234886376451

2.5.6. SAFETY

Although Madrid is not a particularly dangerous city it is recommendable to be careful with your personal belongings in the inner City area as, like in any other major city you could be the object of theft. On arrival in Madrid be sure to watch your belongings until you get to your hotel. Also be careful not to expose money or documents. The airport is really well communicated with the city centre; for further information visit <http://www.aenaeropuertos.es/csee/Satellite/Aeropuerto-Madrid-Barajas/es/Inicio.html> It is highly recommended to travel by metro, as it is cheap and the new line gets you from the airport to the city centre in 12 minutes. If you decide to take a taxi, the fare will approximately be between 25 and 30€, depending on the amount of traffic.

Make sure to photocopy all your important documents and keep them at the place where you are living (Identity cards, passport, bank cards, European Health Card, plane ticket, etc.). And if you are travelling in Spain make sure to communicate your estimated itinerary and calendar to some friend, in order to guarantee your safety and help in the unlucky event of an incident.

2.5.7. LEGAL ADVICE

For legal advice or free justice you can contact the Association of Lawyers:

<http://www.icam.es>

2.5.8. HOW TO OPEN A BANK ACCOUNT

During your stay in Spain you might need to open a bank account, this is why we provide you with the following link so that you can see the steps you need to follow:

http://www.uam.es/ss/Satellite/es/1242652251246/1242652251800/generico/generico/Apertura_de_la_Cuenta_Bancaria.htm

2.5.9. LIFESTYLE IN THE DIFFERENT EU COUNTRIES, SPAIN INCLUDED

Through this link you can compare the different life styles, job opportunities, etc. of other countries in the EU, as well as Spain.

<https://ec.europa.eu/eures/main.jsp?acro=living&lang=es&parentId=0&countryId=UK#>

2.5.10. EVALUATING THE UAM AT THE END OF YOUR STAY

Once you have finished your studies and time in Spain, please use the following link to evaluate your experience at the University:

<http://www.stexx.eu/students/write-review/>

2.5.11. MORE USEFUL INFORMATION

UAM libraries:	http://biblioteca.uam.es/
UAM Sports Centre:	http://www.uam.es/cultura/deportes/default.html
Bookshop:	http://libreria.uam.es
Copy centre:	http://oce.cannon@uam.es
UAM cafeterias, restaurants and canteens:	http://www.uam.es/servicios/comunidad/desarrollo/cafeterias_inicio.htm
Disabled students:	http://www.uam.es/otros/uamsolidaria/
Information about University Studies:	http://europa.eu/youth/news/index_950_es.html
	www.universia.es
Information for European Citizens:	http://ec.europa.eu/youreurope/citizens/index_es.htm
Embassies:	http://www.exteriores.gob.es/Portal/es/ServiciosAlCiudadano/Paginas/EmbajadasConsulados.aspx
University Information and Counselling Centre (Comunidad de Madrid):	http://www.emes.es/Actualidad/CentrodeInformacion/tabid/371/Default.aspx
City Hall (Information about the city, tourism, etc):	http://www.madrid.es

Emergency phone numbers

Telephone information	11818
Citizen information	010
National Police	091
Municipal Police	092
Fire Brigade	080
Emergencies	112

Citizen Care Phone	012
Red Cross	901 222 222 / 91 522 22 22
Guardia Civil	062

Other useful phone numbers.

Lost property	91 527 95 90
Teleruta (Information about the state of the roads)	900123505
Radio Taxi	
	91 547 82 00
	91 371 21 31
	91 405 12 13
	91 480 46 28 / 91 480 46 20
	91 447 51 80 / 91 447 32 32
Madrid-Barajas Airport	902 40 47 04
Metro	902 44 44 03
EMT buses (Empresa Municipal de Transportes)	902 50 78 50
RENFE (Railway)	902 32 03 20
Comunidad de Madrid Tourist Bureau	902 100 007
Madrid Tourist Bureau	91 588 16 36

Lost credit cards

4B	91 362 62 00
Mastercard	900 97 12 31
Visa	900 99 11 24
Diner's Club	902 40 11 12
6000 System	902 20 60 00
Servired	902 19 21 00
American Express	902 37 56 37