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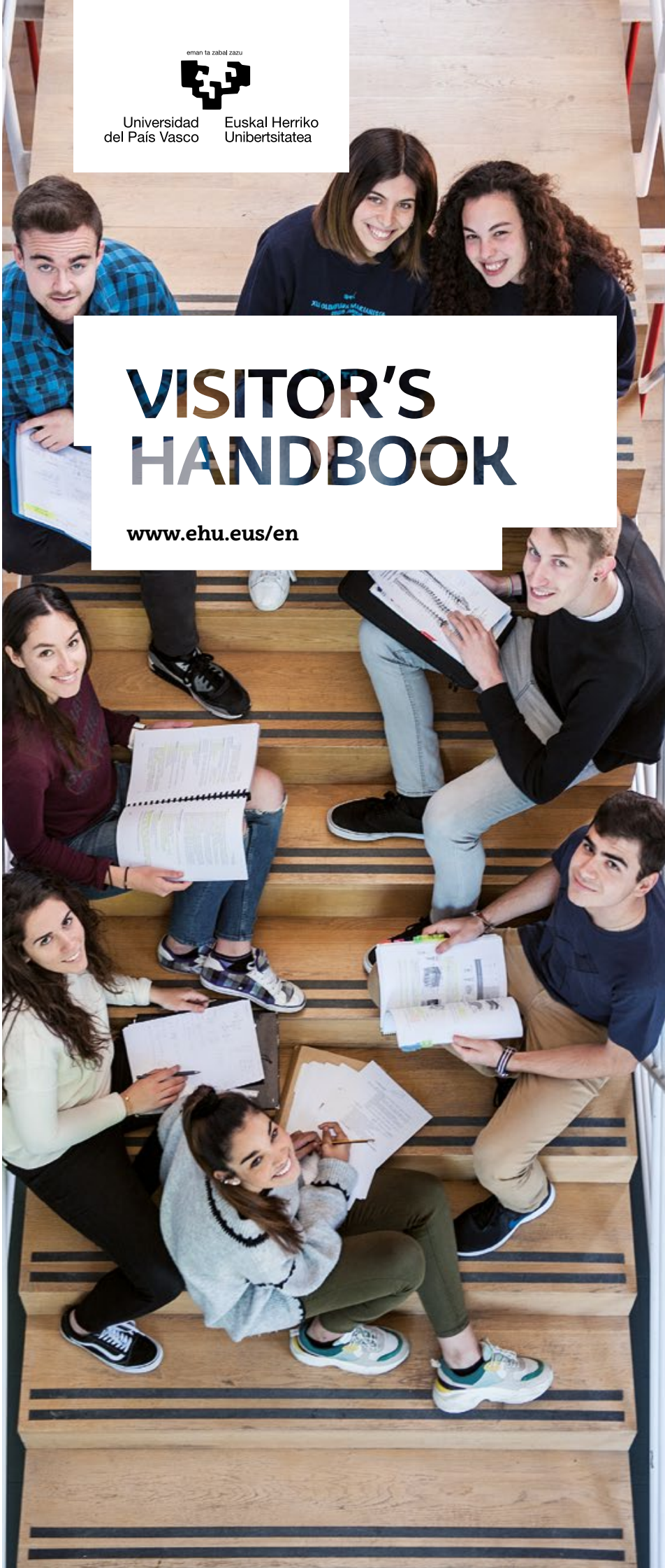


Universidad  
del País Vasco

Euskal Herriko  
Unibertsitatea

# VISITOR'S HANDBOOK

[www.ehu.eus/en](http://www.ehu.eus/en)





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

+34 946015868  
helpcentre2.internacional@ehu.eus

[www.ehu.eus/en](http://www.ehu.eus/en)

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



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# EHU Welcome.

-  
The University of The Basque Country has developed an app for visitor students that is called [EHUWelcome](#). You can download it for free, and it is available for both Android and iOS devices in the following links:

 **Google Play:** [EHUwelcome](#)

 **iOS:** [EHUwelcome](#)

We hope you find it useful.



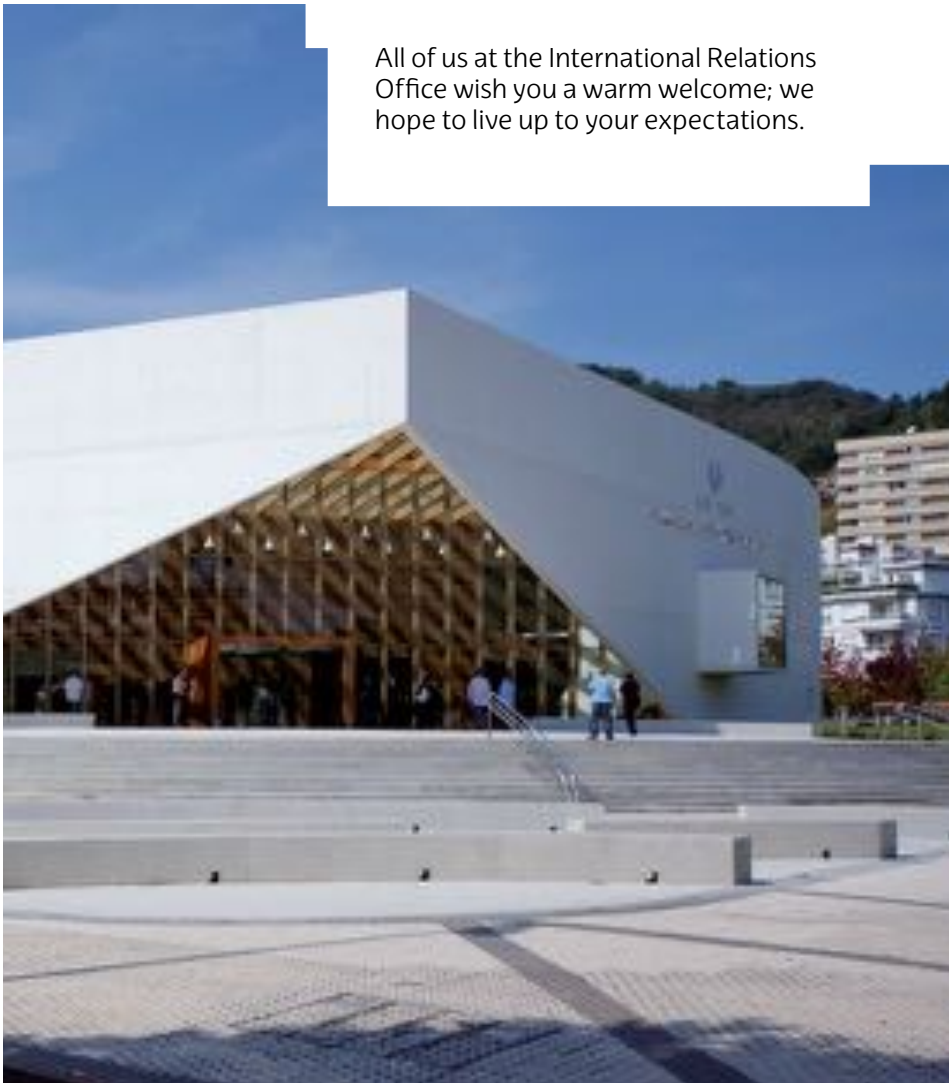
-

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 1,400 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

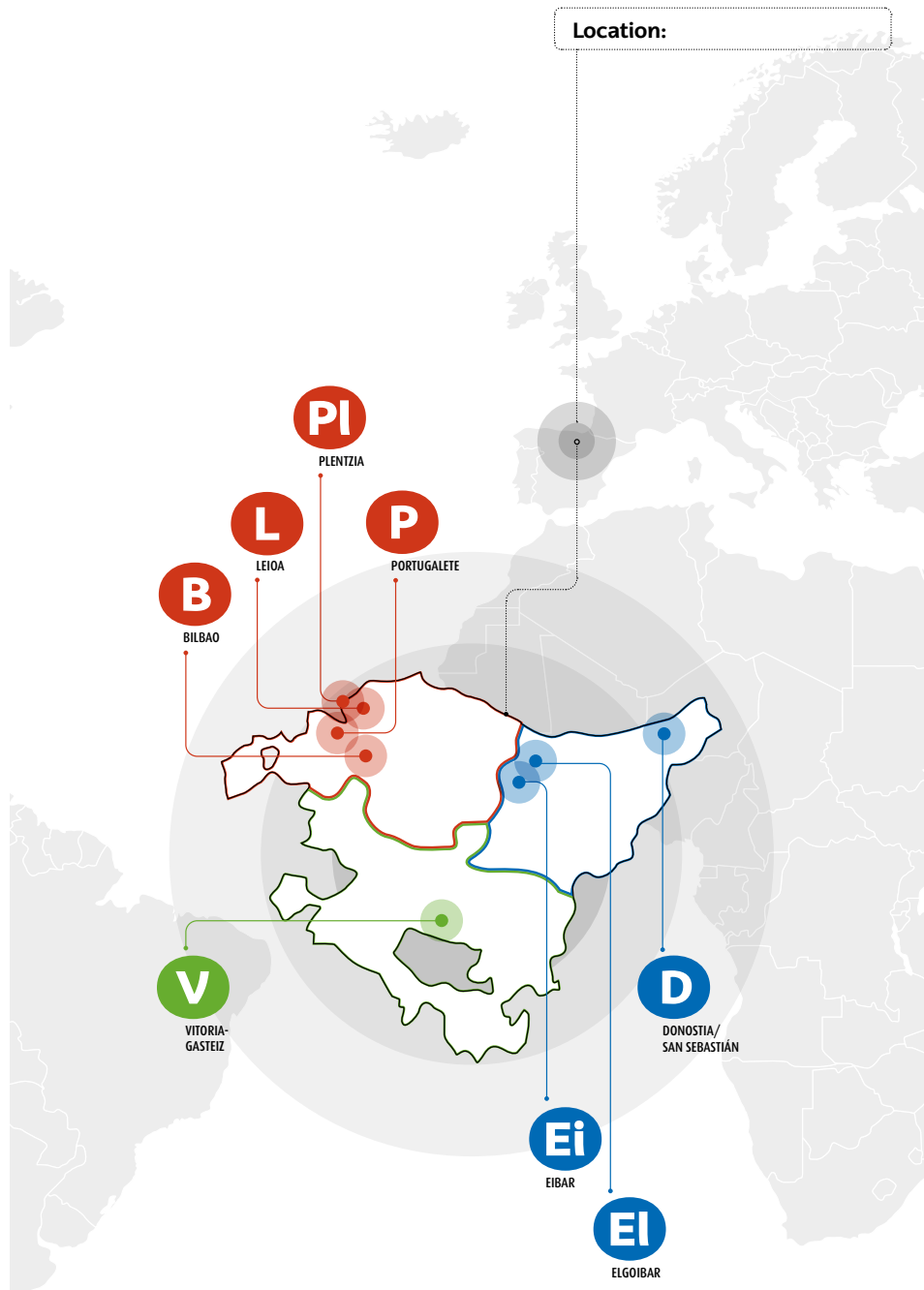
- Public institution, promoter of social cohesion through educational equity.
- Strongly committed to research, intellectual leadership and social engagement.
- Custodians of Euskara, the only pre Indo-European language still alive in Europe.
- Undergraduate, master degrees and doctoral studies available 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**

**HELP  
CENTRE >**

**Vitoria-Gasteiz**

helpcentre1.internacional@ehu.eus

**Biscay-Leioa**

helpcentre2.internacional@ehu.eus

**Biscay-Bilbao**

helpcentre3.internacional@ehu.eus

**Donostia/San Sebastián**

helpcentre4.internacional@ehu.eus

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**

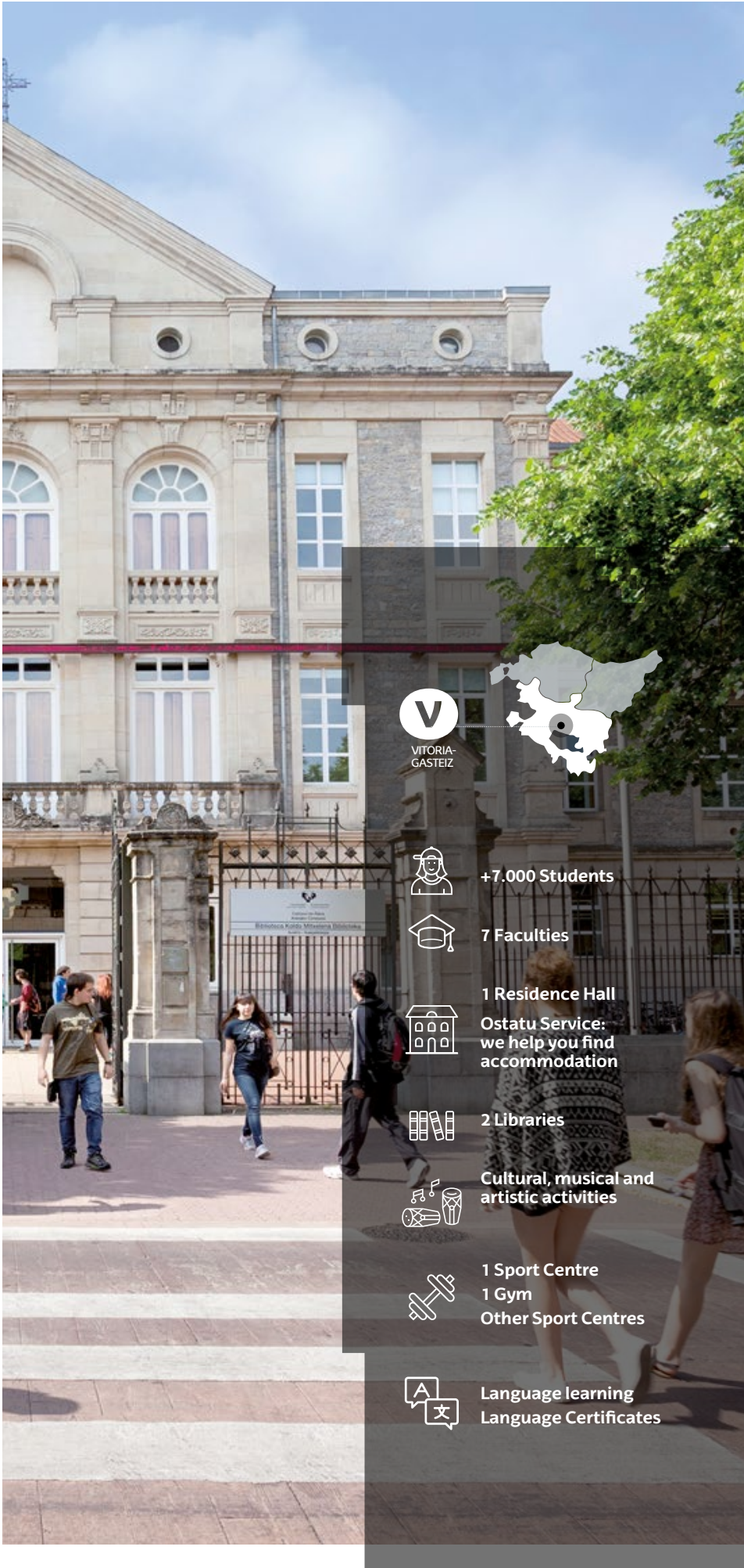
**helpcentre2.internacional@ehu.eus**

[www.ehu.eus/en](http://www.ehu.eus/en)

1

CAMPUS OF  
**ARABA**





+7.000 Students



7 Faculties



1 Residence Hall

Ostatu Service:  
we help you find  
accommodation



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 240,000 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 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-Gasteiz city centre.

Taxis make the trip to the city for approximately 20-25 euros. Spanish Airport Authority is AENA. RyanAir, AirNostrum, Iberia, Evelop and Nordjet Airlines fly to this airport. Several buses [3-euro fares] depart from the airport to the city centre [30minutes later than RyanAir flights landing time] and from the city centre [Cadena and Eleta street] to the airport [2 hours prior to RyanAir flights departure time].

<http://www.aena.es/es/aeropuerto-vitoria/companias-aereas.html>

-

If you fly to Bilbao-Loiu airport [[www.aena-aeropuertos.es](http://www.aena-aeropuertos.es)]: 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](http://www.autobuseslaunion.com). 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-aeropuertos.es](http://www.aena-aeropuertos.es)]: Buses run daily from this airport to Vitoria-Gasteiz. Check frequencies at [www.alsa.es](http://www.alsa.es).

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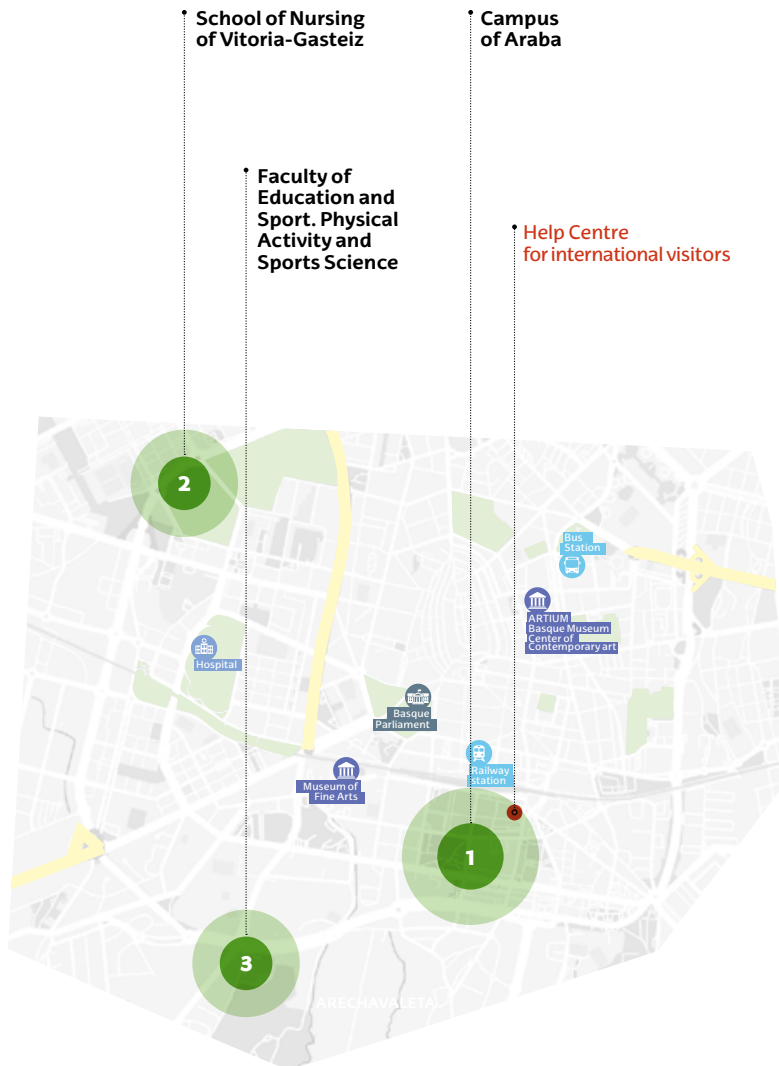
If you are flying to Iruña-Pamplona [60km away from Vitoria-Gasteiz] with Lufthansa or AirNostrum, take the A bus line to the city centre [LÍNEA A: estaciones y aeropuerto].

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

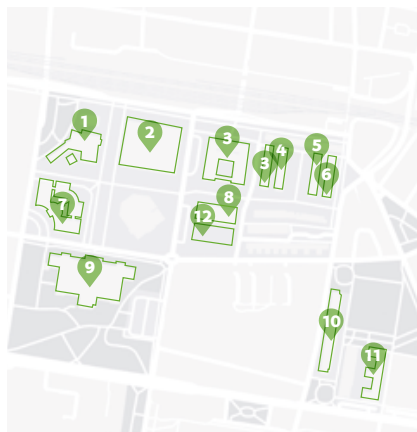
<https://tourism.euskadi.eus/en/>

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

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



**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 **Help 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 SCHOOL OF NURSING OF VITORIA-GASTEIZ**



**3 FACULTY OF EDUCATION AND SPORT PHYSICAL ACTIVITY AND SPORTS SCIENCE**

2

CAMPUS OF  
BISCAY







**P**

PORTUGALETE

**L**

LEIOA

**PI**

PLENTZIA

**B**

BILBAO



+22.000 Students



9 Faculties



2 Residence Halls

Ostatu Service:  
we help you find  
accommodation



8 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 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 370,000 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: the Urbanism Awards 2018, best European city, among others.

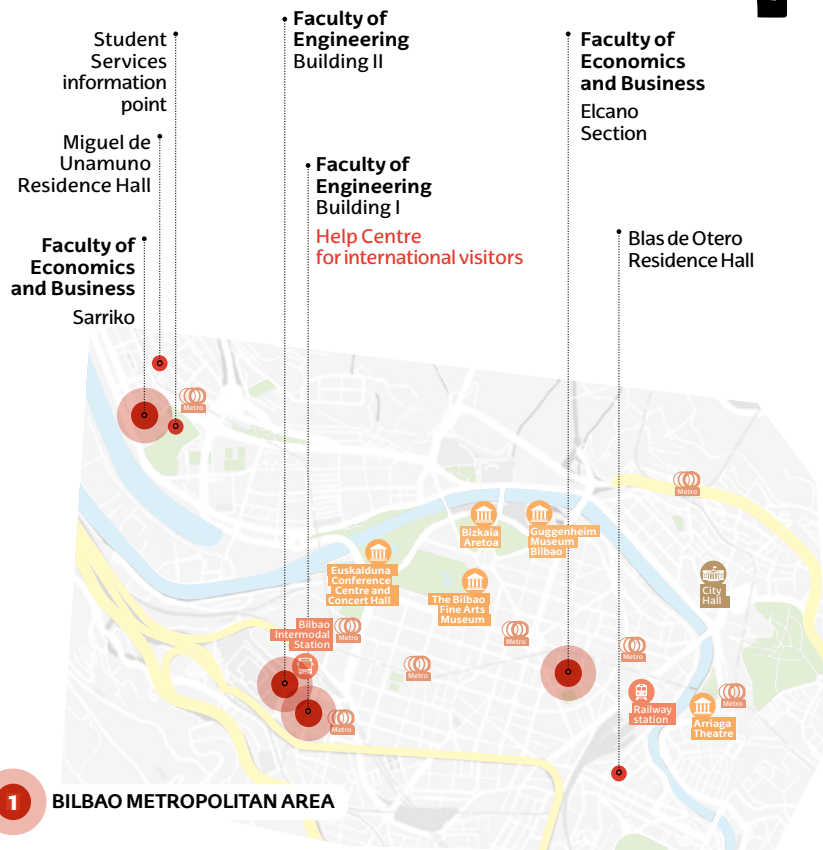
People in Bilbao are friendly, optimistic and good tempered; the vibrant cultural life of the city turns, at dusk, into a varied, pepped nightlife. A visit to the local 'cathedral', the Athletic Football Club stadium, the '7 streets' section and Bizkaia suspended bridge [a century old Unesco World Heritage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

### How to get there

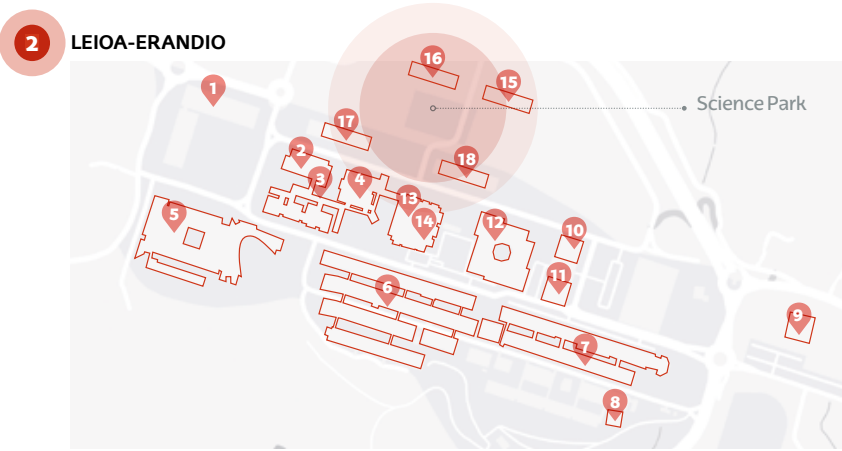
-  Bilbao airport [Loiu] is approximately 10 km away from the city [www.aena-aeropuertos.es](https://www.aena-aeropuertos.es). Outside the arrivals lounge, buses run every 15 minutes to the city centre [From the airport: 6:15 to 24:00, and from Bilbao: 5:15 to 22:00]. The line terminates at the local 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](http://www.bilbaoturismo.net/BilbaoTurismo/en/tourists)



**1 BILBAO METROPOLITAN AREA**



- 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 • **Help 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**

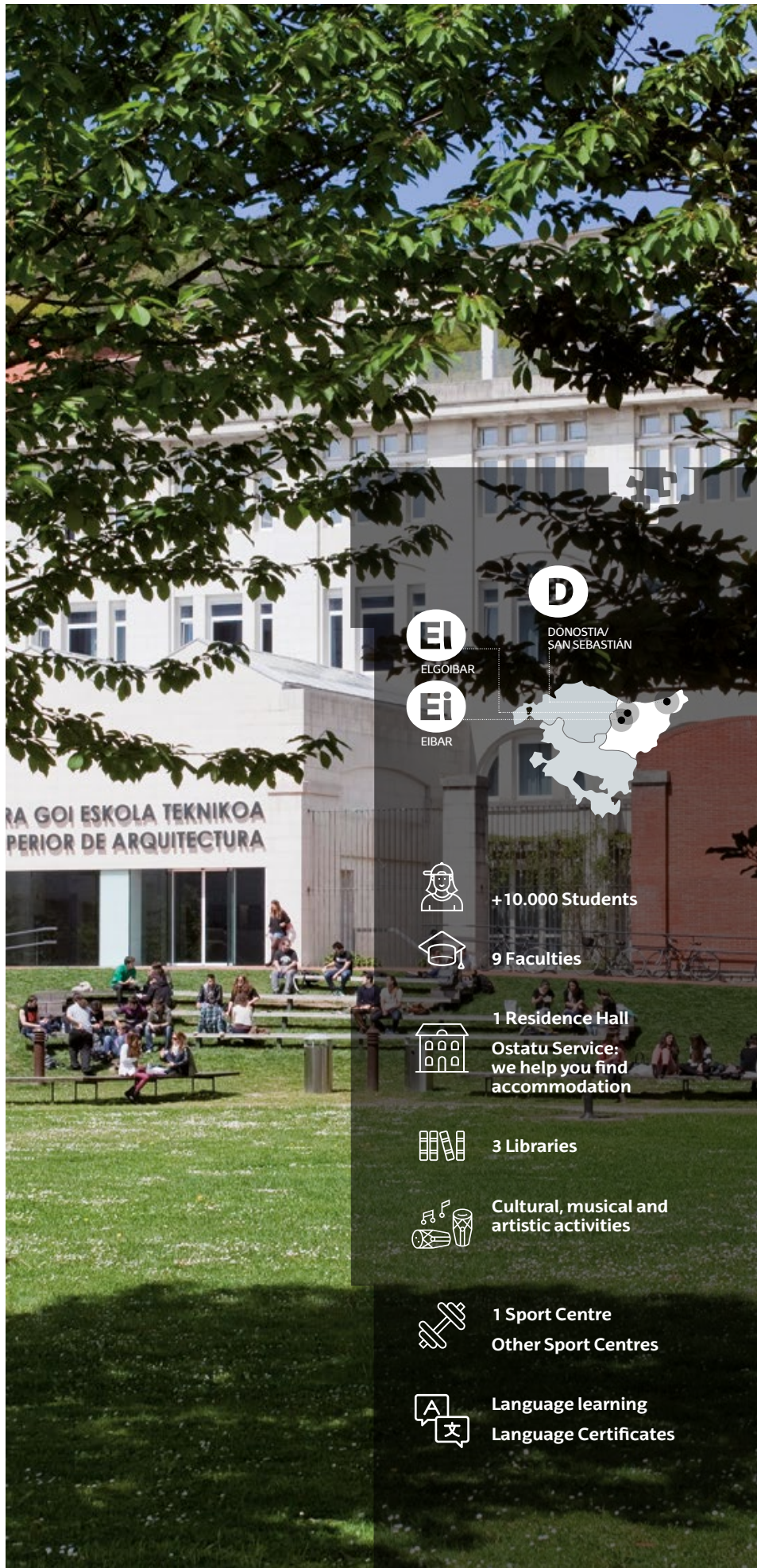
3

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CAMPUS OF  
**GIPUZKOA**

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ELGOIBAR



EIBAR



DONOSTIA/  
SAN SEBASTIÁN



+10.000 Students



9 Faculties



1 Residence Hall

Ostatu Service:  
we help you find  
accommodation



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 [[aena-aeropuertos.es](http://aena-aeropuertos.es)]: 20 km 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 <http://www.aena.es/en/san-sebastian-airport/public-transport.html> and [www.ekialdebus.eus](http://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](http://www.pesa.net) and [www.alsa.com/en](http://www.alsa.com/en)

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

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

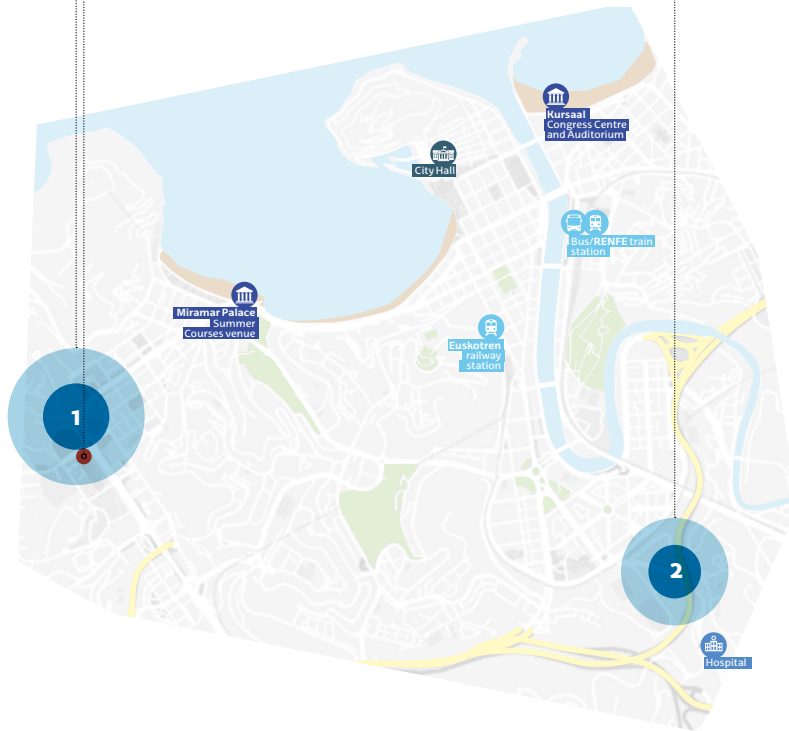
[www.tourism.euskadi.es/en](http://www.tourism.euskadi.es/en)  
[www.sansebastianturismoa.eus](http://www.sansebastianturismoa.eus)  
[www.donostia.org](http://www.donostia.org)



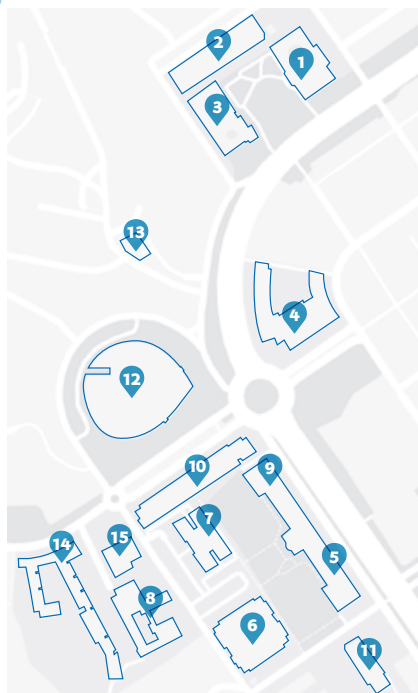
**Campus of Gipuzkoa**

• **Help Centre** for international visitors

**Faculty of Medicine and Nursing**



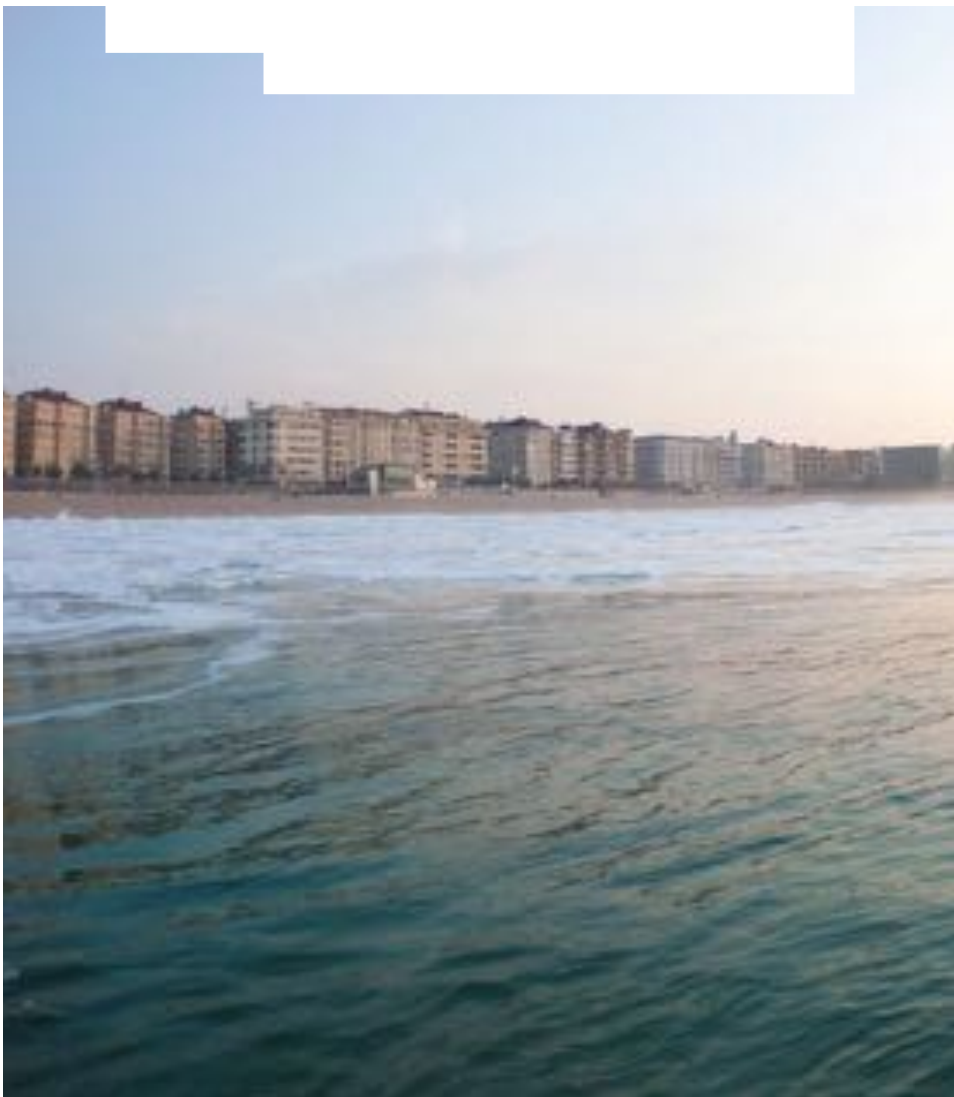
**1 CAMPUS OF GIPUZKOA**



- 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 Faculty of Informatics.
- 8 • Faculty of Law.
- 9 • Faculty of Education, Philosophy and Anthropology.
- 10 • Ignacio María Barriola building, lecture rooms and **Help Centre**.
- 11 • Joxe Mari Korta R+D+i facility.
- 12 • Carlos 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 shut 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](http://www.uik.eus/en)

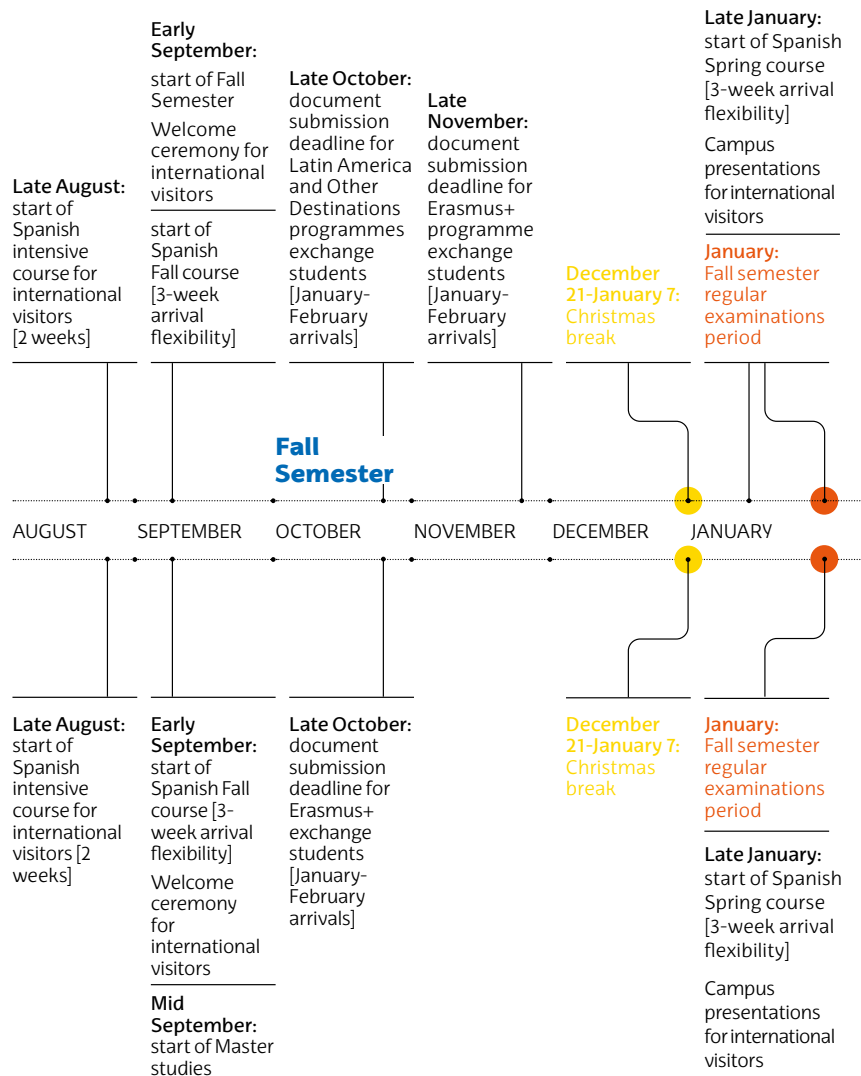


# Academic information.

## 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]. 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

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 pairs local volunteer students with international exchange students to provide them with a personal support by a peer. Beyond the practical assistance granted to visitors, this programme's major benefit is the number of long-lasting friendships that arise from different encounters.





**RULE OF THUMB:** We kindly ask our exchange students to fill in their Buddy request only when they have confirmed their arrival at the University of the Basque Country. Also, please doublecheck 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 <b>Bilbao</b>	ingenieria.internacional@ehu.eus
Faculty of Social and Communication Sciences <b>Leioa</b>	socialescomunic.internacional@ehu.eus
Faculty of Science and Technology <b>Leioa</b>	ciencia.internacional@ehu.eus
Faculty of Engineering <b>Gipuzkoa</b>	politecnica.internacional@ehu.eus
Faculty of Engineering <b>Vitoria-Gasteiz</b>	esc-ingenieria.internacional@ehu.eus
Faculty of Fine Arts <b>Leioa</b>	bellasartes.internacional@ehu.eus
Faculty of Economics and Business <b>Bilbao</b>	— Sarriko: economicas.internacional@ehu.eus — Elcano: empresa-bi.internacional@ehu.eus
Faculty of Medicine and Nursing. Nursing Degree <b>Donostia/San Sebastián</b>	enfermeria-ss.internacional@ehu.eus
School of Nursing <b>Vitoria-Gasteiz</b>	enfermeria-vi.internacional@ehu.eus
Rest of faculties, fill in our forms	<a href="http://www.ehu.eus/en/web/nazioarteko-harremanak/en-request-a-buddy">www.ehu.eus/en/web/nazioarteko-harremanak/en-request-a-buddy</a>

#### 2.1.3 Insurance for international visitors

There are three insurance coverage areas you should learn about so as to doublecheck whether you need to purchase one or more of them:

##### TRAVEL INSURANCE

Compulsory for all international students [Europeans included], with unlimited coverage in:

- Transport and/or repatriation to home country in case of accident or illness of insured person.
- Repatriation of the deceased insured.

Proof of this insurance must be handed in at the Faculty at registration.

UPV/EHU offers its own insurance policy, IBILI: [www.ehu.eus/es/web/kontratazioa/ibili-ehu](http://www.ehu.eus/es/web/kontratazioa/ibili-ehu)

## MEDICAL ASSISTANCE INSURANCE



**EU VISITORS:** The Basque Public Healthcare System usually covers European citizens holding their EUROPEAN HEALTH INSURANCE CARD [EHIC] previously obtained in their home country.



**HEALTH COVERAGE AGREEMENTS:** Spain has passed Health Care agreements with a number of countries [Andorra, Brazil, Chile, Ecuador, Panama, Paraguay, Peru, Sweden, Morocco...]. We recommend you get further details at the Spanish Embassy or Consulate, to know how to access this coverage.



**OTHER NATIONALITIES:** If no agreement exists with your home country, you will need to purchase a medical insurance according to the European and Spanish laws IN FORCE, COVERING YOUR WHOLE VISITING PERIOD.

## CIVIL LIABILITY INSURANCE

Certain laboratory or internship practices while at the University of the Basque Country may require the acquisition of a Civil Liability insurance. Before purchasing one, we recommend you doublecheck whether your home institution provides their students with a worldwide valid coverage.

For further details concerning any of these insurances, feel free to contact our Help Centres.

**RULE OF THUMB:** Double-check the coverage of the insurance you purchase and make sure it remains in force throughout your whole visiting period. Upon arrival, we recommend you check which hospitals/health centres you should attend, in case of emergency or medical condition. **Attending a Health Centre not covered by your medical insurance may imply the total payment of your visit.**

There are many different medical insurances you can purchase. In observance of equity principles, we cannot recommend a particular private medical insurance, but below we suggest a list from which you can choose the most suitable for your needs. Feel free to further investigate offers from other companies:

[www.oncampus.es](http://www.oncampus.es)

[www.healthplanspain.com](http://www.healthplanspain.com) — by Sanitas insurance company

[www.mapfre.es](http://www.mapfre.es) —see section 'Seguros para estudiantes extranjeros'

[www.generalis.es](http://www.generalis.es)

[www.globalarcadia.com](http://www.globalarcadia.com)





#### 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/Portal/es/ServiciosAlCiudadano/Paginas/EmbajadasConsulados.aspx](http://www.exteriores.gob.es/Portal/es/ServiciosAlCiudadano/Paginas/EmbajadasConsulados.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.
- 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.
- Proof of registration or pre-registration at the university [acceptance letter is also valid].
- Certification of previous studies.
- Address in Spain [if a temporary booking at a hotel is not sufficient, we can provide an accommodation letter].
- Certificate of financial situation [scholarship information, family support, other ways you will financially support yourself throughout your stay].
- Medical insurance in force during your entire stay in Spain.

**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.exteriores.gob.es/Portal/es/ServiciosAlCiudadano/InformacionParaExtranjeros/Paginas/RequisitosDeEntrada.aspx](http://www.exteriores.gob.es/Portal/es/ServiciosAlCiudadano/InformacionParaExtranjeros/Paginas/RequisitosDeEntrada.aspx)



## 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 Help 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](http://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](http://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](http://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](http://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](http://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 [€310-€620 in Vitoria -Gasteiz; €365-€730 in Donostia/San Sebastian; €400-€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 our Help Centre email. [www.ehu.eus/en/web/nazioarteko-harremanak/en-halls-of-residence](http://www.ehu.eus/en/web/nazioarteko-harremanak/en-halls-of-residence)





## **HOST FAMILY PROGRAMME**

For a deeper cultural and language immersion as well as a cosier, warmer environment, you can apply for our Host Family Programme.

- Apply on our website:  
[www.ehu.eus/en/w eb/nazioarteko-harremanak/en-host-family-programme](http://www.ehu.eus/en/w eb/nazioarteko-harremanak/en-host-family-programme)
- We will contact you with the family information you need to make your choice.
- When you have decided on the most suitable family, contact them to meet on your arrival date.

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.








## 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](http://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:** The Basque Country is an increasingly popular tourist destination, so flat offer for students, particularly in Donostia/San Sebastián and Bilbao, is decreasing. Bear in mind that during the peak tourist season July-August-September, it may be difficult and expensive to find a place to stay. After late September it gets somewhat easier to find flats to let.

Upon arrival, visit our Help Centre so that we hand you a printed version of the available offer, help you arrange your visits to the flats and further assist you in your accommodation search.

### External flat rental websites:

- [Idealista](#)
- [Milanuncios](#)
- [Airbnb](#)
- [Alkila.net](#)
- [Vibbo](#)
- [Tupiso](#)
- [Studentmundial](#)
- [Hostelworld](#)
- [Couchsurfing](#)
- [San Sebastian for you](#)  
[High Standing Apt.]
- [Swiftflats](#)
- Groups of students from [Facebook](#) that can help you find accommodation:
  - . Flats & Rooms Erasmus San Sebastian 2019/2020
  - . Flats & Romms Erasmus Bilbao
  - . Erasmus Vitoria-Gasteiz 2019-2020

**RULE OF THUMB:** It is important for you to have a temporary place to stay, just for your first nights in the Basque Country. Even though it might feel unsettling to arrive without a permanent accommodation, do not worry too much: our visitors find a suitable place to stay in approximately 4-5 days.

**RULE OF THUMB:** We advise our visitors to be prepared for important expenses during the first 2 weeks upon arrival [transportation cards; temporary accommodation; redtape; accommodation deposit...]. Average cost of living in the Basque Country: 700-900 € / month.

## **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.
- Never 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 Help 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.



## HELP CENTRES

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 [helpcentre2.internacional@ehu.eus](mailto:helpcentre2.internacional@ehu.eus).

### Where to find us:

#### ● Campus of Araba

Vice-Rectorate building  
Calle Comandante Izarduy, 2  
01006 Vitoria-Gasteiz  
+34 945 014 334  
[helpcentre1.internacional@ehu.eus](mailto:helpcentre1.internacional@ehu.eus)

#### ● Campus of Biscay

Leioa: Library building, 2nd floor  
Barrio Sarriena s/n  
48940 Leioa  
+34 946 015 868  
[helpcentre2.internacional@ehu.eus](mailto:helpcentre2.internacional@ehu.eus)

Bilbao: Faculty of Engineering, Building I  
Plaza ingeniero Torres Quevedo 1, Office P1G11  
48013 Bilbao  
+34 946 017 365  
[helpcentre3.internacional@ehu.eus](mailto:helpcentre3.internacional@ehu.eus)

#### ● Campus of Gipuzkoa

Ignacio M<sup>a</sup> Barriola building, 1st floor  
Plaza Elhuyar, 1  
20018 Donostia/San Sebastián  
+34 943 015 192  
[helpcentre4.internacional@ehu.eus](mailto:helpcentre4.internacional@ehu.eus)

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, mid-September, we hold welcome ceremonies for our international visitors in our three campuses. Our Help 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 40 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 also has delegations in Donostia/San Sebastián and Vitoria-Gasteiz

[www.esnbilbao.org](http://www.esnbilbao.org)

### **2.2.3. Academic registration**

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

Register your courses at your Faculty or School:

- 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 Insurance Card or the Medical Insurance you contracted before travelling.

### **2.2.4. Spanish and Basque courses**

The University of the Basque Country offers complimentary Spanish and Basque courses for international exchange students.

Available courses:

- August Intensive Spanish: 2-week course to get 'in shape' before lessons start, worth 4,5 ECTS
- Fall Spanish and Basque: September to December, worth 6 ECTS
- Spring Spanish and Basque: February to May, worth 6 ECTS



### Foreign Language Courses Office

#### UPV/EHU Vice-Rectorate of the Campus of Araba

Comandante Izarduy, 2

01006 Vitoria-Gasteiz

+34 945 013 356

[cursosidiomas@ehu.eus](mailto:cursosidiomas@ehu.eus)

[www.ehu.eus/en/web/nazioarteko-harremanak/en-available-courses](http://www.ehu.eus/en/web/nazioarteko-harremanak/en-available-courses)

### DELE

DELE [Diplomas de Español como Lengua Extranjera] certificates are official Spanish language accreditations acknowledged worldwide and issued by the 'Instituto Cervantes' on behalf of the Spanish Ministry for Education.

The University of the Basque Country is an official examination venue for DELE certificates. All details on how to enrol on DELE exams on our website.

#### 2.2.5.

#### Immigration check upon arrival

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'.

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

Documents to be taken to the police station to obtain your 'Tarjeta':

- Passport [original + 2 copies of all pages].
- 2 passport-size photos.
- Registration at the University of the Basque Country [original + 2 copies].
- Proof of address in Spain or 'Empadronamiento' certificate [to be obtained at the city hall, original + 2 copies].
- Medical insurance.

**PLEASE NOTE!** The 'tarjeta' is only valid for 1 academic year; if your stay exceeds this period, you must proceed to renovation [plan to start renovation procedures up to 60 days prior to expiration date].

## 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](http://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](http://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 [Leioa]
- . 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](http://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](http://www.ehu.eus/es/web/kirolak-bizkaia)

University Sports Centre  
Leioa-Unbe errepidea, 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](http://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

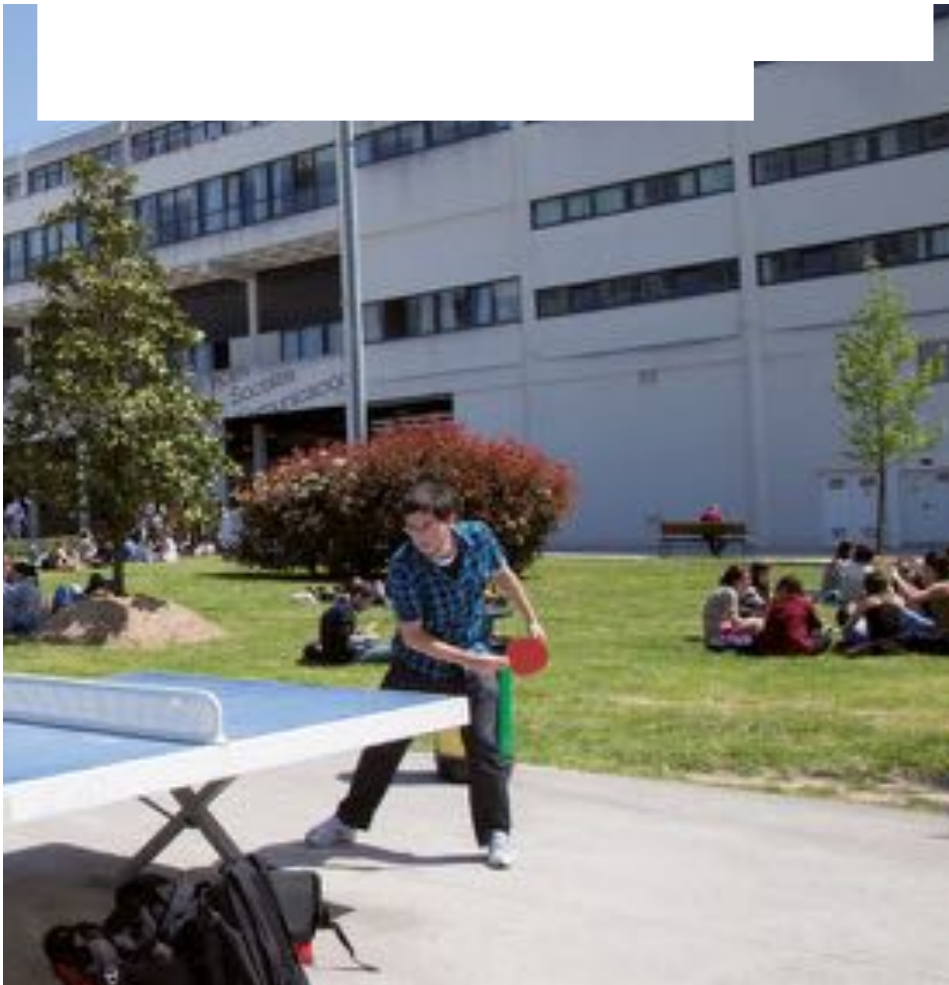


## Cultural activities and entertainment

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.es/es/web/ehukultura-araba](http://www.ehu.es/es/web/ehukultura-araba)  
 Vice-Rectorate building, ground floor  
 Comandante Izarduy, 2  
 01006 Vitoria-Gasteiz  
 +34 945 014 444  
[atencion-al-publico.vicer-ar@ehu.es](mailto:atencion-al-publico.vicer-ar@ehu.es)
- **Campus of Biscay**  
[www.ehu.es/es/web/ehukultura-bizkaia](http://www.ehu.es/es/web/ehukultura-bizkaia)  
 Bizkaia Aretoa  
 Avenida Abandoibarra, 3  
 48009 Bilbao  
[ehukultura-bizkaia.info@ehu.es](mailto:ehukultura-bizkaia.info@ehu.es)  
[marije.ortega@ehu.es](mailto:marije.ortega@ehu.es), +34 946 017 142  
[richard.dominguez@ehu.es](mailto:richard.dominguez@ehu.es), +34 946 012 104
- **Campus of Gipuzkoa**  
[www.ehu.es/es/web/gipuzkoa/kultura1](http://www.ehu.es/es/web/gipuzkoa/kultura1)  
 Faculty of Law  
 Paseo Manuel Lardizabal, 2  
 20018 Donostia/San Sebastián  
 +34 943 01 85 07  
[gi-kultura@ehu.es](mailto:gi-kultura@ehu.es)



### 2.3.6. Disabled People's Service

[www.ehu.eus/en/web/discapacidad/home](http://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](mailto: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](mailto: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](mailto: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](http://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](mailto:sap@ehu.eus)

#### ● Campus of Biscay

Library building, 3rd floor  
Barrio Sarriena, s/n  
48940 Leioa  
[sap@ehu.eus](mailto:sap@ehu.eus)

#### ● Campus of Gipuzkoa

Ignacio María Barriola building  
1st floor  
Plaza Elhuyar 1  
20018 Donostia/San Sebastián  
[sap@ehu.eus](mailto: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](http://www.ehu.eus/es/web/ikasleak/ikasleen-elkartek)

Erasmus Student Network Bilbao: ESN

[www.ehu.eus/es/web/nazioarteko-harremanak/esn](http://www.ehu.eus/es/web/nazioarteko-harremanak/esn)  
[www.esnbilbao.org/](http://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 [Education]	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. <b>Sarriko</b>	economicas.internacional@ehu.eus
Faculty of Economics and Business. <b>Elcano</b>	empresa-bi.internacional@ehu.eus
Faculty of Engineering	ingenieria.internacional@ehu.eus

##### Leioa

Faculty of Fine Arts	bellasartes.internacional@ehu.eus
Faculty of Medicine and Nursing. Medicine	medicina.internacional@ehu.eus
Faculty of Medicine and Nursing. Nursing	enfermeria-bi.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	<a href="mailto:politecnica.internacional@ehu.eus">politecnica.internacional@ehu.eus</a>
Faculty of Chemistry	<a href="mailto:quimicas.internacional@ehu.eus">quimicas.internacional@ehu.eus</a>
Faculty of Informatics	<a href="mailto:informatica.internacional@ehu.eus">informatica.internacional@ehu.eus</a>
Faculty of Law	<a href="mailto:derecho.internacional@ehu.eus">derecho.internacional@ehu.eus</a>
Faculty of Education, Philosophy and Anthropology	<a href="mailto:hefa.internacional@ehu.eus">hefa.internacional@ehu.eus</a>
Faculty of Psychology	<a href="mailto:psicologia.internacional@ehu.eus">psicologia.internacional@ehu.eus</a>
Higher Technical School of Architecture	<a href="mailto:arquitectura.internacional@ehu.eus">arquitectura.internacional@ehu.eus</a>
Faculty of Economics and Business	<a href="mailto:empresa-ss.internacional@ehu.eus">empresa-ss.internacional@ehu.eus</a>
Faculty of Medicine and Nursing, Nursing, Gipuzkoa	<a href="mailto:enfermeria-ss.internacional@ehu.eus">enfermeria-ss.internacional@ehu.eus</a>

### Elgoibar

IMH Dual Engineering University School	<a href="mailto:ixaka@imh.eus">ixaka@imh.eus</a> / <a href="mailto:monika@imh.eus">monika@imh.eus</a>
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### Eibar

Faculty of Engineering	<a href="mailto:euiti-ei.internacional@ehu.eus">euiti-ei.internacional@ehu.eus</a>
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Doctoral School	<a href="mailto:internacional.mde@ehu.eus">internacional.mde@ehu.eus</a>
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**2.5.2. Help centres [for practical issues]** [see page 39]

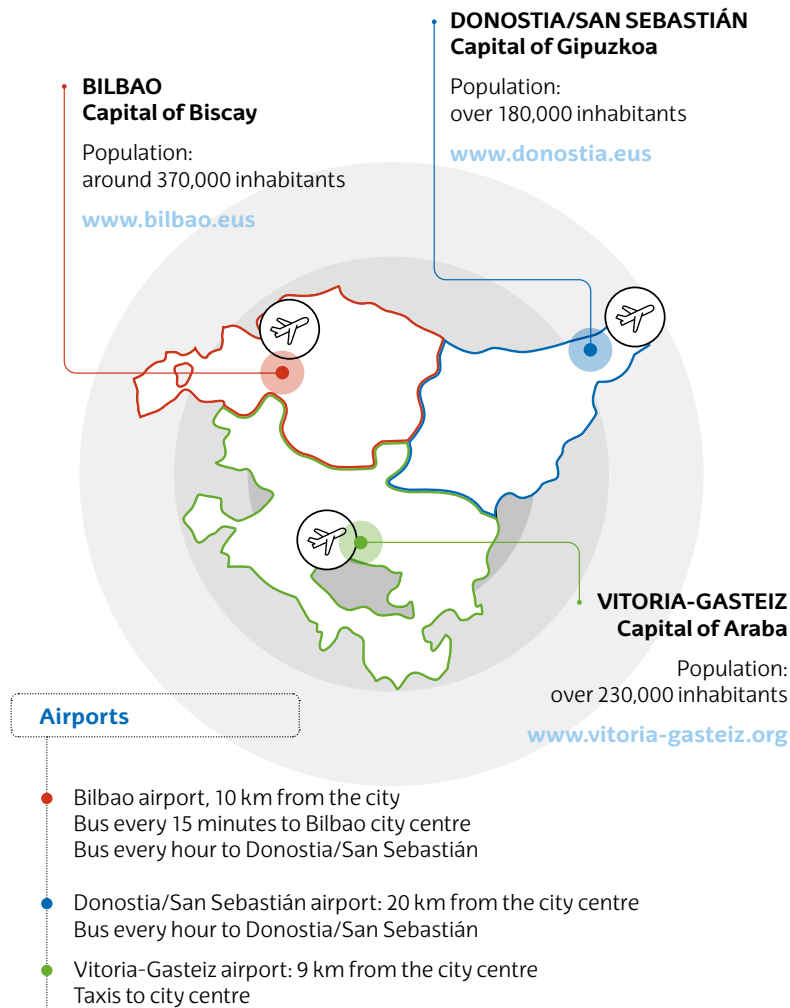
# The Basque Country — Euskadi —

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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 powerful looks, 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.

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### 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 700 and 800€, depending on the type of accommodation you choose.

Average monthly expenses:

- Accommodation 350-500 euros
- Food 250-300 euros
- Public transport 35 euros
- Other expenses 100 euros
- Total monthly allowance 700-900 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.

Wellness and Support  
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.

Wellness and Support  
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/home](http://www.ehu.es/es/web/clinica.odontologica/home)] at the Campus of Biscay
- Psychological support unit [[sap@ehu.es](mailto: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 and Spanish. Everyone knows Spanish, whereas Basque is a minority language; it is largely spread around Gipuzkoa, although you can also hear it often in Bizkaia. Across Araba, the Basque language is spoken to a smaller extent. 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. Climate

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.
- Virtually all shops close on Sundays and bank holidays
- Museums and restaurants traditionally rest on Sundays.



# 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!!

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

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

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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.



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Be patient when looking for a flat. There are nice places at affordable prices, 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 Help 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 Help 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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**The University of the Basque Country**  
Campus of International Excellence

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

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+34 94 601 5868  
[helpcentre2.internacional@ehu.eus](mailto:helpcentre2.internacional@ehu.eus)

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[www.ehu.eus/en](http://www.ehu.eus/en)