

# Student Handbook





## **Welcome to Salamanca!**

We hope you enjoy your time in one of the most beautiful and artistic cities in the world. We have prepared this handbook with lots of useful information which should answer some of your initial questions and provide you with a useful reference source in the future.

We can guarantee that it is a different way of life in Spain, to which you are not yet accustomed. Even the simplest task may be a step into the unknown, but we are confident once you have overcome the initial culture shock you will have many wonderful experiences and take home some great memories to share with family and friends.

## **Enjoy your stay...**

# SALAMANCA



Surrounded by mountains and situated to the north of the river Tormes, Salamanca is located in the mid-west area of Spain in the province of Castile y Leon, 2-3 hours drive from Madrid and 1 hour from the Portuguese border. In the town centre, all buildings are constructed with golden sandstone, giving the impression of being in another time zone, and at the heart of this lies the Plaza Mayor, Spain's most beautiful.

The population today is approximately 165,000 and since Salamanca is one of the most famous university towns not just in Spain, but also Europe, there is a student population of 40,000 making it a lively, young city and creating an eclectic mix of the ancient and the modern.

The university itself dates back to 1218, making it the third oldest university in Europe. Salamanca was once one of the most prestigious universities in the world and because of this; it became the focal point of some of the richest artistic activities in the country.

Apart from the university, Salamanca is also known for its many monuments and special architecture, such as the two cathedrals and the House of Shells. "The beauty of its historical university and churches are without equal in Spain, which is partly what draws throngs of young people from around the world here to study Spanish - and to party".

The Plaza Mayor is at the hub of Salamantine life and this is where people tend to meet; in the cafes during the day and at night, in the many bars that surround it.



Today Salamanca not only prides itself on its beautiful architecture and nightlife, but also its language. Salamanca and its region are still considered to have the purest Spanish in Spain.



Whatever your interests are, Salamanca has a lot to offer its visitors and is the perfect place to study Spanish and experience the authenticity of Spanish life and culture.



Spanish Courses Unamuno invites you to discover the Spanish life. Enjoy with us the experience of learning a language that has become the world's best reference for culture and leisure and one of the best tools for communication and interaction.

Our organization offers Spanish courses since 1987 with great success and used his own method "Live the Spanish" ("Vive el Español"). In 2008 we obtained a favorable report from the Cervantes Institute, allowing Spanish Courses Unamuno in Salamanca to join the NETWORK OF ACCREDITED LANGUAGE CENTERS in Spain.

With our method you can defend yourself in the four skills: speaking, understanding, reading and writing, in just two weeks by the Intensive Course.

Know Spain through our courses will give you a complete view of Spanish culture, because they all include a program of activities, most of them free, to help you understand better the language you learn with us.

And enjoy our Spanish cooking seminars, an exchange program with Spanish students and some accommodation in Spanish families who receive essential assistance to your learning of the language, plus a warm and familiar treatment. If you want another type of accommodation we have the best deal on hotels, apartments, homes - shared apartments.

Spanish Courses Unamuno, a place to learn.



Avda. Reyes de España, 25-27  
37008 Salamanca - Spain  
Tel: 923 21 20 55, 923 26 90 48  
Fax: 923 27 14 18

# SCHOOL



Spanish Courses Unamuno is probably the most important building for you whilst in Salamanca. All of your classes will be held here and it is where you can also speak to the school staff should you have any problems.

## Classrooms:

Classrooms are located in the main building on the first floor. Each classroom has a number. During your orientation at the school you will be given your schedule and classroom allocations.

## Resting area:

The lounge area as you go up the stairs on the first floor has a coffee machine, a microwave and some additional computers.



## The Library:

The library is located on the first floor, and all of the materials are there for your use but must be checked out at reception. This is also a quiet area for study and there are some computers for your use.

**Computers and emailing (9am - 2pm, 5-8pm Mon-Fri):** There are lots of computers available for the students in the Aula de Multimedia. There is also a printer. If you need to borrow a webcam you must ask at reception.

**Please do not download from unknown internet sites. The computers are all connected and a virus in one will mean the whole school goes down.**



Out of hours, at the weekend for example, or when the computers are very busy, you will be able to get on line at various local internet cafes that offer good student rates so you should not have any problem getting online and staying in touch with the people back home. Prices are always changing and some places are more economical than others but the standard price for one hour is normally €1-€2.

The school is in a great location in the centre of Salamanca. Being an old, historic city the quickest and easiest way to get around the city is on foot. You will see, smell and experience so much more and it will also keep you fit and healthy, especially following consumption of the inevitable paella and tapas!

We do ask you to respect the rules of the school, and also respect your fellow students.

*Note: No eating or drinking in the classrooms and no smoking anywhere in the building*



## ACADEMIC INFORMATION



Classes Monday - Friday: 9.30am - 01.30pm

Further information will be given at orientation and during the first week of classes.

**Spanish Culture Calendar:** An itinerary of weekly cultural events or excursions will be planned on your behalf. Most of these events are free, however there may be additional events that you need to pay for if you wish to attend.

### MAIL

Mail is delivered daily to the Spanish Courses Unamuno and placed in your mail boxes on the ground floor. Any parcels will be kept in reception and a parcel slip placed into your mailbox.

The **address** for all correspondence and for giving out to the people at home for them to contact you is below. You should always make sure your name is written clearly and neatly at the top of the address.

### Spanish Courses Unamuno

Avda. Reyes de España 25 -27  
37008 Salamanca  
SPAIN

Tel: 34 923 21 20 55  
Fax: 34 923 27 14 18

Please use this address for any letters/parcels you may wish to receive. **Do not use the address of your accommodation.** The mail is sorted into boxes alphabetically by surname.

# DELE COURSE INFORMATION



Spanish Courses Unamuno offers to international students a Spanish course specially designed to prepare exams to Diplomas of Spanish as a Foreign Language (DELE ), ( levels A1- C2), official titles, accredited degree of Spanish fluency, issued by the Cervantes Institute on behalf of the Ministry of Education of Spain.

For more information on the preparation in the center and dates for DELE examination, please consult in administration, on our Webpage [spanishcoursesunamuno.es](http://spanishcoursesunamuno.es) or at [http://diplomas.cervantes.es/informacion/inscripcion\\_fechas\\_examen\\_dele.html](http://diplomas.cervantes.es/informacion/inscripcion_fechas_examen_dele.html).

- The Diploma in Spanish Level A1 accredits sufficient linguistic competence to understand and use familiar and very useful expressions anywhere in the Spanish-speaking world, designed to meet immediate needs.
- Level-A2 DELE examination (Level A2) is the second step after accessing the language of Spanish-speaking countries. This Diploma accredits that students can understand commonly-used everyday phrases and expressions related to areas of experience especially relevant to them (basic information about themselves and their families, shopping, places of interest, occupations, etc.).
- The Diploma in Spanish (DELE) Level B1 accredits language users' capacity to:  
Understand the gist of clear texts, in standard language, if they involve well-known topics related to work, studies or leisure. and deal with most of the situations that may arise during a trip to where the language is used.
- The Diploma in Spanish (DELE) Level B2 accredits language users' capacity to: understand the gist of complex texts about concrete or abstract themes, even technical texts, provided that they are within the candidates' field of specialization. Interact with native speakers with sufficient fluency and spontaneity, so that communication does not constitute an effort for the interlocutors.
- The diploma in Spanish (DELE) Level C1 certifies sufficient linguistic competence to: Understand a wide variety of long, quite demanding texts, as well as recognise implicit meanings in them. Express themselves fluently and spontaneously, without any obvious effort to find the right words. Use the language flexibly and effectively for social, academic, and professional purposes.
- The diploma in Spanish (DELE) Level C2 certifies sufficient linguistic competence to perfectly handle any kind of situation, proving a spontaneous capacity of adaptation to any context, with a great deal of semantic and grammatical precision. The language users express themselves fluently, with a high degree of specialization and complexity.

# ACADEMIC INFORMATION – THE CLASSES

- Classes are taught at Avda Reyes of Spain 25, from 09.30 to 13.30, Monday to Friday.
- The first day each student will make a placement test, outside school hours, to determine her/ his exact Spanish level, if you haven't done it online before.
- Afterwards the classes begin.
- If the student does not agree with her/his level she/he can consult with the head of studies and review her/his level again.
- Our teachers will assess their progress each week and will change their level if necessary.
- The first day of class each student will receive a program course.



## TELEFON NUMBERS

- **RENFE train station**, [www.renfe.es](http://www.renfe.es)  
Pº de la Estación: 902 24 02 02, 923 120 202
- **Bus station**, [www.avanzabus.com](http://www.avanzabus.com)  
Avda. Filiberto Villalobos 71: 923 23 67 17
- **Radio Taxi**: 923 25 00 00
- **Security**:  
Local police 092, National Police 091 / 923 26 53 11  
Local Fire 080  
Ambulance 923 222 222 // 262 660 // 265 050  
Police, fire ambulance 112
- **Emergencies**: 112
- **Red Cross**: 923 22 10 32
- **Municipal Tourism office**: 902 30 20 02  
[informacion@turismodesalamanca.com](mailto:informacion@turismodesalamanca.com)  
Turism Information Board of Castile and León: 902 20 30 30  
Turism Office Plaza Mayor: 923 27 24 08
- **Spanish Courses Unamuno**:  
923 21 20 55 / 669 48 38 85 (office)  
[informacion@colegiounamuno.es](mailto:informacion@colegiounamuno.es)  
[www.spanishcoursesunamuno.es](http://www.spanishcoursesunamuno.es)
- **Directory Enquiries**: National – 1003  
International (Europe) – 1088  
International (World) – 1005  
Collect Calls Abroad – 1008
- **Airport Madrid Barajas**: 91 302 8656
- **American Express**: 900 810 029
- **Visa**: 900 990 011
- **Mastercard**: 900 971 231

## **CENTER RULES**

**The school is open from 09:00 to 20:00**

Classes will last 55 minutes with a brief 5 minute break and with a break of 20 minute at 11:30 am

- NOT SMOKE IN THE CENTER FACILITIES
- EAT ONLY IN THE RESTING AREAS OF THE CENTRE
- ATTEND CLASSES ON TIME; PUNCTUALITY IS EXPRESSED FOR ALL CLASSES.
- RESPECT THE EQUIPMENT AND FURNITURE OF FACILITIES
- ATTENDANCE IS MANDATORY FOR ALL STUDENTS WHO ARE TAKING COURSES FOR CREDIT
- NOTIFY IN ADVANCE, WHENEVER POSSIBLE, IF YOU ARE GOING TO MISS A CLASS
- SCHOOL FACILITIES ARE TO BE KEPT NEAT AND CLEAN
- SPEAK QUIETLY WHILE IN THE RESTING AREAS (LOUNGES) AND IN THE SCHOOL CORRIDOR.

## **RULES OF THE LIBRARY**

In addition to the general school rules it is necessary to follow the following rules below:

- The library will be used as study, consultation and reading.
- Only be used for group work when there isn't a classroom available.
- Books lending service:
  - Student borrowing books, must sign out each book with the secretary
  - Book may be borrowed for one week and students may only borrow one book per student.
  - A one week extension may be obtained by, first, informing the secretary.
  - Students must return the book to the library, in the same condition as when it was lent.
  - A fine will be imposed if the book is damaged or lost.
  - A penalty will be imposed for late returns.

## **COMPUTER ROOM RULES**

- Drinking and open containers with liquids are strictly forbidden near the computer equipment.
- Do not delete or modify operating system files.
- Do not save documents or Internet download computer's hard disk. Using diskettes, flash drives and other portable devices.
- No visiting pages with content that might offend the sensibilities of other users.
- Turn off the computer when the session ends.
- Report any incidence to the secretary.

## Public Holidays and things...



**National holidays:** Thursday and Friday of Semana Santa (Easter). Plan ahead as this is Spain's most important religious festival and there is a lot to see!

August 15 Asuncion de la Virgen

October 12 National Bank Holiday

November 1 All Saints

December 6 Spanish Constitution Day

December 8 Inmaculada Concepción

**Local holidays:** Abril 23 Bank holiday of Castile and Leon

Shops, offices and monuments etc will either be closed on this day or have shorter opening hours. So plan ahead if you need to buy something or are going travelling. If a holiday falls on a Tuesday or a Thursday shops etc may also be closed on the Monday or Friday making a long weekend called a '*puente*' (bridge).

## LIFE SPANISH STYLE

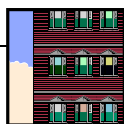
Living and studying in Salamanca can be a very rewarding experience for the student who is willing to adapt to a different culture and lifestyle. Contact with Spaniards in your daily routine, the opportunity to communicate in a foreign language and the privilege of living in one of Europe's most beautiful cities are only some of the advantages of such an experience.

Nevertheless, remember that integration into the Spanish lifestyle is often a gradual process. Many things that are taken for granted in the foreign country are often viewed from a different perspective by Spaniards. Maintaining a foreign lifestyle in Salamanca will be expensive and students will save money and gain experience by accepting local standards of living and local customs. Therefore, in order to gain the most from this valuable experience you should try to be as open-minded as possible. Have patience! Try to blend in and above all, remember that you are a guest in Spain.

## *The streets of Salamanca..*



## HOUSING....



You will receive your housing allocations upon arrival and every effort has been made to place people according to the information we received on the application form. When people have to live together in close proximity for so long, consideration must be shown. Please read the following section carefully and follow the rules.

## LIVING IN A SPANISH FAMILY

*Even if you have very limited Spanish, we advise that in WEEK ONE with your new family you confirm various things such as meal times and laundry days. This is one of the key ways of avoiding any potential misunderstandings that may arise. More often than not, problems that do arise are not actually problems, but simply the result of miscommunication. That is why it is so important to TALK with your family - if you do this then your stay will be so much easier and more enjoyable!*



**Quiet Hours - 11pm - 7am** It is important that you observe good behaviour in order to keep pleasant relations between each other, your host family and their neighbours. Therefore please do not play music loudly or disturb others if you come in late at night. Many apartments have large marble stairwells that amplify any noise you make, so please think of others. Also noisy shoes can cause problems for neighbours living beneath you, so please wear soft shoes when inside your apartment.



**Laundry** - the family will wash your personal laundry once a week - two moderate sized loads - one whites, one colours. Sheets will be provided and washed by the family. If you want to do extra laundry either come to an arrangement with the family or find out where the nearest Laundromat is either by asking your family or by coming into student services. You are not allowed to wash or iron your clothes by yourself in your homestay.



**Meals** - You receive three meals a day - breakfast, lunch and dinner. Find out exactly what time you are expected to be at each meal and try to be there on time. If you are going to miss a meal let the family know *ahead of time* out of courtesy. Leaving a note or a message or a message on the answerphone is better than nothing.



Spanish food maybe very different to what you are use to. Try everything put in front of you and if you really don't like it then let them know! If there is anything extra that you require you could either ask the family to get it for you or alternatively ask them if they can store it for you. The family may not buy bottled water but simply refrigerate water from the faucet.



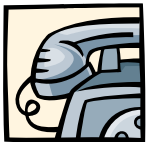
**Breakfast:** Breakfast in Spain is pretty basic - cereal, toast or muffin and a hot drink. Most Spaniards refuel with "tapas" at about 11am. You may wish to follow suit. Can't promise pancakes or breakfast burritos but a slice of tortilla will keep you going until lunchtime. Do not expect breakfast when you roll out of bed at midday on a Saturday.



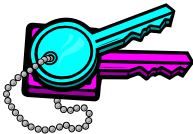
**Showers** - You are certainly entitled to one shower a day but try to make it short! Believe it or not ladies, an average Spanish shower is about 10 minutes. European homes do not always have hot water 24 hrs a day, therefore, you may have to ask for it to be turned on. Also, if there is just one bathroom be considerate and try not to monopolize it at key times of the day. Familiarise yourself with the family's routine and vice versa.



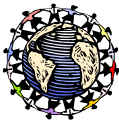
**Rooms** - Keep your room neat and tidy and make your bed every day! It is preferable to having the lady of the house trawl through your dirty underwear in order to change your sheets.



**Telephones** - It is unlikely that you will be able to make calls, but you will probably be able to receive them provided that you don't spend hours on the phone. Remember the time difference and ask your family and friends not to call at inconvenient times i.e. during the night or early on a Sunday morning.



**Keys** - You will be entrusted with your own set of keys to the building and the family home. Do not lose these keys and if you do tell the family immediately. If you do lose your keys, you will have to make and pay for a new set yourself.



**A few things to consider-** Do not expect any members of the family to speak any language other than Spanish. You came to Spain to learn Spanish, so make the most of such a great opportunity and exposure to a foreign language and culture!

**Mutual respect** - You have no curfew but please be considerate of the family and other people in the building when coming in late at night. Also please ask permission before bringing guests over to the family home. **NO OVERNIGHT GUESTS** are allowed and you should sleep in your homestay every night or advise the family that you will be travelling.

**Open Mind** - All possible effort is made to match up students with their families and roommates. Please remember that, as with all aspects of being abroad, a good experience requires patience and an open mind on the part of both the family and the student.

*If you have any problems or concerns regarding the homestay please speak to reception at school.*

# FUSES!!



Most of Europe is on 220 Volt so:

- Make sure any **electrical appliance** you have is **110/220**.
- **Transformers and adapter plugs** are available in hardware shops 'la ferretería' and vary in price depending on the voltage they supply.
- Using appliances without the correct adapters can be dangerous and may result in sparks flying (literally). **If you have a doubt, ask before you plug in!!**

Due to the age of the buildings in Salamanca, the wiring is sometimes unable to cope with too many appliances being used at once. It is not dangerous but often a circuit can be overloaded and your electricity will be cut out. Upon arrival in your homestay, you will be shown where the switch is. If you do have a power cut, you should turn off all appliances, and then reset the trip switch. You will soon learn how much power you can use at once e.g. you may be able to cook your dinner, watch TV, and have the lamp on at the same time, but if later you try to use your hairdryer, the circuit might not like it!

AY, LA LUZ... And finally. **Electricity** and energy (energía) in general is **extremely expensive** in Europe, and especially in Spain. Please take care with even the smallest things such as switching off lights, radios, TVs etc when you leave the room and taking quicker showers than you might at home. **ALL** Spanish families worry about the cost of electricity, so don't be alarmed if they talk to you about this.





## **STANDARDS OF BEHAVIOUR**

Written warnings will be issued in certain incidents. After receiving a third warning the student concerned will be requested to **leave the program**. This includes leaving the residence and forfeiting any return.

The use of non-prescription drugs **will not** be tolerated and any student found in the possession of drugs or using any illegal substance will be asked to leave the program immediately. Unlike the above, the student will not receive three written warnings. We believe this to be a very serious offence and immediate expulsion from the programme is the only course of action open to us. This also applies to any other illegal behaviour, violence or alcohol abuse.

Continual disregard for any of the above rules will lead to a warning, especially continual abuse of the quiet hours and the housing rules. Noise travels easily in these types of buildings; therefore before you act please think about your neighbors.

## **Cultural Differences...**

There are a few idiosyncratic aspects of Spanish life that are worth bearing in mind....

### **SMOKING**

Spanish people smoke a lot. Almost 40% of the population smoke so it is almost considered a cultural fact. You lucky people, from January 1<sup>st</sup> 2011 smoking will be banned in restaurants and bars so if you want to smoke you'll have to go outside to light up.

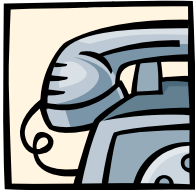
### **MEAL TIMES**

Breakfast is very light, usually consisting of only coffee and some bread or maybe a small muffin. Lunch is the main meal of the day for most Spaniards and is eaten between 1-3pm. Dinner is another fairly light meal - maybe some tortilla, cold meat, salad or a sandwich. This will normally be between 8.30-10.30pm. There are few places that will serve food before this sort of time so get into the Spanish rhythm, eat lunch after 1pm and fill up on Tapas if you get hungry before dinnertime.

# COMMUNICATIONS...

PLEASE CALL HOME AS SOON AS YOU ARRIVE TO LET PEOPLE KNOW THAT YOU HAVE ARRIVED SAFELY. DON'T DELAY BECAUSE EVERYONE AT HOME WILL WORRY!

## Telephones



Family and friends need to dial:                    0034 - AREA CODE - NUMBER

Please note that phoning a Spanish cell phone from abroad, you need to dial the country code (+34) but not an area code. (Area code for Salamanca is 923)

WE STRONGLY RECOMMEND TO USE ALWAYS PREPAID PHONE CARDS OR YOUR CALLING/CREDIT CARDS WHENEVER POSSIBLE FOR CALLING HOME.

PLEASE MAKE PERSONAL ARRANGEMENTS WITH YOUR HOMESTAY HOST CONCERNING THE USE OF THE HOUSE TELEPHONE. THEY MAY NOT LET YOU USE THE TELEPHONE AT ALL OR THEY MAY ALLOW YOU TO RECEIVE CALLS. PLEASE DON'T USE THEIR PHONE TO MAKE CALLS EVEN IF YOUR HOMESTAY ALLOWS YOU TO AS IT JUST CAUSES CONFUSION WITH BILLS.

## CELL PHONES

It is free to receive calls on a cell phone in Spain. There is usually a voicemail service you can set up. Prices vary, but €60-100 would be a normal amount to pay for buying the phone initially, this often includes credit. Students can alternatively group together and buy one per homestay or apartment. There are some particularly cheap deals around at the moment, obviously though the price depends on the model of the phone. You can then buy as much or as little credit ("saldo") as you want from €5 upwards in the form of recharge cards, "recarga", which you can



buy in various shops or tobacconists.

Here are some common cell phone service providers:



## PUBLIC PHONES

It is plenty of public phones on the streets of Salamanca and they can also be found in cafes, bars and restaurants. There are many in residential areas and clustered around the Plaza Mayor. Most accept coins, phone cards and credit cards but check as each one varies. Use these to make local or National calls.

## Locutorios

These are an alternative to payphones and phone cards, you can call internationally from booths in phone and internet shops, you will see how much you are spending.

## PHONE CARDS

You can buy regular Spanish phone cards 'una tarjeta telefónica' from tobacconists, newsstands, bars and various other stores, just look for the signs in the shop windows.

Regular international phone cards with a pin number are available in denominations of €5 and €10. "Unity" and "Challenge" and "Eurocity" offer good rates and are widely used. Again they can be bought in various stores. The most important thing is to make sure that it is an international card.



**WHAT TO SAY:** In Spain you say "Si" or "Dígame" when you answer the phone. To ask for someone you would say: "Hola, soy Mary, puedo hablar con..." (Hello this is Mary, can I speak to...)

## Mail



Let's be honest everyone loves to receive mail. You cannot beat physically holding a letter from a friend or family member in your hand so if people write to you don't just email them, send them a letter it's easy...!

### Postcards & Letters within Europe cost:

If sent priority, mail should arrive within three days (or within Spain, one day). All these prices are for items under 20 grammes in weight. If you want to send a letter priority post within Europe, and if it weighs over 20 grammes, it is more expensive.

The main post office, "Correos", at Gran Via 25, is open Monday through Friday, from 9.00am to 8.00pm non-stop, and Saturday from 9.00am to 2.00pm and is closed on Sunday.

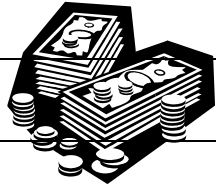
Boxes and wrapping are sold at the Post Office but they will not pack your parcels for you, go armed with tape and even scissors.

Other Post Offices: C/ Maestro Soler, Avenida Portugal, Plaza de La Estación.

Mail goes in yellow post boxes at post offices or on walls around the city. There is one in the west corner of the Plaza Mayor. Always print AIR MAIL on your envelope.

Your mail can be sent to the school where it will be put in your mailbox for you to collect. Parcels will be held at reception and a mail message put in your mailbox.

# MONEY



ATM or "*Telebanco*" machines provide the easiest way to withdraw money in Spain. You should be able to use your debit card on any ATM which displays the *CIRRUS*, *STAR* or *PLUS* symbols but check with your bank if you are not sure and do not have either of these symbols on the back of your ATM card. Also, make sure that you have your 4-digit PIN number to use at the ATM. Note: your banks in your country make a charge for every withdrawal made. This can vary between 1% and 2% of the sum taken out and may have a minimum charge.

Travellers' cheques are the safest and most reliable way of handling money. You can cash them at any Bank in the centre of Salamanca or at any "cambio". Banks are called: BANCO, savings banks are called: CAJA and you can change money at them both. Always remember to take your PASSPORT with you when cashing travellers' cheques. All banks charge commission for changing foreign currency. The fee is around €2 - €4. You may also wish to shop around, as the rate of exchange varies from bank to bank. **Banks are open Monday through Friday from 9.00am to 2.00pm. All banks are closed on Saturday and Sunday, all day.** (You can still change money in currency exchange booths or offices, but you will lose a lot of money on the exchange in comparison with banks.)

Major credit cards, particularly MasterCard and Visa, are widely accepted in Salamanca, although many smaller restaurants may still be reluctant to accept them. Cash advances can be made on credit cards at most banks and many ATMs but this should only be used as a backup method to access money as your credit card company will charge you a fee for this. (Some Visa companies will not charge you for withdrawals if you have a surplus in your account.)

## **BEWARE!**

If an ATM does not accept your PIN number first time, we recommend that you terminate the transaction immediately and withdraw your card. Try again later, possibly at another ATM or call your bank collect. Do not risk having your card detained as it can take weeks to get a replacement from your country. Also, you should make a photocopy of your credit card and keep it in a safe place.

# GETTING AROUND SALAMANCA...



## Walk...

It's the best way to see the city and is good for you!! Get used to it! Everyone walks around Salamanca, it's a great way to explore, of course you will get lost on occasion but maps are plentiful and you never know what you might find...

## Buses...

Very few, if any, buses circulate in the old part of Salamanca. There are inexpensive buses which you may wish to use to visit some parts of the new town, if this is the case then come and ask for information at Student Services.



## Taxi

Taxis in Salamanca are regular cars painted white with a blue stripe. They come in all shapes and sizes. You cannot just flag down a taxi. There are a few taxi stands in the city, where you can stand in line and wait. The main ones are located at the train station, in the streets around Plaza Mayor, in Gran Via and at other main points within the city. Taxis from the station are usually quick and easy.

You can also call for a taxi: 923 250 000

When you call, simply state your actual location i.e. name and number of the road, or a monument you are near. You will have to give your name and you will be told how long it will take to arrive. You will be given a number (usually 3 digits), which corresponds, to the number written on the side of your taxi (usually the front wing). Taxis usually arrive within 4 or 5 minutes of receiving the call.

Please note that there will be a charge on the meter when the taxi arrives. The meter starts when the taxi is despatched to you so don't hang about, be ready to go when you make the call. There is also an extra charge in the evening after 10.00pm and for any baggage you may have.

It is a good idea to ask the driver to estimate how much the journey will cost before setting off to make sure you have enough money.

NB: YOU DO NOT TIP TAXI DRIVERS IN SPAIN. It is however normal not to quibble over small amounts such as 10 -20 cents either way.

## MEDICAL MATTERS



If you think you need to see a doctor please tell your homestay family or reception in the school who will organise an appointment.

Pharmacies in Spain are plentiful and the staff is very helpful. You can get an array of remedies over the counter, although brand names may differ to equivalents in your country.

Pharmacies or "*Farmacia*" display a green cross. There are pharmacies dotted all around the city, for example there is one on Rua Mayor with particularly friendly staff, and in Plaza del Corrillo near the Plaza Mayor. There are 24 hour pharmacies on Calle Zamora and "de guardia" - on a rotation basis, around the city.

In the event of any serious medical needs out of normal office hours we recommend that you call 112, which is the equivalent to 911. Remember to state clearly your whereabouts if nothing else.

There are various hospitals in the city; the closest one to the centre is the University Hospital on C/Paseo San Vicente. The word for hospital is "*hospital*" and for emergency "*Urgencias*".

## SAFETY & SECURITY

Spain is a beautiful country with little history of violent crime directed toward tourists. Petty crime, however, is a problem especially in cities. Please be extra careful when you first arrive, as you may be too busy looking at the sights to notice someone picking your pocket.

Visitors should take the type of precautions they would normally take in other large cities where crime is a problem:

- Be sure to have with you at all times some form of personal identification that shows the address and telephone number of the school in Salamanca.
- Take special care of your passport. Keep it in a safe place. Take several photocopies and keep one with you at all times. Only carry it around when you are travelling or need to change money. **You will always need your passport in Europe if you are crossing any border between countries. As well, all hotels will require it in order to let you stay the night there.** Note: If you go to Gibraltar you will need your passport, as it

is part of the UK and not Spain. Portugal is also a country in its own right and therefore you will need your passport.

- Men should pay attention to their wallets and should not keep them in back pockets. Women should use purses with zippers. **DO NOT CARRY VALUABLES IN YOUR PURSE AND BE EXTRA CAREFUL WHEN TRAVELLING ON A CROWDED BUS/TRAIN.**
- Women should carry their purses across their shoulders or in front of them. We suggest you walk with your bag on the side closest to the buildings. Motorcyclists have been known to grab bags carried on the street side.
- Do not go out late at night alone. We suggest you take a taxi if you return home late.
- If you have an inside pocket in your coat, put your money there.
- Take note of any travellers' cheque numbers and keep them in different places.
- On trains **NEVER** leave your things unattended, especially on trains or buses. Keep money, travellers' cheques and cameras beside you. Always choose a compartment where there are other people.
- While we want everyone to have a good time in Spain, it's important to act responsibly, especially when drinking alcohol. Alcohol has the effect of impairing your judgement, possibly making you make choices you normally would not. Coupled with the fact you are also in a strange country, situations can get out of hand. **Please look after yourself and your friends.** Spaniards do not drink much, only in moderation so try to blend in and follow their example with regard to drinking. **Remember: never leave your drink unattended.**

If you are a victim of crime, you should report it immediately to the police. Police are located in the Plaza Mayor and in Ronda de Sancti Spiritus and they will deal with thefts of passports and credit cards etc.

The main Police Station is at the end of Calle Jardines (no number) at the end of Paseo Canalejas. Tel: 923 27 91 38

VISA and American Express cards should immediately be reported as stolen.

Numbers to cancel lost or stolen cards:

VISA	tel: 900 974445/900 991216
MASTERCARD:	tel: 900 971231
AMERICAN EXPRESS	tel: 900 994426



# PRACTICALITIES



## Shopping

Salamanca contains many interesting shops for you to explore. You can find lots of bargains and the quality and style is usually excellent. The shops are often small and highly individual. Just remember eventually you need to take your new purchases home so be aware of space and any excess baggage costs.

You can reclaim VAT 'IVA' on single items worth over 90 Euros bought in shops displaying a 'Tax-free for Tourists' sign. This does not include food, drink, tobacco, cars, motorbikes and medicines. You pay the full price and ask the sales assistant for a *formulario* (tax exemption form) which you must fill out AT THE TIME OF PURCHASE. On leaving Spain, ask customs to stamp your *formulario*. You receive the refund by mail or on your credit card account. Banco Exterior branches at airports across Spain will give refunds on *formularios* stamped by customs.

## Opening Hours

Hours: Officially 10.00am to 2.00pm and 4.00pm to 8.00pm but larger or touristier shops are open all day. Many shops close on Saturday afternoon and all day Sunday.

The main shopping areas in Salamanca are in and around Calle Zamora and Calle Toro, north of the Plaza Mayor. Here are main clothes shops such as Mango and Zara. Calle Rua is the main street for souvenirs. There is also a flea market "El Rastro" on Sunday morning in La Aldhuela.

Another option is the shopping centres:

Vialia next to the train station on Paseo de la Estacion

El Tormes in Santa Marta del Tormes

Los Cipreses in Alfonso IX

## Grocery shopping

There are plenty of supermarkets dotted around the town and near your apartments. Although they are probably open until 9 or 10pm, all supermarkets are closed on Sundays. Beware.

the largest, Carrefour, is the European equivalent of a Walmart. It is near to the Plaza de Toros, at the end of Avenida de Raimundo de Borgoña and just after the Ruta de la Plata roundabout. They have a large selection of groceries and also inexpensive household items - from comforters to cutlery.

Champion is Carrefour's little sister, less selection and slightly higher prices.

Near your homes you will probably encounter El Arbol, a good basic supermarket, and Dia, a very cheap one.

In most supermarkets you will find that you have to price the fruit and vegetables and bag your groceries yourself. Watch how the locals do it.

Carrefour 

Champion 

Dia 

## Markets

Lastly be brave, venture to the **markets** - there is one next to the Plaza Mayor and another one whose name it is San Juan, near Avenida de Portugal. Here you will find the cheapest and freshest produce and you will feel like an authentic "ama or amo de casa". Be prepared to order in grams and kilos. If you do not know the word just point it. Markets are usually open in the mornings only.

## Newspapers and magazines



Newspapers in other language as well as other language editions of magazines are available at newsstands throughout the city, usually on the day after publication. There is a bookshop on Rua Mayor that nearly always has English newspapers.

## Salamanca Guides

Information on local events can be found in a monthly guide, *Lugares*, which is free from bars, restaurants and the city tourist office. There is also a publication called *Agenda de Ocio en Salamanca*, published the first Friday of every month [www.agendadeocio.com](http://www.agendadeocio.com)

There is a regional tourist office for Salamanca province around the side of Casa de las Conchas, facing Rua Mayor and another in the Plaza Mayor.

There are also many websites that might be of interest or just do a search on Salamanca:

Eg. [www.town-guides.unispain.com](http://www.town-guides.unispain.com)



## Bookstores

Cervantes Humanidades, Plaza de Santa Eulalia 13 stocks a small range of English language books as does Libreria Portonaris, Rua Mayor 35.

## Keeping active

If all that walking to and from class isn't enough for you then there are plenty of sports facilities around Salamanca. If you are lucky you may even find a gym at the end of your street. Spanish Courses Unamuno students receive discounted membership at 'Gimnasio Pasadena'. Another option is Splashtastic - with a pool and spa near the station.



## Cafes, Bars & Restaurants



Spanish cafes and bars are not just places to have a drink in but are a focal point of the social life. Young people meet up in bars for entire evenings and perhaps buy only one or two drinks all night. Drinking alcohol among young people is less and this gives bars and cafes a different atmosphere. Alcoholic drinks are relatively expensive and Spaniards will often opt for a coffee instead.

"*Granizados*", frozen fruit drinks are good particularly when hot. You should also try "*batidos*", (milkshakes), "*Blanco y Negro*" (coffee with a scoop of vanilla ice cream in it). "*Tapas*" is the Spanish answer to aperitivo, small portions of various dishes such as *jamon*, *tortilla*, or *queso*.



"*Churros*" is another favourite of the Spaniards - donut like pieces that you dip into thick hot chocolate. Delicious!



Salamanca has some expensive restaurants for eating out and also a range of very touristy haunts offering set menus. For authentic Spanish food and value for money however, it is often better to try some of the less conspicuous restaurants which offer local dishes and tapas, or the national favourite "*paella*".

Due to the large student population, Salamanca has a vivid and varied nightlife. There are various nightclubs, or *discotecas* in Salamanca although often inconspicuous from the outside. They tend to be more like bars where you can dance, than larger clubs that you might find in the biggest cities. For information consult local websites or drop into Student Services.



You should have no trouble finding the large and student bars; you can hear them from the street. Look out for smaller more relaxed cafes and bars too, these often have more local character and are perfect for a quiet night out with friends.

# VOCABULARY

Many Spaniards speak English, but here are a few basics for you to start with...

Do you speak English?

I don't speak Spanish

Please

Thank you

You're welcome

Excuse me (used when you want to cut through a crowd)

Help! (if the above doesn't work)

How are you?

Fine, thanks

Good morning/afternoon

Good evening

(from 5pm-ish)

Goodbye

Hello

I don't understand

What time is it?

Where is the rest room?

Caution, look out!

How much is it?

Bill/check

The check (in a bar)

I am vegetarian

I like...

I don't like

¿Hablas inglés?

No hablo español

Por favor

Gracias

De nada.

Perdón.

Ayuda!

¿Cómo estás?

Bien, gracias

Buenos días

Buenas tardes

Adiós

¡Hola!

No entiendo

¿Qué hora es?

¿Dónde están los servicios/aseos?

¡Atención!

¿Cuánto cuesta?

La cuenta

Me cobra por favor

Soy vegetariana

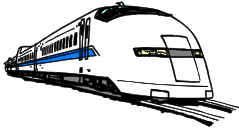
Me gusta...

No me gusta....

## TRAVELLING FURTHER AFIELD



After some time in Salamanca you may want to go and explore the rest of Spain and possibly even Europe. Please remember that you must let your homestay family and the school reception know of your travel plans in advance.



### Train

Trains in Spain are generally reliable and compared to many European countries, inexpensive. Tickets must be bought before boarding the train at the "ventanilla" or in travel agencies showing the Renfe sign.



Some "ventanillas" do not accept credit cards. For information on schedules and some prices in English look at [www.renfe.es](http://www.renfe.es)

The main station is R.E.N.F.E on Paseo de la Estacion. Tel: 923 120 202

It is about a fifteen minute walk from the centre of the city, alternatively you can take bus #1 from Plaza del Mercado next to the Plaza Mayor. Trains run daily from here to Madrid's Chamartin station and it takes two and a half hours.

There are several types of train in Spain - here is a guide:

**Grandes Lineas** Covering distances of more than 400km within Castilla Leon



and connecting with the other provinces.



**Regional** Covers regional train lines in the Salamanca area and within the province.

**Cercanias** Slow, very local train. It stops almost at every station on its way.



**AVE** High speed trains connecting with other major cities eg. Madrid - Sevilla and Malaga - Madrid, Malaga - Cordoba



When you are looking at the prices on the Internet or at the stations, you will see that the amount of time is also shown - usually the fastest options are the most expensive. If you have little money and plenty time, you can travel incredibly cheaply should you wish to.

**NOTE ON STRIKES:** Train strikes are not uncommon in Spain. Some strikes are more widespread than others. Strike is "huelga" in Spanish. They are usually reported in local press, or you can look on the website [www.renfe.es](http://www.renfe.es) which is a railway website and usually reports on such events.



## Planes

Salamanca has its own airport, but not flights to all countries. The nearest major airport is Madrid Barajas airport, which is about two and a half hours by coach from Salamanca. You can catch national and international flights with various operators including Iberia and the budget airline Easyjet.



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

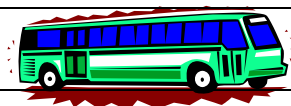


[www.iberia.es](http://www.iberia.es)

Valladolid is the nearest airport to Salamanca and is about an hour by coach from Salamanca. It is small but you can catch some internal flights from here and budget airline Ryanair operates flights between Valladolid and London and Valladolid and Brussels. [www.ryanair.com](http://www.ryanair.com)



## Coaches



The Bus Station or *Estación de Autobuses* is on Avda. De Filiberto Villalobos tel: 923 236 717. Most services operate from here and there are various companies each going to specific destinations. From here you can catch coaches to places such as Madrid, Galicia, Zamora, Valladolid, Cadiz, Asturias and Cantabria....etc.



AutoRes/Avanzabus has a frequent express service to Madrid, which takes two and a half hours and costs around €21 one way.

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

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

## Automobiles

The usual hire companies, Hertz, Avis and so on, have offices in Salamanca. You must be 21 or over to hire a car.

Avis: Paseo de Canalejas, 49. Tel: 923 269 753

Europacar: Paseo de Canalejas, 123. Tel: 923 269 041

Hertz: Avda. de Portugal, 131. Tel: 923 243 134

Travel Agents such as Halcon Viajes or RACC can often provide more competitive rates. Be sure to check the insurance very well.

## Eurail Passes

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



Some of you may have purchased eurail passes. The first time you use your pass you need to go to the ticket counter and get your pass validated. For many journeys, particularly if you are travelling into other European countries you have to get a reservation.

For those of you that didn't purchase eurail passes and now wish you did then the process of acquiring one is somewhat drawn out. Eurail passes can only be sent to an address in the US. So you can order them on line via [www.raileurope.com](http://www.raileurope.com) or [www.statravel.com](http://www.statravel.com), get them sent to one of your family or friends in the US who would then send it to Spain on your behalf.

As you can imagine this is a time consuming process so please leave plenty of time before arranging your trip.

All European countries have different rail companies, some of them and the websites are listed below:

ITALY



[www.trenitalia.it](http://www.trenitalia.it)



FRANCE



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

GERMANY



[www.bahn.de](http://www.bahn.de)

SWISS



[www.sbb.ch](http://www.sbb.ch)

ENGLAND



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

Most of the websites will have a section in English and they are useful for looking at timetables and connections.

## STUDENT CARDS

The ISIC card is an international student identity card and is internationally accepted as proof of student status that also gives access to many discounts on things like travel, museum entrances and cultural events. [www.isic.org](http://www.isic.org)



The card can be obtained from the TIVE office on Paseo de San Vicente, open 9:30am-1:30pm or from a student travel agency. You will need to fill in a form and present your school student card, as well as a photograph. The card costs around €10 and is valid for a year.

## **A closing word...**

We do not expect you to commit all the information in this handbook to memory but please keep it as a reference. It is by no means an exhaustive list of information but we hope it is help to you, especially during your first few days when people and places can seem a little strange.

**Have a wonderful time!**





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**INFORMACIÓN Y VENTA:**  
**GRAN VÍA, 4**  
**Tfn.: 923 / 21 28 29**  
**Marzo 2013**

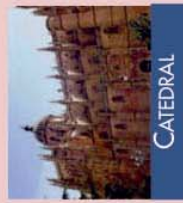
**ATENCIÓN:**  
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EXCURSIONES  
MEETING POINT



PLAZA MAYOR



CATEDRAL



C. UNAMUNO



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