



Student Guide 2015-16



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José María Guibert Ucín. Rector

Dear student,

It is an honour for me to welcome you to the University of Deusto- a university that strives to blend contrasting features: our local roots and global challenges, knowledge from a historical perspective and concern for the future, leadership and social commitment, intellectual rigour and experience-based learning, competition and cooperation, tradition and innovation.

Deusto will be your educational community for an important period of your life and we trust that the Deusto Educational Model, which was designed with students in mind, will help you to develop your enterprising, creative potential as you study, make key decisions, take part in teamwork and make commitments concerning your future and the persons around you.

We aim to ensure that your *Deusto experience* is rewarding in every way, from relationships with classmates and lecturers to our administrative and services staff. We hope that you will find it fulfilling to be part of our diverse academic community, with people from over eighty countries. It will afford you a unique opportunity to broaden your horizons and explore your own ways of thinking while learning how others see the world around us. We also hope you find friends and enjoy your stay in Bilbao and San Sebastián .

We have carefully prepared this Guide for you, to make sure your time at the University of Deusto will contribute to your success in the near future and will be fondly remembered in future. We are pleased to offer you the assistance of our highly qualified staff who can provide you with the inspiration and help you require during your stay at our University.

Our very best wishes for your present and future endeavours,

José María Guibert Ucín
Rector

Bilbao-San Sebastián, 1 September 2013

Introduction

The University of Deusto was inaugurated in 1886. The concerns and cultural interest of the Basque Country in having their own university, as well as the interest of the Jesuits in establishing higher studies in some part of the Spanish State coincided in its conception. Bilbao, a seaport and commercial city which was experimenting considerable industrial growth during that era, was chosen as the ideal location.

Bilbao is the centre of a metropolitan area with more than one million inhabitants, a city traditionally open to Europe. It is, in addition, an important harbour, a commercial and financial centre of the Basque Country and the north of Spain. In September of 1997, the city has undergone a significant transformation under a symbol, an emblematic building, the Bilbao Guggenheim Museum. The central headquarters of the University of Deusto is situated on the opposite side of the estuary, facing the Guggenheim Museum.

In 1916, the "Universidad Comercial de Deusto" received the first group of students which would be the first graduates in Economic Sciences in Spain, 25 years before this degree was officially recognised.

In 1963, the Institute of University and Technical Studies of Guipuzcoa in San Sebastian was formed by the integration of three already-existing entities. This institute, years later, would form a part of the University of Deusto. Therefore, the University is located on two campuses, in the two coastal capitals of the Basque Country: Bilbao and San Sebastian.

Beyond individual research and that research work which is co-ordinated from chairs such as Law and the Human Genome, Leisure and Disabilities, there is, in the institutional sphere, a clear option for the social topics of interdependency, distribution of resources, migration, human rights, development, poverty and environment, ethics and society. There are also studies about cultural identity (individual and collective), and European integration processes taking part in various international research groups.

Internationalisation, without excluding other regions, demonstrates a clear commitment to Europe and Latin America, having signed agreements with more than 200 universities.

With a mobility of approximately 1.300 students and 50 professors, the faculties, institutes and schools are also implicated in intensive programmes, European modules and joint curricular designs at various levels, at the same time as they participate in cross-border activities, integrated languages, ODL and Leonardo programmes. The entire University adopted the European credit system in the year 1994, and works to promote it and improve its quality. As a matter of fact, Deusto was the first European university to extend the European credits to all its Faculties.

Studying at UD

What can I study at the University of Deusto?

Choose the [field](#) you would like to study... subjects you are interested in and feel motivated to learn more about, in the following areas of study:

- Business
- Ingeneering
- Humanities
- International Relations
- Language and Communication
- Law
- Psychology and Education
- Social Work
- Theology
- Tourism



The University of Deusto more than 82 [postgraduate and PhD](#) programmes. If you are an [international student](#), the UD welcome you throught abroad range of mobility programmes (Erasmus , E. Mundus, Bilateral Agreements, CIDE...).

But if you are interested in studying other [languages](#), the UD offers: Basque, Spanish, English, French, German, Arabic and mandarin Chinese.

Scholarships and Grants

The University of Deusto is committed to ensure that the lack of economic means is not a deterrent for students to study at this University.

Bilbao: becas@deusto.es

San Sebastian: becas@ud-ss.deusto.es

[Further information](#)

UD academic calendar

The academic year consists of two semesters. The first semester starts in August-September and runs until the end of January, with one break for the Christmas and New Year holidays. The second semester starts in the beginning of February and runs until mid June, with one break at Easter.

There are two examination sessions: 1st Semester final exams in January and 2nd Semester final exams in May. Extraordinary exams: end of January/beginning of February for the 1st semester and June for the 2nd semester exams.

[Official Academic Calendar](#)

**Specific start/end dates depend on the programme. Your programme coordinator will notify you the exact dates.*

Grading System

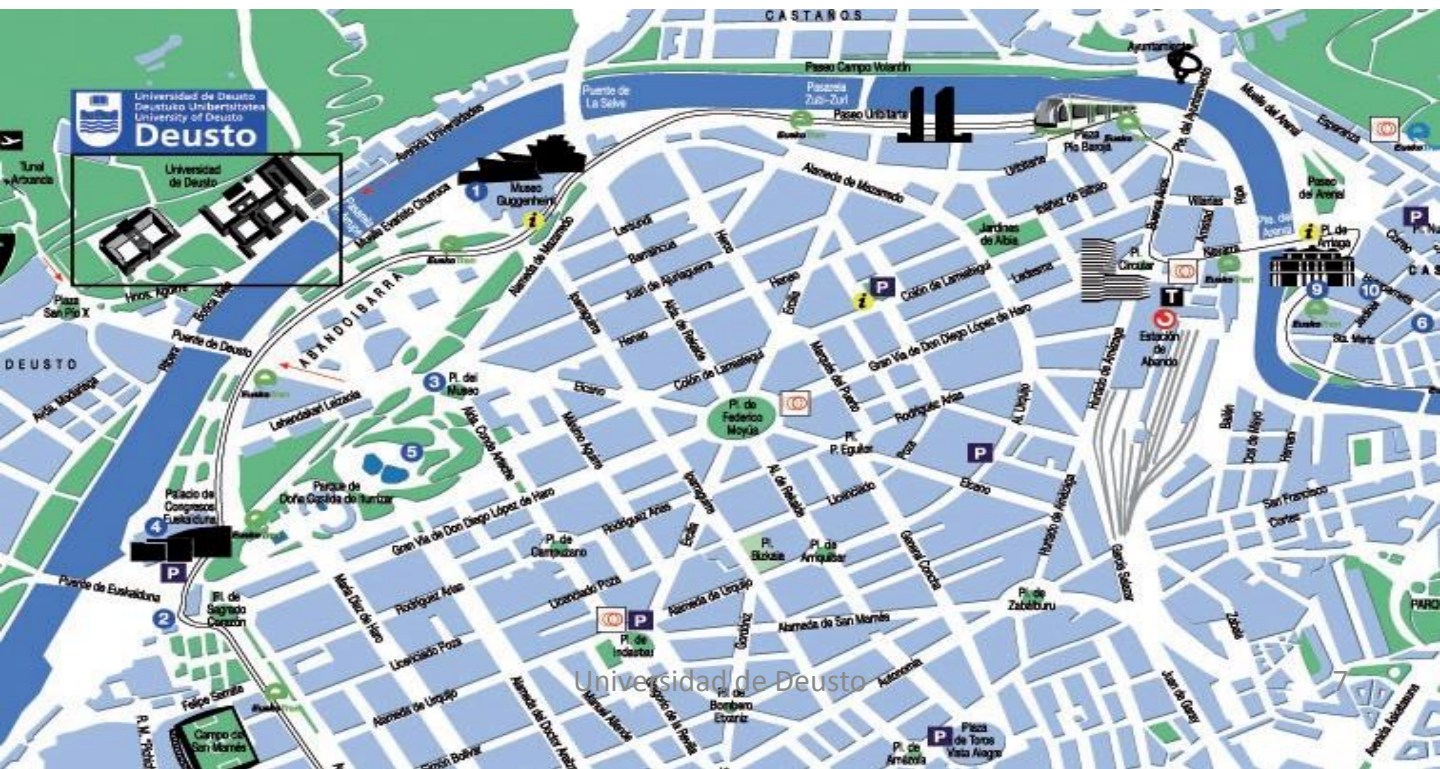
Literal		Numerical	Alphabetical	GPA
Fail	SS	0,0-4,9	F	0
Pass	AP	5,0-5,9	D	1
Pass	AP	6,0-6,9	C	2
Very good	NT	7,0-8,9	B	3
Excellent	SB	9,0-10	A	4
Excellent-Honor	MH	10	A+	4

ECTS Scale

For more information please visit the following link: <http://ec.europa.eu/education/>



Bilbao Campus



San Sebastián Campus



Campus San Sebastián
Donostiako Campusa
San Sebastian Campus



- 1 Edificio Central / Eraikin Nagusia / Main Building
- 2 **P. Arango**
Edificio / Eraikina / Building
- 3 Loiola Centrum
- 4 Deusto Campus
- 5 Biblioteca / Liburutegia / Library
- 6 **Matheo Eizal**
Edificio Tecnológico / Eraikin Teknologikoa / Technology Building
- 7 **Oleas**
Instituto Vasco de Competitividad
Lehiakortasunerako Euskal Institutua
Basque Institute of Competitiveness
- 8 **P. Arango**
Edificio / Eraikina / Building
- 9 **D. Anasagasti**
Edificio / Eraikina / Building
- 10 **E. Gual**
Edificio / Eraikina / Building
- 11 **P. Etxebarria**
Edificio / Eraikina / Building
- A Dirección / Zuzendaritza / Management
- B Secretaría General / Idazkaritza Orokorra / General Secretariat
- C Dirección Económico Financiera / Ekonomia eta Finantza
Zuzendaritza / Finance Office
- D Secretaría Facultad Ciencias Económicas y Empresariales /
Ekonomia eta Enpresa Zientzien Fakultateko Idazkaritza /
Secretariat of the Faculty of Economics and Business Administration
- E Secretaría Facultad Ciencias Sociales y Humanas /
Gizarte eta Giza Zientzien Fakultateko Idazkaritza /
Secretariat of the Faculty of Social and Human Sciences
- F Secretaría Facultad de Psicología y Educación /
Psikologia eta Hezikuntza Fakultateko Idazkaritza /
Secretariat of the Faculty of Psychology and Education
- G **Donostia Alumn**
Oficina de Atención al Estudiante / Ikasle-bulegoa /
Student Services Office
- I Información / Informazioa / Information
- P Aparcamiento / Aparkalekua / Parking



Universidad de Deusto

A-8 Irun Francia

Student Services

University Guidance Service

This is a service aimed at all the students at the University of Deusto. Our goal is to guide students in those aspects which may improve their learning and adaptation to university life. We regard Student guidance as being crucial not only as an information process, but also of support and help in their decision-making that may affect their academic performance and personal well-being. Each lecturer obviously tries to ensure that students receive appropriate support and guidance. Therefore, this Service is not intended to replace such an important role, but to complement it and promote it.

This Service is managed by a coordinator and a number of tutors in each Faculty or School, who provide students with personal or group tutorial schemes.

E-mail: sou@deusto.es

[More information](#)

Aldezle

Any member of the university community can address the claims about the operation of the University administrative bodies, to *Aldezle* and request mediation efforts in university conflicts.

E-mail: aldezle@deusto.es

[More información](#)

Health Care

The service's main purpose is the promotion of health, focusing on prevention, care and attention of the University of Deusto students. You will find advice, campaigns and health programs, the pharmacy and nursing consultation.

E-mail: salud@deusto.es

[More information](#)

Social Action and Inclusion

This service assists students who have social, personal or family issues that may affect their studies. The main goal of the service is to improve students' quality of life at this university through special attention to those who have specific problems or are in situations of disadvantage.

The aim is to ensure that all students are integrated in university life through joint work with other services.

E-mail: accionsocial@deusto.es

[More information](#)

International Relations

The International Relations is in charge of operating the internationalisation policy of the University of Deusto. Its tasks consist of:

Managing the mobility of students and professors; both in mobility programs (ERASMUS, ERASMUS Mundus External Cooperation Window, etc.) and through international scholarships (Marie Curie, SYLFF, ERASMUS Mundus)

Planning, requesting and managing international projects;

Strengthening and initiating spaces of cooperation between institutions of higher education through the signing of international accords and agreements;

Creating and fomenting the structure for the dissemination and diffusion of publications from the international projects and networks.

E-mail (Bilbao Campus): relint@deusto.es

E-mail (San Sebastián Campus):

Deusto Business School: relint.dbs@deusto.es

Social and Human Sciences: relint.soc@deusto.es

[More information](#)

Accommodation and Welcome

The aim of the service is to help students through the whole process of finding accommodation in San Sebastián and Bilbao. It is aimed exclusively to University of Deusto students or employees:

- Hall of Residence
- Shared flats
- Family accommodation
- Talent House
- “Jóvenes Solidarios”
- Alternative accommodation

Bilbao Campus: acogida@deusto.es

San Sebastián Campus: alojamiento.ss@deusto.es

[More informacion](#)





Do you need Visa?

To enter Spain you will need a **Student Visa**. Depending on the duration of your stay, there are two types of Student Visa:

1. For 180 days or less (student will not be eligible for a Residence Card in Spain).
2. For more than 180 days, long-stay visa (student will be eligible for a Residence Card in Spain).

E-mail in Bilbao Campus: acogida@deusto.es

E-mail in San Sebastián Campus: sserrats@deusto.es

[More information](#) in the Student Services Office.

Visa Procedure

Once you have been granted admission to your programme, you should immediately contact the Spanish Embassy in your country to find out the requirements for obtaining a Student Visa.

For more information about consulates please visit the following link:

<http://www.exteriores.gob.es/Portal/en/ServiciosAlCiudadano/Paginas/EmbajadasConsulados.aspx>

Please note that it may take several weeks or even months to obtain your visa. You are, therefore advised to contact the embassy as soon as possible and inform them of your date of departure, if you have already purchased your ticket.

Required documents to obtain your visa:

- A passport valid for at least the expected duration of your stay in Spain, more than 6 months..
- Letter of admission from the host university indicating the studies to be done and the relevant dates.
- Copy of insurance policy.
- A document certifying that the student is able to support himself/herself during the study period (scholarship documents, for example).
- A criminal record certificate issued by the countries where the student has resided for the past 5 years. (Only for stays longer than 6 months)
- Health certificate (Only for stays longer than 6 months).
- Passport-sized photos.
- Proof of tuition fee payment.
- Details of the study programme.
- Flight booking.

Activities

University life stretches beyond classrooms. It offers a wide variety of experiences in which to grow and enjoy oneself within the community that gives life to the Campus.

We have a wide range of programmes on faith, solidarity, culture and sports to get you involved in this unique university experience. These activities enable you to join other members of the university community and share experiences in living and cooperation while you gain insight into the transcendental aspects of life.

Bilbao: infocampus@deusto.es

San Sebastián: idoia.irigaray@deusto.es

Culture

Six areas: 1) *Theatre*; 2) *Music*: The Choir of the University of Deusto, musical auditions; 3) *Literature*: events, Writing and literature workshops (and audiovisual in San Sebastián Campus) ; 4) *University Debate*: Training courses discussion skills and public speaking tips; 5) *competitions, contests and exhibitions*: Photography competition, short story competition 6) Deusto Theatre agenda: Concerts, performances, recitals...

Bilbao: cultura@deusto.es / San Sebastián: cultura.ss@deusto.es

[More information](#) in Deusto Campus Bilbao

[More information](#) in Deusto Campus San Sebastián



Sports

Sports is the essential complement to the studies. University sports facilities: football pitch, basketball court, handball, paddle tennis court, rock-climbing wall or pelota court. Sports competitions: basketball, handball, chess or paddle; Intercampus, Euskadi and national championships. University mountain group, rafting, bungee jumping, surfing, canoeing, skydiving, chess, scuba diving, paddle or climbing training course.

Sports card: to use sports facilities.

Bilbao: deportes@deusto.es / San Sebastián: deportes.ss@deusto.es

[More information](#) in Deusto Campus Bilbao

[More information](#) in Deusto Campus San Sebastián

Faith

Based on a Christian perspective, this area offers the following possibilities: spirituality and *personal care*, Ignatian exercises, meditation in silence, holding awareness campaigns, training *groups* and international volunteering (SoliDe group in Bilbao), activities to share culture, belief and experiences (Garate International, Bilbao), weekly payers, celebrations, mass, growth in faith groups ("Xabier" group, San Sebastián), collaboration in the development of pastoral activities in and outside the campus (Pastoral Action group, San Sebastián), volunteering with prisoners in process of social reintegration and AIDS patients (Volunteering group, San Sebastián), and *open activities*, such as St James' Way, Javierada (hike), work camps.

E-mail: pastoral@deusto.es (Bilbao) o pastoral.ss@deusto.es (San Sebastián)

[More information](#) in Deusto Campus Bilbao

[More information](#) in Deusto Campus San Sebastián

Solidarity

Three areas: Volunteering and Cityzenship, 2) *Coperation and development* and 3) *Ecology and Sustainability*, where you will find a wide range of Training programmes including courses, workshops, conferences and symposiums; Commitment activities, with volunteers in NGOs in areas of poverty and development, coperation and development, justice and equality, health and disability or education or animal care and protection; and summer work camps, social forums, campaigns, competitions or groups and associations.

Bilbao: solidaridad@deusto.es / San Sebastián: solidaridad.ss@deusto.es

[More information](#) in Deusto Campus Bilbao

[More information](#) in Deusto Campus Bilbao

Library

Bilbao

The University of Deusto is equipped with a new Library, the Resource Centre for Learning and Research (CRAI), built by Moneo and located next to the Guggenheim Museum. It houses close to one million volumes and offers a thousand places for individual researchers as well as multiple seminar rooms for team work and group debate.

San Sebastián

The New Library is conceived as a Centre of Resources for Learning and Research (CRAI) and it is aimed not only at research, but also training, learning and continuous education. It consists of 2,314 square metres with the following facilities:
Modern study rooms with direct access to 35,000 monographic volumes. (of a total of 135,000 volumes)

More information



Bilbao

Periodicals room, with direct access to the last six years of more than 700 titles, teledocumentation room, with computers that allow access to electronic resources, consultations of data bases and visualisation of other resources, 2nd 400 study places.
Hours: Monday-Friday: 8:15- 21:45
Saturdays and July and August: 8:15 - 14:45



San Sebastián

The building has 10 floors and is furnished with the following facilities: reading rooms, collections, a mediatech archive, a café, a car park and the latest technological equipment.
Hours: Monday-Friday: 8:00 - 21:00
Saturday: 8:00-13:30
July: 8:30-14:00
August: 8:00 to 14:00

Practical information

Car and bike parking

The University has a bicycle parking space for students and workers. Student card is necessary to use it.

[Further information](#)

Photocopying and printing

In Bilbao Campus, you will find at the Library, the photocopy service in each floor, next to the Reading Rooms. University Card required.

[Further information](#)

In San Sebastian Campus, you will find the photocopier next to the Magazine Room (*Sala de Revistas*). University Card required.

[Further information](#)

Moreover, at the University of Deusto you will find several [Banks and ATMs](#), for the use of the students, as well as the [Travel Agency](#).

Eating at the University

Students can enjoy meals or snack at the coffee shops/restaurants on Bilbao Campus.

The coffee shop features a daily menu with one dish plus a drink or dessert for 3,75€ or sandwiches and hamburgers.

The Library cafeteria offers a university menu that includes two dishes, a drink, dessert and bread for 6,5€.

These services are open from 7:30h to 19h Monday to Friday.

San Sebastián campus has a cafeteria/restaurant where students may have anything from a snack to a full meal in the dining room.

Hours:

Monday-Friday: 8:00h to 20:00h.

Saturday: 9:00h to 13:00h.

Dining room hours/self-service:

Monday-Friday: 13:00h to 15:30h.

[Further information](#)

Alumni

Alumni is the community of University of Deusto former students, a meeting point and a place of dialogue for all former students across the world. The aim of Deusto Alumni is to maintain and strengthen the relationship in areas such as employment, training, networking and social life, entrepreneurship...

Upon completion of your studies degree or while doing a postgraduate or PhD at the University of Deusto, you will be able to register as Alumni and after that get access the [job offers](#) related to your area of knowledge, workshops, training courses, or work orientation.

While being student, you will be able to check the notice board [DeustuSare](#) or if you are an international student, you will be able to receive student job offers by filling the following form:

<http://ow.ly/l1kYu>

E-mail: alumni@deusto.es

[Further information](#)



Getting to know Bilbao and San Sebastián

[Bilbao](#) is the core of a metropolitan area with more than one million inhabitants. Since its foundation, more than 700 years ago, it has been the fundamental factor and the main socio-economic axis around which the Vizcaya region has set its modernisation process in motion.

[Bilbao Tourism](#)



[San Sebastián](#) is the capital city of the province of Gipuzkoa, in the Basque Country. Locals call themselves donostiarras, both in Basque and Spanish. San Sebastián's picturesque coastline makes it a popular beach resort.

[San Sebastián Tourism](#)

Bilbao

The city of Bilbao was founded on June 15, 1300 by Don Diego López de Haro. Originally a port city, it flourished during the industrial revolution with the establishment of factories and businesses. It is divided into several boroughs and has recently undergone a major development including the erection of the Guggenheim, a new airport, new bridges and a total revitalization of cultural and tourist centres. Boroughs (districts) of Bilbao (not exhaustive):



Visit the [map of Bilbao's districts](#).



UD in Bilbao

Useful Websites

Bilbao official city website: www.bilbao.net

Cultural and Practical Information sponsored by the Chamber of Commerce: www.visitbilbao.info

Walking tour: <http://www2.bilbao.net/bilbaoturismo/ingles/qvisitar/bilbaowt.htm>

Basque Country official website: <http://tourism.euskadi.net/en/>

Bilbao reservation site: www.bilbaohoteles.com/intro (Hotel and restaurant booking, guided tours and other services)

San Sebastián

For the privileged position San Sebastián occupied, with its sheltered port, ironworks and shipyards were established all along the Urumea river in order to build ships this led to a very important maritime commerce and meet the needs of the growing commerce.

After the civil war in the 1930's, industry boomed. As a result, the population increased and more houses were built.

San Sebastián continues to evolve, designing a modern city for the 21st century. Examples of these new initiatives are the Zurriola Beach, the Kursaal Center, the rehabilitation of The Old Part, the impulse given to housing in Amara-Osinaga, the Banks of Loiola, Intxaurrondo, Venta Berri and Aiete and the creation of technological parks and ample sport facilities.

Boroughs districts of San Sebastian (not exhaustive):





UD in San Sebastián

Useful Websites

San Sebastian official city website:

<http://www.donostia.org/taxo.nsf/fwHomeCanal?ReadForm&idioma=ing&id=B&doc=Canal>

San Sebastian Tourism: www.sansebastianturismo.com

Basque Country official website: <http://tourism.euskadi.eus/en/>

Walking tours:

<http://www.donostia.org/taxo.nsf/fwHomeCanal?ReadForm&idioma=cas&id=A&doc=Canal>

Donosti in the Basque Country Official Website: www.paisvasco.com/donostia

Fomento San Sebastián: <http://www.fomentosansebastian.org/en>

Language

There are two official languages in the Basque Country: Basque (Euskera) and Spanish. Spanish is spoken by all of the inhabitants. Basque, which is used in a more limited manner, is the Basque Country's own original language. In the city, most signs and official publications are often bilingual. Many Basque people speak French or English.

Dictionaries and online translators:

www.wordreference.com

<https://translate.google.es/>

Spanish Royal Academic Dictionary: www.rae.es

Climate

The Basque Country has an oceanic type climate, humid on the coast and continental in land. The temperatures are mild throughout the year, with rain more frequent in the spring and autumn, temperate winters and summers which are not very hot. The average temperature in summer is 20° C and 8° C in winter.

For beach goers the average water temperature range from 9°- 13 ° C in the winter months and 19°-22° C during the summer.

Personal Medical Insurance

EU citizens will need the European Health Insurance Card or a private insurance coverage.

Non-EU citizens will need a private insurance coverage in Spain. You may have to submit copies of these documents to the Embassy for your student visa application, as well as to the university.

Keep a copy with you while living and travelling abroad.

The usual procedure for medical assistance is that you contact your insurance service provider for a list of accepted medical providers located in your vicinity, you make arrangements directly with them and pay for the service and treatments up front, then submit your receipts and other documentation back to your insurance provider for a refund. Full procedures should be listed in your insurance documents.

The University of Deusto offers to the students the possibility of hiring a private insurance:

seguro@deusto.es



Transportation

Bilbao

For travelling within Bilbao.

Bilbobus - www.bilbao.net (*Moverse por Bilbao*)

Single ticket: 1,25€, with Barik card, 0,64€.

Metro -

<https://www.metrobilbao.eus/en?language=1>

Single ticket: 1,50 € - 1,75 €, with Barik card 0,86€ - 1,10€

Tram - www.euskotran.es

Single ticket: 1,50 €, con Barik 0,73 €.

Taxi: +34 94 444 88 88, +34 94 410 21 21, +34 94 426 90 26

Bike Path

Bilbao City Hall is promoting the use of the bicycle, building more km of cycle lines, called *bidegorri*. There are city loans bikes for free, usually available in the tourist offices or municipal sports Centres.

San Sebastián

You can find updated information on the different ways of mobility in:

<http://www.donostia.org/taxo.nsf/fwHomeCanal?ReadForm&idioma=ing&id=B&doc=Canal>

Dbus

<http://www.dbus.eus/en/>

Single ticket: 1,45 €, 2,00 € noche .

Donosti Radio-Taxi Association:

+34 943 464 646

Radio Suital: +34 943 396 840

Radio Teléfono: +34 943 426 642

Vallina Hermanos, SA.: 943 404040

Bike Path

There are 27 km of cycle line, called *bidegorris*. For more information ask in the Tourist Office Description.

The city has 590 parking areas that accommodate 5,300 bicycles, the highest percentage in Spain. Many of the parking spaces are near key areas in the city, allowing cyclists to park and enjoy the best of San Sebastian (beaches, promenades, kursaal, the old town...).

Routes:

<http://www.bilbaoturismo.net/BilbaoTurismo/en/tourists>

Free bicycle hire :

http://www.bilbao.net/cs/Satellite?cid=1279106322055&language=en&pagename=Bilbaonet%2FPage%2FBIO_contenidoFinal

You can get maps with the *Bidegorri* routes from the Tourism Office.

Payment***Barik***

The Barik is card of Transport Consortium can be used on all public transport in Bizkaia. It costs 3 €. You can recharge it; machine of underground, Euskotren, and Bilbobus Bizkaibus booths. On the premises of the suspension bridge, the “funicular Artxanda “ all tobacconists and kioskos. For more information:

<http://www.ctb.eus/en>

Bilbao Card

To make it easy to move around the city and turn your visit into an enjoyable experience, the Bilbao City Council offers a card to tourists, the Bilbao Card, which allows to use urban public transportation at low fares and take advantage of significant discounts at museums, shops, restaurants, leisure facilities and shows. It can be purchased at the Tourism office and Bilbao Lodging. Prices:

<http://www.alberguebilbao.net/Default.aspx>

Bicycle Rental:

<http://www.donostiamovilidad.com/bicicletas/dbizi/>

Companies:

- Amara Bike - Plaza de los Estudios, 2 - Tel. 943 457367
- Bici Rent Donosti - Avenida de la Zurriola, 22 - Tel. 943 290854 - 655 724458
- Bicicletas Alai - Avenida de Madrid, 24 - Tel. 943 470001 - 656 701024
- Alokamoto - Pº Salamanca 13 - Tel. 943 430599 - 670 738161
- Rental Bike Center Aritz B&S - Avenida Zurriola, 30 - Tel. 943 322640

Public Bicycle Loans:

San Sebastian has a Public Bicycle Loan Service (d-bizi). The loans encourage the use of bicycles in the city and offer more than a hundred bicycles available in the city: Boulevard, Estación del Norte (North Station) , Pío XII, Universidades and Plaza Secundino Esnaola.

- Tourist Bureau of San Sebastian - Boulevard, 8 - Tel: 943-481166
- City Police - Calle Easo 41 - Tel: 092 / 943-450000
- Emergencies - Tel:112
- Kalapie Bicycle Association - Tel: 629271481

Guided Bicycle Visits

Green Services: Guided bicycle rides on the San Sebastian cycle routes, on request. Tel: 943 260598 / 600 445697
Train

Euskotren: www.euskotren.es

Renfe -Commuter Train:

<http://www.renfe.com/EN/viajeros/index.html>

There are many ways to get to the Basque Country from within Spain and Internationally: air, boat, car and train.

Bilbao Airport

<http://www.aena.es/csee/Satellite/Aeropuerto-San-Sebastian/en/Page/1047570390938/>

San Sebastián Airport

<http://www.aena-aeropuertos.es/csee/Satellite/Aeropuerto-San-Sebastian/en/Page/1047570390938/>

Bus

The Bus Terminals in Bilbao and San Sebastian offer a centralised, accessible and uniform service, offering connections to the rest of the urban and metropolitan transportations within the city and to national and international destinations:

<http://www.termibus.es/index.php?idi=en>

<http://tourism.euskadi.eus/getting-here-and-getting-around/>

Train

Euskotren: www.euskotren.es

FEVE and Renfe Cercanías-Commuter Train:

<http://www.renfe.com/EN/viajeros/index.html>

Boat

To and from Portsmouth (UK) to Bilbao

P&O Ferries - www.poferries.com

Car

Driving - As a general rule, foreigners may drive using the driving license issued in their country of origin for the first 6 months in Spain. When they have obtained the Residence Permit, they have a further six months during which they may continue to use the driving license issued in their country of origin.

Motorways: <https://www.autopistas.com/en/mapa>

Rental Companies

Avis - <http://www.avis.com/car-rental/avisHome/home.ac>

Europcar - www.europcar.com

Hertz - <https://www.hertz.com/rentacar/reservation/>

National Atesa - http://www.enterprise.es/car_rental/locale.do

Communication

“Locutorio” Telephone booth

There are several places equipped with telephone cabins which can be used to make both national and international calls.

Calling Cards

You can buy the pre-paid card both on-line or in supermarkets, tobbaconist's (*estancos* in Spanish: An establishment selling tobacco, stamps, bus and subway passes and other products whose sale is restricted) or telephone booths and then use it in every telephone.

Mobile

To avoid long-term contracts, the best option is to buy the pre-paid SIM card, so that you can purchase the exact number of minutes for talking.

Post Service

It is called Correos and is usually open from 8:30 to 20:30

The main office is located in Bilbao, at Calle Alameda Urquijo, 19

And in San Sebastián in C/Urdueta, 7

Telephone number: (+34) 902 197 197

For more information please check the following web page:

http://www.correos.es/ss/Satellite/site/pagina-inicio/info?idiomaWeb=en_GB

Health Care

General hours for non-emergency medical assistance is 8:00 - 20:00.

Please keep your insurance documents including insurance company contact details, as well as medical identification cards on you at all times in case of health problems.

All medical centers are clearly marked with a red cross in any Tourist map. Check for locations nearest to your accommodation.

For an online list of Health Centres, please visit:

[Bilbao](#)

[San Sebastián](#)

If you require a prescription, please see the following websites for a complete list of day and night pharmacies:

[Chemists in Bilbao](#)

[Chemists in San Sebastián](#)

EU Nationals

EU Citizens may use the local Social Security Services. However, before leaving for Spain, you must first complete and submit an European Insurance Card at the Social Security office in your country. Be sure to bring the card on your trip to Spain.

In case you have a private insurance plan, you must follow requirements specified by your particular service provider.

Non EU Nationals

Since there are a variety of insurance plans, you must be sure to follow requirements specified by your particular service provider, as listed in the insurance policy, in order to avoid situations where expenses would not be Reimbursed.

Emergencies

Emergencies number: **112**

Through this number, your emergency will be transferred to the corresponding Service: ambulance, firemen, etc.

To obtain a list of the Police Stations, please visit the following

links: www.ertzaintza.net y <http://www.interior.gob.es/en/web/interior/portada>

ICE Programme (In Case of Emergency)

ICE is a programme that enables first responders, such as paramedics, firefighters and police officers, as well as hospital personnel, to contact the next of kin of the owner of a mobile phone to obtain important medical or support information (the phone must be unlocked and working). It encourages people to enter emergency contacts in their mobile phone address book under the name "ICE". Alternatively, a person can list multiple emergency contacts as "ICE1", "ICE2", etc.

Dental care

Spanish Social Security Service does not cover dental work. However, in case of emergency, you should follow regular procedure and access medical emergency service, or dial 112. There is a list of private dentists in Bilbao and San Sebastian business directory (www.paginasamarillas.es).

Do not forget to have the insurance card on you and the original documents of your insurance policy (keep two copies in your accommodation).

Reporting a theft and robbery

To report assault, robbery or an accident to the police: + (34) 902 102 112

Bilbao	San Sebastián
Ertzaintza: C/ Ibarrekolanda, 9, 48015 Bilbao Tel: +34 944 063 588	Ertzaintza: C/ Infanta Cristina 28, 20018 Tel: +34 943 267 606
Guardia municipal Emergencies: 092 Tel. +34 94 4205000 (Información)	Guardia municipal Emergencies: 092 C/ Paseo de Ondarreta, 16, 20006
Aeropuerto: Tel: +34 944 869 663	
Metro Bilbao: (info@metrobilbao.net) C/ Navarra 2, 48001 Bilbao Tel: +34 944 254 000	



City socio-cultural activities

Bilbao

Bilbao City Hall publishes every two months a free guide, which helps you to get to know the city and its people. In the guide you will find information about police, emergencies, transportation, communications, hotels, maps, cultural calendar, art, performance, fairs and conventions, shopping, gastronomy, nightlife or sports.

You can get them in Bilbao Tourist Office (BIT):

Plaza del Ensanche, Bilbao

Or order them at the accommodation and Welcome Office.

San Sebastián

There is an updated cultural offer of the city of San Sebastian (museums, theatres, festivals, etc.) that can be checked at:

http://www.donostiakultura.com/index.php?option=com_flexicontent&view=items&cid=1&id=13194&Itemid=1&lang=en

and

<http://www.donostiasansebastian.com/agenda.html>

Cinemas

There are several cinemas in Bilbao and San Sebastian.

Prices average: 8 € (there are different discounts)

Movie goes days: 4,5€

(please check out this day in each cinema)

NOTE Most of the films are dubbed into Spanish and not subtitled.

You can find a list of the cinemas in Bilbao in the following webs:

<http://www.elcorreo.com/vizcaya/servicios/cartelera/cartelera-vizcaya>

<http://www.enterat.com/ocio/cartelera-cines-gipuzkoa.php>

<http://donostia.portaldetuciudad.com/en-gb/cartelera-donostia/008.html>

Public libraries

Bilbao

There are 14 libraries in Bilbao divided in seven districts For more information (locations, operating, hours, card, services, etc), visit:
http://www.bilbao.net/cs/Satellite?c=Page&cid=1272990835442&language=en&pageid=&pagename=BibliotecasMunicipales%2FPage%2FBMB_Inicio

San Sebastián

There are several public libraries in the city neighborhoods. For more information, visit:

<http://librivation.donostia.org/opac.html>

Koldo Mitxelena

www.gipuzkoakultura.net

Food Services

Supermarkets

Bilbao and San Sebastian have a number of supermarket chains and also smaller, individual stores (including ethnic grocery stores, which are mostly located in the neighborhood called San Francisco in Bilbao). Typically, supermarkets are open from Monday to Saturday and the majority of stores and malls are closed on Sunday. Although, there are a supermarket in Alameda Rekalde, 27 (Opencor) that stay open all days of the week 8:00 till 02:00.

Within the week most of the public institutions are closed for few hours (from 13.30 h to 16.30 h, depending on the place) but you can find some small groceries which are open all day long within the whole week.

1 loaf of bread € 1,10

1 litre of milk..... € 0,89

1 kg. of rice..... € 1,45

1 litre of oil € 2.93

1 box of biscuits € 1,80

1 kg. of macaroni..... € 0.79

Restaurants and Bars

Bilbao and San Sebastian have a lot to offer to the typical food lover. One can find many types of cuisine here, such as Spanish, Basque, Asian, Vegetarian, Middle-Eastern, Fast-food options, ice cream shops, and vegetarian.

In Restaurants during the day (13:00 - 16:00) you can order a Menú which is a set of meals (first dish: salad or soup; second dish: meat, fish or pasta; with dessert and drink - usually all inclusive in price: € 9 - € 20)

In the Basque Country there is a tradition of pintxos / tapas (€ 1, 50 - € 3), the finger food usually made of bread and other ingredients. Pintxos are served basically all day long, and you can try them in most bars.



Prices at restaurants usually include service charges.

For a list of restaurants, pintxo bars, cafés and cyber cafés, please visit the websites of the tourist office of Bilbao and San Sebastian:

<http://www.bilbaoturismo.net/BilbaoTurismo/en/tourists>

http://www.findeatdrink.com/Index/Restaurants/Entries/2009/9/21_SAN_SEBASTIAN_PINTXOS_BARS.html

Both in the Accommodation and Welcome office at University of Deusto and in Tourist Officer you will find Bilbao's Gastronomy Maps.

Shopping

Bilbao

Bilbao has enough stores to please all types of shoppers. You can find shops in many parts of the city.

- Shopping Centers - Bidarte & Zubiarte
- Main Shopping Street - Gran Via
- Shopping Districts - Casco Viejo & Indautxu
- Everyday items at a low price - Chinese Shops (located throughout the city)

Also, Bilbao has a number of flea markets throughout the year and in different parts of the city. The two largest are the Riverside Market & the Ensanche Market. Visit the city's official website (www.bilbao.net) for more information on location and times.

Just outside of the city of Bilbao, you can find a large outlet mall located in Barakaldo.

The address is:
Parque Comercial Megapark
Max Center
48902 Barakaldo (Vizcaya).
How to get there by public transport:
Metro:
L2- Paradas: Ansio o Bagatza
Bizkaibus:
3136-3144 (Bilbao-Barakaldo)
3337 (Muskiz-Bilbao)
3129 (Lutxana-Barakaldo)
3142 (Santurce-Barakaldo)

San Sebastián

San Sebastian has enough shopping to please all types of shoppers. You can find shops in many parts of the city.

- Shopping Center - San Martín in Centro area.
- Arcco Shopping Centre, at Plaza de Irun
- Shopping Districts - Alde Zaharra and Centro areas
- Everyday Items at a Low Price - Chinese Shops (located throughout the city)

Also, San Sebastian has a number of markets throughout the year in different parts of the city. The largest is the San Martin, which has been living a great change during the last period.

Visit the city's official website: (<http://www.donostia.org/taxo.nsf/fwHomeCanal?ReadForm&idioma=ing&id=B&doc=Canal>) for more information on location and times.

Bilbao

- Ballonti Shopping Centre:

Avda. Ballonti nº1 C.P. 48920 Portugalete, Bizkaia - Tel. 944 915 246 -

ballonti@ballonti.org

Metro Bilbao: Stop; Portugalete exit Carlos VII, 5 minutes from the city centre.

By car: A8 exit Portugalete through the new connection with the Ballonti Axis.

By Bizkaibus: Stop on Ramón y Cajal Street.

- Bilbondo Shopping Centre:

Bº Zabalandi s/n - 48970 Basauri - Bizkaia - Tel. 94 426 20 22

By car: from the A-8 motorway and from the national highways N 634 and 635.

By Bizkaibus: Line A3622

- Artea Shopping Centre:

Barrio Peruri, 33 48940 Leioa (Bizkaia) // 944912706 // E-mail:

clientes@arteanet.com

By car: From Bilbao. Take the motorway Cantabrico A-8, towards Santander.

Then take the N-637 turning, towards Getxo. Cross La Avanzada road, until you reach the Artaza roundabout (at the end of la Avanzada) and take the first exit, at 50m. Take the right lane.

By Metro Bilbao: Areeta metro stop, connection with the bus stop on C/ Mayor, or Algorta, bus stop on C/ Bolue.

Religious Services

Although the majority of the religious services are catholic, here there is a list with the places of worship of other religions.

Bilbao

German-speaking Evangelical Community in Northern Spain

Evangelical – Reformed

Avenida Jesús Galíndez nº 3. 48004, Bilbao.

Iglesia Evangélica Española

Evangélica - Reformada

Juan de Garay nº 2, Bajo. 48003, Bilbao.

www.iee-es.org

loboarranz@gmail.com

Bilbao

Evangelical Christian community Santutxu

Evangelicals – Baptists

Grupo Reverendo Vicente Garamendi nº 1, Bajo. 48006, Santutxu, Bilbao

www.iglesiasantutxu.org

Evangelical Baptist Church of Biscay (Sarriko)

Evangelicals – Baptists

Juan de Urbieto s/n. 48015, Bilbao.

www.iebvizcaya.es

iglesiabautista@euskalnet.net

Evangelical Church of the Brethren in Bilbao

Evangelical - Assembly of Brothers

Zabalbide Kalea nº 19, Galería. 48006, Bilbao.

<http://www.evangelismoenaccion.com/en/>

juanylidia@wanadoo.es

Adventist Christian Churches Union

Gospel – Adventist

Huertas de la Villa nº 20. 48007, Bilbao

www.bilboadv.com

Orthodox Christians

Orthodox Parish of All Saints Bilbao

Patriarchate of Romania

Plaza Zeroetxe nº 4. 48160, Derio

parohia_bilbao@yahoo.es

Church of Jesus Christ of Latter-day Saints

Henao nº 52, Bajo. 48009, Bilbao

www.sud.org.es

Christian Witnesses of Jehovah

Calle Cocherito de Bilbao nº 13. 48004, Bilbao.

<http://watchtower.org>

itudea@yahoo.es

Islam

ASSABIL

Sociocultural Islamic Centre of the Basque Country

Islam

Begoñazpi 1. 48006, Bilbao

www.islambilbao.org

info@islambilbao.org

Bilbao

Islamic Religious Community 'Badr Mosque'

Islam

Fica nº 12. 48006, Bilbao.

Budismo

Buddhist Cultural Association Dhage Rime Shang Choling

Santa Cecilia nº 6, lonja (Metro Basarrate). 48004, Bilbao

<http://budismobilbao.net/>

dharmabudismobilbao.com

Bahá'í

Community Bahá'í de Bilbao

Fe Bahá'í

Carretera de Artxanda a Sto. Domingo nº 18 C. 48015, Bilbao

<http://www.bahai.es/comunidades/bilbao/>

bahaibilbao@hotmail.com

San Sebastián

Spanish Evangelical Church

Evangelical – Reformed

Avenida Ametzagaña nº 43. 20012, Donostia – San Sebastián

Orthodox Church

St. Mark Orthodox Parish

Patriarchate of Serbia

Orthodox Christianity

Calle San Ramón nº 2, Bajo. 20303, Irun.

<http://sites.google.com/site/parroquiaortodoxairun/>

parrokiortodoxoa@gmail.com

Church of Jesus Christ of

Latter-day Saints

Catalina de Erauso nº 21.

20010, Donostia – San

Sebastián

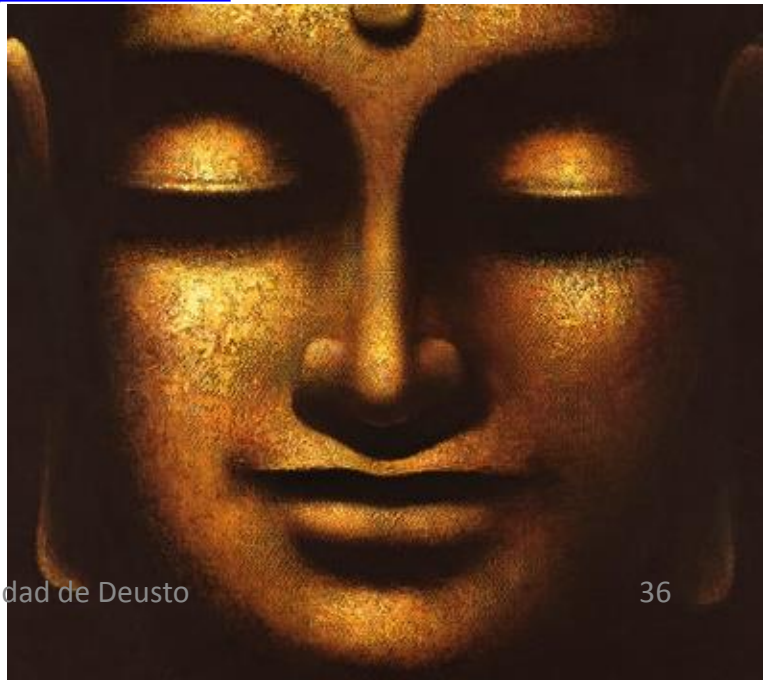
www.sud.org.es

Jehovah's Christian

Witnesses

Calle de Jai-Alai nº 6. 20012,

Donostia – San Sebastián



Buddhism

Gyu Don Drukpa Humanitarian Association

Zabaleta nº 33, Local Anexo. 20002, Donostia – San Sebastián.

www.drukpahumanitario-sp.org

sociacion@drukpahumanitario-sp.org

Islam

The Mosque Association Mohsenin

Calle Oiartzun 11, Bajo. Errentería, 20100

balotfixx@hotmail.com

Islamic Community Annur

Nagusia s/n

20304 Irun

Bahá'í

Community Bahá'í de Donostia

Fe Bahá'í

Zarautz nº 49, 1 B. 20018 Donostia – San Sebastián

<http://www.bahai.es/comunidades/donostia/>

donostia@euskalbahai.org



Tips

Packing

Before leaving home, be sure to:

- Check luggage restrictions and weight limits: these differ depending airline so please check with your airline or travel agent.
- Notify your bank and credit card company that you will be using your cards outside of your country: if your bank/credit card company is not made aware that you will be living outside of your home-country, foreign transactions could be seen as unusual and access to your accounts could be blocked.
- Update your dental care: We strongly recommend that you have all necessary dental care in your home country before leaving. The cost of dentist service in Spain is high and not included in your insurance coverage.

We recommend that you pack the original and at least 3 copies of the following documents:

- Passport and insurance
- Admission letters
- Scholarship documents (if applicable)
- Apartment/Flat lease contract (if applicable), plus address.
- Several ID photos - white background size requirements: 4 cm length, 3 cm width (1.5/8" inch length, 1.1/4" inch width)

Also, we suggest you pack the following items:

- Electric current - In Spain, it is 220 AC in 50 cycles. Do not forget to bring plug adapters if needed. (picture is here: http://upload.wikimedia.org/wikipedia/commons/e/ef/Schuko_plug_and_socket.png)
- An unlocked mobile phone.
- Laptop, including an external hard drive for backup files storage.
- Home country banking details: Probably, you will be opening a new bank account in Spain. However, in case of emergency, you might want to use a credit card or Internet banking from your home bank. Come prepared and with the knowledge of international rates for international banking. Check with your bank, for example, about the commission they charge when you withdraw cash in Spain. Be sure to notify your bank that you might be conducting banking in Spain over the course of your study time. Sometimes, credit cards work overseas only when you notify your bank.

- Prescription/medication: Check with your airline about medication restrictions. Prescriptions from other countries are not always accepted into the EU but your doctor in Spain can rewrite them for you. Please note however, that brands vary from country to country, so you might not obtain the same medication as you are accustomed to. Wherever possible, bring a supply of the prescriptive drug you need to last your entire stay. Obtain a doctor's prescription or note for any prescription drugs you are bringing with you in order to permit smooth customs inspection. Also check if you have any medical documents you should show doctors in Spain.
- Extra contact lenses or prescriptions from your eye doctor: Buying contact lenses and eyeglasses is costly and you will not receive any medical coverage for this type of health care.
- Raincoat, umbrella, sturdy shoes, boots and/or sneakers: These will serve for hiking, for cycling and walking. Spain is a beautiful country for day-hikes.
- Warm clothes: Jackets, sweater, scarves, thermal underwear, socks, gloves, etc... Or you can purchase them here at a cheaper price if you watch out for sales and promos or if you get them in flea markets.
- Euro: we highly recommend bring some Euro currency. Although you can exchange your currency into Euro at any Spanish bank or at the airport, it's convenient to have at least your first 100 Euro on hand. Also, don't forget to bring enough cash for your first months' rent, plus deposit.

Note: There are very few oriental markets where you can purchase basic Chinese, Thai, Indian, and Middle Eastern food ingredients in case you want to buy some typical spices from your home country.

Expected budget for your first month in Spain is €1.060 approximately.

This would include:

- First month's rent € 350
- Rent deposit € 350
- (to be returned at the end of the stay)
- Mobile phone SIM card (optional) € 20
- Monthly transportation pass (optional) € 30
- Internet service (optional) € 60
- Supermarket food € 250

Some useful vocabulary

English	Spanish	Basque
Greetings		
Good morning	Buenos días	Egun on
Good afternoon	Buenas tardes	Arratsalde on
Good evening	Buenas noches	Arratsalde on
Good night	Buenas noches	Gabon
Hello	Hola	Kaixo
Good-bye	Adiós	Agur
See you later	Hasta luego	Gero arte
Courtesy		
Please	Por favor	Mesedez
Thank you	Gracias	Eskerrik asko
You're welcome	De nada	Ez horregatik
Sorry	Disculpe/Lo siento	Barkatu
Excuse me	Perdón/Con permiso	Barkatu
It doesn't matter	No importa	Lasai egon
Approaching for help		
Excuse me, sir.	Perdón, señor.	Barkatu jauna.
Ma'am.	Señora.	Andrea
Miss/Ms.	Señorita.	Andrea
Do you speak English?	¿Habla usted inglés?	Ingelesez ba al dakizu?
Yes.	Sí.	Bai
No.	No.	Ez
I'm sorry.	Lo siento.	Barkatu/Sentitzen dut
I don't speak	No hablo	Ez dut erderaz/
(Spanish/Basque).	(español/euskera).	euskeraz hitz egiten
I don't understand.	No entiendo.	Ez dut ulertzen.
Please speak more	Hable más despacio,	Mesedez astiroago
slowly	Por favor.	Hitz egin
Please repeat	Repita por favor.	Mesedez errepika dezakezu?
May I ask you a	¿Podría hacerle una	Galdera bat egin
question?	pregunta?	diezazuket?
Could you please help	¿Podría ayudarme?	Lagun diezadakezu?
me?		
Thank you very much	Muchas gracias	Eskerrik asko

Question words

Who?	¿Quién?	Nor/Nork?
Who? (plural)	¿Quiénes?	Nortzuek?
What?	¿Qué?	Zer?
Why?	¿Por qué?	Zergatik?
When?	¿Cuándo?	Noiz?
Where is...?	¿Dónde esta...?	Non dago...?
How?	¿Cómo?	Nola?
How much?	¿Cuánto?	Zenbat balio du?
What time is it?	¿Qué hora es?	Zer ordu da?
When does it begin?	¿Cuándo empieza?	Noiz hasiko da?

Paying the bill

The bill, please.	La cuenta, por favor.	Kontua, mesedez
How much do I owe you?	¿Cuánto le debo?	Zenbat zor dizut?
Is service included?	¿El servicio está incluido?	Zerbitzua barne dago?
This is for you.	Esto es para usted.	Hau zuretzat da.

Numbers

0	Cero	Zero/Hutz
1	Uno	Bat
2	Dos	Bi
3	Tres	Hiru
4	Cuatro	Lau
5	Cinco	Bost
6	Seis	Sei
7	Siete	Zazpi
8	Ocho	Zortzi
9	Nueve	Bederatzi
10	Diez	Hamar
11	Once	Hamaika
12	Doce	Hamabi
13	Trece	Hamahitu
14	Catorce	Hamalau
15	Quince	Hamabost
16	Dieciséis	Manasei
17	Diecisiete	Hamazazpi
18	Dieciocho	Hamazortzi
19	Diecinueve	Hemeretzi
20	Veinte	Hogei

English**Spanish****Basque**

21	Veintiuno	Hogeita bat
30	Treinta	Hogeita hamar
40	Cuarenta	Berrogei
50	Cincuenta	Berrogeita hamar
60	Sesenta	Hirurogei
70	Setenta	Hirurogeita hamar
80	Ochenta	Larogei
90	Noventa	Larogeita hamar
100	Cien	Ehun
200	Dos cientos	Berrehun
1.000	Mil	Mila
1.000.000	Un millón	Miloi bat

Days of the week

Monday	Lunes	Astelehena
Tuesday	Martes	Asteartea
Wednesday	Miércoles	Asteazkena
Thursday	Jueves	Osteguna
Friday	Viernes	Ostirala
Saturday	Sábado	Larunbata
Sunday	Domingo	Igandea





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