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STUDENT GUIDE



Idiomas

Carlos V



STUDENT GUIDE

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1.- INTRODUCTION

Dear students, welcome to Seville. We are very pleased to welcome you in the Carlos V Language School and to accompany you with this experience of the Spanish culture. The staff of the language school would like to point out some cultural differences referring to the mode of life and the habits you will find in everyday situations in Spain.

We can help you with the organization of the Visa; we are also reachable for our students per telephone, email, fax and post.

During your stay we will assist and look after you with all the requests and issues which come up and we will follow up on your academic progress and learning experience. The accommodation department will help you with all questions regarding housing. This handbook should serve as a guide for all questions regarding accommodation, trips, culture shock, free time etc.



The language school is not more than 10 – 20 minutes from the accommodations as well as 5 - 10 minutes from the city center and the university. The metro station and the bus station to the universities EUSA and Pablo de Olavide are 5 minutes away, as well. In addition there are bike-rental stations for the City of Seville's rental service called "Sevici". They can be found close to the school and everywhere throughout the whole city if you stay here for a longer period and want take to advantage of it.

Address of the language school

Idiomas Carlos V
Avda. República Argentina, 27B. 1º planta
41011 Sevilla - info@idiomascarlosv.es

Business hours

Monday–Thursday 09:00 am - 10:00 pm
Friday 09:00 am - 08:00 pm

Telephone number: + 34 954 063 174 (in Spanish, German and English)
Mobile- and emergency number: +34 616 814 126 / 640 785 741

2.- HEALTH-AND SECURITY INFORMATION

If you want, you can give our school a emergency number; in case of an emergency we can reach somebody (family, friend).

You have to be aware that it will be obvious that you are not from here; this makes you a perfect target for pickpockets.

Therefore some advice:

- The most frequently stolen item is the wallet; therefore we recommend you take as little cash as possible and only the most necessary documents with you.
- Make sure that valuables are in your front pocket or in the inside pocket of your bag or backpack. They are easier to steal if they are in your back- and external pocket. Also never leave your bags on the floor or on a chair and don't hang them on the back of the chair, where you can't see them.
- Never let your bags and pockets out of your sight on public transport. Keep them close to you and do not release them. Wear your backpack in the front of you as long as you are on a bus or train.
- It is also possible that your mobile phone gets stolen out of your hand or your pocket. Watch out on the streets and do not leave your mobile phone on a table in a bar.
- Do not walk in remote city parts and zones you do not know. Notice the people around you. If somebody calls something to you, just ignore it. Spanish women do the same.
- When you leave the house remember to take your keys, a city map and a mobile phone with you
- We recommend you always go into town in company and especially do not walk around alone at night. It is important to always carry a little money for a taxi and never leave your belongings unattended.

If you do get robbed, you must immediately block your bank- and credit cards.

Provider	Telephone
VISA	900 99 11 24 /915 192 100 00-1-410-581-9994 (USA)
MASTERCARD	900 971 231 / 00-1-636-722-7111
AMERICAN EXPRESS	900 814 500 +34 91 400 42 50
SERVI RED (MASTERCARD, VISA ELECTRON)	902 192 100
4B (MASTERCARD, VISA, VISAELECTRON)	902 114 400

Hospitals

Policlínica Los Remedios	Clínica Infanta Luisa Triana	Clínica URMESA
C/ Fernando IV, 24 - 41011 Sevilla - 954 27 97 86	C/ San Jacinto, 87 - 41010 Sevilla - 954 330 100	C/ Pagés del Corro 142 Sevilla 41010 - 954 27 22 00

3.- Accommodation

The accommodation department is working to give you access to all possibilities; however we cannot guarantee your preferences as they depend on availability. The school follows quality standards and encourages the students to inform us of any issues related to their accommodation.

General rules:

Once the student has been assigned an accommodation, they must remain there until the end of their booked stay. We will not guarantee reimbursement for changes in the accommodation after the course has started. If this change causes costs, they are to be borne by the student.

The school only offers double or multiple rooms for people who know each other (family, friends, couples, etc.), we would never offer this option with strangers.

3.1.- Accommodation in host families

The host families have been carefully chosen to ensure the best conditions for every student. The households can consist of a single man or woman, a couple or a family with kids. This option allows the students to keep practicing Spanish outside the classroom while learning more about the Spanish culture. Sometimes, more than one student stays with the same family or host.

In this case we expect that the students adapt to the host family's traditions and norms.

Meals

According to the chosen modality, students can have up to 3 meals per day, 7 days a week. On Sunday the family may offer a simpler meal. The food may be different from that in your home country. The breakfast is usually light and consists of fruit, cereal, milk, coffee and toast with olive oil or butter. Lunch is the longest meal of the day, and takes place between 2.30 and 3.30 pm. Dinner is a little bit lighter and is had between 9.00 and 10.00 pm. We expect that students have their meals at the times established by the families; generally they will not have access to the kitchen between the meals.

They also mustn't use the household appliances such as the stove, microwave, washing machine, dishwasher etc. without the family's permission. It is expected that students inform the family if they will arrive late for or miss a meal.

Bed linen

Ally linen and towels are provided by the family.

Laundry

Your clothes will be washed and ironed once a week. You will not have access to the washing machine yourself.

Smoking

Smoking may be permitted depending on the family. It is the family who should inform you about this in each case.

Rooms

The bedrooms are fully equipped with bed, desk, chair, wardrobe and access to shared or individual bathrooms.

Timetables

There is no set arrival time, but we expect respectful behavior when you arrive late at night. (In the case of underage students, a specific time will be agreed before the arrival.)

Keys

All students are handed a set of house keys. You mustn't make a copy of them under any circumstances and in case of loss, you will be charged for the cost. You will also have to observe the security rules established by the family.

Extra charges

If excessive utility costs are generated, students may have to pay for them. You have to be aware that electricity is very expensive in Spain, we expect students to be careful in this matter.

Houseguests

Students have to ask permission for visits and will be responsible for them. Visitors must not stay overnight.

Entry and exit

At the end of the stay, students are expected to return the keys and leave the bedroom in acceptable cleaning conditions.

Damages

If there are any problems or damages in the house, students should inform the host or the school to resolve them as soon as possible.

3.2.- Shared flat or apartment

With this housing option, you get to be independent. All flats are equipped with a kitchen, bathroom(s) and bedrooms with beds and desks. There are different flat sizes for 1 to 6 people sharing the accommodation. You may with international or Spanish students, and the flat mates may be only men, only women o mixed groups.

Meals

In this option the meals aren't included. In some cases in the student residence you may enjoy meals in the cafeteria.

Washing machine

Each apartment is equipped with a washing machine.

Smoking

Smoking is not permitted in the shared flats, as it may bother the flat mates who don't smoke.

Houseguests

Students have to ask permission for visits and will be responsible for them. Visitors must not stay overnight.

Timetables

There is no set arrival time, but we expect respectful behavior when you arrive late at night.

Keys

All students are handed a set of house keys. You mustn't make a copy of them under any circumstances and in case of loss, you will be charged for the cost. You will also have to observe the security rules established by the family..

Extra charges

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Entry and exit

At the end of the stay, students are expected to return the keys and leave the bedroom in acceptable cleaning conditions.

Damages

If there are any problems or damages in the house, students should inform the host or the school to resolve them as soon as possible.

3.3.- STUDENT DORM

Description

This option allows students to live in university premises with canteen (3 meals a day), laundry and cleaning service, etc.

The residence is near the city center and you can choose between single, double or triple bedrooms. The student dorm has a security control system for third party access, key usage, etc. All residents are provided with a set of keys. You mustn't make a copy of them under any circumstances and in case of loss, you will be charged for the replacement. You will also have to observe the security rules established by the residence.

4.- SHOPPING

We recommend you explore your neighborhood and choose super markets and shops which you like the most because of the quality or the price range. The most famous supermarkets are:



But you should also try some small shops in your neighborhood: Butchers, fruit and vegetable shops, fish shops, bakeries ... often there are fresh and high quality products.

Take your own shopping bag with you because the plastic bags in many shops cost extra.

In every district there is a traditional market. You must try it, most Spanish families do their shopping there..

5.- ACTIVITIES OF THE SCHOOL

Almost all free time activities are included in the course price. Only a few things for example your drinks and food have to be paid by yourself. Moreover there are a few additional activities for which you have to pay a small fee for the transport and entry costs.

Cultural activities	Guided tours in Seville
Royal Palace "Reales Alcázares" Cathedral La Casa de Pilatos Museum of Fine Arts Roman ruins Itálica	Walk in Triana District Santa Cruz Outgoing street Alameda de Hércules María Luisa Park and Plaza de España
Shows and Events	Gastronomy
Flamenco bar Theater Cinema Concerts Sport events	Tapas-Tour Churros with chocolate Gazpacho-Workshop Wine tasting

6.- Day TRIPS

We are pleased to give you advice in our school about nearby destinations.

Jerez de la Frontera and Cádiz, Gibraltar, Córdoba, Portugal are destinations worth seeing you can visit in one day.

7.- TYPES OF TRANSPORT

Urban buses: The public transport in Seville is offered by the company Tussam. There are single tickets as well as monthly or multiple-trip tickets. There are busses (the C-lines) which circle almost the whole city.

7.1.- Bus stations

PLAZA DE ARMAS

<http://www.autobusesplazadearmas.es/>

Avenida Cristo de la Expiración. 41001 Sevilla

902 450 550/955 038 665

Destinations:

Madrid, the South of Portugal, Lisbon, Huelva, coast of Huelva, Barcelona, Valencia, Alicante, Mérida, villages of the province of Seville, Asturias, Galicia, north of Spain, foreign countries

PRADO DE SAN SEBASTIÁN

Dirección: Prado de San Sebastián s/n. 41005. – Sevilla

Teléfono: 954.417.111

Destinations:

Villages of the province of Seville(Utrera, Moròn, Estepa, Carmona, Alcalá de Guadaira, Écija), Córdoba, Granada, Cádiz, Jaén, Málaga, Almería, Jerez de la Frontera, Ronda, Marbella, etc.

7.2.- AIRPORTS

AEROPUERTO DE SAN PABLO (SEVILLE)

954 449 000.

The easiest you can reach the airport by taxi. The ride costs about 25 € with the Radiotaxi (954 57 11 11) There is also a Bus (955 010 010) for 4 €. The ride lasts about 20 – 30 minutes.

Airport bus:

The line (Especial Aeropuerto) Price: 4 € single ride, 6 € there and return (valid for one day).

Time table (stops):

Prado San Sebastián – Carlos V – San Francisco Javier – Luis de Morales – Estación de Santa Justa – Kansas City – Aeropuerto

Driving time:

There is a trip every 20 – 30 minutes.

AEROPUERTO DE JEREZ

956 15 00 00

Distance from Seville: ca. 45 minutes

AEROPUERTO DE MÁLAGA

913 21 10 00

Distance from Seville: ca. 2 hours 15 minutes.

7.3.- Train stations

ESTACIÓN DE SANTA JUSTA

Avenida Kansas City s/n

ESTACIÓN DE SAN BERNARDO

Ramón y Cajal s/n

Train station information: 902 432 343

Renfe (Spanish train transport Company): 902 320 320

Information, reservations, ticket sale and cancellation: 902 240 505

7.4.- Metro

900 927 172 / 954 540 785

Single ride: 1.35€

8.- IMPORTANT TELEPHONE NUMBERS

Emergency call:

112 (From this central number the call will be remitted to the responsible emergency service of the fire brigade, police or ambulance)

Health emergencies:

061

Health emergency service:

902 505 061

Fire Brigade: 080

Police: 092

9.- POST

Everywhere in the city there are letter boxes. They are yellow and you can throw franked letters and postcards in them.

You can buy the stamps in Tabaco shops called Estanco. Besides the tobacco products, you can buy stamps there and put credit on your bus card.

If you want to post something by registered mail or send a package, you have to go to a post office. There is one in each district.

Branch of the Post in Los Remedios: Calle Virgen de Begoña, 3-5 - Teléfono: **954 58 90 41**

Branch in the center: Av. de la Constitución, 32 - Teléfono **954 22 47 60**

Triana: Calle San Jacinto, 44, 41010 Sevilla - Teléfono **954 33 37 48**

10.- 24 H PHARMACIES

Some medicines are only available on prescription, e.g. antibiotics. But pain-relieving, antipyretic or anti-inflammatory are generally available without prescription. Most pharmacies have normal business hours but there also some which are open around the clock.

PHARMACIES IN LOS REMEDIOS:

Avenida de la República Argentina, 10. Teléfono: 954 27 66 87 (24 horas)

Calle Niebla, 50 teléfono: 954 27 33 29

Calle Asunción, 5 teléfono: 954 27 38 50 (hasta las 21.00)

Calle Padre Damián, 4 teléfono 954 45 01 82 Abierto hasta la(s) 22:00

PHARMACIES IN THE CENTER:

Alameda de Hércules, 24 telf. 954 380 159 (hasta las 22.00)

Amor de Dios, 2 telf. 954 382 715

Argote de Molina, 25. Telf. 954 224 329

Plaza de la Alfalfa, 11. Teléf. 954 226 447

11.- CULTURE SHOCK

When you encounter another culture and go into new surroundings, you sometimes experience situations which surprise or displease you because they are completely different from what you are used to in your home country. This can cause that even people who travel frequently feel unwell but it is totally natural because we first have to get used to the differences.

Let us have a closer look at some of them:

Dealing with customers:

After a few days you will realize that you are not treated as you are used from home. That can be explained with some factors:

- The salaries are really low (therefore the staff is not very motivated)
- In the Spanish society it isn't common to leave a tip
- In some companies there are very long working hours

No hurry:

Take it easy, long queues are normal in most establishments.

Alcoholic drinks:

The Spanish drink alcohol, but so much that they don't know how to behave. Teenagers go out one or two times a week and they drink in moderation.

Napkins on the ground:

In many Tapas bars, especially those where you eat at the bar, it isn't unusual that the floor is full of small paper napkins. This habit is slowly disappearing but for many it is completely normal.

Social behavior:

- In public places you walk on the right side
- You should offer your seat to older people
- The Spanish stare at all people, not only at you. It doesn't mean anything, we just do it
- When your bus is leaving right before your eyes do not run after it. The bus driver won't open the door again when it's already closed.
- The personal distance in Spain is smaller. Many Spanish people come very close to you while speaking and they greet you with little kisses on the left and the right of your cheeks.
- Tips: Leave tips if you liked the food or the service a lot. It is usual to give about 15 – 20 % of the billed amount.
- Almost all food is prepared with olive oil. Salads are prepared with vinegar and olive oil. We always eat bread with all meals but also a lot of fish, fruit, vegetables and meat.
- You can drink the tap water in Spain.
- Electricity, water and the telephone are very expensive in Spain. Do not waste these resources and turn off the tap when you don't use it.
- Greet the people you meet in buildings, your neighbors, business colleagues, when entering a bank, doctors, etc.
- The Spanish people do not walk around barefoot since the floors are often made of cold materials. Wear comfortable slippers in the house.
- Eating in the street, in museums or during class is considered impolite. You can only take a water bottle with you.
- After 10 pm no alcoholic drinks will be sold.

12.- Weather

We Spanish people constantly look at the weather forecast, especially when we travel, go to the beach, etc. There are a few reliable web pages for the weather forecast for the next week.

<http://www.eltiempo.es/>

<http://www.aemet.es/>

The weather in Seville is very pleasant throughout almost all the year, therefore you can explore the city perfectly.

We are sure you will have an unforgettable time in Seville and hope we contribute to it. Many visitors decide to stay longer or to stay here forever.

Who knows, maybe also you?



welcome!





IDIOMAS

Carlos V

SEVILLA

Avda. República Argentina 27-B · 1ª Planta
41011 de Sevilla

www.idiomascarlosv.com



Instituto Cervantes
Centro Acreditado

hola@idiomascarlosv.com
(+34) 954 063 174 - (+34) 910 051 111



Bienvenido welcome willkommen



Bildungsurlaub

