



# Deusto

Universidad de Deusto  
Deustuko Unibertsitatea  
University of Deusto

Deusto International

# Welcome guide



Information for your stay at the  
University of Deusto



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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 Deusto Educational Model, which was designed having students in mind, will help you develop your entrepreneurship and 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 that you make find friends and enjoy your stay in either Bilbao or San Sebastian.

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 the 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 Institution.

Our very best wishes for your present and future endeavours,

José María Guibert Ucin  
Rector





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# Introduction

The University of Deusto was established in 1886.

Bilbao, a seaport and commercial city which was experimenting considerable industrial growth during that era, was chosen as the ideal location.

In September of 1997, the city underwent a significant transformation through a symbolic and emblematic building, Bilbao Guggenheim Museum. The central headquarters of the University of Deusto are located at the opposite side of the estuary, facing the Guggenheim Museum.

In 1916, Deusto Business School received the first group of students which would be the first graduates in Economic Sciences in Spain, 25 years before this degree was officially recognized.

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, became part of the University of Deusto.

Nowadays, the University is located on two campuses, in the two coastal capitals of the Basque Country: Bilbao and San Sebastian.

Internationalization, 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 programs, 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 programs.

The entire University adopted the European credit system in the year 1994 and works to promote it and improve its quality.





# Studying at Deusto



## 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
- Engineering
- Humanities
- International Relations
- Language and Communication
- Law
- Psychology and Education
- Social Work
- Theology
- Tourism

If you are an international student, the UD welcomes you through a broad range of mobility programmes (Erasmus +, Erasmus Mundus, Bilateral Agreements, CIDE...).

But if you are interested in studying other languages, the UD offers: Basque, Spanish, English, French, German, Italian and Mandarin Chinese.

## SCHOLARSHIP 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.bi@deusto.es](mailto:becas.bi@deusto.es)

San Sebastian: [becas.ss@deusto.es](mailto:becas.ss@deusto.es)

Further information: [becas.deusto.es](http://becas.deusto.es)

## 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 Christmas and New Year holidays. Second semester starts at 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 and beginning of February for the 1st semester, and June for the 2nd semester exams.

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



## YOUR FIRST DAYS

### International student support

Our teams will provide you with assistance and support all year round. We will offer advice to help you have the best possible experience in the Basque Country. If you have any questions, do not hesitate to contact us.

#### Bilbao Campus

International Relations Office  
Avda. de las Universidades 24  
48007 Bilbao  
Tel.: 34 94 413 92 88  
relint@deusto.es

#### San Sebastian Campus - Deusto Business School

Camino de Mundaiz 50  
20012 San Sebastian  
Tel.: 34 943 326 600  
relint.dbs@deusto.es

#### San Sebastian Campus - Social and Human Sciences

Camino de Mundaiz 50  
20012 San Sebastián  
Tel.: 34 943 326 600  
relint.soc@deusto.es

## ARRIVAL CHECKLIST FOR EXCHANGE PROGRAMME STUDENTS

- Contact family and friends to tell them that you have arrived
- If you are an Erasmus + or Bilateral student, come to the International Relations Office for registration
- if you are attending the intensive or regular Spanish courses, take the Spanish placement test, (check your emails for dates)
- Register with the police, if this is a requirement of your visa
- Buy essential items for your room and accommodation
- Explore the campus and city centre
- Check the social activities and opportunities that Bilbao/San Sebastian has to offer
- Open a bank account (optional)

## UD 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	9,0-9,9	A	4
Excellent- Honor	MH	10	A+	4



# Student services

## ACCOMMODATION AND WELCOME

The aim of this service is to help students through the whole process of finding accommodation in both 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" programme
- ✦ Alternative accommodation

Do you need a 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).

### 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 lived in 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.



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## UNIVERSITY GUIDANCE SERVICE

This service is aimed at all UD students. 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 as a space 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. Thus, 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 will provide students with personal or group tutorial schemes.

E-mail: [sou@deusto.es](mailto:sou@deusto.es)

## 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](mailto:aldezle@deusto.es)

## 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, pharmacy and nursing consultation.

E-mail: [salud@deusto.es](mailto:salud@deusto.es)

## SOCIAL ACTION AND INCLUSION

This service assists students who have social, personal or family issues that may affect their studies. The objective of the service is to improve students' quality of life at this Institution through special attention to those who have specific problems, special needs 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](mailto:accionsocial@deusto.es)





# Living Deusto

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 programs on faith, solidarity, culture and sports to get you involved in this unique experience. These activities enable you to join other members of the university community and share experiences in living and cooperation while gaining an insight into transcendental aspects of life.

[infocampus@deusto.es](mailto:infocampus@deusto.es)

## CULTURE

Six areas:

- 1) *Theatre*;
- 2) Music: The Choir of the University of Deusto, musical auditions;
- 3) *Literature*;
- 4) *University Debate*.
- 5) *Competitions, contests and exhibitions*.
- 6) Deusto Theatre agenda: Concerts, performances, recitals...

Bilbao: [cultura@deusto.es](mailto:cultura@deusto.es)

San Sebastián: [cultura.ss@deusto.es](mailto:cultura.ss@deusto.es)

## SPORTS

Sports is an essential complement to studies. UD 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: it will allow you to use sports facilities.

Bilbao: [deportes@deusto.es](mailto:deportes@deusto.es)

San Sebastián: [deportes.ss@deusto.es](mailto:deportes.ss@deusto.es)

## 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 prayers, 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), as well as open activities, among others.

Bilbao: [pastoral@deusto.es](mailto:pastoral@deusto.es)

San Sebastián: [pastoral.ss@deusto.es](mailto:pastoral.ss@deusto.es)

## SOLIDARITY

Three areas:

- 1) Volunteering and Citizenship
- 2) Cooperation and development
- 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 related to poverty, cooperation and development, justice and equality, health and disability, education or animal care and protection.

Bilbao: [solidaridad@deusto.es](mailto:solidaridad@deusto.es)

San Sebastián: [solidaridad.ss@deusto.es](mailto:solidaridad.ss@deusto.es)

## LIBRARY

Reference rooms with direct access to the last six years of more than 700 titles and computers that allow access to electronic resources, consultations of data, bases and visualization of other resources. 400 study places.

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/students, as well as multiple seminar rooms for team work and group debate.

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.

The New Library is conceived as a Centre of Resources for Learning and Research (CRAI) and it is aimed not only at researching, but also training, learning and continuous education.

It consists of 2,314 square meters full of useful facilities: modern study rooms with direct access to 35,000 monographic volumes. (of a total of 135,000 volumes).



### Schedule (Bilbao)

Monday-Friday: 8:15 to 21:30

Saturdays and July and August: 8:15 to 14:45



### Schedule (San Sebastian)

Monday-Friday: 8:00 to 21:00

Saturday: 8:00 to 13:30

July: 8:30 to 14:00 // August: 8:00 to 14:00



## CAR AND BIKE PARKING

UD has a bicycle parking space for students and workers. Student card is required to use it.

## PHOTOCOPYING AND PRINTING

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

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

Moreover, at the University of Deusto you will find several Banks and ATMs, for the use of the students, as well as a Travel Agency.

## ALUMNI

Alumni is the Community of University of Deusto former student. 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 our Institution, you will be able to register as Alumni and, then, get access to job offers related to your area of knowledge, workshops, training courses, or work orientation.

As an international student, you will be able to check the notice board DeustuSare and to receive student job offers by filling in a form.

## EATING AT THE UNIVERSITY

### Bilbao

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 Sebastian

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

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



# Living in Bilbao

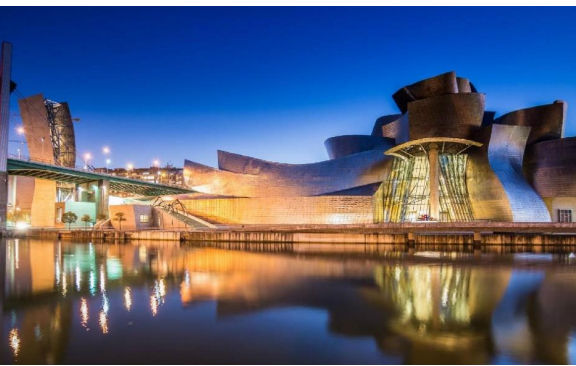
# San Sebastian

**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 Bizkaia region has set its modernization process in motion.

**San Sebastián** is the capital city of the Basque province of Gipuzkoa.

Locals call themselves *donostiarra*s, both in Basque and Spanish. San Sebastian's picturesque coastline makes it a popular beach resort.



## 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 normally bilingual. Many Basque people speak French or English as well.

Dictionaries and online translators:

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

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

Spanish Royal Academic Dictionary:  
[www.rae.es](http://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 more frequent rain, during spring and autumn. The average temperature is 20° C in summer and 8° C in winter.

For beach goers, the average water temperature range 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 our 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 its students the possibility of hiring a private insurance arranged through [seguros@deusto.es](mailto:seguros@deusto.es)

## TRANSPORTATION



Bilbao

For travelling within Bilbao.

Bilbobus - [www.bilbao.eus/bilbobus/](http://www.bilbao.eus/bilbobus/)

Metro - <https://www.metrobilbao.eus>

Bicycle loan service- [Bilbon Bizi](#)

Tram - [www.euskotran.es](http://www.euskotran.es)

*Bilbao Taxi Associations:*

[Radio Taxi Bilbao](#): +34 94 444 88 88

[Radio Teletaxi](#): +34 94 410 21 21

[Radiotaxi Nervión](#): +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, usually

available in the tourist offices or local sports Centres.

### Payment

*Barik* is a card for transportation that can be used at all public transport in Bizkaia. It costs 3€. You can recharge it in the booths/machines of the following: underground/metro, Euskotren, Bilbobus and Bizkaibus. They are also available on the premises of the Bizkaia Bridge, the Artxanda Funicular, all tobacconists and kioskos. For more information:

<http://www.ctb.eus/en/como-funciona-barik>

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, 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 cultural activities. It can be purchased at Tourism offices and at the web site.

### San Sebastian

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

<http://www.donostia.eus/taxo.nsf/fwHome?ReadForm&idioma=cas>

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

Bicycle loan service: <https://www.dbizi.com/>

Donosti Radio-Taxi Asociation: +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 lines, called *bidegorris*. Further information at Tourist Offices.

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...).

### Bicycle Rental:

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

### 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](http://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.aeropuertodebilbao.net/en/>

### San Sebastián Airport

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

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## Bus

The bus terminals in Bilbao and San Sebastian offer a centralised, accessible service, with 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://www.estaciondonostia.com/en>

## 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](http://www.europcar.com)

#### Hertz

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

#### National Atesa

[http://www.enterprise.es/car\\_rental/locale.do](http://www.enterprise.es/car_rental/locale.do)

## MOBILE PHONE

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.

In San Sebastián, C/Urdaneta, 7.

Telephone number: (+34) 902 197 197

For more information please check the following website:

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

## HEALTH CARE

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 the nearest locations to your accommodation.

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

## EU Nationals

EU Citizens may use the local Social Security Services. However, before travelling to Spain, you must first complete and submit a European Insurance Card at the Social Security Office in your country. Be sure to bring the card during 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

Emergency number: 112

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

To obtain a list of the Police Stations, please visit the following links: [www.ertzaingia.net](http://www.ertzaingia.net)  
<http://www.interior.gob.es/en/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.

## REPORTING A THEFT OR A ROBBERY

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

## 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 Sebastián business directory:

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

Bilbao	San Sebastián
Ertzaingia: C/ Ibarrekolanda, 9, 48015 Bilbao Tel: +34 944 063 588	Ertzaingia: C/ Infanta Cristina 28, 20018 Tel: +34 943 267 606
Guardia municipal Urgencias: 092 Tel. +34 94 4205000 (Información)	Guardia municipal Urgencias: 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	

## Food Services

### Supermarkets

Bilbao and San Sebastian have several 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 is supermarket in Alameda Rekalde, 27 (Opencor) that stays open all days of the week 8:00 till 02:00.

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

Prices in the Basque Country:

1 loaf of bread .....	€ 1,15
1 litre of milk.....	€ 0,90
1 kg. of rice.....	€ 1,50
1 litre of oil .....	€ 3.15
1 box of biscuits .....	€ 1,80
1 kg. of macaroni.....	€ 0.85

### 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...

In Restaurants during the day (13:00 - 16:00) you can order a "Menú del Día" 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 and cafes.

Prices at restaurants usually include service charges.

For a list of restaurants, pintxo bars, cafés and cyber cafés, please visit the websites of Tourist Offices in Bilbao and San Sebastian:

[http://www.bilbaoturismo.net/BilbaoTurismo/en/rutas\\_2](http://www.bilbaoturismo.net/BilbaoTurismo/en/rutas_2)

[http://www.findeatdrink.com/Index/Restaurants/Entries/2009/9/21\\_SAN\\_SEBASTIAN\\_PINTXOS\\_BARS.html](http://www.findeatdrink.com/Index/Restaurants/Entries/2009/9/21_SAN_SEBASTIAN_PINTXOS_BARS.html)

In both the Accommodation and Welcome Office at University of Deusto and in Tourist Offices 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.

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

Besides, 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](http://www.bilbao.net)) for more information on location and times.

Just outside the city of Bilbao, you can find some other commercial centres.

### SAN SEBASTIAN

San Sebastian has also 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)

Furthermore, San Sebastian has a number of markets throughout the year in different parts of the city. The largest is the San Martín, 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=inq&id=B&doc=Canal>) for more information on location and times.

## TIPS BEFORE YOUR ARRIVAL

### Packing

Before leaving home, be sure to:

- [Check luggage restrictions and weight limits](#): these differ depending on airlines so please confirm 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 abroad, 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 normally 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 and visa](#) (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](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 country. Come prepared and with the knowledge of international rates for international banking. For example, check with your bank 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. However, please note that brands vary from country to country, so you might not obtain the same medication as you are used 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

Greetings	Saludos	Agurrak
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	Cortesía	Kortesia
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
Asking for help	Pidiendo ayuda	Laguntza eskatzen
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
I don't speak Spanish /Basque	No hablo español/euskera	Ez dut erderaz/euskeraz hitz egiten
I don't understand	No entiendo	Ez dut ulertzen.
Please speak more slowly	Hable más despacio, por favor	Mesedez, astiroago hitz egin
Please repeat	Repita por favor	Mesedez errepika dezakezu?
May I ask you a question?	¿Podría hacerle una pregunta?	Galdera bat egin diezazuket?
Could you please help me?	¿Podría ayudarme?	Lagun diezadakezu?
Thank you very much	Muchas gracias	Eskerrik asko



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