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Office of Admission
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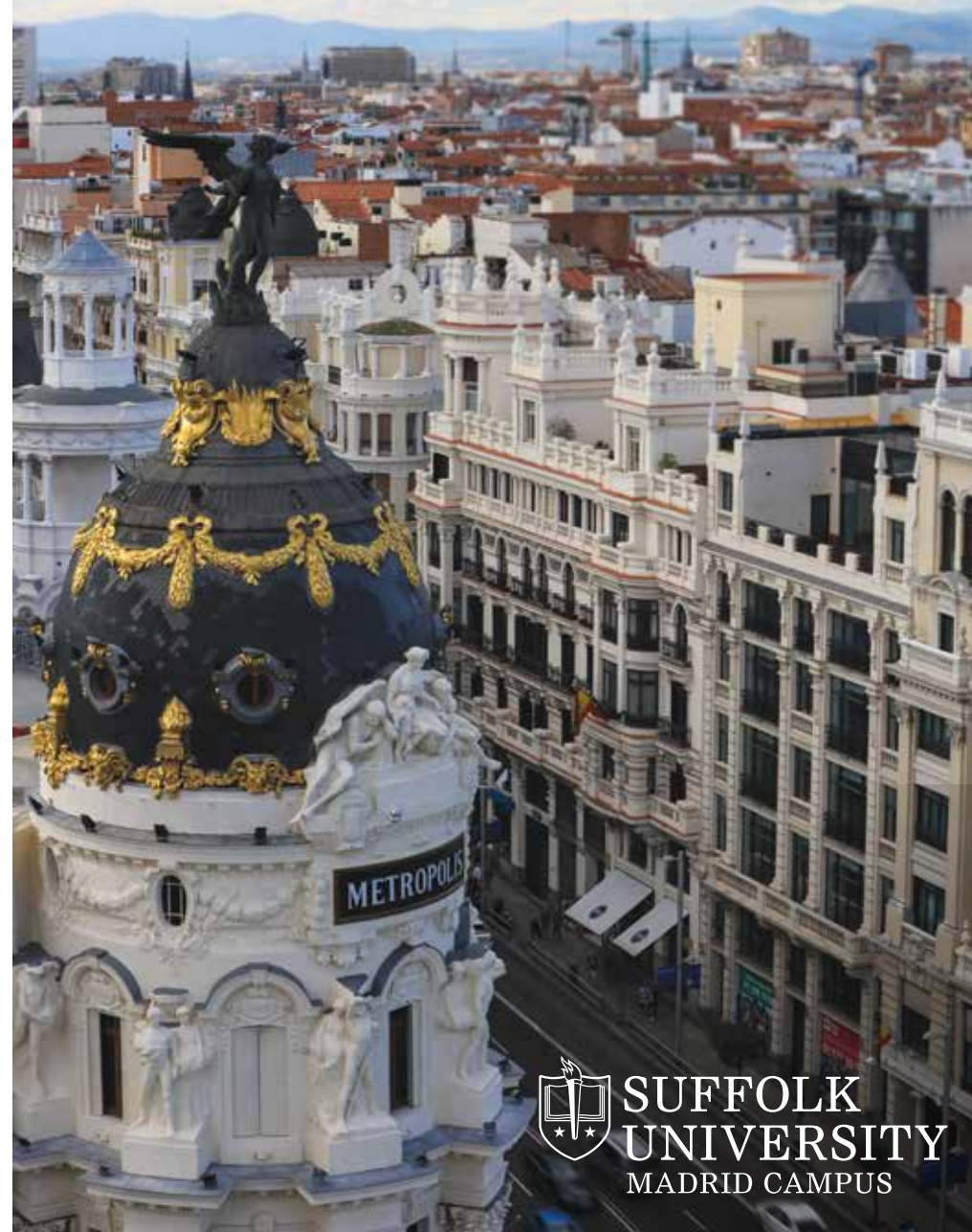
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madridadmission@suffolk.edu
madridhousing@suffolk.edu
madridstudentlife@suffolk.edu (arrivals and student activities)

Suffolk Madrid 24-Hour Emergency Line:
(34) 628-294-290

The information contained in this handbook is also available online at suffolk.edu/madrid.

MADRID 2021-2022 WELCOME HANDBOOK



Produced by OMC 121220

 **SUFFOLK
UNIVERSITY**
MADRID CAMPUS



CONGRATULATIONS ON YOUR ACCEPTANCE TO SUFFOLK MADRID!

We look forward to welcoming you to our campus in person. In the meantime, we hope these tips prove helpful as you prepare for your time in Spain. If you have any questions that are not discussed in the following pages, please contact us.

WHAT TO KNOW BEFORE YOU GO

FEES AND PAYMENTS

For incoming freshmen and transfer students, you must confirm your decision to enroll by submitting a deposit of \$800. Please visit the Tuition & Fees page on our website for details on how to make your payment. We encourage you to pay your deposit early; the sooner we receive it, the higher your priority in class registration and housing preferences.

Once you've confirmed your enrollment, you should finalize all financial arrangements before the date listed on our academic calendar.

For payment methods and amounts, contact studentaccounts@suffolk.es.

FINANCES

Like many other European Union countries, Spain uses the euro as its currency. The euro fluctuates in value against other currencies, so things will cost more or less depending on your home currency's exchange rate.

Personal checks and cashier's checks cannot be cashed, and traveler's checks are no longer widely used; we recommend not bringing them.

Bank cards and credit cards are very handy. Verify with your bank that you'll be able to use your card in Spain. You may withdraw money from an automatic teller machine (ATM) in euros, while your home account is debited the amount in your home currency. Make sure you check with your bank about international withdrawals so you aren't charged any unexpected fees in Spain. We also advise you to inform your bank that you'll be making transactions abroad so it won't block your account due to suspected fraud.

Spending Money

Most of your expenses are covered through your tuition and fees, but you should take fixed expenses into consideration, including public transportation (prices listed below) as well as variable expenses like optional student activities, shopping, and snacks.

Pre-Departure Financial Checklist

- Confirm that your bank card will work in Spain and that you have a four-digit PIN. Your bank may suggest that you use a particular network. The most common networks in Spain are ServiRed, 4B, and Euro6000.
- Find out how often you can make withdrawals.
- Find out if there's a limit on how much money you can withdraw at one time.

Expenses to Keep in Mind

Your tuition and program fee will cover most of your expenses, but you will have to pay for the items below. Plan your budget with this in mind.

- Meals — Your fee includes three meals per day in both of our housing options (homestay or student residence). In most restaurants, you can have a three-course lunch ("menu of the day") for about €10; a coffee costs around €1.50, and a soft drink at an outdoor café runs approximately €3.
- Public Transportation — Reasonably priced, unlimited monthly passes allow you to ride Madrid's excellent subway, bus, and train routes as often as you want. This monthly pass—how most people choose to get around Madrid—costs €52, but students can apply for a reduced price of €20. Single tickets cost between €1.50 and €2, while ten-trip tickets cost €12. You'll get more information on how to buy a transportation pass at orientation.
- Cell Phones — Upon arrival in Madrid, students will receive a Spanish SIM card that can be inserted into an unlocked smartphone. This SIM card will put you on a mobile network and allow you data access and phone calls. Our monthly cell phone plan includes 12 GB of high-speed data and 6,000 minutes of talk time, plus 300 minutes to call other European countries and 300 minutes to call the United States. There are no roaming charges for calls and data throughout most of the European Union. Friends and family in other countries can call a student's cell phone by dialing the international access code +34 and the phone number. Cell phones in Spain are not charged for incoming calls, making them a great way for relatives to contact you. If you don't have an unlocked smartphone, Suffolk has a limited number of cell phones you can borrow during your time at Suffolk Madrid.
- Books and Supplies — You'll need to buy your textbooks/e-books for your classes as well as notebooks, folders, pens, and pencils.
- Additional Travel — Once you're in Europe, you'll probably want to see even more of the continent and the world. You should budget for your individual travel plans.

*All specified prices are valid as of January 2020.

WEATHER

Temperatures can vary a lot in Madrid. Your time in the city will require careful packing, thoughtful planning—and maybe a shopping trip!

Fall Semester — Temperatures will range from quite hot (when you arrive in August) to cold (when you leave in December). Madrid's climate is dry. Temperatures might reach as high as 90°F/32°C and as low as 30°F/-1°C.

Spring Semester — It will be cold when you arrive in January and all through the winter, but May will be quite warm. Winter temperatures range from as low as 30°F/-1°C, while spring temperatures, especially in May, can be as high as 70°F/21°C.

Summer Session — Expect extremely hot and dry weather, with temperatures ranging from 75°F/24°C to 100°F/38°C.

WHAT TO PACK (IF YOU CAN'T CARRY IT, LEAVE IT AT HOME!)

When you pack, keep in mind that Spanish homes typically offer limited space. This is especially true of Spanish closets. You should limit your luggage accordingly.

You will be responsible for transporting your luggage from the moment you arrive at the airport. This includes carrying it, unassisted, on and off the shuttle bus and to the entrance of your housing location. You can reduce the weight of your luggage and maximize packing space by buying items such as shampoo, soap, lotion, and a hair dryer in Spain.

Be sure to bring personal toiletries, clothes for warm and cold weather, a jacket, a winter coat, and gloves. Comfortable walking shoes and an umbrella are also travel musts. Don't bring sheets, towels, or pillows, though. They'll be provided to you.

If your doctor has prescribed a long-term medication, we advise you to bring a sufficient supply to last your entire stay in Spain.

Plugs in Spain have two round prongs; the voltage is 220. In order to use electronic items, you'll need a plug adapter, voltage converter, or both. Usually, devices like laptops, iPads, cell phones, and digital cameras automatically adapt to the 220 voltage range. If an item is marked "100/240 v," it falls within the Spanish range and will just need a plug adapter. Appliances like hair dryers and curling irons need voltage converters and plug adapters. You can find voltage converter kits with worldwide plug adapters at most large retailers. Or you can just buy the items you need once you're in Spain.

WHAT TO DO ONCE YOU ARRIVE

SAFETY AT THE AIRPORT

Madrid is generally a very safe world capital. You'll get more detailed safety tips at orientation, but it's best to be prepared as soon as you land in Spain. You will most likely be jet-lagged and disoriented after deplaning in this new city—and therefore be most vulnerable to minor theft. Do not carry all of your valuables and important documents in one place. Try to minimize the number of bags you carry so you can control them at all times. Beware of strangers offering 'assistance.' And while it may look strange, it's safer to wear your backpack as a 'front pack.'

ARRIVING IN MADRID

Please complete your Airport Arrival Pick-Up Form online by the due date. You can also email the required information to madridstudentlife@suffolk.edu.

All students are expected to arrive in Madrid's Barajas Airport on the date specified on your Airport Arrival Pick-Up Form, between 7:30 a.m. and 2 p.m. We'll meet students arriving on this date and between these times, but only if we already know their airline, flight number, city of flight origin, and time of arrival.

Upon arriving in Madrid, you must go through passport control and then get your luggage before proceeding through customs. Watch for the "nothing to declare" signs and pass the green-uniformed police agents. Once you enter the arrival hall, you will see people waiting for passengers.

Suffolk University representatives will meet students at Terminals 1 and 4. Look for a blue and gold sign with the school's name (not yours). Students arriving at Terminal 2 must proceed to Terminal 1 (Llegadas/Arrivals) and look for our campus representatives in front of Sala 1 (Lounge 1).

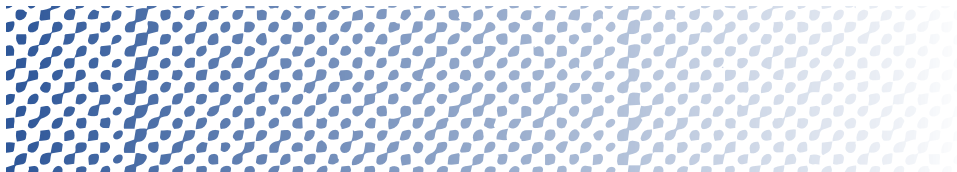
If your luggage is lost, remain in the baggage claim area, go to the claim counter of your airline near the baggage carousels, and fill out a claim form. The airline will give you a receipt with your claim number. You should direct your lost luggage to Suffolk (see back cover for address) or your residence hall, as there's someone available to receive and sign for it from 9 a.m. to 9 p.m. Make sure the inside and outside of your bags clearly indicate your name (rather than a relative's). If your lost luggage claim causes a significant delay or you need our help, ask the airline to call our representatives at the airport at 606-432-319.

After collecting your luggage, exit the baggage claim area. Look for the Suffolk University representatives and introduce yourself! We'll direct you to the shuttle that will take you to Suffolk.

IF YOU'RE NOT ARRIVING ON GROUP ARRIVAL DAY

If you are arriving earlier, you'll need to make your own housing arrangements until the group arrival day. Let us know your plans so we can arrange for you to meet up with the group.

If you're arriving later, you must let us know in advance. You must also contact the housing department at madridhousing@suffolk.edu in advance to make alternate plans and ensure access to your housing. We strongly encourage you to make all possible efforts to arrive on the specified date so you don't miss the mandatory orientation.



DIRECTIONS TO OUR CAMPUS

Suffolk University Madrid Campus is located in the university district. Our building is adjacent to the intersection between the streets of Avenida del Valle and Isaac Peral, easily accessible by subway line 6 (the gray line) at the subway stop Vicente Aleixandre, or lines 6 and 7 (gray and orange lines) at the Guzman El Bueno subway stop. Turn to the back cover for our complete address.

ACADEMIC AND CULTURAL ORIENTATION

At the start of each semester, all new students attend orientation in Madrid. These sessions cover academic and cultural life at Suffolk Madrid, as well as safety tips and practical advice on getting around the city. Museum visits and fun activities are part of orientation too, and allow students to see more of Spain.



HEALTH INSURANCE

Suffolk partners with Drum Cussac, AXA, and Cultural Insurance Services International to provide immediate support for students experiencing challenges while abroad. Drum Cussac will serve as your contact for medical and security services. The international travel, accident, and sickness insurance policy includes hospital room and board, inpatient and outpatient procedures, labs and X-rays, inpatient and outpatient mental health, physician office visits, and prescription drugs prescribed by a doctor outside of the United States. If you take prescription medication on a long-term basis, we suggest you arrange with your doctor and insurer to obtain a supply that will last throughout your time in Spain. Sending prescription medicine via international mail is not recommended.

KEEPING IN TOUCH WITH YOUR FAMILY

In addition to using the minutes included in your cell phone package, you can email, Skype, or chat online from campus or anywhere you're connected to Wi-Fi. If you have trouble making an urgent call, our staff will happily let you use a campus phone.

We recommend that letters and packages be mailed to you using Suffolk Madrid's address (on back cover), listing your name after "Suffolk University." Mail is held at the reception desk and students are alerted by email when they have received a package.

Please note: We highly discourage students from receiving packages mailed from abroad. They're often detained by customs and subject to expensive import taxes. As the recipient, you'll be fully responsible for all taxes and pickups. To avoid having your packages detained by customs, we suggest that the contents a) don't include medicine or electronics, b) weigh less than eight pounds (four kilos), c) add up to less than €50 in value and d) are used, not new. You may avoid import taxes too by researching online shipping options and shopping at Madrid's wide array of stores.

