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### 1. WELCOME TO ISCTE-IUL

We are very glad that you have chosen ISCTE-IUL and we look forward to welcome you at the International Relations Office. Moving to a new place can be exciting, but some answers can be elusive and little things can get you stressed out. Consequently, the present arrival book was designed to smooth your integration: to help you get around the University, deal with necessary formalities and enjoy the local student life to the fullest.

We hope it will answer most of your questions even before your arrival in Lisbon and help you settle in afterwards.

Knowing that someone is there to help is always a bonus, make sure you visit the office whenever you have a problem. We will be delighted to assist you!

Wishing you a lovely stay full of unforgettable experiences!

*The IRO Team*

## 2. LIVING IN LISBON

### 2.1 ENTRY PROCEDURES & VISAS

To live in Portugal all students must have a travel document such as a valid passport or a national ID card. Nationals of non-EU or non-EEA countries must apply for a Study Visa. This is a special permit issued for foreign students coming to Portugal (unless the country and Portugal have an agreement which provides exemption from visas). In this case you can obtain a student visa from the Portuguese diplomatic representative of your country (i.e. the Portuguese Embassy or Consulate). This document may be granted on various entry bases. Family members may accompany you for the duration of your stay by requesting a temporary visa to the Portuguese Embassy or Consulate in the country of residence before coming to Portugal.

The non-EU citizens that enter Portugal through a border with no police supervision are bound to declare that fact to our local authorities within three days. If you fly to Portugal, please make sure to register your entrance with the local police officer controlling arrivals (Customs Service).

The declaration of entry must be delivered to the Immigration and Borders Service (Serviço de Estrangeiros e Fronteiras - SEF) under the terms established by administrative rule of the Ministry of Internal Affairs. If you neglect this, you will have to pay a fine.

- **Stays of up to three months**

Nationals of the European Union, as well as nationals of Iceland, Norway, Liechtenstein and Switzerland, don't need a visa to enter Portugal. They have the right to reside in national territory for a period of up to three months without other conditions or formalities beyond holding a valid identity card or passport.

- **Stays of more than three months** (requires Certificate of Registration)

European Union Citizens, as well as nationals of Iceland, Norway, Liechtenstein and Switzerland, whose stay in national territory lasts more than three months, must formalise their right of residence through a Certificado de Registo requested during a period of 30 days after the three months of entry into Portugal in the Câmara Municipal de Lisboa (Lisbon City Hall) or in the SEF Delegation of their area of residence.

The Certificate of Registration is valid for five years or for the planned period of residence if this is less than five years.

#### Schengen Visa

Students and researchers can travel in all Schengen countries without extra administrative formalities. Schengen area countries ARE NOT the European Union countries. A Schengen visa obtained by any of the Schengen Area member countries allows free movement to its holder within the whole Schengen Zone regarding the European Union Schengen members as well as the EFTA Schengen members, up to its validity and timeframe.

The European Union and EEE include: Germany, Austria, Belgium, Bulgaria, Cyprus, Spain, Denmark, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Czech Republic, Slovakia, Slovenia and Sweden.

If you wish to travel abroad within Schengen area your long stay visa with multiple entries is enough to travel in the Schengen area, as a tourist, during 3 months.

## Extension of Study Visas

An application for extension of stay must be submitted before the termination date of the visa at the Immigration and Borders Service.

The extension of the study visa is restricted to the time required to conclude the programme of studies, research work, and training course or to acquire a professional qualification.

**Students and researchers are responsible to ensure their extension of study visa in due time** using a pre-booking online appointment to extend short stay visa or temporary stay visa through the SEF's (Immigration and Borders Service) website:

<http://www.sef.pt/portal/v10/EN/asp/marcacao/index.aspx>. We strongly advise to do it at least 2 months before the expiration date!

Anyhow, during September and February the IRO sends an e-mail informing about procedures and timings about extension of visas. Students and researchers should arrange the interview to take place at the Immigration and Borders Service (SEF) at the Lisbon Lounge which is the nearest office of ISCTE-IUL (further information below). Afterwards they will be informed about the day, hour and exact place of their appointment and which documents are needed.

At this stage if you have any doubts, please contact: (+351) 808 202 653 (landline) or (+351) 808 962 690 (mobile network).

### 2.2 HOUSING

Housing in Lisbon is actually not so easy since Lisbon is popular with international students. The number of rooms available in ISCTE-IUL's Student Residence is limited, so we cannot guarantee accommodation for every exchange student.

In order to improve your chances of obtaining accommodation you are strongly advised to apply directly - and as soon as you are admitted - to the below residences and private housing connections: consult the website, have an overview of all available accommodations (including location, specifications, rent and photos).

Rents may vary between €350 and €550 p/ month for a single room. Usually the amount equivalent to two months' rent in advance (deposit) is required (one month's rent and one deposit). Commonly, bills are included with approximate €30 limit for gas, water, electricity (on a sensible use, €30 per person in the house should suffice for utilities).

You can start having a look at STUDY IN LISBON, the official platform for all those who want to be informed about studying and living in Lisbon: [www.studyinlisbon.pt/en/alojamento](http://www.studyinlisbon.pt/en/alojamento).

## University Residences

### ISCTE-IUL University Residence Prof. José Pinto Peixoto



The ISCTE-IUL University Residence Prof. José Pinto Peixoto meets some of the accommodation needs of its visiting students and teachers.

Located in the 17th-century Santos-o-Novo Monastery, which is classified as a National Monument, on a small hill by the river Tagus in Lisbon's east end, the residence has a splendid view and is a short distance from the central railway station of Santa Apolónia, the traditional neighbourhood of Alfama, downtown Lisbon, Terreiro do Paço, and the new residential, retail and service area of Parque das Nações.

The area is served by buses that travel around a large city area, and go to important central areas, such as Terreiro do Paço, Marquês de Pombal, Rato, Saldanha, etc.

A double room costs around €260 per bed, p / month. Since there are more applicants than vacancies the criteria used is the date of arrival of the application form.

University Residence Prof. José Pinto Peixoto

Address: Mosteiro de Santos-o-Novo, Calçada da Cruz da Pedra, 1900-409 Lisboa

Website: [www.iscte-iul.pt/conteudos/iscte-iul/quem-somos/887/residencia](http://www.iscte-iul.pt/conteudos/iscte-iul/quem-somos/887/residencia)

E-mail: [residencia@iscte-iul.pt](mailto:residencia@iscte-iul.pt)

Tel.: (+351) 218 149 380

## Other University Residences

### ANJAF Residence

Address: Rua do Salitre, 185, R/C Dto. 1250-199 Lisboa

Website: [www.anjaf.pt](http://www.anjaf.pt)

E-mail: [geral@anjaf.pt](mailto:geral@anjaf.pt)

Tel.: (+351) 21 384 56 90

### Nine Student Living

Address: Avenida António Serpa, Nº9, 1050-026 Lisboa

Website: [www.ninestudentliving.com](http://www.ninestudentliving.com)

E-mail: [info@ninestudentliving.com](mailto:info@ninestudentliving.com)

Tel.: (+351) 916 348 775

### Doorm Student Housing Lisbon

Address: Rua Fernandes Tomás 641200-180 Lisboa

Website: [www.doormportugal.com](http://www.doormportugal.com)

E-mail: [info@doormportugal.com](mailto:info@doormportugal.com) ; [reservations@doormportugal.com](mailto:reservations@doormportugal.com)

Tel.: (+351) 21 017 2350

Mob.: (+351) 932 111 950

### U.hub

Website: [www.uhub.eu/](http://www.uhub.eu/)

E-mail: [info@uhub.eu](mailto:info@uhub.eu)

Tel.: (+351) 932 963 158

### Liv'in Lisbon

Website: [www.livinlisbon.com](http://www.livinlisbon.com)

E-mail: [students@livinlisbon.com](mailto:students@livinlisbon.com)

Tel.: (+351) 913 038 594

### Fundação Cidade de Lisboa

Address: Rua Campo Grande 380, 1700-097 Lisboa

Website: <http://www.fundacaocidadedelisboa.pt/>

E-mail: [fc LISBOA@fundacaocidadedelisboa.pt](mailto:fc LISBOA@fundacaocidadedelisboa.pt)

Tel.: (+351) 217 568 241

### SPRU – Residências Universitárias

Address: Rua dos Sapateiros nº 12, 1100-579 Lisboa

Website: [www.spru.pt](http://www.spru.pt)

E-mail: [lisboa@spru.pt](mailto:lisboa@spru.pt)

Tel.: (+351) 213 216 400

### Private Housing

The International Relations Office has formal and very long lasting relations with the following enterprises and associations below. These partners can assist you and answer to any doubts you may have along the process of renting a room whenever you need to find or change accommodation while in Lisbon. In case of any matter do not book and contact them, they will check the room for you:

[www.uniplaces.com](http://www.uniplaces.com)  
[www.erasmuslifelisboa.com](http://www.erasmuslifelisboa.com)  
[www.erasmuslisboa.com](http://www.erasmuslisboa.com)  
[www.ondacity.com/](http://www.ondacity.com/)  
<http://esnlisboa.org/accomodation>

### Other Options on the Market

[www.lisbon4u.com](http://www.lisbon4u.com)  
[www.quartos4you.com](http://www.quartos4you.com)  
[www.home-4-students.com](http://www.home-4-students.com)  
[www.easyquarto.com.pt](http://www.easyquarto.com.pt)  
[www.home2students.com/](http://www.home2students.com/)  
[www.bquarto.pt/](http://www.bquarto.pt/)

If despite our recommendations you arrive in Lisbon without accommodation you can contact Inlife. Their motto is: See first choose after. This enterprise does personalized housing trips for international students in Portugal.

### Inlife Portugal

Address: Av. da República 50, 2nd floor, 1050-196 Lisboa

Website: [www.inlifeportugal.com](http://www.inlifeportugal.com)

E-mail: [housing@inlifeportugal.com](mailto:housing@inlifeportugal.com)

Tel.: (+351) 211 229 077

### Some Tips While Searching for Housing

- Prices average around €350, but can reach up to €500 per room;
- It is important to check what is included in the price;
- Commonly, bills are included with approximate €30 limit (gas / water / electricity);
- On a sensible use, €30 per person in the house should suffice for utilities;
- Some landlords offer: cleaning of the common area (monthly / weekly), bed linen, towels;
- If your budget is tight we advise you to share a room with another international student. A shared room is typically around €250 p/person;
- Do not make a bank transfer without verifying the identity of the receiver;
- If the bank account is not Portuguese, and the room is in Lisbon - it is rarely legit!

### Provisional Accommodation

#### Hostels

When it comes to amazing and budget friendly hostels, Lisbon is the undisputed champion. If you do not have permanent accommodation at arrival, you can also choose to stay in a hostel - a concept in which good accommodation can be cheap. Here's 14 of our personal favourites : Living Lounge, Yes Lisbon Hostel, Lisbon Poets Hostel, Lisbon Destination Hostel, Alfama Patio Hostel, Lisbon Lounge Hostel, Golden Tram 242 Lisbon Hostel, The Independente Hostel & Suites, Nest House Lisbon Hostel, Travellers House, Lisbon Calling Hostel, Home, Sunset Destination Hostel, Goodmorning Lisbon Hostel.

You can search at <http://www.hostelworld.com/> and <http://www.hostels.com/>.

#### **Youth Hostels**

It is advisable to make a booking at a city youth hostel for the first few days of your stay, especially while you are waiting to occupy the room or looking for permanent accommodation. But a reservation needs to be made well in advance.

The National Network of Youth Tourism (RNTJ) consists of the Youth Hostels of Portugal and the Autonomous Regions of Madeira and Azores managed by Movijovem. These are places that can be used with no restriction of age, gender, nationality, creed or ideology and their aim is to promote interchange and mobility among young people.

All clients must present the Hostelling International Card at any Youth Hostel of the National Network or buy a Guest Card at the reception and the Welcome Stamps (one stamp for each night). The card costs approximately €6. The Portuguese Youth Card holders can also benefit from this type of accommodation

A night at the Youth Hostel can cost approximately €16/night and you can book it online at:

Website: <http://www.pousadasjuventude.pt/en>

Tel.: (+351) 707 233 233.

There are two Youth Hostels in Lisbon: Pousada da Juventude de Picoas (Picoas subway station) and Pousada da Juventude do Parque das Nações (Parque das Nações subway station).

#### **Students with Disabilities**

If you have a disability you may require additional facilities in your living environment. These might include modifications to your home or requirements concerning the location or size of the room or apartment. If you need additional facilities in your living environment please send an E-mail detailing your requirements to the International Relations Office. Finding suitable accommodation may take some time so please notify IRO as early as possible.

### **2.3 INSURANCE**

Students and researchers are advised to inquire about their health insurance coverage before living their home country. If you already have medical insurance in your home country, you may wish to check whether this can be extended to cover your stay in Portugal.

If you are not entitled to an EHIC (the European Health Insurance Card) you are advised to obtain a private medical insurance and to ensure that your healthcare costs are covered by a health insurance policy while staying in Portugal. Students and researchers that will reside in Portugal for longer than 90 days are allowed to apply for a National Health Service Card. Additional information is available at: [www.servicos.min-saude.pt/utente/Info/Portal/Foreigners](http://www.servicos.min-saude.pt/utente/Info/Portal/Foreigners)

#### **Personal Injury Insurance for All Students**

All students can claim compensation for a personal injury resulting from:

1. Accidents during school hours;
2. Accidents during direct travel between the home and the place where the school hours are spent.

The insurance covers, among other things, medical care, medication, as well as pain, suffering and medical disability caused by an accident.

## 2.4 HEALTH CARE

Health care is provided by the National Health Service (Serviço Nacional de Saúde – SNS), which includes health centres and public hospitals. Emergency services should only be used in serious situations.

Students of the EU, EEA and Switzerland are covered by the “European Health Insurance Card”, which allows them to benefit from the Portuguese health system as any national citizen. To gain access to the health services in Portugal, you must apply in your country of origin to the EHIC before coming to Portugal. Students from third countries are required to obtain a private health insurance.

Whenever you need to be seen by a doctor, you may go to the “Health Centre” – Centro de Saúde, located in the area you are living in.

Another option would be the University Clinic located at the campus, Sedas Nunes building, floor 0, East wing. The clinic has general practice, as well as many other medical specialties (prices from €25).

In case of emergency you should go directly to the hospital.

## 2.5 BANK ACCOUNT

Opening a bank account in Portugal is recommended to third-country students, as money withdrawal from foreign banks can be rather expensive and foreign credit cards may not be always accepted.

Students will need a passport or an international ID card, an address in Portugal and a Portuguese fiscal number which can be provided at the Citizen’s Shop (Loja do Cidadão – further information below).

Students can usually benefit from special arrangements between universities and banks which provide accounts for free or with low service fees. ISCTE-IUL and C.G.D. (Caixa Geral de Depósitos) have special arrangements for students. You will find a branch of C.G.D. outside Sedas Nunes building and provisionally at the entrance of building II, 2<sup>nd</sup> floor during the Orientation Week.

## 2.6 WHAT’S LOJA DO CIDADÃO?

Based on the concept of the One Stop Shop, the Loja do Cidadão (literally, Citizen’s Shop) is a public service aiming at providing a multitude of citizen-oriented services (such as social security, health, immigration, etc.) in the same place.

Loja do Cidadão nearby ISCTE-IUL: address: Avenida Abranches Ferrão (Subway station: Laranjeiras – blue line).

Website: [www.portaldocidadao.pt](http://www.portaldocidadao.pt)

Schedule: Monday to Friday 08:30 am to 07:30 pm; Saturdays 09:30 am to 03:00 pm.

Telephone: (+351) 707 241 107

## 2.7 FISCAL IDENTIFICATION NUMBER (NIF)

To start dealing with the Portuguese fiscal administration, students and researchers need to obtain the Tax Identification Number (NIF). The number is needed for any legal act in Portugal, even if you want to open a bank account.

Visit a Tax and Customs Authority or a Citizens Advice Bureau (Loja do Cidadão – further information below) and request the NIF exhibiting a valid passport or foreign ID card, a declaration from the IRO stating that you are studying at ISCTE-IUL, and approximately €7.

For those who are not residents, a fiscal representative should be assigned (any singular or collective person with residence in national territory).

## 2.8 NATIONAL HOLIDAYS

There are ten public holidays in Portugal, known as Feriado, when offices, banks, universities and public transports can be closed or offering more limited services.

### The full list of Portuguese National Holidays

01 <sup>st</sup> January	New Year's Day
March/April (varies every year)	Good Friday and Easter Sunday
25 <sup>th</sup> April	Freedom Day
01 <sup>st</sup> May	Labour Day
May (varies every year)	Corpus Christi
10 <sup>th</sup> June	Portugal's National Day
13 <sup>th</sup> June	Lisbon's Municipal Holiday (Santo António /St. Anthony's Day)
15 <sup>th</sup> August	The Assumption Day
05 <sup>th</sup> October	Republic Day
01 <sup>st</sup> November	All Saints Day
01 <sup>st</sup> December	Restoration of Independence
08 <sup>th</sup> December	Immaculate Conception Day
25 <sup>th</sup> December	Christmas Day

## 2.9 PORTUGUESE LANGUAGE

Portuguese is the official language of ten countries. With more than 200 million native speakers, it is one of the most widely spoken languages in the world.

One of the difficulties that students face when they arrive in a foreign country is the language barrier. It is therefore essential for a good integration in Portugal to become acquainted with the language.

Before you start attending the Portuguese Language Course learn some useful words and short sentences that may be useful in your first days in the city:

Olá!	Hello!
Bom dia!	Good morning!
Boa tarde!	Good afternoon!
Boa noite!	Good evening!
Adeus!	Goodbye!
Obrigado! m, Obrigada! F	Thank you!
Desculpe!	Sorry!
Sim! / Não!	Yes! / No!

### Short Sentences for Daily Use

Como está?	How are you?
Bem, obrigado! m / Bem, obrigada! f	Fine, thanks!
Que horas são?	What time is it?
Onde é a cantina?	Where is the canteen?
Virar à esquerda	Turn left
Virar à direita	Turn right
Em frente	Straight
Quanto custa?	How much does it cost?
Gostaria de falar com...	I'd like to speak to...

### Transportation

Autocarro	Bus
Comboio	Train
Metro	Subway
Táxi	Taxi
Passe	Monthly card
Saída	Exit

### Academic

Estudante	Student
Professor m / Professora f	Professor
Propina	Tuition fee
Disciplina	Course
Inscrição	Enrolment
Biblioteca	Library
Cantina	Canteen
Tesouraria	Treasury
Computador	Computer
Documento	Document
Sala de aula	Classroom
Cartão de estudante	Student Card
Exame	Examination
Senha	Ticket

## 2.10 MEETING & GREETING

Initial greetings are reserved, yet polite and gracious. The handshake is accompanied by the appropriate greeting for the time of day. Once a personal relationship has been developed, greetings become more personal: men may greet each other with a hug and a handshake and women kiss each other twice on the cheek starting with the right, as can also be done between opposite sexes.

The proper form of address is the honorific title *senhor* and *senhora* with the surname. Anyone with a university degree is referred to with the honorific title, plus *doutor* or *doutora* (doctor) with or without their surname. A very frequent form of addressing people in a semi-formal manner is by referring to them with their first name (preceded by article) + verb in the third person singular. E.g. *A Maria quer almoçar conosco?* = would you (Maria) like to have lunch with us?

## 2.11 COST OF LIVING

Portugal has a relatively low cost of living, as compared to other EU Member States. The average monthly cost of living of a student in Lisbon can be estimated as follows:

Accommodation: between €350 and €550;

Meals: between €150 and €200;

Transportation: €36,20 p/ month (monthly pass).

For your reference, these are approximate prices of some products:

Carton of milk - €0.60

Bottle of water (1.5 l) - €0.39

Roll of bread - €0.12

1 kg of rice - €0.90

Coffee (expresso) - €0.60

1 meal - €2.40 (at the canteen)

Newspapers - €1 (daily) and €3 (weekly);

Cinema - €4.50 (student ticket).

## 2.12 SAFETY

As you probably know, Lisbon is a safe city, **considered the safest capital in Europe by Eurostat – 2010** report. One of the safest capitals of all Europe. No doubt. But still, you must always be careful.

As in any capital city and in this case a very touristic one, thieves are always on the lookout for distracted people. These "street artists" (pickpockets) are always looking for an opportunity to deceive you and take your belongings.

**Top 5 Lisbon Safety Tips:**

1. Never carry too much money with you and don't show it off (keep small amounts of money separated).
2. Don't show off your cameras or other expensive items, keep them out of sight. Put them in a bag and keep the bag in front of you.
3. Pay attention to your belongings while you are at restaurants, bars, cafés and discos. Never leave them unattended. Never leave your wallet in your jacket.
4. Play safe in the public transportation, it is the favourite place for pick pocketing. Be careful with your backpack: don't carry it on your back but always in front of you.
5. Avoid walking in dark isolated streets, especially if you are alone.

In case you are mugged you should:

1. Stay calm;
2. Try to remember as much as you can about the mugger and any vehicle used to get away (so that you can describe it to the police later);
3. Immediately report it to PSP - Portuguese National Police, Tel.: (+351) 217 654 242; Website: [www.psp.pt](http://www.psp.pt);
4. Cancel your credit, debit and bank cards immediately;
5. If you are left with no money or bank cards, you can transfer funds from your bank account at Western Union.

It can also be useful to keep the contact of the "Tourist Help Line": (+351) 808 781 212 (Toll free).

## 2.13 RELIGION

Although Church and State were formally separated during the Portuguese First Republic (1910–1926), a separation reiterated in the constitution of 1976, Roman Catholic influence is still seen in Portuguese society and culture. The most predominant **religion in Portugal** is Christianity, mainly Catholicism. According to the 2011 Census, 81% of the population of Portugal is Catholic. Many Portuguese festivals, holidays and traditions have a religious origin and in almost every village the church has a prominent location on the main square.

Individuals are free to practice the religion of their choice. Discrimination on the basis of religious practice or affiliation is prohibited by law. Churches, mosques and temples coexist peacefully in a spirit of harmony and mutual respect.

## 2.14 GET THE "YOUTH CARD"

The European Youth card is available in up to 30 European countries, including Portugal. This card gives young people between the ages of 12 to 29 a wide range of advantages in terms of mobility, culture and communications, sports, services and information. This card entitles the holder to benefit from the price reductions for travel, accommodation, cultural events, as well as insurance and health benefits in some situations.

Movijovem and the Portuguese Institute of Sport and Youth will readily provide further details on the advantages of this card.

Website: <http://www.sej.pt>

E-mail: [movijovem@movijovem.pt](mailto:movijovem@movijovem.pt)

### 3. FIRST DAYS AT ISCTE-IUL

#### 3.1 HOW TO GET TO THE UNIVERSITY

The campus is served by two Metro stations (Cidade Universitária and Entrecampos) and an extensive network of buses that allow easy access to any other point of Lisbon.

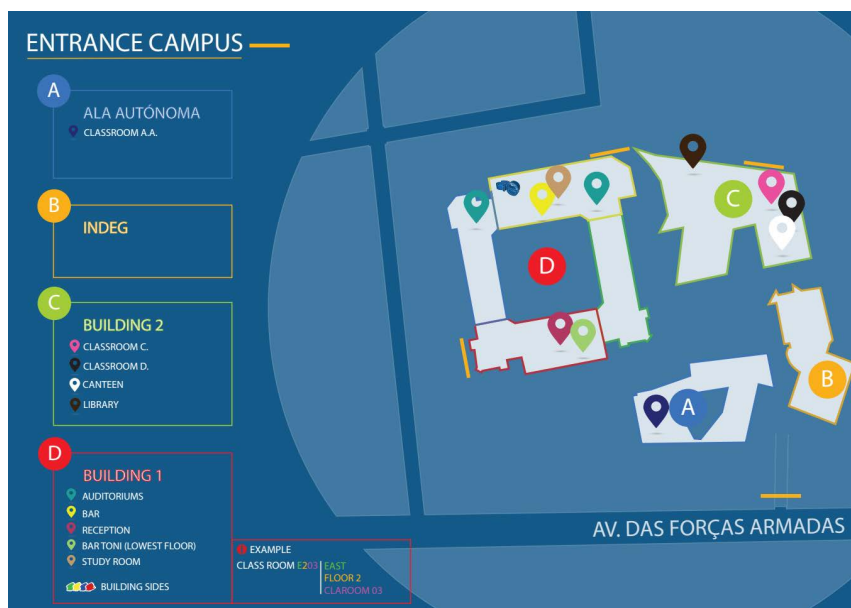
- **From the airport** (Lisbon International Airport, 7 km from the city centre)  
By [Aero-Bus](#): first stop Entrecampos, the ticket costs €3,50.  
By regular bus: Line 744, direction Marquês de Pombal, stop at Entrecampos; or Line 783, direction Amoreiras, stop at Entrecampos.  
By subway: take the red line, direction S. Sebastião and stop at Saldanha metro station; change to the yellow line, direction Odivelas and stop at Entrecampos subway station; 5 minutes walking to ISCTE-IUL.  
By taxi: average price between €8 - €10.
- **By bus**  
Bus numbers 701 or 754 stop at Avenida das Forças Armadas, just outside ISCTE-IUL; bus number 755 stops at Cidade Universitária (5-minute walk to ISCTE-IUL).
- **By train**  
Get off at Entrecampos train station, in Avenida da República; walk 250 m towards the Entrecampos roundabout; at the roundabout turn left, go up and straight ahead in Avenida das Forças Armadas and walk about 150 m; ISCTE-IUL's entrance will be on your right (signposted and a little recessed from the street, before the top of the hill).
- **By subway**  
Take the yellow line and stop at the Entrecampos subway station; walk towards the Entrecampos roundabout; at the roundabout turn left, go up and straight ahead in Avenida das Forças Armadas and walk about 150 m; ISCTE-IUL's entrance will be on your right (signposted and a little recessed from the street, before the top of the hill).

#### 3.2 THE CAMPUS

The ISCTE-IUL Campus has an exceptional location and offers modern, spacious and functional facilities in a complex whose newest building, Edifício II, was awarded the prestigious Portuguese architectural prize, the Valmor Prize, awarded by the Lisbon Municipal Council to the Architect Raul Hestnes Ferreira.

The university campus consist of four buildings: building Sedas Nunes (the oldest, also called Building I), the Ala Autónoma building (Autonomous Wing), Building II (the newest) and INDEG

## Campus Map



## 3.3 GO TO THE INTERNATIONAL RELATIONS OFFICE (IRO)

The International Relations Office is the central point for coordination and administration of all the procedures related to the international cooperation of the University.

The Incoming Team at the IRO knows that at arrival students are feeling a million different emotions and asking themselves a million different questions. Moving to a new place can be exciting, but some answers can be elusive and little things can get you stressed out! Consequently, the IRO team will be always available to smooth your integration in a new city and campus and help you whenever you need.

Upon arrival, students and researchers should present themselves first to the IRO – Incoming Students Office (room 1S7, Sedas Nunes building) and afterwards (if relevant) to their respective School or Research Units.

Suggestions, compliments and complaints to IRO actions are an important input sorted by the office. These can be submitted through various manners: specific books for compliments and complaints (ask at the IRO), suggestions, compliments and complaints boxes (around ISCTE-IUL), E-mail: [sugestoes@iscte-iul.pt](mailto:sugestoes@iscte-iul.pt) (suggestions) and [reclamacoes@iscte-iul.pt](mailto:reclamacoes@iscte-iul.pt) (complaints).

### Special orientations once arriving to ISCTE-IUL for the first time:

- ERASMUS+, EXCHANGE AND VISITING STUDENTS

If you are an Erasmus+, an exchange or visiting student you should have met the obligations below before arriving to the International Relations Office to admittance. Thus be sure you have already:

1. Read all the information sent in our information package (effectively preparing for your time in Portugal can be extremely important to ensure everything goes smoothly and you have no problems);
2. Completed your student profile at [Fénix.iscte.pt](http://Fénix.iscte.pt), including the upload of all the required documentation;
3. Registered for the courses at [Fénix.iscte.pt](http://Fénix.iscte.pt) and consulted the respective schedules (to avoid overlaps) and syllabi in order to know that the course is just what you need.

Students will be asked to:

1. Present a valid ID card or passport (for non-EU citizen);
2. Present a valid visa, compulsory for non-EU citizens (even up to three months of studies);
3. Present a valid European Health Insurance Card (EHIC) or a private medical insurance policy (for non-EU citizen) or PB4 for Brazilian citizens;
4. Present a vaccination book updated with tetanus vaccine;
5. Present a valid travel insurance policy;
6. Have two passport photos (i.e. monthly transportation card);
7. Reconfirm courses enrolment at [Fénix.iscte.pt](http://Fénix.iscte.pt);
8. Confirm the exact address in Lisbon and the mobile phone number at [Fénix.iscte.pt](http://Fénix.iscte.pt);
9. Pay €30 for school insurance and tax enrolment (authorized up to two weeks after the beginning of each semester);

- VISITING OR FREE-MOVER STUDENTS

Visiting (or free-mover students) are international students from non-partner universities (or from partner Universities who have already used their opportunity of exchange), and who were given the opportunity to study for one or two semesters at ISCTE-IUL as visiting students.

Visiting or free-mover students are required to pay tuition fees up to one month after arrival. Please note that this amount is reviewed whenever you decide to make changes to the initial course registration at [Fénix.iscte.pt](http://Fénix.iscte.pt). Students should E-mail or contact the IRO and inform about this intent.

Be aware that European Union nationals and third-country nationals should pay different fee amounts. European Union nationals pay the same fee as Portuguese students. Third country students should pay €720 for each bachelor course of 6 ECTS credits. The Teaching Management Service (Serviço de Gestão do Ensino) is responsible for calculating the total amount of tuition fee that the visiting student must pay.

Students must go to the treasury office located in corridor S (just in front of the IRO) for payment. It is open on weekdays, from 9:30 am to 3:00 pm (Monday, Wednesday, Friday) and from 9:30 am to 7:00 pm (Tuesday and Thursday). Do not forget to take a number. Nevertheless, the better option will be to make a bank transfer. More detailed information here: <https://fenix.iscte-iul.pt>

- VISITING RESEARCHER

According to the Management Council's Deliberation of 11<sup>th</sup> September 2014, any researcher from a university with which ISCTE-IUL doesn't have a signed cooperation protocol or under the scheme of a specific project must pay a tuition fee of €250 p/ month.

Upon arrival, researchers shall present themselves to their respective Research Units to deal with all administrative aspects of their stay.

Mobility researchers from a partner university are exempt of tuition fees and should present themselves directly to the IRO upon arrival.

In all cases, researchers must be registered at [Fénix.iscte-iul.pt](https://fenix.iscte-iul.pt).

- STUDENTS UNDER THE "INTERNATIONAL STUDENT STATUTE" (ISS)

All international students admitted under the "International Student Statute" (ISS) - a special international admission to 1st cycle full degree courses - should address first to the IRO and then to the secretariat of the School to which their degree belongs.

Students will be asked to provide all the original documents (submitted at the time of application to ISCTE-IUL) recognized by Portuguese diplomatic or consular authority within a period of 30 days after enrolment. Furthermore, all items referred on previous page will be ordered.

- FULL-DEGREE MASTER AND DOCTORAL STUDENTS

All international full-degree students enroled for a master or doctoral degree programme can address first to the IRO (Incoming Students Office - see useful contacts chapter) and then to the secretariat of the School to which their degree belongs. Please see contacts at the useful contacts chapter.

- DOUBLE AND JOINT DEGREE STUDENTS (Bachelor and MSC)

Mobility degree students arriving for a double or joint degree can address directly to the IRO (Incoming Students Office - see contacts chapter) and will then be forwarded to the following secretariats:

Business School – IBS, for all the undergraduate and master double degree programmes offered Ala Autónoma Building, room 140 (see contacts chapter).

School of Sociology and Public Policy - ESPP, for “European Master in Social Work with Families and Children” secretariat (see contacts chapter).

School of Social Sciences - ECSH, for “Global-MINDS - European Master in the Psychology of Global Mobility, Inclusion and Diversity in Society” secretariat (see contacts chapter).

### 3.4 OBTAIN A ATTENDANCE CARD/ACCESS CARD

During your visit to the IRO you will receive your attendance card which is also the electronic pass and you will activate it. The attendance card is extremely important for class assessment as it is connected to your profile at Fénix.iscte.pt.

Remember to keep the student card with you at all times, as you will need it to identify yourself at the several offices, to access the library, to enter the ISCTE-IUL premises at weekends and, more importantly, to register your attendance in classes. Do not forget to swipe it through the card reader as you enter the classroom.

In case you lose your student card, immediately report it to the IRO.

### 3.5 CERTIFICATE OF ARRIVAL

If needed, students may ask for a certificate of arrival or a signature of their own home Institution's arrival form. The certificate will be sent to student's E-mail address. Students are requested to forward/deliver it to their home university.

### 3.6 ERASMUS+ LEARNING AGREEMENT

The purpose of the Learning Agreement (LA) is to provide a transparent and efficient preparation of the study period abroad and to ensure that the student will receive recognition in his/her degree for the educational components successfully completed abroad.

Upon arrival Erasmus+ students should confirm their original LA at the IRO (room 157) up to 1 month after arrival - ever after 15th October. Nevertheless, we strongly advise students to check with their home university the deadline to return the LA and to inform the IRO about it.

Changes to the initial mobility study programme should be exceptional, as the three parties (home university, ISCTE-IUL and the student) have already agreed on a group of courses that will be taken at ISCTE-IUL and previously introduced in the Fénix student's profile. However, introducing changes might be unavoidable due to, for example, timetable conflicts (other reasons for a change can be the request for an extension of the duration of the mobility – from de 1<sup>st</sup> to the 2<sup>nd</sup> semester). Changes to the initial LA should be agreed again by all parties within the deadlines mentioned above.

In case of any doubts concerning courses and syllabi students should consult the respective Erasmus+ academic coordinator.

### 3.7 BUDDY PROGRAMME

The first days in a new environment may not be easy. In order to facilitate your integration and contact with local students the IRO have set up a buddy programme, in which local students volunteer their help and support to newcomers. Buddies should be available to help and give advices to exchange students about studying and living Lisbon during their entire stay.

Buddies should be available for:

- picking you up at the railway station/airport;
- making you feel at home in Lisbon during the first days and stay: answer to practical questions and show you around (town, shops and supermarkets, university life, cycling, student services, getting transportation card...).

- introducing Lisbon customs and Portuguese language: do daily things together from time to time and invite over at your family's place...;
- joining in the welcome activities organised by the IRO;
- having a cup of coffee together...

### 3.8 ORIENTATION WEEK

The purpose of the Orientation Week is pretty simple: to make you feel happy, joined and informed.

It is specifically designed for newly arrived international mobility students: Erasmus+ exchange programme, exchange under the scheme of university agreements, visiting/free mover students and ISS students (students under the scheme of the International Student Statute).

The Orientation Week helps students with their initial adjustment to living in Lisbon and studying at ISCTE-IUL offering them a great opportunity to make new friends and get to know the IRO team, academics and buddies.

The Orientation Week is disclosed before the start of the winter and spring semester. It begins on Monday with the Welcome Session and ends on Sunday with a trip to Sintra. At the welcome session students will get general information about ISCTE-IUL, courses and formalities.

Furthermore, the programme represents a chance to taste the Portuguese culture, to get to know Lisbon and its surroundings, and to experience some cultural highlights and the local nightlife.

Has your buddy been helpful and offered you support every time you needed? If so, invite your buddy to take part in the Orientation Week!

### 3.9 MONTHLY TRANSPORTATION CARD

Students are advised to get the Lisboa Viva card (Cartão Lisboa Viva). Lisboa Viva is a “smart card” that works by approaching the card to a validator, at the stations' access gates. To travel around Lisbon during 30 days you will need to use the Metro and Carris networks and the monthly card will cost €36,20. There is a 25% discount if you are a student under 23 years old.

You can apply for a Lisboa Viva card at any station. The card may be collected, on customer choice, at any sales offices. The price of the card is €7 and it will be delivered within 10 working days. You can also get your card within 1 working day with the express delivery option for €12. Express delivery cards can be requested and collected at the following subway stations: Campo Grande, Marquês de Pombal and Loja Mob (Avenida Duque de Ávila, n.º 12, Saldanha, subway station).

The Lisboa Viva card may be loaded at any subway station and may also be loaded at the ATM network. For the moment, ATMs can only be used to reload cards, i.e., the Lisboa Viva must have been previously loaded with the same transportation options.

The Erasmus Lisboa Association has a special partnership providing support and discount for international students in case they decide to get the 5 months' card in advance, with a 5% discount on the purchase. Students can find this association at the Lisbon Lounge.

The IRO provides students with the information and guidelines to fill in the application to get the Viva card.

**Monthly card selling office** [http://www.metrolisboa.pt/eng/?page\\_id=31](http://www.metrolisboa.pt/eng/?page_id=31)

**Useful links** <http://www.metrolisboa.pt/eng/lisboa-viva-card/> ; <http://www.carris.pt/en/home> ; <http://metro.transporteslisboa.pt/eng/transportes-in-portugal/>

### 3.10 START GETTING INVLOVED WITH BESOCIAL PROJECT

ISCTE-IUL seeks to contribute to a responsible and sustainable society development through research, education, citizenship training and active intervention in the community.

Volunteering provides a good way both to make a difference in the local community and to find out more about Lisbon. Whether you're an experienced volunteer, or have never thought about it before, your time at ISCTE-IUL offers the perfect opportunity to get involved.

With this aim in mind, the IRO organizes several volunteering projects under the "BeSocial Project" along the semester, such as cleaning the beaches nearby Lisbon, planting trees, helping improving schools and orphanages, etc. Most events are organised especially for those who can't make a regular commitment but still want to join in.

The IRO events are disclosed at: [www.facebook.com/iscteiul.international](http://www.facebook.com/iscteiul.international)

Participate whenever you are called!

The AEISCTE also engages in many charity activities too, please consult their facebook page for exchange students: <https://www.facebook.com/exchangestudentsaeiscte/>.

### 3.11 START GETTING INVLOVED WITH GLOBAL VILLAGE EVENT

The Global Village events are designed to provide a multicultural experience, to celebrate cultures and to connect international and Portuguese students. The events take place in October and in March.

Students are invited to organize a booth and to show to ISCTE-IUL community how great their country, culture and university are.

For this purpose students are asked to take to Portugal typical objects, or a piece of a traditional outfit, the national flag, typical ingredients to prepare a delicious dish of their region, some booklets of their university/country/city...

This event is intended to be part of the intercultural experience that you will take part in. The IRO takes part of the event too showing a bit of the Portuguese typical food.

You can take a look at the pictures from last editions of Global Village at this link:

<https://www.flickr.com/photos/iscteiul/sets/72157665383791280>

### 3.12 THE “STUDY IN LISBON LOUNGE”

Study in Lisbon Lounge was created by the Lisbon City Council to help international students and researchers on their arrival in Lisbon.

Services offered at the Lisbon Lounge: Visa & Immigration Services; Bank account opening; Accommodation; Transportation Services; Language Schools; Phone SIM Cards; Health Care; Insurance; Jobs and Internships; Scholarship; Leisure, Sports and Cultural Activities; Academic Entrepreneurship Programme for International Students; Contact with Embassies and Consulates.

At the Lisbon Lounge students and researchers can get support about opening a bank account, finding accommodation, contracting insurances, get the transportation card and opt for social and cultural activities from Erasmus Lisboa, Erasmus Student Network and Erasmus Life Lisboa. These are Associations especially dedicated to caring about international newcomer students and researchers.

Their schedule at the Lisbon Lounge (and SEF):

Monday	Tuesday	Wednesday	Thursday	Friday
SEGUNDA	TERÇA	QUARTA	QUINTA	SEXTA
9:30	9:30 10:00	9:30	9:30 10:00	9:30
				
12:30 - 13:30	12:30 - 13:30	ALMOÇO	12:30 - 13:30	12:30 - 13:30
				
17:00	17:00	17:00	17:00	17:00

Address: Praça Carlos Fabião 3, Office 3 (leave ISCTE-IUL through the Ala Autónoma Building and cross the Avenue Forças Armadas to the opposite side - second block of flats).

GPS coordinates: 38.745985, -9.152591

Website: <http://www.studyinlisbon.pt/en>

E-mail: [studyinlisbon@cm-lisboa.pt](mailto:studyinlisbon@cm-lisboa.pt)

Tel.: (+351) 218 172 995

### 3.13 CULTURAL SHOCK

Cultural shock is a term used to describe the anxiety and feelings (of surprise, disorientation, confusion, etc) felt when people have to operate within an entirely different cultural or social environment, such as a different country or a different state than where they live.

Severe culture shock (moving to a foreign country) often consists of distinct phases. Not everyone moves through the phases the same way and not everyone is in the new culture long enough to pass through all three:

- **The honeymoon phase.** During this period the differences between the old and the new culture are seen in a romantic light, wonderful and new. For example, in moving to a new country, an individual might love the new foods, the pace of the life, the people's habits, the buildings and atmosphere and so on.
- **The "everything is awful" phase.** After a few days, a few weeks, or a few months, minor differences between the old and the new culture begin to add up to become tiresome and annoying. One may long for food the way it is prepared "back home", may find the pace of life too fast or slow, may find the people's habits annoying, etc.
- **The "everything is ok" phase.** Again, after a few days, weeks or months, one grows accustomed to the new culture's differences and develops routines. At this point, an individual no longer reacts to the new culture positively or negatively because it no longer feels like a new culture. An individual becomes concerned with basic living again, as they were in their original culture.

**Reverse cultural shock.** Returning to one's home culture after growing accustomed to a new one can produce the same effects as described above.

Some tips to ensure you have a more enjoyable stay: read up about the country and its culture before and after arrival, avoid being offended, offending locals or any general cultural misunderstanding, be open-minded about the culture, have sense of humour, have ability to cope with failure, communicate, be flexible and adaptable, be curious, be positive with realistic expectations, be tolerant with differences and ambiguities, be positive regarding others, take time out or rest apart from cultural exchange in order to reduce the "shock" of adjustment.

Source: [http://en.wikipedia.org/wiki/Culture\\_shock](http://en.wikipedia.org/wiki/Culture_shock)

During the Orientation Week the course of "Portuguese Culture and Cultural Differences" is offered to international students, so they can familiarize themselves with the local customs.

## 4. ACADEMIC MATTERS

### 4.1 ACADEMIC CALENDAR 2017/2018

The academic year is divided into semesters or terms: 1<sup>st</sup> semester runs from the middle of September to the beginning of February; 2<sup>nd</sup> semester runs from the middle of February to the end of June. Depending on the course selection, it is possible for students to attain a full academic workload of a semester (30 ECTS) during each semester.

There are no lectures during the Christmas Break, Carnival and the Easter Break.

#### 1st Semester

Start: 04-09-2017 End 10-02-2018

Classes: between 04-09-2017 and 22-12-2017

Christmas break: 23-12-2017 to 02-01-2018

Assessment period (includes re-sitting period): 03-01-2018 to 10-02-2018 (1)

Grade reporting: 23-02-2018 (2)

#### 2nd Semester

Start: 14-02-2018 End 30-06-2018

Classes: between 14-02-2018 and 30-05-2018

Carnival break: 12-02-2018 to 13-02-2018

Easter break: 26-03-2018 to 02-04-2018

Assessment period (includes re-sitting period): 01-06-2018 to 30-06-2018 (1)

Grade reporting: 13-07-2018 (2)

(1) Classes and Exams Calendar: the programmes that provide two assessment periods should specify the periods.

(2) Final grades of the students should be reported to all curricular units (1st and 2nd cycle) no more than ten business days after completion of the assessment.

### 4.2 LECTURES

Lectures are usually held from Monday to Friday, in the morning, afternoon and evening.

Lectures are taught in Portuguese except for English-taught undergraduate, master and doctoral degree programmes and single courses taught in English within degree programmes.

To follow the English-taught programmes and courses a good command of English is required. According to the Common European Framework of Reference for Languages (CEF or CEFR) ISCTE-IUL requires the level B2, meaning "The capacity to achieve most goals and express oneself on a range of topics".

However, no official language test is required before or upon arrival for partner universities' students.

### 4.3 ATTENDANCE

Attendance at lectures are compulsory. Only medical reasons can justify an absence to an exam or a course. In that case you must provide us a medical certificate from the doctor as soon as possible.

#### 4.4 PORTUGUESE LANGUAGE FOR FOREIGNERS

At the IUL Lab Languages and Transversal Competencies (LLCT), students can acquire and develop skills that, along with the expertise of each scientific field, will facilitate the socio-professional integration, maximize the access to employment and promote a responsible citizenship.

Portuguese Language Courses are offered to all international students willing to learn or improve their Portuguese language competencies.

However, remember that the attendance is NOT compulsory, these courses are NOT free of charge, the enrolment is NOT made directly in [Fenix.iscte.pt](http://Fenix.iscte.pt).

The LLCT offers 4 levels of Portuguese Language courses: Intensive, Beginner, Elementary and Intermediate.

- **Intensive level (29<sup>th</sup> August – 09 September)**  
It runs during 2 weeks, all weekdays (10:00 – 13:00), 30 contact hours, earns 6 ECTS credits and the fee is €240. It requires a minimum of 20 students. Students should pay for the course after their arrival, at the treasury (Tesouraria).  
A1 (CEFR level).
- **Beginner level (06<sup>th</sup> October – 15<sup>th</sup> December)**  
It takes place usually 2 hours a day twice a week, 36 hours in total, earns 6 ECTS credits and the fee is €240. It requires a minimum number of 20 students. Students should pay the course after their arrival, at the treasury (Tesouraria). A1 (CEFR level).
- **Elementary level (10<sup>th</sup> October – 07<sup>th</sup> December)**  
It takes place usually 2 hours a day, Monday and Wednesday (16:00 – 18:00), 36 hours in total, earns 6 ECTS credits and the fee is €240. It requires a minimum number of 20 students. Students should pay the course after their arrival, at the treasury (Tesouraria). A placement test (both oral and written) to access this course is compulsory (21<sup>st</sup> September).  
A2 (CEFR level).
- **Intermediate level (11<sup>th</sup> October – 06<sup>th</sup> December)**  
It takes place 2 hours a day, Tuesday and Thursday, 30 hours in total, earns 6 ECTS credits and the fee is €240. It requires a minimum number of 20 students. Students should pay the course after their arrival, at the treasury (Tesouraria). A placement test (both oral and written) to access this course is compulsory.  
A2 (CEFR level).

#### Important notes:

- Once you have started to attend the course, a payment is required. In case of dropping the course, refunds are not accepted and you absolutely need to inform IUL Lab Languages and Transversal Competencies [lct@iscte.pt](mailto:lct@iscte.pt) and the IRO [incoming.iro@iscte.pt](mailto:incoming.iro@iscte.pt)
- ISCTE-IUL does not certify the above mentioned courses according to CEFR level, but as Intensive, Beginner, Elementary and Intermediate. The IRO will issue a free transcript with all courses concluded. A [specific certificate just for the language course will cost you €10.](#)

For more information please contact LLCT-IUL (Lab Languages and Transversal Competencies):

Sedas Nunes building, room 1W7

E-mail: [llct@iscte.pt](mailto:llct@iscte.pt)

Tel.: (+351) 210 464 021

#### 4.5 ASSESSMENT

Assessment is usually carried out through examination and assignments submitted during the academic year. Formal examinations are held at the end of each semester. As a general rule, the approach consists of integrating the international mobility student, to the maximum extent possible, into the procedures normally observed by the Portuguese student.

It should be noted that, as students are allowed to choose modules across schools and years, there is the possibility of exam timetable conflicts. In the event of such conflicts, alternative arrangements should be discussed with each course professor. Alternatively, students can apply for the re-sitting dates of examination.

ANY student who intends to improve his/her grades needs to enrol at the Teaching Management Service (Serviço de Gestão do Ensino) and must pay a fee of €20. These re-sitting periods are subject to very specific rules and circumstances. Please inform yourself at the Teaching Management Service **timely**.

Students should **NOT** book their flight back before knowing the exact dates of all exams!

#### 4.6 FÉNIX PLATFORM

FÉNIX will be your best friend throughout your stay. FÉNIX is the academic management system that will enable you to access all the relevant information about your academic path, namely your class attendance rate, your schedule, your grades and your situation regarding tuition fees. This is the platform in which you may enrol in optional courses, manage masters' applications, and also look up information about your colleagues and professors.

#### 4.7 SCHEDULE & SYLLABI

All students can check their schedule on [Fenix.iscte.pt](http://Fenix.iscte.pt) at their student's profile. In this platform, students can also consult the syllabi and examination dates.

Some changes may occur in your schedule. Please check it regularly.

#### 4.8 E-MAIL

ISCTE-IUL provides all its students with an e-mail account ([a12345@iscte-iul.pt](mailto:a12345@iscte-iul.pt)). The access to the ISCTE-IUL account is carried out through Office 365: <http://mail.iscte-iul.pt>, so checking your e-mail account couldn't be easier! This is the e-mail account used by ISCTE-IUL services to send you relevant information: registration deadlines, requirement responses, library, facility management, job opportunities, etc. That is why checking it regularly is very important and it is your responsibility.

#### 4.9 E-LEARNING

Your ISCTE-IUL credentials also enable your access to the e-learning platform, which provides you a space to manage your learning activities and tasks. The platform enables the management and distribution of academic materials, as well as other features that facilitate communication and evaluation, submission of term papers to faculty members, detection of plagiarism, access to class tape recordings, among others, thus complementing face-to-face class activities. You can access the platform via web or using a mobile app!

At [e-learning.iscte-iul.pt](http://e-learning.iscte-iul.pt) learning materials are provided, for example, slides, preparation exams, or other relevant study material that accompanies a course. Often, professors use this platform as a way of communication: announcements are usually communicated through e-learning.

Your registration in e-learning is just to give you access to the learning materials. It is not a binding enrolment for the course and you still have to register at [Fenix.iscte.pt](http://Fenix.iscte.pt). To access e-learning you have to use your ISCTE-IUL account taking out "@iscte.pt".

International students receive relevant information about the E-learning platform throughout the Orientation Week.

#### 4.10 EXTENSION OF STUDY PERIOD

In case students wish to extend their stay from the 1<sup>st</sup> to the 2<sup>nd</sup> semester they must follow the following procedures: 1. Fill in the "Request for extension of study period abroad" form and fill the changes to the original Erasmus+ Learning Agreement (LA); 2. Sign and obtain the signatures of the person in charge at the host institution (Erasmus+ academic coordinator, other); 3. The request and changes to the original LA, duly signed, have to be sent to the IRO ([incoming.iro@iscte.pt](mailto:incoming.iro@iscte.pt)) preferably no later than 15<sup>th</sup> November; 4. The IRO informs the student and the university of origin about ISCTE-IUL's decision.

**In case you are a non-EU student please also remember to extend your residence permit, your visa and health insurance.**

It is not possible to extend the stay from the spring semester to the following winter semester (new academic year). Otherwise, students will be accepted under the scheme of a visiting/free mover statute having to pay the stipulated tuition fees.

In any case **all requests for extension of stay are subject to a decision** that takes into account the management of places for mobility in the subjects chosen by the students, n<sup>o</sup>. of mobility students already accepted for each semester, etc.

## 5. SERVICES AND FACILITIES

### 5.1 MEALS

ISCTE-IUL has a canteen, located at the 3<sup>rd</sup> floor of Building II, which serves lunch and dinner. It also has a bar service, in the 2<sup>nd</sup> floor.

The prices for a full meal (soup, main dish, drink and dessert) are as follows:

- Students of ISCTE-IUL attending the 1<sup>st</sup> and 2<sup>nd</sup> study cycles – €2,40.
- 3<sup>rd</sup> cycle students, faculty staff, researchers, non-teaching staff and the general public – €4,10.

Schedule:

From Monday to Friday

Lunch – 11:45 am to 3:00 pm

Dinner – 6:30 pm to 8:00 pm

Saturday

Lunch – 11:30 am to 1:00 pm

Beyond the canteen, the following bars and restaurants can be found at ISCTE-IUL:

- Bar/Self-Service Agora Cafe and Pizzeria (known as the "Student Association Bar")  
Building I - Wing N - Floor 0
- Marinha & Dedeiras Bar (known as the Senhor António's bar)  
Building I - Wing S - Level 0
- Bar/Restaurant SURBIAS  
Autonomous wing – 4<sup>th</sup> Floor

### 5.2 LIBRARY

ISCTE-IUL's Library, specialized in the area of social and human, entrepreneurial and technological sciences, has the goal of supporting all the Institute's sectors of activity, providing, in the best possible conditions, the bibliographic resources needed for the performance of teaching, research, lifelong education and cultural extension functions. ISCTE-IUL Library's facilities cover three floors.

The document collection of ISCTE-IUL's Library includes around 103.700 printed volumes (monographies, reference works, theses and dissertations), 16.600 e-books, and 48.000 journals in paper and digital formats. Our users may also count on a wide range of services, namely domiciliary loaning, services of scientific dissemination and information (bibliographic research), selective dissemination of information, provision of external documents through interlibrary loans service or provision of copies, among others.

The totality of the Library's space is covered by wireless network, and all desks are equipped with sockets to power laptops. An Online Catalogue can be consulted locally or via Internet: <https://catalogo.biblioteca.iscte-iul.pt/cgi-bin/koha/opac-user.pl> You can find it on the 4<sup>th</sup> floor of the building II. It is open from Monday to Friday, 9:30 am to 9:00 pm, and Saturday, 9:30 am to 1:30 pm (on holidays new schedule will be announced).

Students can take 3 to 6 books on loan, depending on the degree, but **you must pay attention to the maximum return date**. Students do not need a library card, you just need to be registered at [Fenix.iscte.pt](http://Fenix.iscte.pt) and present an ID document.

The Library also has various appliances to support students with Special Educational Needs, especially for blind and partially sighted individuals, thus enabling their access to information, the access to paper and digital format publications, the conversion of documents into formats adapted to their needs and the printing of documents in Braille.

International students receive specific information about how to use the library during the Orientation Week.

### 5.3 COMPUTERS

The Informatics Infrastructure and Communications Services maintain, manage and administrate ISCTE-IUL's information systems and technologies. All students, faculty members and non-faculty staff members have an institutional account ([a12345@iscte-iul.pt](mailto:a12345@iscte-iul.pt)) – which you used in the act of registering and enrolling at Fénix. Check your ISCTE-IUL e-mail account regularly, which is accessed through Office 365: <http://mail.iscte-iul.pt>, using your credentials ([a12345@iscte-iul.pt](mailto:a12345@iscte-iul.pt)). Further to the e-mail account, you have a range of services and applications at your disposal, for instance: Wireless network (eduroam); Fénix (consultation of classes, class schedules, tuition fees, class summaries, among other information); E-Learning (class materials, submission of term papers, among other possibilities); Software installation and respective licenses; VPN access (access outside ISCTE-IUL to systems and databases as if you were on campus); Computer labs.

ISCTE-IUL provides classrooms with computers with internet browsers where students can study (room 1N15 Sedas Nunes building, floor I, north corridor). Students can also request a computer whenever they need.

#### Contacts:

Informatics Infrastructure and Communications Services general support room, Sedas Nunes building, room 1SE01 (near ATM machine)

Schedule: Monday to Friday from 8:00 am to 8:00 pm (during academic periods)

E-mail: [ajuda@iscte-iul.pt](mailto:ajuda@iscte-iul.pt)

### 5.4 PHOTOCOPIES

There are two kinds of photocopy services at ISCTE-IUL: self-service and 2 photocopy shops (one near the ATM machine situated in the Building Sedas Nunes, and the other located near the Student's Association (AEISCTE)).

### 5.5 AUDIOVISUAL SUPPORT

If you need audiovisual material to carry out an assignment or academic paper, you must go to room 1SE01 in the building Sedas Nunes.

E-mail: [ajuda.dsi@iscte.pt](mailto:ajuda.dsi@iscte.pt)

### 5.6 AEISCTE – STUDENTS' ASSOCIATION

The Students' Association is a structure run for students, by students, and its aim is to represent the interests of all students. It fulfils three main functions – to represent, support and advise all students.

The Students' Association is very active in developing cultural, leisure and sports activities for the student community. During your stay AEISCTE will organize dozens of activities during your stay, such as parties, sport events, charity activities, among others. You can follow updates and incoming events in ISCTE's AE ("Associação de Estudantes", meaning Students' Association in Portuguese) page: <https://www.facebook.com/aeiscte/>

Make sure you don't miss any of ISCTE's well known parties, which take place inside the university and always gather lots of students from all around Lisbon. You can count on great music and cheap beverages all night - <https://youtu.be/Bk1TqW0JN2A>.

The greatest party will take place on the last Saturday of October, so make sure you meet your international colleagues and interact with the local students.

The AEISCTE also provides some services at low cost and encourages student participation in the active social life. If you want to make your AEISCTE's Card and have discounts on photocopies, party tickets, concert tickets, sports, purchase of ISCTE-IUL merchandising, etc., you must go to their office with a picture and €10.

International students receive relevant information about the Students' Association during the Orientation Week.

Website: <http://aeiscte-iul.pt/en/>;

<http://facebook.com/aeiscte>

E-mail: [geral@aeiscte-iul.pt](mailto:geral@aeiscte-iul.pt),

Tel.: (+351) 217 903 018

#### 5.7 ISCTE-IUL THEATRE GROUP - MISCUTEM

mISCuTEm is the ISCTE-IUL theatre group, founded in October 2001. Every year they accept new students and organize a play to present at the end of the academic year. If you want to take part in this experience, you can go to OE3 or send an E-mail to [miscutem@gmail.com](mailto:miscutem@gmail.com)

#### 5.8 TUNA ACADÉMICA - TAISCTE

A tuna is a group of university students in traditional university dress who play traditional instruments and sing serenades. The tradition originated in Spain and Portugal in the 13th century as a means of students to earn money or food. Nowadays students don't belong to a tuna for money nor food, but seeking to keep a tradition alive, for fun, to travel a lot and to meet new people from other universities.

Founded in 1990, ISCTE-IUL tuna is always open to new admissions. If you know or want to learn to play an instrument or try your vocal skills you can go to OE1 and OE2, or contact them:

Website: <https://pt-pt.facebook.com/TAISCTE>

E-mail: [taiscte@gmail.com](mailto:taiscte@gmail.com);

#### 5.9 SPORTS

If you are interested in sporting activities, we have some suggestions for you. Here you can find the cheapest way to practice sports in Lisbon:

**ISCTE-IUL Students' Association (AEISCTE).** Offers a wide range of sports modalities which you can freely take part of joining the current sport teams. Sportive activities are much valued in ISCTE-IUL: the teams are extremely good and participate in a lot of inter-university tournaments. Some of the available options include: Handball, Basketball (Feminine and Masculine team), Futsal (F. and M. Team), Football and Volleyball (F. and M.) team.

The sports week will take place in the begging of October (Fall) and the futsal championship will start in the first semester until the middle of the second semester (Spring). Last but not least the Universities' championship will happen in the spring semester which gathers several universities in one single championship.

For further information, please contact the Students' Association, floor 0, corridor north, Sedas Nunes building.

Website: <http://www.aeiscte.pt>

Tel.: (+351) 217 903 018

**Lisbon university stadium.** To apply you have to go to the secretary of the Pool Complex (please check the Map of Lisbon for localisation). Don't forget to take: a student declaration (from the IRO) and one photo.

Website: <http://www. estadio.ulisboa.pt/gca/index.php?id=7>

Tel.: (+351) 210 493 418

### 5.10 FEELING HOMESICK? COUNSELLING SERVICE (GAA)

The decision to study at ISCTE-IUL brings the opportunity to make new friends, to expand your academic knowledge, and to change your current view of the world. But it also brings challenges. Feeling homesick can be one of them, even if you've already lived abroad. It is one of the emotional states that can be a part of what is known as culture shock. Homesickness is a common experience for international students.

The trigger in this case can be having no one really close or special with whom to share the experience.

Symptoms of homesickness can include:

1. Feeling down-hearted, tearful or anxious;
2. Feeling lost or lonely;
3. Longing and grieving for your former life;
4. Being unable to stop contacting people at home;
5. Being absent-minded, or finding it difficult to focus;
6. Feeling unwell;
7. Brooding on the past.

Whenever you feel very upset and lonely, or when nothing seems to matter, consider talking things over in private with ISCTE-IUL's Counselling Service (GAA) which provides Free and confidential psychological and educational counselling. The GAA works directly with the student with the purpose of promoting his/her wellbeing, supporting him/her in his/her higher education integration process and throughout his/her academic path, to overcome any emotional/personal or academic issues. You can book a face-to-face appointment, by telephone or by e-mail.

#### Contact:

Ala Autónoma Building, room AA201 and AA203

Appointments: Mondays and Tuesdays at 11:00 am to 12:00 pm; Thursdays at 2:00 pm to 3:00;

Mondays to Fridays from 8:00 am to 7:30

To schedule an appointment you may contact [gaa@icte.pt](mailto:gaa@icte.pt).

Tel.: (+351) 217 650 232

### 5.11 SPECIAL EDUCATIONAL NEEDS (NEE)

Being part of GAA, this service has the purpose of providing support to the student's integration in the institution and in academic life, functioning as an enabling element in what regards accessibility to services, faculty members and any types of support identified as necessary in each case.

**Contact:**

Sedas Nunes building, room 1W1

Schedule: Tuesdays from 9:00 am to 1:00 pm and Thursdays from 2:30 pm to 7:00 pm

E-mail: [nee.gaa@iscte-iul.pt](mailto:nee.gaa@iscte-iul.pt)

### 5.12 CAREER SERVICES & ALUMNI

The Career Services & Alumni Office has the main purpose of supporting your integration in the labour market, as well as accompanying you throughout your professional career. The Career Services section prepares you for the inherent exigency of job recruitment processes by means of a set of specialised workshops, career guidance events, divulgation of job and traineeship opportunities, among other activities, ensuring the mediation between your expectations and those of the companies which regularly recruit at ISCTE-IUL.

Career services main activities: Curricular, professional and summer traineeships. Career guidance (curriculum vitae, job interviews, group interviews, social networks). Mentoring. Workshops. Job fairs. Employment portal - ISCTE-IUL Talents.

The Alumni section has the purpose of ensuring the connection between ISCTE-IUL and its former students, and streamlining the relationship between the latter and our current students.

Alumni main activities: Alumni Portal. Organisation of annual meetings (Portugal, United Kingdom, Spain, Germany, France and The Netherlands). 'ISCTE Brings us together' (ISCTE-IUL Alumni worldwide network): Angola, Brazil, Cape Verde, China, Macao, Mozambique and São Tomé and Príncipe.

**Contacts:**

ISCTE-IUL Business School Students - IBS Career Services, Ala Autónoma Building, room AA230,

Schedule: Monday to Friday from 9:30 am to 6:30 pm

E-mail: [career-service.ibs@iscte-iul.pt](mailto:career-service.ibs@iscte-iul.pt) [alumni@iscte-iul.pt](mailto:alumni@iscte-iul.pt)

Tel.: (+351) 210 464 209/10

ISTA, ESPP and ECSH Students: ISCTE-IUL Career Services and Alumni Office, Sedas Nunes building, rooms 1W2 and 1W3

Schedule: Monday to Friday from 9:30 am to 6:30 pm

E-mail: [career.services@iscte-iul.pt](mailto:career.services@iscte-iul.pt) [alumni@iscte-iul.pt](mailto:alumni@iscte-iul.pt)

Tel.: (+351) 217 903 057

### 5.13 UNIVERSITY CLINIC

The university clinic is a partnership between the SAMS and the ISCTE-IUL, and is especially addressed to the university community offering very advantageous conditions. You may find a clinical body with more than 20 physicians in all specialties, as well as the possibility of performing diagnosis.

**Contacts:**

Sedas Nunes building, door east

Schedule: Monday to Friday from 8:00 am to 8:00 pm, Tel.: (+351) 210 416 370

## 6. AFTER SETTLED, DISCOVER LISBON AND ENJOY!

### 6.1 WEATHER & TIME

Lisbon has a subtropical-Mediterranean climate with slightly cold winters and hot summers. It is almost impossible to find snow in Lisbon!

Lisbon has one of Europe's mildest climates and warmest winter seasons (from December to February). During the winter, the temperatures in Lisbon usually range between 8° (minimum) and 15° (maximum): the average high is often higher than 10° and during the coldest months of the year (January and February) the average low stands at 8° or 9°.

The summer season in Lisbon starts in May and lasts until October. From July on, the weather gets really hot and very often the temperature exceeds 30°. Throughout this period the level of rainfall is very low.

Portugal and the archipelago of Madeira are in the GMT time zone (one hour less than the Continental European Time – CET). In the Azores it is one hour earlier than in continental Portugal and Madeira.

Twice a year, the legal hour changes (in March and October). During summer, clocks are set one hour ahead and the Portuguese time zone is equivalent to GMT+1.

### 6.2 WHAT'S MY NEIGHBOURHOOD?

Lisbon's main districts:

**Chiado.** The heart of the city. A fancy area, once a gathering point for Lisbon's major intellectuals and still the hub of its most elegant restaurants, its main theatres and its most luxurious cafes. Next to some significant addresses, such as the world's oldest bookstore, you will find multinational brand stores, all of them with a cool look.

**Príncipe Real.** Lisbon's best shopping district. The city's best known fashion designers have their stores and showrooms here, and this is also where you will find the most trendy restaurants, the most popular kiosks, stylish cafés. Ideal for those looking for the city's cool side where you can easily while away an hour or two, and squares full of trees offering a break in the shade.

**Bairro Alto.** Lisbon's neighbourhood laid out in 1513, is a place that truly changes from night to day. In daylight this bohemian district is a sleepy place, hungover from the previous night, with not much going on except for the shops down Rua do Norte. When the sun sets a new life begins, with restaurants opening their doors, and crowds showing up to spend their bar-hopping night.

**Alfama and Sé.** Lisbon's oldest district, where once Arabs, Visigoths and Romans lived. You will find traces of all of them here. The very narrow streets and its tiny houses are permeated by Lisbon traditions - sardines grilling in the open air, Fado played in several street corners. Ideal for those seeking history and tradition.

**Campo de Ourique.** This is perhaps the most family-oriented part of Lisbon, full of good pastry shops, kid's clothing stores, fine grocery shops and a bunch of decently-priced restaurants.

**Baixa.** Downtown (“Baixa”) was fully rebuilt after the 1755 earthquake along a pattern of long streets, each devoted to a business (shoemakers, jewellers, saddlers) an area of which only a few traces remain.

**Cais do Sodré.** No neighbourhood underwent such a transformation in recent years. In past decades Cais do Sodré was mostly known as something of a red light district, but little remains of that reputation. The neighbourhood began having cool bars, fancy restaurants and pretty stores, and it became a major nightlife hangout. Ideal for party people.

### 6.3 EATING OUT

Portugal is filled with homey mom-and-pop restaurants at nearly every corner. These restaurants serve traditional *comida* (food) at rather inexpensive prices (around 5-10 euros). Having a sandwich for lunch or dinner seems to be a highly unpopular habit in Portugal: even the smallest cafés treat their customers with a fresh and plentiful hot dish of the day (*prato do dia*)!

The Portuguese cuisine is rich and varied, and having meals with family or friends is part of the national customs. Therefore, eating out is an important event in the Portuguese culture. Restaurants fill up very quickly, especially from 12:30 pm to 2:00 pm, and from 8:00 pm to 10:00 pm.

### 6.4 THE FUNICULARS

There are three special funicular railways – **Gloria, Bica and Lavra** – taking you up to some spectacular miradouros (belvederes):

**Gloria funicular** connects Lisbon's downtown with the Bairro Alto. It is located on the west side of Avenida da Liberdade, in Restauradores square. It takes you right up to the Miradouro de São Pedro de Alcântara, a wonderful look-out point with a shady statue-lined terrace and plenty of photo opportunities.

Just across the road, at the Solar de Lisboa (a Port Wine Institute), a vast range of port-wines may be tasted and purchased.

The **Bica funicular** climbs Rua da Bica for 245 metres from Rua S. Paulo, near Santos, to the Calhariz district (Calçada do Combro/Rua do Loreto). The lowest station of this funicular is almost hidden behind a frontage in Rua de S. Paulo with the inscription *Ascensor da Bica*. It's the most traditional one, especially in June, during the Santo António festivities, were people dance in the streets, listen to Fado, eat grilled sardines and drink.

The **Lavra funicular** was the first transportation of this type to challenge the laws of gravity, linking Largo da Anunciada and Travessa do Forno do Torel. It runs from the eastern side of Avenida da Liberdade, near Restauradores Square, at a 25% gradient for 180 metres.

Source: <http://blog.travelingtoulisbon.com/2014/04/23/lisbons-funiculars-gloria-bica-and-lavra/>



## 6.5 THE LISBON TRAM 28 - A TOUR THROUGH OLD LISBON

The most unique way to explore Lisbon is by its yellow traditional trams. The tram 28, considered a national treasure, takes you on a tour which passes by a selection of old Lisbon's sights, historic buildings and traditional housing. There are many choices amongst the 35 stops of tram 28 for places to get off and discover the Lisbon's heritage!

The best place to get on board is by Miradouro das Portas do Sol (we suggest ending your journey by Basílica da Estrela). The average intervals between each passing tram are of 15 minutes, and the entire trip takes between 40 minutes and one hour.

Tickets may be purchased with the driver, but most passengers use pre-paid cards. We recommend it, to avoid having to get a ticket each time you board, and to save money.

Upon entering, validate your ticket by scanning it on the machine behind the driver.

As you step on and off, watch your wallet and other possessions, as this is a major tourist attraction, it's also a favourite target for pickpockets, who easily blend in with tourists.

## 6.6 LISTEN TO FADO – THE LISBON SOUL MUSIC

Fado is the heart of the Portuguese soul. It is a Portuguese folk song, typically of sadness or fatalistic character, and usually accompanied by guitar.

Fado is usually linked to the Portuguese word *saudade*. This word describes a feeling and translates nostalgia for unfulfilled dreams. It speaks of an undefined yearning that can't be satisfied.

By the early twentieth century, Fado had become a fixture in the everyday life of Lisbon's working class: skilled singers known as *fadistas* performed at the end of the day and long into the night. Fado was the earthy music of taverns and street corners in Alfama and Mouraria, the old and poor sections of Lisbon.

If you want to experience Fado in real life, spend a night in a Fado Restaurant, or, in Portuguese, "Casa de Fado". The most traditional ones are located in Alfama, Mouraria and Bairro Alto. We can advise Clube de Fado, Senhor Vinho, Mesa de Frades, Csa de Linhares, Adega Machado.

There's also the so called "Fado Vadio" or 'vagabond fado' venues where amateurs – enthusiastic if not always tuneful singers – take centre stage. We advise Bela, A Nini, Tasca do Chico and Tasca do Jaime.

## 6.7 THE COFFEE SHOPS

Similarly to what happens in other Latin countries, coffee is an integral part of the Portuguese 'way of life'. There's no way you can come here and not order a coffee at some point! The most popular type coffee is the espresso. In Lisbon you would order a *bica* and in Porto a *cimbalino*. Elsewhere, just a *café*. There are infinite variations on how it comes, so don't be afraid of being specific about your needs.

There are many different ways of ordering coffee, even when it comes in a small cup:

- A cheio is a full espresso cup, a ristretto is called italiana (short, strong, the coffee that flows out in the first few seconds after starting the coffee machine);
- A cortado is a standard measure from the 'small cup' button on the machine, not to be confused with a spanish cortado (cut with milk);
- A pingado is an espresso with a drop of milk (sometimes hot milk, sometimes not);
- A garoto has more milk, about 50/50 coffee-to-milk ratio, but still in a small cup;
- A carioca is the opposite of a ristretto – a full small cup minus the strongest first seconds of an espresso;
- A abatanado is a long black, or a large black coffee;
- A café duplo is a double espresso;
- A descafeinado is a decaf.

Coffee and milk?

- A galão is served in a tall glass and is about 3/4 milk. Traditionally, a galão is made with a second passing of coffee from the machine and is very weak. If you want something more like a cafe latte than coffee flavoured milk, order a galão directo. You can also ask for a dark one – escuro, or a light one – claro.
- A meia de leite is half milk, half coffee, in a regular cup, like a flat white in Australia.

## 6.8 GET A TANNED LOOK

Although Lisbon is the European capital with the most sunshine hours per year and the one closest to sandy beaches, you don't have to go to the coast nearby to get a tan — you may return home with a bronzed glow by simply staying in the centre of the city, and often with wonderful views to look at.

Our choices in the city centre:

1. Ribeira das Naus – it is a waterfront promenade and was already, at some point, the “beach” of the centre of the city. It's between Praça do Comércio and the Cais do Sodré Station (from where you can easily travel to the beaches of Cascais).
2. Cais das Colunas – across the road from Praça do Comércio is the “quay of the columns”, where ships have docked throughout the centuries. Now it's a tourist magnet for its wonderful views, where you can sit in the sun in the company of seagulls and feel the breeze of the Atlantic.
3. Portas do Sol – it's called “The Gateway of the Sun” for a reason. This is where you get the best sunrise views and where the sun shines all day long. There's a café serving meals and drinks throughout the day and you may sit there in the sun and just do nothing

Other spots in: <http://www.golisbon.com/blog/2013/04/30/10-spots-to-get-a-tan-in-lisbon/>

## 6.9 WORDS TO BE COOL IN LISBON

### 1. Fixe

During your first days in Lisbon everything will be amazing and you will be easily thrilled with everything you see. The only problem will be to describe it in one word. The word for that will be fixe. The accent is very easy because it is pronounced like fish. Fixe means cool. A fixe person is a person that is nice and cool.

## 2. Bué

The word bué has its origin in an African dialect (Qimundo) and has arrived in Portugal in the 70s, when some Portuguese people returned from the Decolonisation. To simplify: bué = very.

You can use this expression to emphasize a sentence, like, your food is bué boa (very good), your apartment in Lisbon is bué bonito (very beautiful) or to say that your stay is being bué fixe (very cool), this time you will be able to use both expressions together.

## 3. Tipo

There is no correct word to translate tipo because it is an expression that can be used in different situations.

It can mean something close to “like” in English, or “genre” in French. This word can be put in the beginning, middle or end of the sentence and it will always be ok!

## 4. Brutal

Please not that this expression can be misinterpreted: it does not describe something or someone violent, but something or someone exceptional. For example, in a scale of 1 to 10, fixe is 5 and brutal is 10.

## 5. Tá a bazar

This will be the expression that will make you a really Lisboaeta. Tá a bazar is an expression that indicates you will leave a place. When you are enjoying a beer in the neighbourhood of Bica and you want to go to another place you can say Tá a bazar.

Source: <http://blog.travelingtolisbon.com/2014/08/12/top-5-of-the-words-you-should-use-to-be-cool-in-lisbon/>

## 6.10 LISBON NIGHTLIFE

Lisbon may seem melancholic during the day, but it is cheerful and vibrant like few others by night! The Portuguese capital is full of possibilities capable of satisfying most demands: terraces to chill out, nightclubs, traditional but modernised Fado houses, streets and neighbourhoods full of bars.

The most vibrant places you should go to:

- Cais do Sodré, the bohemian night;
- Bairro Alto, the first drink;
- LX Factory, hipster Lisbon (the new Mecca of alternative and bohemian culture in Lisbon);
- Alfama, the modern Fado experience;
- Avenida 24 de Julho and Santa Apolónia, time for clubbing.

Our advices: drink in Cobre, 49 da ZdB, Pensão Amor, Casa Independente, Damas, O Bom o Mau e o Vilão; Dance at Lounge, Lux, MusicBox, Incógnito, K Urban Beach, Ministerium; Chat at Park, Cinco Lounge, Sol e Pesca Red Frog.

### 6.11 GO TO THE BEACH DURING WEEKENDS AND LEARN HOW TO SURF

Lisbon is blessed for being the only European capital located so close to sandy beaches! Although the waters are not as warm as in the south of the country (Algarve), you will find stunning beaches in the Lisbon coast.

Just some minutes away, or about 1 hour or less from Lisbon, you may go:

1. To the surfers' paradise: Guincho, Adraga, Ericeira, Santa Cruz, Ribeira d'Ilhas;
2. Swimming: Carcavelos, Sesimbra, Portinho da Arrábida;
3. Sunbathing: Costa da Caparica, Troia, Meco;
4. Get a tan and drinks: (Estoril).

Most of the beaches have the European Union blue flag for excellence and are ideal for a refreshing day in the sun.

Take the Cascais train at Cais do Sodré (there's a subway station over there). Along the railway line there are several broad beaches. The beach closest to Lisbon is Carcavelos (a large beach where a wide variety of sports activities take place).

In the centre of Cascais are Praia da Conceição and Praia da Rainha. These are within 20 to 30 minutes from the capital, ending at Guincho (one of the most beautiful beaches around Lisbon). The Guincho beach, which can be reached by bus from Cascais, is a beautiful beach known all around the world for being good for surfing, with powerful waves and strong wind.

Around Sintra its also easy to find some beautiful beaches, not too populated. From Guincho to Ericeira, passing by Adraga, Aguda or Magoito, the scenery is gorgeous. Located around 45 minutes north of Lisbon, Ericeira is a small and picturesque fishing town. Ribeira D'Ilhas beach is internationally renowned as one of the best surfing spots in Europe.

South of Lisbon, you can also find magnificent beaches. Costa da Caparica – with lovely beaches full of restaurants, cafés and a lively nightlife in the summer –, Portinho da Arrábida in Setúbal, one of the most beautiful beaches around Lisbon, with crystal blue waters, and the Meco beach, near Sesimbra.  
Source: <http://www.golisbon.com/beaches/>

## 7. BEFORE DEPARTURE

### 7.1 LEARNING AGREEMENT

If you have made changes in your Learning Agreement, make sure that your home University has signed the document, that your courses are correct in [Fénix.iscte.pt](http://Fénix.iscte.pt) and the original learning agreement is duly signed and stamped by both universities.

### 7.2 TRANSCRIPT OF RECORDS

The transcript of records will be sent to your home University by post as soon as Fénix gathers all grades. The transcripts will be issued to incoming exchange students within 1 month after the last day of the semester.

The transcript of records will **NOT** automatically be sent to the student's home University.

### 7.3 DECLARATION OF STAY

Be aware that the declaration of stay can only state the last day you are effectively at ISCTE-IUL and not the last day of your financial contract or flight ticket.

Be aware that the **EU regulation states** that the starting date of the mobility period is the first day on which the participant presents himself/herself at ISCTE-IUL for academic purposes. The final date of the mobility period will correspond to the last day on which the participant will be present at ISCTE-IUL for academic purposes.

The declaration of stay does not state the day of your financial contract or flight back!

### 7.4 SURVEY

Fill in the survey to let us know the good things, in order to keep them, and the bad things in order to improve them!

## 8. USEFUL CONTACTS

### 8.1 INTERNATIONAL RELATIONS OFFICE – IRO

#### **Incoming Students Office**

Attendance: Sedas Nunes building, room 1S7 (corridor S). Don't forget to pick up a ticket, please!

Schedule: from 10:30 am to 12:30 pm and 2:30 pm to 4:30 pm (all weekdays)

E-mail: [incoming.iro@iscte-iul.pt](mailto:incoming.iro@iscte-iul.pt)

Tel.: (+351) 210 464 301

#### **Outgoing Students Office**

Attendance: Sedas Nunes building, room 1S11 (corridor S)

Schedule: from 10:30 am to 12:30 pm and 2:30 pm to 4:30 pm (all weekdays). Don't forget to pick up a ticket, please!

E-mail: [outgoing.iro@iscte-iul.pt](mailto:outgoing.iro@iscte-iul.pt)

Tel.: (+351) 210 464 258

#### **Back Office**

IRO Coordinator (Sedas Nunes building, room 1S13): Sónia Henriques [sonia.henriques@iscte-iul.pt](mailto:sonia.henriques@iscte-iul.pt)

Tel.: (+351) 210 464 267

Executive coordinators (Sedas Nunes building, room 1S15): [iro@iscte-iul.pt](mailto:iro@iscte-iul.pt)

Tel.: (+351) 210 464 260 / (+351) 210 464 264 / (+351) 210 464 259

Erasmus Mundus MFamily Programme (Sedas Nunes building, room 1S15): Eduardo Rodrigues

[Mfamily@iscte-iul.pt](mailto:Mfamily@iscte-iul.pt)

Tel.: (+351) 210 464 262

Cooperation with China (Sedas Nunes building, room 1S15): Shirley/李雪莹 LI Xueying

[Li.Xueying@iscte-iul.pt](mailto:Li.Xueying@iscte-iul.pt)

Tel.: (+351) 210 464 261

API - Study Abroad (Sedas Nunes building, room 1S9): Carlos Loureiro [carlos.loureiro@apiabroad.com](mailto:carlos.loureiro@apiabroad.com)

Tel.: (+351) 210 464 301

Study in Portugal Network (Sedas Nunes building, room 1S15): Ricardo Pereira [ricardo.pereira@flad.pt](mailto:ricardo.pereira@flad.pt)

Tel.: (+351) 210 464 301

## 8.2 SCHOOLS SECRETARIAT

The administrative management of students' issues and courses is ensured by the SGE – Serviço de Gestão do Ensino. Students and researchers must contact the area or the unit responsible for the course management in which they are enrolled for subjects related to their academic processes.

Attendance: Mondays, Wednesdays and Fridays from 9:30 am to 3:00 pm | Tuesdays and Thursdays from 9:30 am to 07:00 pm (during academic periods).

SCHOOL	LOCATION	TELEPHONE	E-MAIL
ECSH (*)	Sedas Nunes B., Room 1S1	(+351) 210 464 046	<a href="mailto:1.2ciclo.ecsh@iscte-iul.pt">1.2ciclo.ecsh@iscte-iul.pt</a>
ESPP (*)	Sedas Nunes B., Room 1S1	(+351) 210 464 046	<a href="mailto:1.2ciclo.espp@iscte-iul.pt">1.2ciclo.espp@iscte-iul.pt</a>
IBS (*)	Sedas Nunes B., Room 1S1	(+351) 210 464 044	<a href="mailto:1ciclo.ibs@iscte-iul.pt">1ciclo.ibs@iscte-iul.pt</a>
	Ala Autónoma B., Room 238	(+351) 210 464 045	<a href="mailto:2ciclo.ibs@iscte-iul.pt">2ciclo.ibs@iscte-iul.pt</a>
ISTA (*)	Sedas Nunes B., Room 1W4	(+351) 210 464 047	<a href="mailto:1.2ciclo.ista@iscte-iul.pt">1.2ciclo.ista@iscte-iul.pt</a>
Doctoral Students (3 <sup>rd</sup> cycle)	Sedas Nunes B., Room 1W9	(+351) 210 464 255	<a href="mailto:3ciclo@iscte-iul.pt">3ciclo@iscte-iul.pt</a>

(\*)

ECSH – School of Social Sciences

ESPP – School of Sociology and Public Policy

IBS – Business School

ISTA - School of Technology and Architecture

## 8.3 ERASMUS+ AND INTERNATIONAL ACADEMIC COORDINATORS

### Business School

#### Secretariat IBS International

Coordinators: António Robalo & Álvaro Rosa

Executive coordinator (at secretariat): Diana Malyszek Oliveira [diana.malyszek@iscte-iul.pt](mailto:diana.malyszek@iscte-iul.pt)

Economics: Sandro Mendonça [sfm@iscte-iul.pt](mailto:sfm@iscte-iul.pt)

Finance and Accounting: Maria Antónia de Jesus [antonia.jesus@iscte-iul.pt](mailto:antonia.jesus@iscte-iul.pt)

Human Resources Management: Henrique Duarte [henrique.duarte@iscte-iul.pt](mailto:henrique.duarte@iscte-iul.pt)

Industrial Management and Logistics: Ana Lúcia Martins [almartins@iscte-iul.pt](mailto:almartins@iscte-iul.pt)

Management: Anabela Costa [anabela.costa@iscte-iul.pt](mailto:anabela.costa@iscte-iul.pt)

Marketing Management: Pedro Dionisio [pedro.dionisio@iscte-iul.pt](mailto:pedro.dionisio@iscte-iul.pt)

### School of Sociology and Public Policy

Political Science: Ana Espírito Santo [ana.espirito.santo@iscte-iul.pt](mailto:ana.espirito.santo@iscte-iul.pt)

History: Carlos Mauricio [carlos.mauricio@iscte-iul.pt](mailto:carlos.mauricio@iscte-iul.pt)

Sociology: Pierre Guibentif [pierre.guibentif@iscte-iul.pt](mailto:pierre.guibentif@iscte-iul.pt)

Social Work: Pablo Alvarez [pablo.alvarez@iscte-iul.pt](mailto:pablo.alvarez@iscte-iul.pt)

### School of Technology and Architecture

Architecture and Urbanism: Mónica Pacheco [monica.pacheco@iscte-iul.pt](mailto:monica.pacheco@iscte-iul.pt)

Information Science and Technology: Rui Marinheiro [rui.marinheiro@iscte-iul.pt](mailto:rui.marinheiro@iscte-iul.pt)

### School of Social Sciences

Anthropology: Clara Carvalho [clara.carvalho@iscte-iul.pt](mailto:clara.carvalho@iscte-iul.pt)

Psychology: Sven Waldzus [sven.waldzus@iscte-iul.pt](mailto:sven.waldzus@iscte-iul.pt)

#### 8.4 EMERGENCY NUMBERS

- National emergency number  
Toll free – 112
- Lost and stolen Portuguese bank cards  
Tel.: (+351) 808 201 251
- Lisbon airport – arrivals and departures  
Tel.: (+351) 218 413 700
- Immigration and Borders Service (Serviço de Estrangeiros e Fronteiras – SEF)  
Tel.: (+351) 808 202 653
- Tourist police station  
Tel.: (+351) 213 421 623 / (+351) 213 400 090

Pharmacies in Lisbon Website: <http://www.farmaciasdeservico.net/localidade/lisboa/lisboa>

#### 8.5 HOSPITALS

##### **Hospital de Santa Maria**

Address: Lisbon's largest general hospital.  
Avenida Professor Egas Moniz, Campo Grande  
Cidade Universitária subway station  
Tel.: (+351) 217 805 000  
Emergency number: (+351) 217 805 000

##### **Curry Cabral Hospital**

Address: Rua da Beneficência 8, Praça de Espanha  
Praça de Espanha subway station  
Tel.: (+351) 217 924 200/2

##### **S. José Hospital**

Address: José António Serrano,  
Campo de Santana  
Martim Moniz subway station, Bus 790  
Tel.: (+351) 218 841 000  
Emergency number: (+351) 218 860 131

#### Some Lisbon Private Hospitals

##### **CUF Descobertas Hospital**

Address: Rua Mário Botas, Parque da Nações  
Free Mini-Bus from Gare do Oriente  
To get to Gare do Oriente take the Bus 5, 10, 19, 21, 25, 28, 44, 50, 68 or 114, or the subway at the Oriente subway station  
Tel.: (+351) 213 586 200

**British Hospital – Lisbon XXI**

Address: Rua Tomás da Fonseca, Edifícios B e F, Torres de Lisboa, Laranjeiras  
Laranjeiras subway station  
Tel.: (+351) 217 213 400

**Luz Hospital**

Address: Avenida Lusíada 100  
Colégio Militar subway station  
Tel.: (+351) 217 104 400

**Lusíadas Hospital**

Address: Rua Abílio Mendes (near Av. Lusíada)  
Alto dos Moinhos subway station  
Tel.: (+351) 800 201 000

## 8.6 TOURISM OFFICE

In Restauradores square there is a Lisbon Tourism Office where you can find all sorts of information about the city.

Schedule: 9:00 am to 8:00 pm.

Website: <http://www.visitlisboa.com>; <http://www.visitportugal.com/en>

## 8.7 CULTURAL AGENDAS AND EVENTS WEBSITES

On this website you can find information about cultural events in Lisbon: <http://www.agendalx.pt/>

“Time Out” magazine: here you can find good ideas for cultural activities taking place in Lisbon; <http://timeout.sapo.pt/>

Major events in Portugal:

[www.visitportugal.com/pturismo/Eventos/Eventos.aspx?Action=Search](http://www.visitportugal.com/pturismo/Eventos/Eventos.aspx?Action=Search)

Major events in Lisbon: <http://www.agendalx.pt/>; <http://lecool.com/lisboa>

## 8.8 WEBSITES TO TRAVEL MORE

Low cost airlines companies:

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

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

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

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

[www.edreams.pt](http://www.edreams.pt) (search engine)

[www.momondo.pt](http://www.momondo.pt) (search engine)

## 9. THE INCOMING TEAM TIPS

**Do not know what to do and would like to be more solidary?** Give blood. You can donate blood at the Santa Maria Hospital between 9:00 am and 4:00 pm.

**Every Wednesday** (except the last of the month) you can watch concerts at the oldest jazz bar in Europe, the Hot Club, in Praça da Alegria in Lisbon.

**Visit the national museums and monuments every Sunday.** Admission is free until 2 pm. The IRO advises the new MAAT exhibitions, the Chiado Museum of Contemporary Art or the Car Museum in Lisbon (difficult to choose among so many good options!!). Monuments such as the Belém Tower, Jerónimos Monastery or the National Pantheon ...

**Visit the LX Factory (hub of creative industries).** A factory complex from 1846 was reborn in 2008 as a "factory" of creativity and experiences. It kept the industrial spaces and invited companies related to the arts, which later brought shops, cafés and restaurants. Today there's a little bit of everything, from fashion to books, to vintage furniture and contemporary design, next to dining options that include pizza, sushi and burgers, in addition to the more creative cuisine. The interiors maintain many of the old pieces, while most of the façades are covered in street art.

And visit the LX Market, every Sunday from 11:00 am to 8:00 pm, if you like unpublished pieces, unique, handmade, and vintage or second hand.

Address: R. Rodrigues de Faria 103, Alcântara neighbourhood (tram 15, buses 714, 727)  
facebook.com/lxmarket

**There are several terraces which stand as viewpoints** where tourists and locals all gather for a break, and they are an essential part of the Lisbon experience. Relaxing to take in the views at a hilltop "miradouro" is a must! Many have kiosks and cool restaurants serving refreshments, while others are simply the top of the city's most iconic landmarks. Wherever you are in the city, there is a lookout point nearby. We advise Miradouro of São Pedro de Alcântara, Miradouro das Portas Do Sol, Miradouro de Santa Catarina, Miradouro dos Terraços do Carmo, Miradouro do Arco da Rua Augusta.

**End your day at the Mercado da Ribeira market hall for a full stomach.** Our little selection of the typical food you should try: shellfish food, sangria (drink), codfish (there are 1001 different ways of cooking the most famous fish in Portugal), alheira, caldo verde (soupe), cozido, feijoada, francesinha, leitão assado, grilled sardines, grilled chicken, açorda, carne de porco à alentejana...

Address: Avenida 24 de Julho 49, Cais do Sodré neighbourhood.

**You should not Miss Lux**, the city's best nightclub has three floors and (always) great music.

Address: Avenida Infante Dom Henrique, Armazém A, Cais da Pedra (Santa Apolónia neighbourhood).

**Titanic Sur Mer it's a multicultural bar** where you can find live music and many cultural activities.

Address: Cais da Ribeira Nova, Cais do Sodré neighbourhood.

**There are classics that should not be ignored** and St. George's Castle, whose foundations were laid many centuries ago but which was extensively rebuilt in the mid-20<sup>th</sup> century, is definitely worth visiting. Our tip: to go up the castle take the lift in Rua dos Fanqueiros up to Rua da Madalena and the other on Largo Adelino Amaro da Costa, up to Costa do Castelo.

Address of the Castle: Rua de Santa Cruz do Castelo.

**Before going to a disco have a drink at Pink Street.** The real name of 'the Pink Street' is Rua Nova do Carvalho, it is in the Cais do Sodré neighbourhood, and it has literally dozens of bars to pop in and out of. Or to dance in, of course.

**Handy up-to-date apps.** These apps will help you find your way around Lisbon. We advise the following:

- LISBOA MOVE-ME. It puts buses and subway on the same screen and makes everyone's life easier. The app plans trips combining both means of transportation, tells you when and where to make a transfer and also offers info on walking trips (Android and iOS).
- CCB. The official app for the Belém Cultural Centre (CCB), one of Lisbon's major cultural hubs. (Android and iOS).
- AGENDA CASCAIS. A trip to Cascais is always a good idea, and the new hall app will help you plan it. It has the town's cultural programme, including art shows and concerts but also sports and gastronomical events. You can search by date.
- 99TAXIS. Think TripAdvisor for cabdrivers: each one gets a star rating and you can request drivers with perfect reputations. Switch on the GPS and the map will show you which drivers are in the area. The model, license plate, picture and contact information of the driver coming to pick you up (Android and iOS).

**Where to eat.** Our advices for a cheap but good meal: **Cantina das Freiras restaurant.** It looks like a canteen, works like a canteen and has the prices of a canteen (€6,50 for a meal). It also has one of the best terraces on which to lunch in the city centre. Address: Travessa do Ferragial 1, Chiado neighbourhood. **Popular do Capelo restaurant.** It's the panda bear of Lisbon's restaurants: charming and endangered. The venue endures and should be cherished and protected as a unique specimen. Here you will find good grilled food, an excellent "cozido", fine black pork strips and a wonderful crème brûlée, all at affordable prices: €7,5 to €8 p / plate. Address: Rua do Capelo 8, Chiado neighbourhood. **Carpe Diem cafeteria.** It is located in the Pombal Palace, at the Rua do Século. The courtyard of this contemporary art centre has a beautiful, quiet cafeteria. The good news get even better when you check the prices; €0,50 for an espresso, €1 for a half-pint of beer. Don't tell anybody, ok? Address: Rua de O Século 79, Bairro Alto neighbourhood.

**Eat Aloma Pastéis de Nata** (Portuguese custard cream tart). You will find them in every pastries but Aloma Pastry has repeatedly won the competition for Lisbon's best pastel de Nata. Address: Rua Francisco Metrass 67.

**Run after these guys.** Nike Run Club has weekly running practices, supervised by coaches and for several skill levels. They hold their practices on Tuesdays at 8:00 pm in the Nike store at the Vasco da Gama mall, and on Thursdays at 9:00 pm in their Chiado store.

**Three paradises an hour from Lisbon. Sintra (half an hour from Lisbon by train).** Hills, hidden beaches, palaces, a historic town centre that is a picture postcard and a mystical aura that you won't find anywhere else. So... go there. You should have the energy and time to visit the many Sintra's various palaces and gardens. Sintra has two pastries that are almost as much monuments as the town's palaces and castle. One is the travesseiro, sold at Piriquta (address: Rua das Padarias 1/7); The other is the queijada, the most famous of which is sold at the Fábrica das Verdadeiras Queijadas da Sapa (address: Volta do Duche 12). It is a compact tartlet, not quite as sweet as the travesseiro, but just as addictive.

**Cascais (half an hour from Lisbon by train).** This typical seaside town has lots to offer. Whether for walking, cycling or skating the cycle route is perfect and stretches for almost nine kilometers between the centre of town to Guincho beach, via the sea cliffs at Boca do Inferno. All the rides offer a beautiful view. There are 60 free bikes (as BiCas) for hire at Cascais rail station, at the Casa das Histórias museum, or at Guia. **Óbidos (1 hour from Lisbon).** Classified by UNESCO as one of the Cities of Litreature, Óbidos is a picturesque place that is full of history, where it is worth spending a whole day. It may be clichéd but it is essential in Óbidos: loose yourself within the old town walls. There is no better way to get to know this town and its narrow streets with white houses and churches painted white, edged with blue or yellow, as is traditional in this area. There is a famous drink from Óbidos (and also from Lisbon) called ginjinha, made from the ginja sour cherry.

**Steak+fries+egg=Bitoque.** Bitoque is a middle-class dish with a juicy fried rump steak, crowned with dollar chips and the indispensable egg on the top. Where to eat Lisbon's finest bitoques, our favorites: A Floresta do Salitre (address: Rua do Salitre 42D, Avenida neighbourhood); O Bitoque (Rua Ferreira Borges 59, Campo de Ourique neighbourhood); A Adega do Lagarto (address: Rua Dom Luís I 16, Cais do Sodré neighbourhood); Rui dos Pregos (address: Doca de Santo Amaro, Alcântara neighbourhood and Rua da Junqueira, Belém neighbourhood); O Cardoso da Estrela address: Rua da Graça 22, Graça neighbourhood).

**The seven best places to see street art.** The city has already made its mark as one of the best destinations for artistic graffiti. Here some top spots: Calçada da Glória, Rua das Gaivotas, Rua Rodrigues Faria, Avenida Conselheiro Fernando de Sousa, Avenida Infante Dom Henrique, Fábrica do Braço de Prata, Avenida Fontes Pereira de Melo.

**The best spots for running in Lisbon.** Monsanto Forest Park, University Stadium, Jardim da Estrela, Quinta das Conchas, Eduardo VII Park, Riverwalk (running path alongside the Tagus from Cais do Sodré to Belém is around eight kilometers and Parque das Nações riverwalk five kilometers).

The International Relations Office team wishes you a good stay!



