

¡Bienvenidos a la UAM!

WELCOME GUIDE

UAM Universidad Autónoma
de Madrid |  International

WELCOME GUIDE

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1. SPAIN

Did you know that **Spain** is one of the **most visited** countries in the world?

It is a sovereign transcontinental country, a **member of the European Union**, constituted as a **social and democratic State of law** and whose form of **government is the parliamentary monarchy**. Its **capital is Madrid**.

It's a **diverse country** sharing the **Iberian Peninsula** with Portugal at the western end of the **Mediterranean Sea**.

You can visit amazing **World Heritage sites**, **enjoy delicious food**, and **discover stunning landscapes**.

In Spain, all the **good stories** can come true... **get your own!**



2. MADRID

Madrid, **cheerful and vibrant** at all hours, is famous for being an **open city with all kinds of people** from anywhere in the world.

In addition to its **famous museums**, **busy streets dotted with all kinds of shops**, **restaurants with world cuisine and unbeatable nightlife**, Madrid will surprise you with its **historic spots** that charm everyone **walking by**. Here you'll find traditional **century-old bars**, where friends meet up for a drink, **every style of neighbourhood** and **cultural centres** that offer up an **alternative type of tourism**.

Madrid's authenticity is hard to beat. It is **welcoming and diverse**. Madrid is, without a doubt, **one of Europe's most interesting cities**. More information [here](#)



DO'S



- Be **polite** and **nice**.
- **Greet people properly**. When meeting new people, normally, they greet each other with a handshake or a kiss on each cheek for women.
- People is very friendly, don't be afraid to **ask for help, assistance or any advice**.
- Do **take care of your valuables**.
- Do make **use of public transportation**, it is cheap and clean and safe!
- Expect to **eat late**.
- **Flexibility** is key to dealing with punctuality and a the **relaxed view of time in Spain**. But careful, this is **not true for trains, buses and any other official starting times**.
- Try **tapas, Spanish dishes** and coffee shops. Before paying **the bill**, check it to make sure it is correct. Do leave a **little change as a tip**, it is not obligatory, but says that you liked the food and service.
- Do say **“tú”**, instead of “usted”.
- **Speak up** when you have something to say. Spaniards generally expect that people will take the initiative to interject when they feel they have something worthy to contribute to the conversation.
- Try to **tolerate a higher volume of noise**.
- Do try to **blend in**. Moving about in large groups of international students will not allow you to blend in.
- Do try to **use Spanish** when speaking with the locals, they will appreciate the effort.

DON'TS



- **Never leave your personal belongings unattended** anywhere. Small purses are better, especially if you can wear them to the front.
- **Don't put your cell phone in the back pocket**, keep it in the front. Be **aware of pickpockets**.
- Do **not get involved with any drugs**.
- Do not walk around at night alone. If you do go out **at night, it is best to go out in groups to be safer**.
- Do **not cross the roads anywhere** except at the crossings.
- **Don't overuse the “please” and “thank you”** – in Spain there are other ways of being polite without having to say please or thank you all the time.
 - Don't be offended if a **Spaniard seems more direct**, or if they speak loudly, they are **not “yelling” at you**.

3. UNIVERSIDAD AUTÓNOMA

The **Universidad Autónoma of Madrid (UAM)** is a public university that combines **quality teaching, intensive research** and **high job placement** with a firm **social commitment**, being a benchmark in these areas, as recognized by various global indicators. In the QS World University Rankings 2023, UAM is **consolidated among the 220 best universities in the world**, thanks to its **high academic reputation** and among employers, as well as its **extensive international research network**. It is the **third best university in Spain and the first in Madrid**, and is **among the 100 most prestigious universities in Europe**.

The UAM Cantoblanco campus, **sustainable and easily accessible**, offer a complete university experience, since they house all kinds of services, including **libraries, museums and thirty sports facilities, as well as a wide variety of cultural activities and volunteer and cooperation programs.**

Collaboration with the Centro Superior de Investigaciones Científicas (CSIC) in one of the first Campuses of International Excellence in our country has allowed it to create a **privileged environment for research and teaching and to be a leader in Nanoscience, Advanced Materials and Life Sciences.**

In addition, the UAM is part of the **Civis alliance, a European Civic University**, one of the first pan-European campuses promoted by the European Commission (EC).

The official academic offer of UAM, includes **50 bachelor's degrees, 8 double degrees and 87 master's degrees, as well as 34 doctoral programs and almost a hundred of its own titles.**

4. ACADEMIC INFORMATION

INTERNATIONAL RELATIONS OFFICES

The [International Relations and Mobility Service \(SERIM\)](#), located in Plaza Mayor fo UAM works as a central office in charge of your arrival and departure registration, among other administrative issues. Also you will find the [Welcome Office](#) providing support and information related to visas, housing...

Additionally, there is an **International Relations Office (ORI)** in each Faculty/School of UAM dealing with administrative and academic procedures related to international students. Check their website and contact details below and keep in touch with them regarding the enrolment of your courses at the UAM.

[ORI-Science](#)

Phone +34 91 497 44 52
ori.ciencias@uam.es

[ORI-Law](#)

Phone +34 91 497 82 31
ori.derecho@uam.es

[ORI-Business and Economics](#)

Phone +34 91 497 50 38
ori.economicas@uam.es

[ORI-Arts and Humanities](#)

Phone +34 91 497 43 64
ori.filosofia@uam.es

[ORI-Teacher Training and Education](#)

Phone +34 91 497 8624
ori.fprofesorado@uam.es

[ORI-Medicine](#)

Tel. +34 91 497 54 01
ori.medicina@uam.es

[ORI-Psychology](#)

Phone +34 91 497 50 90
ori.psicologia@uam.es

[ORI-School of Engineering](#)

Phone +34 91 497 22 98
ori.eps@uam.es

[ORI- Doctoral School](#)

Phone Tel. +34 91 497 24 40
ori.doctorado@uam.es

ACADEMIC INFORMATION

You may also find more details about the academic offer of each Faculty/School on their websites:

- [Faculty of Sciences](#)
- [Faculty of Business and Economics](#)
- [Faculty of Law](#)
- [Faculty of Arts and Humanities](#)
- [Faculty of Teacher Training and Education](#)
- [Faculty of Psychology](#)
- [Faculty of Medicine](#)
- [School of Engineering](#)
- [Faculty of Science](#)
- [Doctoral School](#)

Do not forget to check:

- [Make your own academic schedule](#)
- [Academic restrictions for incoming exchange students](#)
- [UAM English Courses 2023-24](#)

SPANISH COURSES

UAM Language Service gives you the opportunity to learn or improve your Spanish by offering a semester Spanish course for international students from basic to advanced learners, you can find more information [here](#).

UAM is also offering an intensive Spanish course, just before the semester starts. You can find more info [here](#).

ACADEMIC CALENDAR

Find out about UAM academic calendar: semester duration, evaluation period, holidays and the extraordinary evaluation period of the [academic year](#).

STUDENT E-MAIL

After your admission a UAM **student email account** [@estudiante.uam.es](#) and ID-UAM Account will be created and you will receive a message to [activate it](#). After activation you may login [here](#).

It is important you activate your account as soon as you receive the activation e-mail! Your ID-UAM will give you access to many UAM services.

If you need technical support to activate your account please check our [website](#) or contact our [CAU IT Service \(cau@uam.es\)](#).

MOODLE UAM

Moodle is the **academic virtual platform** where professors upload materials and activities and you will develop part of your work as a student.

Enter [here](#) and login with your ID-UAM identifier [@estudiante.uam.es](#).

STUDENT CARD

The **UAM student Card** is a virtual card issued by the UAM that identifies you as a member of the university. It allows you access to the spaces limited to the University Community, to the library loan, to the sports service, as well as to enjoy other advantages around the city, that being a member of the university entails.

UAM LIBRARIES

The **UAM Library** is structured around different service points: eight faculty or school libraries and a central unit that oversees coordinating and standardizing the processes and services of the centers. You can find more information on our [website](#)

5. BUDDY PROGRAM & ESN

If you would like to **contact local students for guidance and advice during your stay in Madrid**, register on [The Buddy Programme](#) **before arriving in Madrid** and we will assign you an UAM mentor student.

You can **contact your mentor with all the questions** you have before arriving in Madrid. Your mentor will be able to **facilitate your integration** among UAM students and you will be able to **improve your knowledge of Spanish** and **get to know Spanish culture** firsthand.

Besides, if you want to meet other international and local students you can't miss the information of the **Erasmus Student Network** [ESN UAM](#)! You will have the opportunity to join their activities and trips and meet other students.



6. THE WEATHER

Spain is a sunny country with around **3,000 hours of sunshine** every year.

The **temperatures are mild**, but there are still differences depending on the seasons and areas of the country.

The mildest temperatures are in **spring and autumn**, allowing you to **enjoy the outdoors** practically the **whole day long**. Maximum temperatures are reached during the months of **July and August**, which are **hot and dry** throughout the whole country. The **coldest temperatures** occur during the months of **December, January, and February**, which are the months **with the most rainfall**, mainly in the north of Spain.

It is essential to pack:

Sunglasses, which you will use all year round.

Comfortable footwear, especially if you visit museums, go sightseeing in cities or hike in nature.

A **light, comfortable backpack** to carry your things, for example, sunglasses, **sun cream**, a bottle of water and a small travel umbrella.



7. ACCOMMODATION

The **UAM** has a **student residence on campus** [Residencia Universitaria Erasmo](#).

Another option is accommodation in a **student residence off campus or renting a room in private homes**.

You may find further information about residences [here](#).

If you are looking for **student apartments or rooms** for rent in Madrid: **Erasmus Play** is a student housing search engine for students. It allows you to compare all the available accommodation quickly and easily. Moreover, you will be able to book in total safety, since all accommodation are provided by verified platforms. Book your [student flats in Madrid](#) in 3 steps:

- Select your faculty and dates.
- Compare all available accommodation.
- Click and book in a totally secure way.

Please, be aware **never make any booking or rent payments prior to your arrival** using common real estate websites.



8. TRANSPORTATION

UAM Cantoblanco Campus is reachable by public transport (by bus or Cercanías local train: “Cantoblanco” stop). Check further info to connect with Cantoblanco or Medicine campus by public transport [here](#).

The [Abono Joven:30-day Youth Pass](#) is available for young people up to the age of 26 at a reduced rate, to promote the use of public transport, **for all fare zones** (being able to travel from zone A to E2). Please note that UAM is located in **B1 zone**.

The [Metro network](#) covers the entire city of Madrid and connects it to other nearby towns within the region of Madrid. It operates from **6:00 a.m. to 1:30 a.m.** every day.

You can buy single tickets, passes for 10 journeys, or special tickets to the airport.

The [Cercanías local train](#) network covers the entire city of Madrid and connects it to other nearby towns within the region of Madrid. It runs from **5.30 am to 11.30 pm**.

The [city bus lines](#) usually operate between **6:00 am and 11:30 pm**.

Night buses, known as “búhos” (owls), run from **11.20 pm or 11.45 pm to 5.30 am or 6 am**, and until 7 am on Saturday nights and before public holidays. Most lines start at Plaza de Cibeles.

There are also **intercity lines** that connect the city of Madrid with other towns in the region.

By taxi: Easily identifiable white vehicles with a red stripe. A green light on the roof shows they are available. Or you can book one on one of the different apps Uber, Cabify, Bolt, etc.

A different, quick and ecological way to travel around Madrid is **by bike**, whether by hiring one from the different companies that provide this service or using the municipal bike hire service, Bicimad.



9. GASTRONOMY

When it's time to eat, Madrid has **many different options**, each more appealing than the last. On the one hand, **traditional bars** where you can discover exactly what **castizo** means and why **tapas** are so much fun. On the other hand, there are its **cutting-edge restaurants** and **traditional markets** that have been turned into new **gourmet spaces**, such as San Miguel, which has become a true **gastronomic shrine**. In Madrid, the time is **always ripe to enjoy an animated, urban atmosphere**, in terraces, courtyards, rooftops, etc..

Many restaurants offer a complete lunch meal for a fixed price – "**menú del día**" – and this often works out as a **bargain**. Water or wine is commonly included in the price.

Service charges are included in the bill. You are free to tip if you are very pleased



10. SCHEDULES

The **time zone used in Spain is UTC +1**, except in the Canary Islands where UTC +0 (one hour less) is used. During the year, **the clocks change twice, for summer and winter**. The first change is the last weekend in March when the clocks go forward an hour. The second change is the last weekend in October when the clocks go back an hour.

To give a general idea:

You can get usually get **breakfast** at any time between 07:00 and 12:00.

Between 12:00 and 14:00 "**aperitivo**", it is very typical to go for a drink or have some tapas with friends. Basically, people get together to have a drink **before eating**.

Restaurants tend to serve **lunch** between 13:00 and 16:00. After comes the "**merienda**" snack between 17:00 and 19:00 and **dinner** between 20:00 and 23:30. In big cities and during the summer it is normal for dinner to be served until 23.30.

The norm is for **shops** to open continuously from 10:00 to 21:00. At times, they **close between** 14:00 and 17:00, especially in summer.

Theatre productions, concerts and shows tend to start between 20:00 and 21:00.

In summer, performance start times can be later, even as late as 22:00 or 23:00.

Museums or cultural centers tend to open between 10:00 and 20:00.

Public buses in big cities tend to run between 06:00 and 23:00, and the **Metro** tends to run later.

A night service usually runs between 23:30 and 06:00.

Sunday is the normal day for shops and businesses to close.

Hospitals are open 24/7 and **medical centers** can be open between 8.00 and 21.00. **Pharmacies** open normally between 9.00 to 21.00. There are some opened 24h.



11. MONEY/BANKS

Spain has the euro (€) as its sole currency along with 24 other countries that use this **common European money**.

The Euro (€). You can consult its official value on the European Central Bank website. One Euro is made up of 100 cents, and there are eight different coins (1, 2, 5, 10, 20 and 50 cents, and 1 and 2 Euros), and seven notes (5, 10, 20, 50, 100, 200 and 500 Euros).

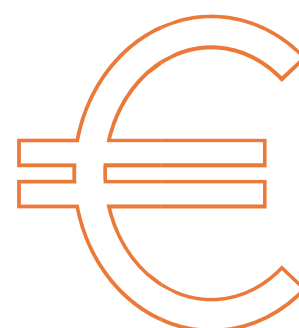
If you need to change your money to €, you will be able to do so at bureaus banks. **Banks** tend to open between 8.00 and 14.00.

In Spain you can pay in **cash in almost all cases**, and **usually only Euros are accepted**. In some cases, if the payment is made through a machine, it may be necessary to pay by card.

The option to **pay with credit and debit cards**, mainly Visa and Mastercard, is very widespread. However, **a minimum consumption of around €5 may be required** for payment by card and this may be **subject to commissions depending on the conditions of your card**. When making payments, it is **not acceptable to haggle** the marked price.

Some examples:

- Coffee: 1,50€ • Beer: 3€ • Spirit Drink (disco/pub): 10€ (entrance ticket +drink 18€)*
- Soda: 2,5€ • Museum ticket: 12-15€ • Daily Menu (working days): 10-12€ • Breakfast at UAM: 3€*
- Menu at UAM: 6€*



12. INCLUSIVE MOBILITY

An **inclusive international mobility is one that is accessible to all**: in which the student can live and study in another country without any barriers. At **SERIM** we work hard so that international mobility is within everyone's reach, to ensure your stay is an unforgettable experience, both personally and professionally. <https://www.uam.es/uam/internacional/movilidad/inclusion>



13. STAY HEALTHY

Students are required to have medical and accident insurance with coverage in Spanish territory during the whole period of stay (primary care and hospital emergencies at least).

Medicines are purchased at a **pharmacy**. You will see these in the streets with the green crosses.

We understand the importance of **mental health** and any therapeutic process. At the University **Clinic of Psychology** from the UAM (CPA, Center for Applied Psychology cpa@uam.es)

In Spain, **smoking is prohibited in** all enclosed public areas (including transport, healthcare facilities and outdoor areas that are part of their premises, educational or training centres, and playgrounds or play areas for children.



14. VISA, NIE AND TIE

The **passport or ID** is always necessary and **must be valid for up to three months after the expected date of departure**. **Citizens of the European Union, Iceland, Liechtenstein, Norway and Switzerland** can enter Spain with **their national identity document** or with their valid and current passport. **Students of certain nationalities require a valid visa for entry.**

The authorities may also request that the **reason for the trip** must be justified with documentation such as your student visa, a letter of acceptance from the UAM and a health insurance. In all cases, the students must be able to **prove the availability of economic resources** for the planned stay in Spain and the return or transfer to another country.

Those **non-EU citizens** who are preparing to study in Spain **will need to regularize their legal situation, depending on the duration of their stay.**

The visa has to be applied at the **Spanish Consulate or Embassy** closest to your home town. The type of visa you have to apply for is a Type D Open Visa or Schengen Visa.

Students who have obtained their visa to carry out study stays in Spain for **more than six months (180 days)**, will have to apply for the **Foreigner Identity Card (TIE)** within the 30 days after their arrival to be legally in Spain.

You may find further information in our [Welcome Office](#)

ONCE IN MADRID

EU CITIZENS

You need to obtain a **Community Resident Registration Certificate**, whenever you are going to stay **for more than ninety days in Spain**. This document also contains the NIE. It is issued by the Provincial Brigade for Immigration and Borders, and to obtain it, you must **request an appointment online**, [cita previa por Internet](#) option: POLICE- U.E. CITIZEN REGISTRATION CERTIFICATE.

On the day of the appointment, you must go to the address indicated, with the **required documentation** <https://www.uam.es/uam/internacional/visado-nie-tie> --> Community Resident Registration Certificate.

NON EU CITIZENS

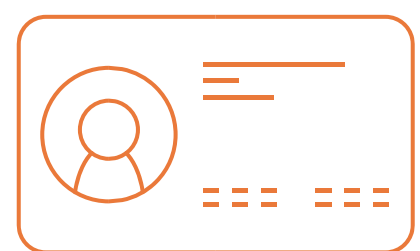
Upon **entering the European Union**, you have a **maximum of 30 calendar days** to begin the **application process for the Permit to Stay for Studies**. For this purpose, it is **essential to keep the flight tickets (boarding pass)** or to obtain the **entry stamp to the European Union** in the passport when going through customs.

TIE & NIE

The **NIE** (Número de Identidad de Extranjero) is a number **invariably assigned to foreign citizens who are going to reside in Spain for more than 90 days**, and usually it is printed on the visa granted by the Spanish Embassy or Consulate.

If for any reason the NIE is not on the visa upon arrival of the foreigner in Spain, it should be requested specifically, since it is necessary to carry out the **fingerprinting process**.

For more information visit our [webpage](#)



15. COMMUNICATION

Can I use my mobile phone when I land in Spain?

Generally, yes. In addition, at the airports **there are usually Wi-Fi networks** that you can connect to. **Possibly some mobile phones, mainly from China and the United States may not work properly in Spain.**

In any case, calling and connecting to the internet will cost at least the same as in your country of origin, if not a little more. **We recommend that you check with your mobile phone operator before starting your trip.**



6. ARRIVAL AT THE AIRPORT

The Madrid Airport is 12 km from the **city center**, which can **easily be reached by public transportation**.

By metro, take line 8. The trip costs an additional 3 euros on top of the cost of any ticket, and the journey is just over 30 minutes.

By train, you can take the C-1 and C-10 Cercanías lines, which take around half an hour to reach the city centre.

By bus, you can get to the centre with the Exprés Aeropuerto, in about half an hour for 5 euros, or take the regular city bus routes 200 or 101.

By taxi, the journey between the airport and the city centre has a fixed price of 30 euros.

If travelling **by night**, take the **airport express bus or a taxi**.



17. MOST VISITED PLACES

Anyone in search of culture will find **some of the most important museums** in the world, such as the **Prado, Reina Sofía or Thyssen**. But we must not forget smaller options, **full of charm and life, cultural centres** like the **Matadero or Conde Duque**, which are **continuously offering innovative exhibitions, concerts, guided tours**, etc.

Walking around Madrid means coming across **iconic spots** such as the stunning **Royal Palace, the Plaza Mayor with 400 years of history, the buzzing Puerta del Sol, the famous Gran Vía full of shops, or the four tallest towers in Spain**.

Each neighbourhood offers a different experience: **La Latina is ideal for tapas, Las Letras has the perfect combination of literature and fine dining...** But Madrid also means **relaxing in enormous green spaces** such as the **Retiro Park** (which together with the **Paseo del Prado boulevard** have been added to **UNESCO's World Heritage List**), and other lesser-known but equally **charming parks like El Capricho**.

You cannot miss...Fashionistas will find all options: luxury shops on the **Golden Mile, vintage establishments** in areas such as **Fuencarral, new designer markets like the Mercado de Motores, and craft workshops and bookshops over 100 years old and the traditional Rastro market**.

At dusk, some of the city's viewpoints will surprise you with **unique sunsets, at the Temple of Debod or the rooftop bar of the Círculo de Bellas Artes**, for example. And at the end of the day... **nightlife in Madrid is legendary** with live music, all kinds of ambiances, music until the sun comes up...Madrid has its own beauty. **Madrid stimulates and inspires...you have to experience it**.



18. STAY SAFE

Any emergency, call 112

AlertCops is a free mobile application that anyone, regardless of their language, origin or hearing or vocal disabilities, can use to **notify law enforcement authorities of an alert, information, data or news about a crime or security incident that they are a victim of or witness to**. The Alertcops app is a complementary channel to **contact the Spanish “Policía Nacional” or “Guardia Civil” quickly, discreetly and efficiently**. The app is available in English, French, German, Italian, Russian and Spanish.



19. CONTACT INFORMATION

International Relations and Mobility Service (SERIM) is located on the Cantoblanco campus, in the Plaza Mayor Building, ground floor.

Our office hours: Monday to Thursday: 09:00-14:00 – 15:00-17:00
Fridays: 09:00-14:00

Find more about us [here](#)



20. OTHER USEFUL CONTACTS

Any emergency
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UAM Campus Security
+34 647388804

Tourist help-line
+34 902 102 112



