

# XJTLU

---

**INTERNATIONAL  
STUDENT  
WELCOME GUIDE  
2015-16**



## WELCOME MESSAGE 欢迎



Thank you for choosing to come and study at Xi'an Jiaotong - Liverpool University. We are already preparing for your arrival, but in order to make the transition as smooth as possible we will need you to do some things too. This booklet is designed as a guide to ensure that everything goes to plan, please take the time to read it carefully.

Many thanks to those who helped to review the guide.

Every effort has been made to ensure the accuracy of the information in this booklet, which is to be correct at the time of publication.

# CONTENTS

Key contact information 联系我们	6	Bus 公交	30
Pre-departure To Do List 行前待办	6	Metro地铁	30
Before you go 行前准备	7	Taxis的士	30
Accepting your offer 录取通知书	7	E-bikes 电动车	32
How to pay your fees 如何付学费	7	Travelling in China 旅行	33
Cost of living生活费	9	Flying 机票	33
Visas 签证	11	Train 火车	33
Health 体检	13	Coaches 大巴	34
What to pack 行李	13	Student wellbeing 身心健康	35
Electronics 电器	14	Student counselling 心理咨询	35
Weather 天气	14	Hospitals 医院	35
Vaccinations 疫苗	14	Religion 宗教	36
Medications 药品	15	Safety 安全第一	37
Insurance 保险	15	Drugs 远离毒品	39
Accommodation 住宿	16	Drinking 适度饮酒	39
Technology 科技网络	17	Smoking 吸烟有害健康	39
How to get here 如何到达	18	Appendix 附录	41
When should I arrive? 报到时间	19	Accommodation types provided by the HET 住宿指南	41
When you get here 到达时	20	How do I convert my X1 visa? 如何将X1签证换成居留许可?	41
Registering with the police 派出所登记	20	Jiangsu International Travel Healthcare Centre (Suzhou Branch) 江苏国际旅行卫生保健中心	43
Do I need to convert my visa? 签证	21	Shipping & Post 邮寄	44
Online registration (e-bridge) 注册	21	How can I get a green bike card? 公共自行车	45
Now you've arrived 到达后	22	Hospitals 医院信息	48
How to open a bank account in China? 银行开户	22	Food & Restaurants 进餐	49
Communication 沟通	22	Suggested reading 有用链接	52
Cultural sensitivity (or “入乡随俗When in Rome”)	22	Metro 地铁线路	53
Dealing with the language barrier 语言障碍	23	Shopping in Suzhou 购物	58
Remember to keep your family and friends in the loop 保持联系	23	Glossary 词汇表	61
Day to day life 日常生活	27	National Holidays 国假日	63
Utilities 水电费	27	Key Mandarin Phrases 常用语	64
Food 吃饭	27		
Gym/ activities 运动	29		
Transport交通	30		

## KEY CONTACT INFORMATION 联系我们

International Student Recruitment and Support Office (ISRS)  
Office 285, Central Building  
Xi'an Jiaotong-Liverpool University  
111 Ren'ai Road, Suzhou Dushu Lake Science and Education Innovation  
District, Suzhou Industrial Park, Jiangsu Province, P. R. China, 215123  
西交利物浦大学  
国际招生及学生服务办公室，中心楼，285室  
中国江苏苏州工业园区独墅湖高教区仁爱路111号，215123

International Student Engagement team:  
Tel: +86 512 8816 1661/1807/1345  
Monday - Friday 9am -5pm  
Email: isrs@xjtlu.edu.cn

## PRE-DEPARTURE TO DO LIST 行前待办

- I have obtained a valid student visa (X1/X2)
- I have applied for my accommodation(if needed)
- I have booked my flight and provided my arrival information to the ISRS office, requested an airport pick-up if needed.
- I have Chinese currency, a credit card (and / or a debit card which can be used in China) and cash available for the journey and for the first few weeks after arriving in China.
- I have purchased travel insurance (recommended)
- I have photocopies of my passport
- I have passport photos
- I have a supply and description of any prescribed medication I am taking
- I have got my vaccinations and have checked the availability of any medications I require
- I have a list of important contacts of the ISRS office and the address of XJTLU (in Chinese & English, printed copy)

## BEFORE YOU GO 行前准备

### ACCEPTING YOUR OFFER 录取通知书

In order to accept your offer you will first need to:

Undergraduate	Masters	PhD	Non-degree courses
<ul style="list-style-type: none"> <li>■ Return the 'offer acceptance form'</li> <li>■ Pay a deposit (please refer to your offer letter)</li> </ul>	<ul style="list-style-type: none"> <li>■ Return the 'offer acceptance form'</li> <li>■ Pay a deposit (please refer to your offer letter)</li> </ul>	<ul style="list-style-type: none"> <li>■ Refer to your offer letter</li> </ul>	<ul style="list-style-type: none"> <li>■ Return the offer acceptance form</li> <li>■ Pay a deposit (please see your offer letter for details)</li> </ul>

Once your place of study is confirmed, we will start to process the paperwork for your visa/permit. Please note that it takes up to 4 weeks to process all the necessary documents and get them to you in your place of residence. If you are living in Suzhou already, you can also come to the ISRS office to pick up your paperwork.

## HOW TO PAY YOUR FEES 如何付学费

Normally, transferring money to China is trouble-free:  
How can I transfer money to China?

### First of all, you are advised to check:

- If your country has any restrictions or limits on transferring money to China.
- How much your bank charges for transferring money.
- What documentation your bank needs to validate the transfer (e.g. the offer letter, invoice).
- How long it will take to transfer the money.
- If the debit/credit cards you bring from home will be accepted in China and how much you will be charged for using them in China.

### CAN I PAY MY FEES IN ADVANCE?

Yes, you can pay your tuition fees and the non-tuition fee in advance. Payment details will be emailed to you along with your offer letter.

Please do not send any additional money to the University for accommodation and living expenses, we cannot forward it on to you.

### CAN I PAY MY FEES AFTER I ARRIVE IN SUZHOU?

We encourage payment in advance but if that is not possible, you may pay your fees in cash (in RMB only) to the Finance office or transfer the amount to the University bank account before the University registration deadline.

**HOW DO I PAY MY RENT? DO I NEED TO PAY A HOLDING DEPOSIT?**

When you arrive you'll need to pay your first month's rent (+ 1 month's rent as a security deposit) immediately. You will pay these fees to the accommodation reception office when you check-in to your apartment/room.

ISRS office and XJTU are only responsible for booking accommodation. The student is responsible for all fees and charges.

**DEBIT & CREDIT CARDS (VISA/MASTERCARD)**

You should be able to withdraw cash from major debit/credit card providers (i.e. MasterCard, Visa, Maestro, American Express) from local banks such as Bank of China, ABC and ICBC ATM machines in Suzhou. Most major credit cards are accepted at international hotels and businesses, but most smaller restaurants and shops accept cash payment only. Please note that there is a limit on the amount of cash you can withdraw per day on the machine.

**YOU SHOULD ALSO INFORM YOUR BANK THAT YOU WILL BE IN CHINA BEFORE YOU DEPART, SO THAT THEY DON'T PREVENT THE USE OF YOUR BANK CARDS IN CHINA.****CURRENCY IN CHINA**

Ren min bi (RMB) is the official and the only currency that can be used in China. The basic unit of RMB is Yuan (元) often referred to as Kuai (块) or Kuai Qian (块钱). Paper notes are issued in values of 1, 5, 10, 50 and 100RMB and coins are issued in 1, 0.5 and 0.1RMB.

Foreign currency may be exchanged at the larger branches of the nationwide banks (ABC, ICBC and Bank of China are your best bets) and currency exchange desks at the airport.

**If you have further questions about paying fees, please email: [ISRS@xjtu.edu.cn](mailto:ISRS@xjtu.edu.cn) (with subject 'Finance').**

**COST OF LIVING 生活费**

The cost of living in Suzhou varies enormously dependent on your lifestyle. It is important to know how much you have and how much you need. After being here for a semester you will probably have a good idea of how much money you are spending, not only you need to budget for that, it is also very important to have emergency funds available in case of an emergency i.e. requiring medical treatment, etc. The medical insurance provided by the University isn't direct-billing, you have to pay first and then claim the insurance. If you have other international insurance available, check with the providers in a timely manner.

Generally, in addition to your tuition fees you will need to plan for:

- Non-Tuition fee (e.g. textbooks, ID card, printing) \*currently only applies to UG and Master students
- Accommodation & Utility Costs
- Living Costs (e.g. Food, telephone bills)
- Traveling Costs (e.g. bus, taxi, train, flight)
- Medical Costs
- Visa/Residence Permit Costs



Here is a representative sample of how much you could expect to spend in Suzhou each month:

(RMB)	Lixiao- Lives in international halls and lives cheaply. i.e. only eats Chinese food from the university canteen. Doesn't go clubbing or drinking. Occasionally takes the bus or metro into the old town.	Sami - Lives in International halls. Lives cheaply during the week, but occasionally treats himself to food from a nicer restaurant. Goes drinking once a month. Normally takes the bus but will take three or four taxis a month.	David - Lives the expat life style normally eating in western restaurants and going to bars.  He owns an E-Bike and takes occasional taxis
Rent	2200	2200	3000
Utilities	200	300	500
Food	800	2000	3000
Transport	50	300	300 (+2000 for E-Bike)
Luxuries	0	1000	2000
Total monthly	3250	5800	8800
Holidays	Lixiao isn't keen on luxuries when he's travelling. He travels by train and stays in youth hostels.	Sami doesn't like to spend a lot of money, but likes the odd luxury. Bed instead of seat on the train. Generally stays in hostels or cheap hotels.	David likes to be comfortable, only stays in four star hotels and usually flies.
Cost of a week long holiday	Total cost: 1000 - 2000 Hotel/night: 10 - 50 Tickets: <200/day Food: <40/day	Total cost: 3000 - 5000 Hotel/night: 180 - 300 Tickets: 200 - 500/day Entry tickets: 120/day Food: 100/day	Total cost: 8000 - 10,000 Hotel/night: 700 - 900 Tickets: 500 - 900/day Entry tickets: 120/day Food: 300/day

**Note:**

- If you choose not to pay your tuition fee in advance, you will not be able to register on the University's Student Record System, apply for the student ID card or receive class timetables until the payment clears and has been processed by registry.
- Whilst it is possible to pay upon arrival at XJTLU we strongly advise you to pay your tuition fees well in advance. Since you cannot collect your textbooks or view your timetable until you fees are cleared, delaying payment until you arrive may have a negative impact on your studies if there payment delay occurs.
- It is a visa requirement to have sufficient funds to pay for all of your expenses whilst in China.
- Make sure to bring enough money for your immediate expenses in your first days for travel, accommodation, food and other essential items. Whilst you should be able to get money out of the ATM at the airport, you may want to exchange some cash in to RMB before you leave your home country.

## VISAS 签证

Foreigners choosing to study in China require an X-visa. There are two types of X-visa; X1 and X2. The regulations surrounding these visas are subject to change. We will keep you abreast of all relevant changes.

Type	X1	X2
Length of stay	Over 180 days	Under 180 days
Notes	The visa must be converted into a Residence Permit (RP) within 30 days of arrival in China. A health check from a Chinese clinic is required for the permit, if you already had a health check in your home country you should bring the original report with you. The health check centre staff will then examine it to see if you require any further tests.	If it is a single entry X2 type, You will normally be required to leave China in order to extend your visa past 180.

In order to apply for a student visa you will need to bring the following to your local Chinese Embassy, this is only a guideline, the required paperwork varies between countries:

- Valid passport
- Admission Notice from XJTLU
- Visa Application Form for Foreign Students Studying in China
- JW202 Form (provided by ISRS office after your place has been confirmed)
- Valid passport photographs



## HEALTH 体检

### WHAT IS A HEALTH CHECK? DO I NEED TO GET ONE? WHY?

The health check is designed to ensure that you are healthy before you come to China. Firstly for your own security and secondly to ensure that you will (hopefully) not need to use hospitals in China. The health check requirements vary from country to country; you will need to check with the visa office in your home country to find out if you need a health check before coming to China.

### WHAT TO PACK 行李

When moving to a different country for an extended period of time it is often difficult to know what to bring (and what not to). Suzhou is a highly developed and international city and you can buy almost anything you might want or need here, however non-Chinese products are significantly more expensive.

### WHAT TO BRING...

#### CLOTHES

There are a wide range of stores in Suzhou for you to buy clothes and you will need to bring both summer and winter clothing. A good jacket for the winter is advisable.

#### BOOKS

To give you a wider reading selection, you may want to consider investing in a kindle or other ePUB reader. The university library also has a good selection of books in English for you to borrow after you have received your ID card.

### DON'T BRING...

#### TOWELS/LINENS/BEDDING

These are bulky and can again be bought easily and cheaply in China

#### COOKWARE

Cookware is both heavy and bulky, you can buy most utensils and pans with relative ease in China.

## ELECTRONICS 电器

The electricity in mainland China is generally 220V, 50HZ AC (Hong Kong is 200V; Taiwan is 110V). When you come to China you will need to check that the voltage on your devices is compatible. For sensitive devices it is best to check that the cable has a transformer, especially if you are coming from the USA. You will need to buy a travel adapter before you leave your home country.

Sockets commonly used here:



**Whilst it is very easy to buy electronics in China, they are not necessarily cheaper than anywhere else in the world and the quality cannot be guaranteed even when shopping in a 'legitimate' tech shop.**

## WEATHER 天气

Suzhou is located in the south-east of China, in the subtropical humid monsoon climatic region with four distinct seasons, mild temperature and abundant rainfall. The daytime temperature averages 34°C in July/August, the hottest month, and around 0 -3.0 °C in January/February, the coldest month. Useful link: [www.weather-forecast.com/locations/Suzhou/forecasts/latest](http://www.weather-forecast.com/locations/Suzhou/forecasts/latest)

## VACCINATIONS 疫苗

We recommend you make sure you are up to date with many vaccinations you probably had when you were a child (TB, Typhoid, Polio and Tetanus) and that you vaccinated yourself against Hepatitis A. Talk to a travel nurse or other medical professional in good time before you leave for Suzhou. Realistically, you are not in a rural or tropical region of China so you are unlikely to come into contact with Cholera, Rabies, tick-borne encephalitis or Japanese encephalitis. If you plan to do travel in more rural places in China (especially in tropical areas) and/or SE Asia Japanese encephalitis may be a good idea and consider rabies especially if travelling to Tibet.

## MEDICATIONS 药品

Although it is relatively easy to find most medications in China, if you have any particular medical requirements (i.e. Epipens etc.) we would advise that you bring your own supply and if you rely on specific medication this should be checked in advance of your arrival with ISRS office.

## INSURANCE 保险

The University provides international students with basic medical insurance (it covers accidental injuries, hospitalisation, death, and disability caused by accidents). This should be sufficient for your medical needs whilst studying in China, should you wish to you can choose to upgrade this insurance to include other services such as dental and private clinics, however it may be more financially viable to consider purchasing insurance from your home country if you want more comprehensive cover. If you already have medical insurance in your home country, you may want to check whether you can extend it to cover your stay in China.

Should you be aware that the basic insurance package is not direct billing, so you will need to pay cash and then claim back the treatment or medication expenses after the fact. It is important to remember to budget for potential medical costs. We advise you to keep at least 10,000 RMB in your Chinese bank account in case of medical emergencies.

We also strongly recommend that you buy travel insurance before you leave your home country. You will need to be careful to insure that long stay is covered by the company. A good travel insurance should cover basic medical, possessions, delay and cancellation, in addition to repatriation and legal expenses.

Online dictionary of common medical terminology with Chinese translations: [www.hthworldwide.com/GHA/tools/translations/17\\_51\\_52\\_terms.pdf](http://www.hthworldwide.com/GHA/tools/translations/17_51_52_terms.pdf)





## ACCOMMODATION 住宿

If you require accommodation, you will need to book it before you arrive in China. The accommodation is managed by the Suzhou Dushu Lake Science and Education Innovation District (formally known as HET) and is allocated upon application and availability.

### HOW TO RESERVE ACCOMMODATION

You need to send an email to [ISRS@xjtlu.edu.cn](mailto:ISRS@xjtlu.edu.cn) with "Accommodation" in the subject line stating your preferred accommodation after your place at XJTLU has been confirmed. We can't guarantee that you will get your first choice of accommodation, whilst we do try to secure student's preferred accommodation, your best bet is to book as early as possible. Please refer to the University website for accommodation availability as it changes frequently. [www.xjtlu.edu.cn/en/admissions/international/accommodation.html](http://www.xjtlu.edu.cn/en/admissions/international/accommodation.html)

Living in apartments around campus has many advantages, including proximity to campus and the supportive community of your fellow international students. Whilst you are welcome to rent private accommodation, please be aware that you will need to be able to present three-month rent + deposit upon signing the lease. Unfortunately due to staffing restraints ISRS office is unable to assist in arranging private accommodation.

**PLEASE BE AWARE OF THE RULES AND REGULATIONS FOR STAYING IN APARTMENT OR DORMITORY BUILDINGS.**

## TECHNOLOGY 科技网络

### THE GREAT FIREWALL

China is infamous for its control of the internet. Websites are blocked and unblocked without rhyme or reason. Should you want to avoid the full China experience you can purchase a VPN starting from around £5 (\$7) a month. (Please note: VPNs are a grey area in Chinese law. At times of heightened security VPNs may also be blocked.)

### PHONES

China has a very well developed 3G network with most areas rapidly converting to 4G. Smart phones are almost universally used. In addition to this it is relatively easy to find wifi connections. The entire campus at XJTLU has wifi. Please be aware that some phone companies lock your handset to their service, in order to use your phone abroad you will need to get them to unlock it. Your stay in China can be made much easier through the use of apps. Two apps that you will find useful are Pleco and WeChat.

Pleco is electronic English to Chinese dictionary which is available on all mobile platforms. You can draw chinese characters into it (you may need to activate your phone's Chinese handwriting keyboard) or type pinyin into it. You can also ask a Chinese person to type a whole question into it and then read the word by word translation. (English to Chinese only works word by word)

Wechat(微信) is an instant messaging app that is almost universal in China, more intuitive than QQ it is the best way to stay in contact with people. There are many other useful apps, check with your classmates!



ISRS WECHAT ACCOUNT

## HOW TO GET HERE 如何到达

### BY AIR

Best to fly to Shanghai or Hongqiao airport, but most international carriers fly to Pudong airport, and it will take around 1.5 to 2 hours by car to Suzhou. The university runs an airport pick up service; please send your flight details to ISRS office at least one week in advance to book. Otherwise you can get here:

### BY BUS

There are airport shuttle buses from both airports to Suzhou. It's one and half an hour from Hongqiao and two from Pudong. The last buses leave at 07:00 pm. You should ask for a ticket to the SIP stop (园区 yuan qu) and get off at the "Suzhou Industrial Park" stop (苏州园区站 suzhou yuanqu zhan), and then take a taxi to XJTLU or your accommodation.

### BY TRAIN

From Suzhou Railway Station (苏州火车站), you can travel to the University by Bus No. 178 (last bus is at 9:30pm from the station) or the No.2 Express (快线2号, last bus is at 10:30pm from the station). Alternatively, you can travel by taxi. Or from Suzhou SIP Railway Station (苏州园区火车站), you can take Bus No. 115 or a taxi to XJTLU.

**NOTE: WE RECOMMEND YOU TO CHOOSE FLIGHTS ARRIVE IN CHINA DURING DAY TIME, IF YOUR FLIGHT ARRIVE IN LATE AT NIGHT, YOU SHOULD BOOK A HOTEL NEARBY AND THE DRIVER COULD PICK YOU UP FROM THE HOTEL THE NEXT DAY.**

## WHEN SHOULD I ARRIVE? 报到时间

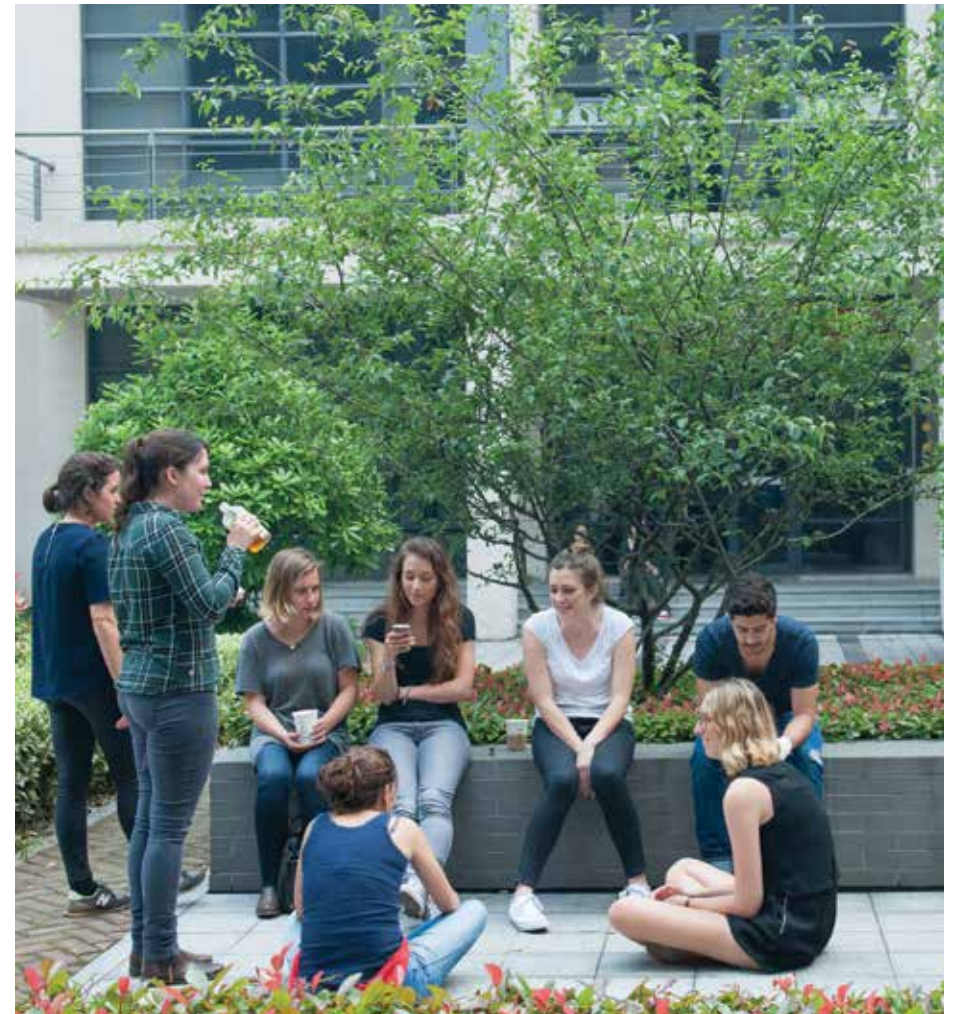
You are advised to attend the induction week. Detailed information about arrival and induction schedule will be available on the University website. ISRS office will also email relevant information to new students.

[www.xjtlu.edu.cn/en/admissions/international/student-support/getting-here.html](http://www.xjtlu.edu.cn/en/admissions/international/student-support/getting-here.html)

### INTERNATIONAL STUDENT ARRIVAL & WELCOME WEEK:

24th – 28th August 2015 (Provisional) *applies to students who are starting in September 2015*

Detailed information will be emailed to you in due course.



## WHEN YOU GET HERE 到达时

During the induction week you will need to:

- Check into your accommodation and top up the electricity, gas and water, etc.
- Register with the police
- Pay fees if you haven't already done so
- Attend the health check (X1 visa holder)
- Purchase a local phone & SIM card
- Provide emergency contacts to ISRS office
- Apply for a residence permit (X1 visa holder)
- Complete E-bridge registration
- Sign up for student clubs and attend other student social activities

## REGISTERING WITH THE POLICE 派出所登记

Upon arrival in China all foreign nationals are required to register with the police within 24 hours of arrival in China.

If you arrive during induction week and are residing in student accommodation, then the ISRS office will assist you in registering. You will just need to bring your passport and check-in documents provided by the apartment to the ISRS office and we will assist you with your registration. Should you arrive before or after induction week, or are residing outside of student accommodation then you will need to register yourself by providing your passport and valid rental contract.

The police station for students registering into accommodation in the Dushu Lake Science and Education Innovation District is close to R&D Apartment on Linquan Street (林泉街).

## DO I NEED TO CONVERT MY VISA? 签证

Students who hold an X1 entry visa must apply for a residence permit for studying within 30 days after entering China, more information will be given to you during the induction week.

### CAN I WORK IN CHINA?

The permit issued to you is for studying purpose, (at the time of publication) you are not permitted to work in China under this permit category.

### IF YOU WANT TO SUSPEND OR WITHDRAW

As an international student, if you wish to suspend or withdraw, you must consider the effect of this on your permit. Your academic advisor may advise you from an academic point of view, but that further advice should be taken from ISRS office about your permit.

## ONLINE REGISTRATION (E-BRIDGE) 注册

E-bridge is XJTLU's web-based student information system, which provides the channel for you to register with the University before the start of each semester or academic year. Once you have registered you will be able to select your optional modules (if necessary) and thereafter view your timetable.

Login to the e-bridge system [https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn) with the XJTLU student account provided to you and follow the registration manual. Please note that you will only be able to register after you have made the full payment of the tuition fee for each academic year.



## NOW YOU'VE ARRIVED 到达后

### HOW TO OPEN A BANK ACCOUNT IN CHINA? 银行开户

Take your original passport (with a valid visa or permit) and ask to open a bank account with a debit card. (I need to open a bank account, wo xuyao kai zhanghu 我需要开账户). Most of the banks here open from 9am -4:30pm Monday through to Friday, some big branches may open Saturday morning. You may need to queue for a long time during busy periods, its best to avoid going between 12 and 1, but even then you'll need to be patient. Our Finance office will also work with the ICBC to provide newly admitted students with a debit card and a bank account which students can deposit their tuition fees and other funds. Please provide a copy of your passport to the ISRS office.

Please remember to check that the teller has written your name correctly when you are opening the account. If the name on your account doesn't match your passport then you will not be able to access your account if your card is lost or stolen. Although the bank should input your name as it appears on your passport there is also the tendency to put the surname first (i.e. Smith John David), this is not a problem. You may run into problems if your name is more than 50 characters long, check with the bank at the time and keep all the documents they issue to you for the account in case you experience problems in the future. Also, if you receive a new passport after the bank account is opened, the bank might need to see your old passport or a photocopy in order to deal with your banking request.

When transferring money into China it is important to double check that you have remembered the name on the account correctly.

If you lose the bank card, you should inform the bank and apply for a new account as soon as possible, remember to take your passport with you to the bank. You will be given a new card, since your card number is the account number your account number will have changed too, you will need to ensure that all payments are made to the new card/account number.

### COMMUNICATION 沟通

At XJTLU we aim to provide the international university experience within China.

### CULTURAL SENSITIVITY (OR “入乡随俗WHEN IN ROME”)

Whilst people in Suzhou, and China generally, are very accepting of foreigners and most of the amenities you have at home are also available to you here it is important to understand that China and the Chinese people have their own unique culture. During your time here it is likely that you will come across behaviours may differ from your own culture.

### DEALING WITH THE LANGUAGE BARRIER 语言障碍

Whilst all classes and coursework in XJTLU are undertaken in English and the university makes every attempt to ensure that those members of staff with whom you will need to interact on a day to day basis have a high level of English, it is highly likely that you will experience difficulties due to a language barrier.

The Chinese language modules are currently open for all international undergraduate students. Postgraduate taught and research students, including those studying for a PhD, can also choose Chinese modules, depending on their language needs, as additional credits. Visit university website: <http://academic.xjtlu.edu.cn/lc/>

### REMEMBER TO KEEP YOUR FAMILY AND FRIENDS IN THE LOOP 保持联系

Although you have flown the nest it is important to remember that your family and friends will be thinking of you. Whilst they will understand that you are exceptionally busy with coursework, language studies and socialising, they will really appreciate knowing that you are well.

**WECHAT 微信** - Almost ubiquitous in China, WeChat is the Chinese equivalent of WhatsApp and Viber. You can IM and send voice message in addition to sending pictures or even making video calls. It works through the firewall and is easily the best way to keep in touch with people in China.

**SKYPE** - free to download, Skype can be loaded onto any platform be it phone, tablet or computer, Android, Window or Apple. It can be used both to IM and share files. You can also use it to make video and voice calls to other Skype users for free. The quality of these calls is immensely variable as it depends on the strength of the internet connection in both locations. It is quite common for only one side of the call to be able to hear the other clearly. You can also load credit on to your Skype to make VOIP international calls.

### FAMILY VISIT

If your family or friends wish to visit while you are studying at XJTLU, they may apply for a tourist visa to enter the country. Advise them to contact the local Chinese Embassies or Consulates for more information. ISRS office can only issue invitation letters (if required) for registered students.





## DAY TO DAY LIFE 日常生活

### UTILITIES 水电费

**Rent** - It is important to pay your rent on time, the management company can and will lock you out of your apartment if your rent isn't paid on time.

The university is not responsible for making sure you pay your rent.

**Electricity and water** - if you are staying in the HET apartments, your bills will be run on a pay-as-you-go system. You will be able to top up at the reception desk, the apartment will normally inform you when they are about to run out. If you are renting privately, you will need to check with your landlord or housing agents.

### FOOD 吃饭

Food lies at the heart of Chinese culture. So much so that one of the most common greetings is “吃饭了吗(Chi fan le ma)?” have you eaten which roughly equates to ‘how are you?’ and shouldn't be taken as an invitation to eat. Restaurants in China can be roughly divided into two main types. Traditional and snacking (小吃).

In a traditional restaurant you will order dishes which will be placed in the middle and that everyone will share. Portion sizes vary dramatically, but a good rule of is to order (number of people + 2+ optional soup) dishes. These dishes are divided into cold dishes, meat/fish dishes, vegetable dishes and soups  
Suggested simple meal for two: Peanuts花生米, Egg and tomato 番茄炒蛋, 'Fish' flavoured meat 鱼香肉丝, Stir-fried greens 青菜 cost 35-60 RMB

### LOCAL CUISINE

Hot pot is to the Chinese family what Sunday dinner is to the British. You start by ordering a soup which you then use to cook meat and vegetable.

### WHAT TO PUT IN THE POT?

**Meat** - Lamb 羊肉, Beef 牛肉, Nice pork 五花肉

**Shellfish** - Although seafood is normally fresh it's a little risky to have with hotpot as it is difficult to tell when it is ready to eat. Also be warned it is fairly common for prawns to be brought to the table live.

**Vegetables** - Potatoes 土豆, Sweet potatoes 红薯, Carrots 胡萝卜, Spinach 菠菜, Mushrooms 蘑菇 (香菇, 平菇, 金针菇)

If you just want to go out to eat on your own or want to eat something a little simpler there are a variety of smaller restaurants to choose from. These can be roughly divided into rice 米饭, noodles 面 and wontons 馄饨.

### SPECIALISED DIETS

Vegetarians and those with peanut and shellfish allergies need to be very careful when eating out in China. The concept of being vegetarian is not well understood outside of big cities and popular tourist destinations, whilst allergies are almost unheard of. If you choose to cook would will have access to a wide variety of fruits and vegetables (although it should be noted that availability is still highly seasonal) which you can buy from supermarkets, local markets or even roadside stalls.

When going out to eat you need to be vigilant and make sure that the food you have ordered is ok for you. Many restaurants have picture menus to let you see exactly what is in the dish you are ordering. Be aware that shellfish and peanuts are used as flavouring in various dishes and that the server may not even consider their presence.

### DRINKING WATER

Tap water here is not drinkable, you could either boil it with a kettle or purchase mineral water from the supermarket.

### GYM/ ACTIVITIES 运动

XJTLU offers a variety of sports venues for students: basketball court, football pitch, dance room, gym room. Students are welcomed to book those venues, for more information, please contact [onestop@xjtlu.edu.cn](mailto:onestop@xjtlu.edu.cn)

There is also a Sport Centre (Dushu Lake Gym) located in the Dushu Lake Science and Education Innovation District, including a swimming pool, indoor rock climbing, badminton and basketball courts, tennis courts, taekwondo, bowling and a cardio and weights gym.

Add: No.1 Cuiwei Street (苏州工业园区翠薇街1号)  
Bus route 110, 146, 156, 166, 176, 218 Destination: Dushu Lake Gym (独墅湖体育馆/dushuhu tiyu guan)

Safe bets: 青菜 (qing cai) - stir fried greens 番茄炒蛋 - (fanqie chao dan) egg and tomato

我不要肉，只要蔬菜。(Wo bu yao rou, zhi yao shucai)  
I don't want any meat, just give me vegetables.

Watch out for steamed bun 包子 (bao zi), veggie ones often have meat in them

鱼香茄子 (Yuxiang Qiezi) - 'fish' flavoured aubergine (eggplant) very tasty but often has meat in it too.

I'm allergic to shellfish, I can't even eat a tiny bit of shellfish. 我对海鲜过敏，一点点海鲜都不能吃。(Wo dui haixian guomin, yi dian dian haixian dou bu neng chi).

Watch out for: 虾米(xiami) very tiny prawns that are often used for flavouring

I'm allergic to peanuts, I can't eat peanuts or peanut oil, or anything made of peanuts 我对花生过敏，花生米、花生油等都吃不了。(Wo dui huasheng guomin, huashengmi, huashengyou deng dou chi bu liao)

Watch out for: Peanut oil is often used in cooking. Fujianese food uses a lot of peanuts. When going for hotpot double check that you dipping sauce is sesame and not peanut! And finally, 宫保鸡丁 (gongbao jiding) Kong Pao Chicken which naturally contains peanuts!

## TRANSPORT 交通

Suzhou has a very well developed public transport system with buses, metro and taxis available throughout the city it is very easy to get around the city. Please note: Foreign driving licenses are not recognised in China. It is illegal to drive without a Chinese license. Given the density of traffic, not to mention the difficulty of parking and the expense (both in terms of buying the car and tax/insurance), we strongly advise against driving in Suzhou. Should you still want to drive here you will need to take the Chinese driving test.

### BUS 公交

Buses - cost 1-2RMB (occasionally some routes cost 4-5RMB)

### METRO 地铁

It is one of the most popular transport options in Suzhou, currently Line one and Line two are operating, see appendices for details.

### TAXIS 的士

They are relatively affordable in Suzhou. All legal cabs use a meter. If the driver doesn't start the meter when you start driving you should alert him to it '打表 dabiao/ turn on the meter'.

There are two types of legal taxi.

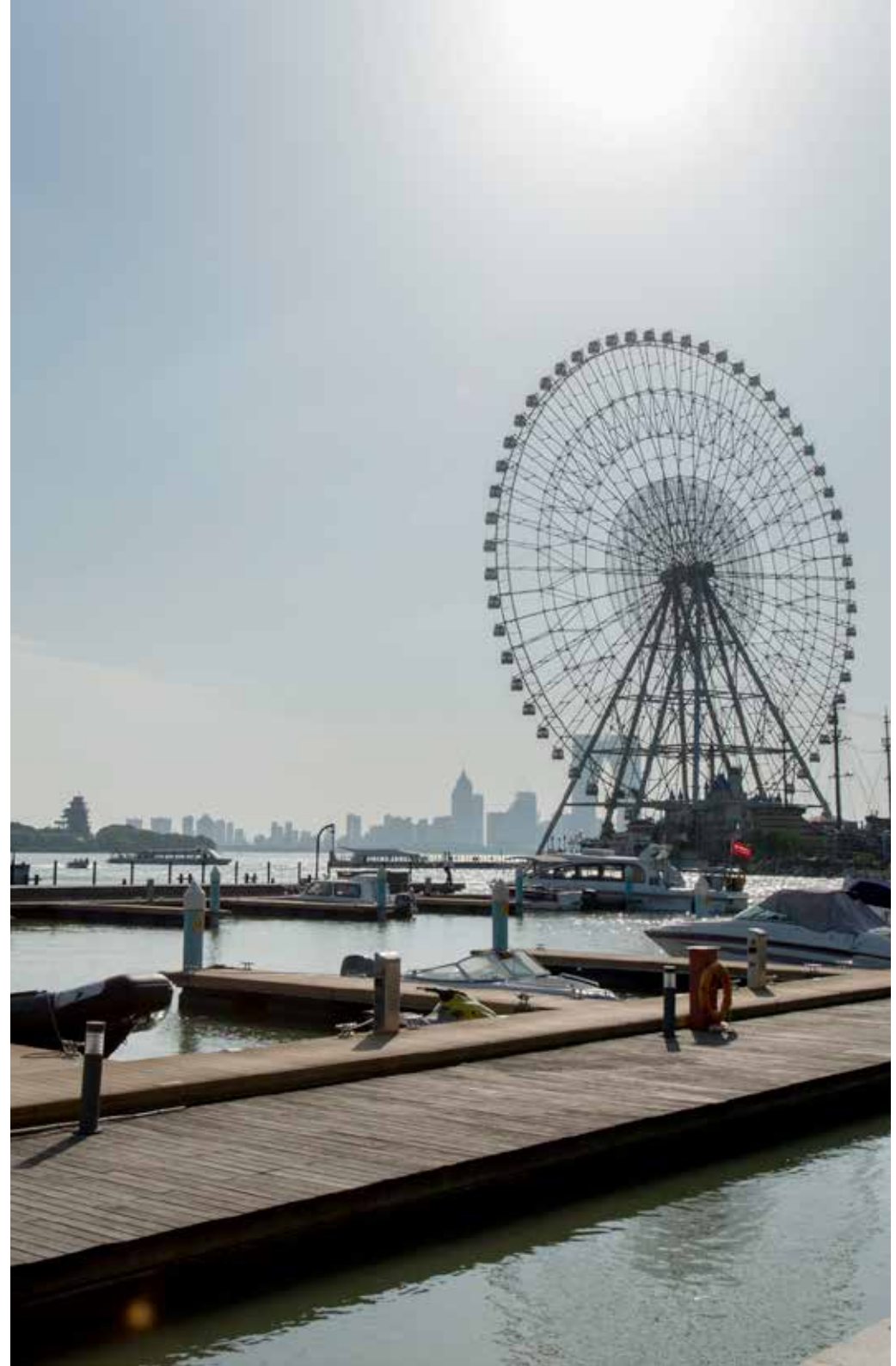
Black cabs can be called in Suzhou to a location. 67776777--2 cost: 14RMB starting price/2.30 RMB/KM

Other colour cabs are cheaper and can be hailed in the street. Free cabs will have a green “空车” on the top, if the car has a red “有客” it means the cab is occupied.

When taking a taxi it is normally a good idea to have the address of the place you are going to written down in Chinese characters unless you are confident of your ability to say the place name. It's also a good idea to have your home address on you when you go out so that you can make your way home should you get lost.

If the driver doesn't recognise the address you can also tell them which way to go.

我可以告诉你怎么走。Wo keyi gaosu ni zenme zou. I can tell you the way.  
一直走 yizhi zou . keep going straight  
右拐 youguai. turn right  
左拐 zuoguai. turn left





## E-BIKES 电动车

Although they may well have been nine million bicycles in Beijing at one point it is a certain fact that there are currently far more E-bikes than that in Suzhou. As the most economical and speedy way of getting around the city it is understandable why so many people have one.

Whilst we don't discourage students to buy E-bikes we would like to advise you to be careful. Fatal bike crashes are common enough in Suzhou to not even merit a mention in the local papers. Should you choose to ride an E-bike we strongly suggest that you buy a good helmet and ensure that you are aware of the stopping distances of your bike. E-bikes often have very good acceleration and equally poor braking systems.

A new E-Bike will cost between 2,000 – 4,000 RMB. You can buy a second hand E-bike from 800 – 1,500 RMB.

### ILLEGAL BUSES AND CABS

Note that at any train or bus station you will come across illegal buses and cabs. Although these are cheaper than the official buses/taxis they can also be quite dangerous. We strongly advise against taking unlicensed taxis.



## TRAVELLING IN CHINA 旅行

China is enormous, both in terms of land area and population, did you know that it is wider east to west than the USA? Fortunately China has an exceptionally well developed transport network, meaning that should you wish to you can travel throughout the country with relative ease.

### FLYING 机票

Most major town and cities in China have an airport with buses to connect them to the city centre. Booking flights is best done online. Flight prices are hugely variable, but can be very affordable if you book in advance.

Ctrip.com - has an English language version, but at time of writing the website was only accepting Chinese credit cards.

Qunar.com - this website is entirely Chinese but has the best deals for flights. The best way to book flights is to ask a Chinese friend to book them online for you. They will need to write your name using the following format **SURNAME/FirstnameSecondname**

### TRAIN 火车

China has an extensive network of trains with high speed rail links running throughout the east coast region with continual development into western regions. All trains have food carts, but the food on these quite expensive. It is a good idea to take some food with you on journeys lasting more than three hours.

There are two main types of train, the G and D high speed trains and the Z, K, L and unnumbered trains.

#### G AND D

This means for Gaotie (高铁) and Dongche (动车) respectively these are the high speed rail trains. These trains generally have two classes of seating, first and second class.

#### Z, K, L OR NO NUMBER

These trains are the older slower trains. They normally have three classes of tickets Hard Seat, Hard bed and Soft Bed. Train tickets can only be booked a maximum of 18days in advance.

It's a good idea to buy your tickets as soon as early as possible as tickets often sell out.

Destination	Time from Suzhou Fast/Slow	First/Second class	Soft Bed/Hard Bed Hard Seat
北京 Beijing	4h 48m/ 21h 2m	¥883.5/523.5	¥470/307/470
上海 Shanghai	25m/45m	¥64.5/34.5	
成都 Chengdu	14h 36m/29 - 35h	¥695/580	¥751/487/268
西安 Xi'an	9h 52m/15h 15m	¥792/321	¥484.5/317.5/173.5
深圳 Shenzhen	12h 33m	¥624/504	

## COACHES 大巴

Coaches are a little more expensive than trains, but are useful for getting to smaller cities, out of city tourist locations or as emergency transport if the trains are fully booked as coach tickets only go on sale approx. 18 hours before the bus leaves.

There is no easy way to book tickets online and finding a timetable is similarly tricky. Your best bet is to go the coach station 汽车站/客运站 and ask at the ticket office there.



## STUDENT WELLBEING 身心健康

### STUDENT COUNSELLING 心理咨询

Working in conjunction with the Mental Health and Development Centre (MHDC) at XJTLU alongside external health care facilities, ISRS aims to support and respond to students' emotional needs and general wellbeing. Living in a different country can be exciting and yet stressful from time to time. The language barrier, culture difference, food or the climate can all affect you emotionally. Although we know that many students will have minimal problem adapting to their new environment, we are here to support you should you be finding it difficult so that you can get the most from your time at University. If you wish to talk to someone about any concerns you might have, don't hesitate to get in contact with us.

All enquiries of this nature will be kept confidential.

### HOSPITALS 医院

#### PUBLIC HOSPITALS

The medical insurance provided by the university only covers treatment in public hospitals. The public hospitals in Suzhou are generally clean and reliable. Due to the language barrier and the different registration procedures in hospitals, we advise that you take a Chinese speaker with you when you go. If required ISRS office can arrange a staff or a student volunteer to assist you.

Please remember you will need to keep all official receipts/invoices and paperwork associated with your visit to the hospital in order to claim back your expenses either against your own insurance or the university supplied insurance.

#### PRIVATE CLINICS

There are also private clinics in the SIP, these clinics are more foreigner friendly, the doctors are generally either international or have a very high standard of English and treatment is entirely western medicine based. However these clinics are not covered by the basic medical insurance provided by the university and are also significantly more expensive than the public hospitals.

SingHealth <http://www.singhealth.asia/en/index.php>

Parkway <http://www.parkwayhealth.cn/>

**DENTIST**

There is a dental clinic close to the campus and all major hospitals also provide dental services. Dental treatments are not covered by the basic medical insurance package.

**PHARMACY**

There is a pharmacy located in Wenxing Plaza, the health pharmacy provides a range of medicines both Western and Chinese. Please be aware that staff don't speak English, you will need to have the name of the medicine you require written in Chinese, or take a Chinese friend with you. You should make sure that you are purchasing the correct medication, its best to check the chemical name on the information sheet inside the box. Please be aware of any potential side effects. We advise that for anything other than minor illness you consult a doctor. Certain medicines may only be available in major hospitals or private clinics.

**RELIGION 宗教**

According to the Chinese law, religious rites and activities can only take place in officially recognised places of worship, i.e. churches, mosques, temples, etc.

Add: Bailu Park, Dushu Lake HET, SIP (苏州工业园区独墅湖翠微街白鹭公园)  
Bus route 156, 166, 176, 218  
Website: <https://www.thesif.org/>

Our Lady of the Seven Sorrows (Catholic Cathedral) 圣母七苦主教座堂  
Add: No.90 Sanxiang Road, Suzhou (苏州市三香路90号)

Taipingfang Mosque 太平坊清真寺  
Add: No. 19 Tai Ping Fang, Shilu, Suzhou (苏州石路太平坊19号)

There are two main Taoist temples in Suzhou, one at 94 Gangqian Street (观前街) known as Shuzhou Xuanmiao Temple (玄妙观) and another at 94 Jingde Road (景德路) known as Suzhou Chenghuang Temple (城隍庙)

Hanshan Temple 寒山寺  
Website: <http://loading.hanshansi.org/index.html> (in Chinese)  
Add: No.24 Hanshan Temple Lane, Jinchang District, Suzhou 苏州市金阊区寒山寺弄24号

Bus route 游3, 313, 6, 9, 17, 21, 31, 301 to '何山大桥' stop

**SAFETY 安全第一**

Suzhou is generally a safe city. Dushu Lake Science and Education Innovation District Town is generally a safe place to live and study, but as in all cities around the world, you need to be aware of your personal security.

**REMINDER:**

Keep your passport and wallet in a safe place. It is not wise, especially in crowded busy areas like stations and markets, to put your wallet or passport in a back pocket or visible in your bag.

If you are returning home late at night, walk in groups or use public transport. Avoid putting yourself at risk by taking shortcuts, for example, through dark alleyways or parks.

Don't carry large amounts of cash with you when you are out, especially in bars, clubs and crowded tourist spots. It's normally best to carry around a bundle of smaller notes for buses, taxis and buying things in smaller shops. Some shop keepers won't take a 100 RMB note for small purchases and you need exact change (or money on your student ID) to take the bus.

**ATMS**

Most ATMs in China run on Union Pay (银联). If you want to take money out on an international card you will need to go to one of the nationwide banks. i.e. ABC, ICBC and Bank of China.

Be aware of others around you at cash point ATM machines, many of the ATMs in Suzhou have a security cubicle around them. As with anywhere it's best not to take money out in isolated areas or late at night.

You can only take out 30,000 RMB a day (some might be less). The ATM will only allow you to take out money in 3000 RMB increments, because of this your money will come out of the machine first, you then need to request the card back.

**HOW TO USE AN ATM:**

Put in your card → Look for language option → type in PIN → choose amount of money you want → take cash → repeat as necessary → request return of card (Remember cash first and then card).

Note: If you enter the wrong PIN three times in a row, your card will be locked and some machine won't return the card to you as it would suspect that it might be a stolen card. Remember your password.

**TRAFFIC SAFETY**

Be aware of traffic rules and pay attention to traffic safety. Green doesn't mean go, it means check it's safe and then go. Remember always check for right hand turners, cars are allowed to turn right at any junction regardless of the lights. Finally, remember to be aware of E-Bikes.

**FIRE SAFETY**

Make sure to use electricity safely both on and off campus. Cooking precautions and make sure you turn off the electricity or gas after cooking, do not leave it unattended. Take care when smoking and candles are an open flame. Be familiar with emergency procedures and evacuation routes. The University also holds fire drills regularly.

**EMERGENCY LINES IN CHINA:**

Police: 110  
Fire: 119  
Ambulance: 120

If you feel that a situation is not urgent enough to call 110 and takes place on campus, you can telephone: ISRS, Student Engagement: 8816 1661/1345/1807 (Monday - Friday, 9am - 5pm) in Suzhou.

**DRUGS** 远离毒品

The purchase, consumption and selling of drugs are all illegal in China and you will face harsh penalties if caught. Don't do it.

**DRINKING** 适度饮酒

We urge caution when going out drinking. Whilst we don't want to stop you having a good time, we do encourage you to drink responsibly. Additionally, you need to ensure that the alcohol you are drinking is real, some bars will attempt to sell 'fake' alcohols to drunken patrons.

**SMOKING** 吸烟有害健康

In order to provide a healthy environment that promotes well-being, and safety of students, faculty, staff, and visitors, smoking is prohibited in the campus indoor areas, and please be considerate when there are others around. In some apartments, smoking is permitted only in designated areas, look out for signs and be aware of fire safety.





## APPENDIX 附录

Science and Education Innovation District student accommodation	Approx. cost	Info
Single occupancy ensuite room in 4 or 6-Bedroom apartment (excluding utilities)	Approx. 2500RMB (420USD) per month	Apartment is furnished, it has a communal kitchen and living room, as well as AC, heating and wired internet access
Single and double bed en-suite studio rooms (excluding utilities)		Studio apartments are furnished. They also have a TV, AC, refrigerator and microwave

### HOW DO I CONVERT MY X1 VISA?

如何将X1签证换成居留许可?

ISRS office will arrange a trip to the Jiangsu International Travel Healthcare Centre during induction week. The centre is only open for testing in the morning. You mustn't eat anything until after your health check as food may alter your blood sugar levels and therefore your test results. You will need to bring:

- Passport
- A photocopy of your passport (ID page)
- 1 passport photo
- RMB518(cash) fees (quote from Year14/15).

We will then organise all of the necessary paperwork for you to go the exit/entry bureau (refer to page 42 for the address) to convert you visa into a residence permit. Your passport will be held by the bureau for up to two weeks, then mailed back to you or ISRS office with a 42RMB delivery cost.

N.B If you took a health check in your home country you still need to come to the Healthcheck centre. However if you bring the original report with you, you may be able to skip some of the tests and save some money.

Items needed for the permit application (ISRS office will prepare for the "\*" items):

- A Residence Permit Application Form \*
- Official letters from the University \*
- The Unconditional Offer Letter
- The JW202 Form (the yellow copy) \*
- A valid passport and entry visa (photocopy required)
- The Registration Form of Temporary Residence (receive after registered with the Police)
- Standard passport photo which will be taken at the bureau (cost 20RMB for a set)

## WHERE TO APPLY:

SECTION OF EXIT-ENTRY ADMINISTRATION OF SIP PUBLIC SECURITY  
BRANCH (园区公安局出入境管理大队)

Address	No.55 Wansheng Street, 1F, Industrial and Commercial Building (SIP One-stop Service Centre) 苏州工业园区万盛街55号园区工商大厦一楼 (园区一站式服务中心)
Opening hours	Monday - Friday, 9:00 - 11:45, 14:00 - 17:00 [suggested to go in the morning]
Telephone Inquiry	+86 (0)512 66601111
Website	<a href="http://yqcrj.sipac.gov.cn">http://yqcrj.sipac.gov.cn</a>
Fee & Payments	Chinese debit or credit cards Applying for a Residence Permit valid for one year is 800RMB
Bus route	2, 6, 16, 47, 100, 106, 108, 158, 116, 166, 168, 219, 228, 258, 812, express No.1, express No.2 to 园区行政中心 (西) or 旺墩路万盛街

## JIANGSU INTERNATIONAL TRAVEL HEALTHCARE CENTRE (SUZHOU BRANCH) 江苏国际旅行卫生保健中心

Address: No.738 Changjiang Road, Suzhou New District  
苏州江苏国际旅行卫生保健中心(苏州市中心)  
苏州高新区长江路738号, 近泰山路。

Health checks conducted: Monday - Friday, 8:00am - 11:00am  
Report collection: Monday - Friday, 1:00pm - 3:00pm

Tel: 66656350

What to bring:

- ✓ Your actual passport and a copy of the passport information page
- ✓ 2 passport-sized photos (white background, color photos)

Fee: 518RMB (in cash only, price may be subject to change)

+ 0 RMB Collect the report in person

(You can collect your report after 3 working days.

You need to go to the Health check centre between 1:00pm - 3:00pm  
(Monday - Friday) and present your receipt.)

OR

+22RMB Post Delivery

Please use the University address as printed below:

西交利物浦大学  
国际招生及学生服务办公室(ISRS)  
江苏苏州工业园区独墅湖高教区仁爱路111号, 中心楼, 285室

邮政编码: 215123

电话: (0512) 8816 1661

## SHIPPING & POST 邮寄

### TO CHINA

Like all other countries, China monitors the goods that travel through its borders from other countries. Restricted items include firearms, perishable food, live animals, money, alcohol, tobacco and precious metals. Personal belongings can usually be imported without issue as long as the shipment is accompanied by the proper paperwork. China Customs provides further information about all the applicable rules:

<http://english.customs.gov.cn/publish/portal191/>

### FROM CHINA

The nearest branch of China Post to the campus can be found within the MBA apartment complex at Wenxing Plaza (opens from 11am - 4:30pm, Mon - Fri, excluding national holidays). The staff there are unlikely to speak English, so you may find a Chinese friend to help you. For international postal service, it is better if you take the unwrapped item to the Post Office to check for custom clearance.

Depending on how quickly you want your item to arrive at its destination and your budget, you can select for the more expensive but Express Mail service (EMS) or slower but cheaper Surface mail. Standard China Post boxes/packages can be bought at the post office.

There are of course, other mailing services including DHL, FedEx, UPS and TNT, which you can contact directly to arrange someone to come and collect the item. Custom clearance procedures apply sometimes. Please check the regulation with the service provider beforehand.

**DHL:** <http://www.cn.dhl.com/en.html>

800-810-8000 (free)

400-810-8000 (Mobile Phone)

**FEDEX:** [http://www.fedex.com/cn\\_english/](http://www.fedex.com/cn_english/)

800-988-1888 (free)

400-886-1888 (Mobile Phone)

**UPS:** <http://www.ups.com/content/cn/en/index.jsx>

800-820-8388

400-820-8388 (Mobile Phone)

**TNT:** <http://www.tnt.com.cn/en/index.asp>

800 820 9868

400 820 9868(Mobile phone)

## HOW CAN I GET A GREEN BIKE CARD? 公共自行车

Public Green Bikes is one of transportation service the Suzhou government offers. The green bikes are free to use and provide a quick and convenient means of getting from A to B. Getting a Green Bike card is the first step to becoming more active in Suzhou, not to mention avoiding the worst of rush hour traffic.

### WHERE TO GET A CARD?

The nearest office to campus is on the second floor of the Hanlin Neighborhood centre at the end of Ren'ai Road (The one with the McDonalds). This office doesn't take bank card; you will need to pay cash.

Address: Second Floor, Hanlin Neighbourhood Center (the nearest McDonalds), Linquan Street, Dushu Lake Higher Education Town.

Opening hours: 8:00am - 12:00am, 1:30-5:00pm, Monday - Saturday (excluding public holidays)

### Requirements:

- ✓ Original valid passport
- ✓ Valid Residence Permit
- ✓ Fee: 10RMB card fee (cash only)

NB: If you are a short term visitor and you don't have a residence permit, then you will need to pay a deposit of 200 RMB plus 10 RMB card fee. (Cash only)

### HOW DO I USE THE CARD TO GET A BIKE?

SWIPE YOUR CARD ON THE BLACK CIRCULAR READER, THEN PULL THE BIKE BACKWARDS TO DETACH IT FROM THE STAND.

PUSH THE BIKE INTO THE STAND, THEN SWIPE YOUR CARD ON THE READER.



- When you buy the card it will have 100 points on it.
- If you borrow the bike and then return it within 1 ½ hours, it is free and no points are deducted.
- 20 points will be deducted from your card for every extra 1 ½ hours that you keep the bike.
- Should you run out of points on your card you will have to take it back to the office to recharge it. It will cost 10 RMB for another 100 points.

## GREEN BIKE FAQS:

### 1. WHAT'S THE TELEPHONE NUMBER FOR THE GREEN BIKES? DO THEY HAVE AN ENGLISH SPEAKING LINE? IS THERE A WEBSITE?

Service number: 4000-711-882, unfortunately they don't have an English speaking line  
Website: <http://www.sipbike.com/>

### 2. COULD I LEND THE CARD TO OTHERS?

Please note: The system is one person, one card, one bike.

### 3. WHAT SHOULD I DO IF I LOSE MY CARD?

First you need to call the service number (4000-711-882(Chinese Only)) to report the card missing. Having done this you will need to go back to your nearest bike office to get a new card. Note: You won't be able to order a new card until you have reported the old one missing.

### 4. WHAT IF I LOSE/BREAK A GREEN BIKE?

You'll need to head over the central bike management office and pay a small fee for repair/replacement.

Repair fee           200RMB  
Replacement fee   300RMB

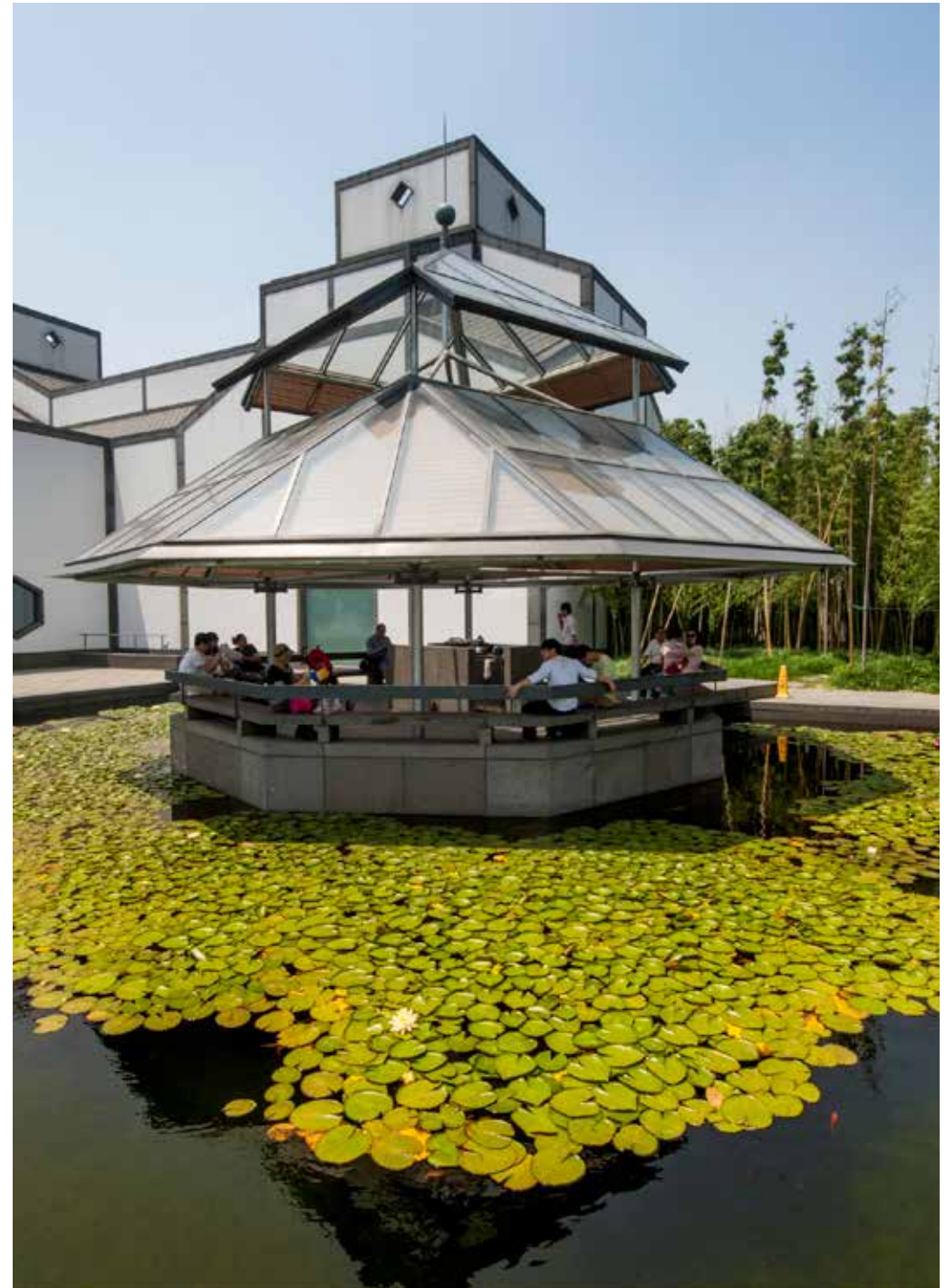
The central bike management office is to the west of Ligong Di.  
Address: the east end of Shuifang Road, Marina Cove Gardens (Shui Xiang Lin Li), Jinji Lake, SIP (苏州工业园区金鸡湖景区水巷邻里水坊路向东到底)

### 5. WHERE CAN I GO TO RETURN MY BIKE CARD AND GET MY DEPOSIT BACK?

Address: No. 178, Hudong Neighborhood center, Xinghu Street, SIP  
Opening hours: Monday to Saturday 8:30-12:00, 13:30-17:00

#### SOME TIPS:

- Use the cycle lanes as much as possible. Stay on the correct (right hand side) of the road.
- When people honk at you, it doesn't mean they are angry, most of the time they just want to let you know they are there.
- Green doesn't mean go, it means check it's safe and then go.
- Finally always check for right hand turners, cars are allowed to turn right at any junction regardless of the lights.





## HOSPITALS 医院信息

### DOWNTOWN AREA 古城區

#### THE FIRST AFFILIATED HOSPITAL OF SOOCHOW UNIVERSITY 苏州大学附属第一医院

Add: No.188 Shizi Street (苏州市十梓街)

Bus route 游2, 40, 50北, 202, 529, 200(南), 811 to “第一人民医院西” stop.

#### SUZHOU HOSPITAL OF TRADITIONAL CHINESE MEDICINE 苏州中医医院

Add: No.889 Wu Zhong Xi Road, Suzhou (沧浪新城吴中西路889号)

Bus route 900, 921, 37, 47 to “中医院” stop.

#### SUZHOU MUNICIPAL HOSPITAL 苏州市立医院

Add: No. 26 Daoqian Street, Suzhou (苏州市道前街26号)

East District of the hospital 苏州市立医院东区

Add: No. 16 Bai Ta Road West, Suzhou (苏州市白塔西路16号)

North District of the Hospital 苏州市立医院北区

Add: No.242 Guangji Road, Suzhou (苏州市广济路242号)

#### SUZHOU INDUSTRIAL PARK:

Kowloon Hospital 九龙医院

Add: No.118 Wansheng Street, SIP, Suzhou (苏州市工业园区万盛街118号)

#### DUSHU LAKE SEID HOSPITAL 独墅湖科技创新区医院

Add: No. 388 Linqun Street (close to Wenhui Plaza) 工业园区独墅湖科教创新区林泉街388号 (近文荟广场)

## FOOD & RESTAURANTS 进餐

### ON-CAMPUS 校内

#### SUBWAY (赛百味) ¥¥

Located on the ground floor of the Foundation Building.

Opens from 8am - 10pm (Mon - Sun)

Sells sandwiches, biscuits, hot and cold drinks

#### KEDI CONVENIENCE STORE (可的) ¥

Located on the ground floor of the Foundation Building

Opens from 8am - 9pm (Mon - Sun)

Sells snacks, drinks, daily necessities

#### PARFAIT (芭菲) ¥¥

Located on the basement floor in Science building (Block SA)

Opens from 10am - 6:30pm (Mon - Sun)

Serves both Chinese and Western-style food

#### PACIFIC COFFEE (太平洋咖啡) ¥¥¥

Location on the 2nd floor in Building P122

Opens from 9am - 9pm (Mon - Sun)

Serves coffee, tea, snacks

#### YUSHANFANG (御膳房) ¥

Located on the ground floor in Building P122

Opens during 7am - 9am (breakfast), 10:45 - 13:30 (lunch), 4:30pm - 7pm (dinner); (Mon - Sun)

Serves Chinese-style food

**Note: Opening hours may sometimes change during national holidays or University closing days, please look out for notices or check with them directly.**



¥ CHEAP  
¥¥ AVERAGE OR ABOVE

**OFF-CAMPUS 校外**

There are also lots of other restaurants (Chinese and international), convenience stores, and supermarkets in the Dushu Lake Science and Education Innovation District, which are also close to the campus. You may also find a variety of food and restaurants in Suzhou, traditional restaurants can be found downtown on streets such as Guanqian Street (观前街), Shiquan Street (十全街) and Shilu (石路) shopping area.

**HAKUNA MATATA CAFÉ & BAR 叁叁**

5 minutes' walk from the University Foundation Building  
Opens during 8:30am – midnight  
Offers coffee and other beverages, western dishes

**ZEMO CAFÉ 这美咖啡 叁叁**

5 minutes' walk from the University Foundation Building, next to Hakuna Matata  
Opens during 8:00– 9:00  
Offers coffee, breakfast and other beverages, western dishes

**HANLIN NEIGHBORHOOD CENTRE (翰林邻里中心)**

Fresh Market, dry cleaners, McDonald's, Vanguard Supermarket, bakery, yoga studio, photographers, and Victor's imported goods. Basil's Café(Ti'amo) around the corner of the Centre offers a variety of western food.  
Location: at the end of Ren'ai Road. A fruit, vegetable and meat market is behind McDonald's just up the side street.

**WEN XING PLAZA (文星广场)**

Jia De Li Supermarket, a Chinese supermarket (basement), provides daily necessities, small selection of fruit, no vegetables or meat. The complex also has KFC and the train ticket office. There are also a number of Chinese restaurants around the area, a bakery (85°C), ABC bank ATM machines and a pharmacy. The MBA Hotel Apartment is also close to the plaza.  
Location: Opposite the University

**SUZHOU INDUSTRIAL PARK (SIP) 苏州工业园区****TIMES SQUARE (时代广场)**

Shopping malls, Freshmart supermarket and a variety of restaurant and cafés. Branches of Watson's, Manning's, Subway, Starbucks and other restaurants.  
Bus route 115, 快线2号 to '旺墩路'stop and about 10 minutes' walk

**XINDU PLAZA (馨都广场)**

Western restaurants include Heidi's, Jack's, Simon's and Mister Pizza. Other popular restaurants such as Casa Zoe and Blue Marline are located a short walk away. Bus route 146, 178 to '馨都广场'stop

**LI GONG DI (李公堤)**

Li Gong Di is located along the southeast bank of Jinji Lake (金鸡湖). It provides a wider variety of bars and restaurants. It becomes especially lively during the weekends. For those who prefer a more sedate environment, restaurants such as Indian at the Cross, Namaste, Amigos, Hofbräuhaus and the all you can eat and drink Japanese restaurant Zhao Ri Wu (朝日屋). Li Gong Di also plays host to several popular bars including Ollies', Harry's, Tunnel bar and Jenny's.  
Bus route 142 to '李公堤南'stop

**MOON HARBOR (月光码头)**

Western food and bars. Popular restaurants include Ganesh Indian and Ophelie. Bus route 812, 快线2号 to '国际博览中心'stop and 10 minutes' walk

**HU BIN XINTIANDI (湖滨新天地) has proven to be a very popular destination too,**

restaurants include Wang Steakhouse, 789 Hotpot restaurant.  
Bus route 812, 快线2号 to '沁苑小区'stop and about 5 minutes' walk

**INCITY AND WAL-MART (印象城)**

Fashionable shopping mall (Uniqlo, Muji, H&M, ZARA, Subway and Starbucks, restaurants and cinema). Wal-Mart (in basement) has some imported goods and a range of household good.  
Bus route 120, 238, 261, 2 to '东港二村东' and about 5 minutes' walk; Metro line 1, Central Park stop, outside exit 1, there is a free mini bus which will take you to InCity directly, it runs every 10 minutes approximately.

**AUCHAN (欧尚)**

An enormous supermarket with a reasonable selection of Western products. The shopping Centre within Auchan also has a variety of other shops including Decathlon (sports and outdoor shop), a branch of Franco Papa's bread shop and both Manning's and Watson's.  
Opens from 8am - 10pm  
Bus route 142, 812,146 to L'Oreal, Ou Shang (欧莱雅, 欧尚)



**SUGGESTED READING** 有用链接**XJTLU:**XJTLU Home: [www.xjtlu.edu.cn/en](http://www.xjtlu.edu.cn/en)XJTLU Student Support: [www.xjtlu.edu.cn/en/admissions/international/student-support.html](http://www.xjtlu.edu.cn/en/admissions/international/student-support.html)**SUZHOU LIFE**LivingSu: <http://www.livingsu.com/>What's On guide: <http://www.whatsoninsuzhou.com.cn/>Beautiful Suzhou: <http://www.beautifulsuzhou.com/>**TRAVEL**Ctrip: <http://english.ctrip.com/>Lonely Planet: <http://www.lonelyplanet.com/china>**METRO** 地铁线路

Line 1 (runs between 6:30am - 9:30pm): ■ New District □ Old town ■ SIP

木渎(Mudu)	Mudu Town
金枫路(JinFeng Lu)	
汾湖路(FengHu Lu)	
玉山路(YuShan Lu)	
苏州乐园(Suzhou Amusement Land)	
塔园路(TaYuan Lu)	
滨河路(BinHe Lu)	
西环路(XiHuan Lu)	
桐泾北路 (TongJingBei Lu)	
广济南路 (GuangJiNan Lu)	Close to Shilu shopping area
养育巷 (YangYuXiang)	
乐桥(LeQiao)	Close to East side of Guan Qian Street shopping area
临顿路(LinDun Lu)	Close to west side of Guan Qian Street shopping area
相门(XiangMen)	
东环路(DongHuan Lu)	
中央公园(Central Park)	
星海广场(Xinghai Square)	
东方之门(DongFangZhiMen)	
文化博览中心( Culture & Expro Centre)	
时代广场(Times Square)	
星湖街(XingHu Jie)	Get off here and take '快线2' bus to XJTLU
南施街 (NanShi Jie)	
星塘街(XingTang Jie)	
钟南街(ZhongNan Jie)	

## Line 2 (opened in December 2013)

木渎(Mudu)	Mudu Town
高铁苏州北站(Suzhou North Railway Station)	
大湾(Dawan)	
富元路(Fuyuan Lu)	
蠡口(Likou)	
徐图港(Xutu Gang)	
阳澄湖中路(Yangchenghu Zhonglu)	
陆慕(Lumu)	
平泖路东(Pinglonglu East)	
平河路(Pinghe Lu)	
苏州火车站(Suzhou Railway Station)	The main station downtown
上塘街(Shangtang Jie)	
石路(Shi Lu)	
广济南路(Guangjinan Lu)	Change to Line1
三香广场(Sangxiang Square)	
劳动路(Laodong Lu)	
胥江路(Xujiang Lu)	
桐泾公园(Tongjing Park)	
友联(You Lian)	
盘蠡路(Panli Lu)	
新家桥(Xinjia Qiao)	
石湖东路(Shihu Donglu)	
宝带桥南(Baodaiqiao South)	
钟南街(ZhongNan Jie)	

Useful link (for reference only):

[www.livingsu.com/guide\\_detail.asp?id=7](http://www.livingsu.com/guide_detail.asp?id=7)





## SHOPPING IN SUZHOU 购物

### DOWNTOWN AREA 老城区

#### GUANQIAN PEDESTRIAN SHOPPING STREET 观前街

Lying in the downtown core of Suzhou, the main theme of the street involves eating, shopping and entertaining. There are hundreds of shops, restaurants, bars, stores and clubs in old fashioned structures surrounded by colorful signs and neon lights along the street.

Bus route 178 or Metro line 1 to '临顿路' stop

#### SHIQUAN STREET 十全街

Eclectic selection of shops and cafés. Many boutiques and expensive antique shops.

#### SHILU PEDESTRIAN SHOPPING STREET 石路

Department stores, shops and restaurants in the area

#### SHANTANG STREET 山塘街

An old street close to Shilu area. Lots of shops and some cafés. Boat tour of the canals (40-150 RMB).

Website: <http://en.shantang.com.cn/>

#### PINGJIANG ROAD 平江路

Old street in Suzhou, mixture of old houses, cafés, restaurants and unique craft shops.

Website: <http://english.pingjiangroad.com/>

#### SENSO SHOPPING MALL 新苏天地

No. 219 South Guangji Road, Suzhou (苏州广济南路219号)

#### U-TOWN ELECTRICALS MARKET 友通数码港

Shops for cameras, audio and computing essentials.

One branch located at No. 45 - 55 Fu Ren Fang Alley, Ping Jiang area (平江区富仁坊巷45-55号); the other located at No.456, West Guanjiang Road (干将西路456号)

#### SUZHOU XINHUA BOOKSTORE 新华书店

One of the biggest bookstores in Suzhou

No. 166 Guanqian Street (平江区观前街166号)

Opens from 9am - 9pm

## SUZHOU INDUSTRIAL PARK AREA 苏州园区

#### AUCHAN SUPERMARKET 欧尚

An enormous supermarket with a reasonable selection of Western products. The shopping centre contains Auchan also has a variety of other shops including Decathlon (sports and outdoor shop), a branch of Franco Papa's bread shop and both Manning's and Watson's.

Opening hours: 8am-10pm.

No. 205, Jinjihu Road, SIP, Suzhou (苏州园区金鸡湖路205号)

#### INCITY PLAZA 印象城

A modern shopping mall which contains a variety fashion brands (including Zara, H&M, UNIQLO, etc.), restaurants, cafés, a cinema, a spa and a gym.

No. 1699, Xian Dai Avenue, SIP, Suzhou (苏州园区现代大道1699号)

Website: <http://www.incityplaza.com/html/InCityIndex.html>

#### WALMART SUPERMARKET 沃尔玛

Basement One, InCity Plaza, 1699 Xiandai Avenue, SIP, Suzhou (苏州园区现代大道1699号)

#### RAINBOW DEPARTMENT STORE 天虹

No.388 Suya Road, SIP, Suzhou (苏州园区苏雅路388号)

#### TIME SQUARE 时代广场

Shopping mall, Freshmart supermarket and variety of restaurants and cafés.

No. 268 Wangdun Road, SIP, Suzhou (苏州园区旺墩路268号)

#### XINDU PLAZA 馨都广场

No. 8 Jin Ji Hu Road, SIP, Suzhou (苏州园区金鸡湖路8号)





## GLOSSARY 词汇表

### SUZHOU INDUSTRIAL PARK – SIP

Website: <http://www.sipac.gov.cn/english/>

Suzhou Industrial Park officially started in 1994 with Chinese and Singapore governments' cooperation.

It has made tremendous progress in creating a neat, clean, and beautiful urban environment with quality infrastructure, and a pro-business and pro-education government that is simple and effective, a one-stop service center for the discriminating domestic and international citizen.

### DUSHU LAKE HIGHER EDUCATION TOWN – HET

Website: <http://www.sipedi.cn/front/>

About 11 sq. km, established in 2002 that's located within the greater Suzhou Dushu Lake Science and Education Innovation District contains a considerable number of Universities, colleges and companies.

### RESIDENCE PERMIT FOR FOREIGNERS

An official legal permission to live in China. This is required by all non-nationals who stay in China for purposes of work or study. Within the valid period, you may travel freely in and out of China. The residency permit must be kept up to date.

### BANK OF CHINA 中国银行

Website: <http://www.boc.cn/en/index.html>

It is one of the big four state-owned commercial banks of the People's Republic of China.



**AGRICULTURAL BANK OF CHINA 中国农业银行 - ABC**

Website: <http://www.abchina.com/en/>

It is also one of the big four banks in the People's Republic of China. It was founded in 1951, and has its headquarters in Beijing. It has branches throughout mainland China, Hong Kong, London, Tokyo, New York, Frankfurt, Sydney, Seoul, and Singapore.

**INDUSTRIAL AND COMMERCIAL BANK OF CHINA 中国工商银行- ICBC**

Website: <http://www.icbc.com.cn/ICBC/sy/>

It is the largest bank in the world by profit and market capitalization. It is one of China's big four state-owned commercial banks.

**BANK OF COMMUNICATIONS 交通银行**

Website: <http://www.bankcomm.com/BankCommSite/en/index.jsp>

It is founded in 1908 and one of the largest banks in China.

**BANK OF JIANGSU 江苏银行**

Website: <http://en.jsbchina.cn/index.html>

Bank of Jiangsu is a modern joint-stock commercial bank that was created by merging and reorganizing the ten commercial banks in cities such as Wuxi, Suzhou, Nantong in Jiangsu province. It has created a new model in the reform of regional banks with a legal person status. Bank of Jiangsu officially opened for business on January 24, 2007 and has remained as the only provincial bank with a legal person status.

**NATIONAL HOLIDAYS 国假日****MID-AUTUMN FESTIVAL 中秋节**

The Mid-Autumn Festival means family reunion to Chinese people, thus it is one of the most important traditional festivals. There are many beautiful legends about the origin of this festival. Admiring the full moon and eating moon cakes are the traditional activities held on this day.

**NATIONAL DAY 国庆节**

It is a festival of great importance to the people nationwide and to celebrate the founding of the People's Republic of China in 1949.

**CHRISTMAS 圣诞**

This is a Christian festival which is increasingly celebrated in China.

**SPRING FESTIVAL 春节**

Being one of the traditional Chinese festivals, it is the grandest and most important festival for Chinese people. It is also the time for the whole families to get together, similar with Christmas Day in western culture.

**QINGMING FESTIVAL 清明节**

It is a day when people eat rice cakes and sweep the tombs of their ancestors.

**DRAGON BOAT FESTIVAL 端午节**

People traditionally eat zongzi (粽子), a rice dumpling wrapped in bamboo or red leaves and watch dragon boat race.





**KEY MANDARIN PHRASES** 常用语

Hello - ní hǎo 你好

How are you? - ní hǎo ma? 你好吗?

Bye - zài jiàn 再见

Thank you - xiè xie 谢谢

Excuse me (sorry) - duìbúqǐ 对不起

Excuse me (I have a question) - qǐng wèn 请问

Where's the toilet? - Cè suo (WC) zài nǎ lǐ? 厕所在哪里?

How much? (money) - duō shǎo qián? 多少钱?

This - zhè ge 这个

That - nèi ge 那个

Shall we go? Let's go - zǒu ba? 走吧?

I don't understand (what you said) - wǒ tīng bù dǒng 我听不懂

Can you speak English? - nǐ huì jiǎng yīng wén ma? 你会讲英文吗?

Please give me a pair of chopsticks. - qǐng gěi wǒ yī shuāng kuài zi 请给我一双筷子

**DIRECTIONS**

Front - qián 前

Back - hòu 后

Left - zuǒ 左

Right - yòu 右

Slow down - màn dian 慢点





Xi'an Jiaotong-Liverpool University  
西交利物浦大學

[WWW.XJTLU.EDU.CN](http://WWW.XJTLU.EDU.CN)

