

XJTLU GLOBAL

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INTERNATIONAL STUDENT

WELCOME GUIDE

2021-22



XJTLU

WELCOME TO XJTLU

欢迎



Thank you for choosing Xi'an Jiaotong-Liverpool University for a unique and rewarding learning experience. This booklet is designed to make your transition to XJTLU and Chinese Mainland as smooth as possible. The guide is arranged in the steps you normally take as a student joining XJTLU. Find time to read this guide and if you still have questions, we are here to help.

Every effort has been made to ensure the accuracy of the information in this booklet, which is published annually. Everything was correct at the time of publication, but things do change. Check the webpage - prepare your arrival - which is regularly updated.

XJTLU Global Team



CONTACT US

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01

THE GLOBAL
COVID-19 PANDEMIC,
AND XJTLU GLOBAL
LEARNING MALL
ONLINE SITE



The Global COVID-19 Pandemic

XJTLU has been impacted by the global COVID-19 pandemic just as the rest of the world has been, and no doubt as you have been. Our absolute priority has been introducing measures that keep our community of students and staff safe and well. At the same time, we have been determined that all of our students have a beneficial, enriching and enjoyable educational experience, wherever they are.

- The borders to Chinese Mainland have been closed, and remain closed at the time of writing, to all students except those from Taiwan, Hong Kong, Macao and South Korea. Permission for entry to Chinese Mainland is granted by the relevant authorities and is not controlled by university policy. Our greatest hope is that borders reopen as soon as possible and that we will be able to welcome all of our students onto campus. We regularly keep all of our students updated on border policy.
- XJTLU Global was key in helping the university create and implement a Best Practice Guide for Online Learning. This policy aims to create the best possible learning and university experience for our students who are studying remotely. You can find a copy of this policy on our Learning Mall Online space (see below) and you can read about its development here: <https://www.timeshighereducation.com/campus/guiding-principles-support-students-campus-and-overseas-through-hybrid-teaching>
- XJTLU's campuses have a health code system to ensure that everyone who enters the campus is free from the symptoms of COVID-19 and has not visited any areas that have been designated as potentially risky. When we enter any university building, we have to scan our codes to make sure they are green. So far, there have been no recorded COVID cases at XJTLU.
- The university website has an area dedicated to pandemic updates and advice. It will tell you the latest news and any areas to avoid within Chinese Mainland: <https://www.xjtlu.edu.cn/en/novel-coronavirus-pneumonia/>
- The university has a dedicated International Counselling Service for any of our students who are suffering from issues such as anxiety, low motivation, or any other personal feelings that you may wish to discuss with a professional. The pandemic has certainly not helped any of us in these regards and we can offer free counselling sessions at short notice to anyone who feels they may need it. These sessions are completely confidential and you should not hesitate to make use of them. Sessions can be held in person or online. Just email: counsellingservice@xjtlu.edu.cn to ask for an appointment.

- If you have any questions or concerns about the pandemic, the border entry policy or any other related issue, please contact us at any time and we will do our very best to respond to you within two working days: global@xjtlu.edu.cn.

XJTLU Global Learning Mall Online Site

The Learning Mall Online (LMO) is XJTLU's Virtual Learning Environment (VLE) and is an essential place for all of our students - and especially so for those who are studying remotely. It is here that you will access learning materials for your modules and engage with your online learning activities. XJTLU Global has an LMO site that we regularly update and that has many useful features.

Every student is automatically enrolled onto our LMO site. When you go to your 'Dashboard', you should see a module called, "X-Global AY2021-22 Global Students". Just click on the link to gain access. If you do not see this page on your 'Dashboard', please email global@xjtlu.edu.cn and we will make sure you are added.

- Announcements: this is perhaps the most important function, for it is here that we post updates, news and sometimes requests for you to carry out tasks. When we post an announcement, it is automatically sent to your university email address. You should check your university email every day to check for important news.
- Other sections include: "Support and Welcome", "Online Learning", "Learning and Teaching Essentials" and "University Policies". We suggest you look through all of the content of all of these sections as they contain useful information, advice and guidance for your university experience.

02

STEP 1: SUBMIT YOUR APPLICATION

DETAILS FOR SPRING ENTRY HERE. If you apply, confirming your offer and pay your deposit by 1st May 2021, you are eligible to receive the Early Bird discount.

The exchange and visiting programme application deadlines are as follows: Deadlines for autumn semester start:

Home university sends nominations to XJTLU: 1 April

Students submit individual application to XJTLU: 1 May

Deadlines for spring semester start:

Home university sends nominations to XJTLU: 31 October

Students submit individual application to XJTLU: 30

November

XJTLU has scholarships available to international students. The university entry scholarships are available for application between September and the application deadline. The other scholarships are provided externally and have varied deadlines. They are usually open in the spring but have a narrow window for applications. Check the webpage for up to date information and read our mailshots, where we announce all scholarships as they become available.

Information about scholarships can be found on <https://www.xjtlu.edu.cn/en/study-with-us/admissions/scholarships>

- Entry Scholarship for Outstanding Academic Applicants
- Scholarship for Students from Hong Kong, Macao and Taiwan
- Progression Scholarship
- Summer Undergraduate Research Fellowships
- Alumni discount for PG Applicants
- XJTLU Masters 'friendship' scholarships for students from Russia, Thailand and Indonesia
- Government Talent Selection Programme for students studying a Masters in Sustainable Construction
- PhD Scholarship for existing funded PhD projects
- PhD Scholarships available in Business, Humanities and Social Sciences, and Design fields



03

STEP 2: CONFIRM YOUR OFFER

Depending on whether you meet the total requirements or whether you need to provide the university with any additional documents, you will receive either an unconditional or a conditional offer.

Visiting and Exchange students are likely to simply receive an offer without paying any deposit to secure their place at the university.

Degree students are recommended to confirm their offer ASAP, since it takes time to fulfill all of the following steps, as some steps can only start when the previous ones have been completed.

Here are the timelines for the key activities for your reference:

- Confirmation of an international bank transfer: 1-2 weeks
- JW202 Form (Visa Application for Study on the Chinese Mainland) processing on www.studyinjiangsu.org: 4 weeks
- Courier of Admission Notice and JW202 Form for visa application: 1 week
- Visa application: 1 week (it might take longer in some countries)
- Accommodation booking: Wenhua Talent Apartments are available to our international students

NOTE

In order for the education and immigration administrations' approval to issue the JW202 Form to you, the university is required to upload your photo to the Ministry of Education's International Student Information Management System for verification. Since the verification process takes around one month, you are expected to provide us with the photo right after receiving this request from the university.

Photos of non-degree Chinese language programme, exchange/visiting, and UG, PG and PhD students will be also used to make your Student ID Cards and Social Insurance Cards, so please make sure the requirements are followed when photos are taken and uploaded onto the system.



04

STEP 3: PAY DEPOSIT/ TUITION FEE

Exchange and Visiting students who come from XJTLU's partner universities follow the payment details/policies of their home universities, so they should skip this step.

After accepting your offer, use the following instructions to pay a non-refundable deposit or tuition fee to secure your place at XJTLU.

Non-Degree Chinese Language students do not pay a deposit. They must pay their tuition fees in full after confirming their offer.

The paper copies of your Admission Notice and JW202 Form will be couriered to you when the payment of your deposit or tuition fee is confirmed by the university Finance Office, so please email the receipt to international@xjtlu.edu.cn for confirmation purposes right after you finish the transaction with the bank.

BANK DETAILS

BENEFICIARY NAME Xi'an Jiaotong-Liverpool University
西交利物浦大学

BENEFICIARY ADDRESS 111 Ren'ai Road, Dushu Lake Higher Education Town, Suzhou Industrial Park, Suzhou, Jiangsu, Chinese Mainland 215123
江苏省苏州市中国新加坡工业园区，独墅湖科教创新区仁爱路111，邮编：215123

TO PAY IN USD OR GBP

ACCOUNT NUMBER 010-010320-055 (USD)
010-010320-056 (GBP)

SWIFT CODE HSBCCNSHSUZ

BANK NAME HSBC Bank (Chinese Mainland) Company Limited, Suzhou Branch
汇丰银行苏州分行

BANK ADDRESS Century Financial Tower, No.1 Suzhou Avenue West, Suzhou Industrial Park, Suzhou, Jiangsu Province, Chinese Mainland 215021
江苏省苏州市中国新加坡工业园区，苏州大道西1号世纪金融大厦，邮编：215021

TO PAY IN CHINESE RMB (PAYMENT FROM Chinese Mainland ONLY)

ACCOUNT NUMBER 10550701040006923

BANK NAME Agricultural Bank Of Chinese Mainland, SIP Xietang Sub-Branch
中国农业银行苏州工业园区斜塘支行

BANK ADDRESS No. 2178 Area A, Lianfeng Plaza, SIP, Suzhou, Chinese Mainland 215028
苏州工业园区娄东联丰广场A区2178号，邮编：215028

NOTES

- After you confirm your offer, you will receive a link to book your accommodation and at the same time upload a proper photo for your JW202 Form (Visa Application for Study on the Chinese Mainland) and Student ID Card creation.
- Please make sure to include your full name and application number as supplementary information when making the transaction.
- The bank may charge a service fee, which will be deducted from the amount of money you transfer. When payments are made in USD/GBP, your bank's exchange rate used to convert to RMB may be different from the rate the University follows. This may result in an outstanding fee balance for you to pay before you can complete registration. To avoid this, please make sure you cover



all the possible shortages when making the payment.

- Once the transaction has been made, please send the proof of your payment to International Student Recruitment and Support via e-mail at international@xjtlu.edu.cn
- The deposit for the degree programme is 10,000rmb and will be counted as part of your total tuition fees.

05

STEP 4:

BOOK

ACCOMMODATION



Wenhua Talent Apartments is the only accommodation option for new students this year, so please send an email to global@xjtlu.edu.cn if you want to book a room at Wenhua Talent Apartments.

For more information about accommodation, please refer to the accommodation webpage. Here is the link: <https://www.xjtlu.edu.cn/en/admissions/global/accommodation>.

06

STEP 5: APPLY FOR X VISA

Address of accommodation in English and Chinese

WENHUA APARTMENT / 文华公寓

Address: No. 330 Songbei Road, Suzhou Industrial Park / 苏州市工业园区淞北路330号

Reception landline: 0086 512 6593 8808

Police for Accommodation Registration

Yong'an Qiao Police Station/永安桥派出所

Address in English: 318 Linquan Street, Dushu Lake Science and Education Innovation District, Suzhou Industrial Park

Address in Chinese: 苏州工业园区独墅湖高教区林泉街318号

In order to come to Chinese Mainland and study at XJTLU, you are required to apply for a student visa. The student visa is called an X type visa, which translates as 学生Xue Sheng (student) in Chinese. You need to make the application in our own country or where you are living before entering Chinese Mainland. Your first step will be to check the location and guidelines specific to your nationality on <http://www.visaforChineseMainland.org>.

There are two types of X visa which relate to the duration of your study programme – one for long term study (more than 6 months) and one for short term study. For long-term students, you enter Chinese Mainland using the X1 visa and then need to go through an immigration process to obtain a Residence Permit (RP).



You need the following documents for an X visa application:

1. Original Admission Notice (Sent to you by XJTLU)
2. JW202 Form (Sent to you by XJTLU)
3. X Visa Application Form downloaded from <http://www.visaforChineseMainland.org> visa application section on the website of the Chinese embassy in your own country
4. Any extra requirements listed on <http://www.visaforChineseMainland.org> or the visa application section on the website of the Chinese embassy

The differences between the two types of X visa are as follows

TYPE	PROGRAMME DURATION	ENTRIES TO Chinese Mainland	DO I NEED A RESIDENCE PERMIT?	COST
X1	Over 180 days	Single	Yes. Within 30 days of arriving on the Chinese Mainland. Residence permit is a multiple entry visa	<ul style="list-style-type: none"> • Application fee (depends on country). • Health check package after arrival on the Chinese Mainland (410RMB, including breakfast) • Residence Permit 400RMB to cover a stay of up to 364 days
X2	Fewer than 180 days	Single	No	<ul style="list-style-type: none"> • Only the application fee in your home country

You need to keep the Admission Notice and JW202 Form safe after you have applied for the visa and bring them to Chinese Mainland with you. You need them for your enrolment and immigration processes. If, for any reason, the Chinese Embassy/Consulate do not return them to you please ask them to do this.

Note: Students who apply near to the July 15th 2021 deadline should pay their deposit ASAP if they wish to accept their XJTLU place. This is because of the risk of a visa delay and subsequent delayed arrival.

Step 5 status: Finished ☐

Not finished ☐

07

STEP 6: BOOK AIRPORT PICK-UP SERVICE

Recommended arrival date for students travelling with permission from overseas to Chinese Mainland is Wednesday 28th July. This allows for 28 days' hotel quarantine before accommodation check-in. All transfers for students arriving from overseas are provided by the authorities. This date is not fixed but is recommended for release from quarantine to engage with all of the on-campus induction activities. You can, of course, arrive before and after this date as suits your needs.

Wednesday 25th & Thursday 26th August: Pudong, Hongxiao and Wuxi airports for students travelling to Suzhou from inside Chinese Mainland. Please complete the questionnaire to book the service with us. Here is the link: <https://xjtlustaff.wjx.cn/vj/OruHaOZ.aspx>.



THE PICK-UP SERVICE SCHEDULE IS:

25th August	12.30 18.30
26th August	12.30 18.30
PUDONG AIRPORT MEETING POINT	Starbucks Terminal Two 星巴克Go right at the terminal arrival point. Starbucks is near to the right side of the arrival doors. This area is crowded, so you may not spot it immediately due to crowds blocking your view.
HONGQIAO AIRPORT MEETING POINT	KFC Terminal One 肯德基Exit the arrival gate and turn left. KFC is on the corner of the terminal within sight of the arrival area.
WUXI AIRPORT MEETING POINT	Gate 5, Arrival Hall

At each meeting point look for the XJTLU 'camp' with the XJTLU pick up sign. You can call the XJTLU GLOBAL ENGAGEMENT TEAM on 0086 153 7145 1021 for any emergencies at the airport.



IMPORTANT NOTE

Because of the global COVID-19 pandemic, the information given here about arriving at Wuxi or Shanghai airports is currently for students flying in from other areas of the Chinese Mainland. Students arriving from outside the Chinese Mainland should refer to separate guidance regarding whether the border is open to you, arrival and quarantine procedures and what you need to prepare before you travel.

IF YOU CAN'T USE THE PICK-UP SERVICE?

If you cannot arrive during these three days, there are plenty of public transport options to get to XJTLU. From the airport there are direct buses. Trains go from Hongqiao airport directly to Suzhou. See <http://www.xjtlu.edu.cn/en/about/visit-us> for more information.

BOOKING A PRIVATE TAXI

XJTLU can book you a private taxi from a third party commercial supplier. The rate will be fixed in advance (RMB220 from Wuxi to Suzhou, RMB350-450 from Shanghai to Suzhou depending on the airport) and you should pay the driver directly. Taking a private vehicle is at your own risk. To book a taxi you need to provide us with the following information by emailing: international@xjtlu.edu.cn.

STUDENT NAMES

EMAIL ADDRESS

FLIGHT NUMBER

ARRIVAL AIRPORT

ARRIVAL DATE
AND TIME (Chinese
Mainland TIME GMT+8)

☐ Pudong Airport

☐ Hongqiao Airport

PHONE NUMBER

NUMBER OF CHECKED BAGS (I.E. - NOT HAND LUGGAGE)

A single trip from the airport to any place in Suzhou will cost you RMB400 and you need to pay the money to the taxi driver on arrival in Suzhou.

Step 6 status:Finished ☐

Not finished ☐

WHAT IF THINGS GO WRONG!

In most cases travel is smooth but if you have a last minute change of plan, an unexpected delay or cancellation, the best laid plans go awry.

WHAT DO I DO IF MY PLANE IS DELAYED?

If you know before takeoff that there will be a delay, please send your name and estimated time of arrival to international@xjtlu.edu.cn and we will adjust the pickup service accordingly.

If the delay occurs on the journey, email if you can, but this might not be possible. XJTLU staff will check live flight arrivals and will know if your plane has incurred delays, so don't worry. After arrival, follow the normal steps and someone should be waiting for you as normal. If you are severely delayed, it is likely that the student helpers will have left with other students, only leaving the driver. The driver should have the university sign and be in the designated pick up area. Many illegal drivers operate at the airport and you may be approached by such a driver. They may give you the impression they are your driver. If you are not confident you have located the right driver, please contact the emergency supervisor to check (see below).

WHAT IF I AM STUCK IN CUSTOMS OR THERE IS A DELAY AFTER THE PLANE HAS LANDED? AND WHAT IF I CAN'T FIND YOU?

Don't worry. If you are stuck, then it is likely other students are too. The staff will check with arrival info to discover if delays are occurring. If when you enter the arrival halls you do not see the XJTLU 'camp', have a good second look in case you missed it first time. If you cannot find the pickup service go to the International Arrivals Information Point, which is the backup pick up location. Once at the info point, please wait there and try and contact us. Ask if you can use their phone to contact us:

In Chinese, 'I am lost. Can I call this number 0086 153 7145 1021?' is '我迷路了, 您能帮我打一下0086 153 7145 1021这个电话号码吗?'

HOW CAN I CONTACT XJTLU AFTER ARRIVAL?

If your phone is working, you can phone or text on 86 153 7145 1021. Please keep your phone turned on even if you can't make outbound calls as we may be trying to call you. You can buy a local SIM card at the airport or try free Wi-Fi in some cafes and then use Skype or

another web-based free service. Sending an email to us (international@xjtlu.edu.cn) will also work as we will be checking the account at that time to check if missing students have made contact. The International Arrivals Information Point can also call our emergency contact number for you. Give them the number and ask them to call.



WHAT IF I LOSE MY BAG?

If your checked luggage does not appear go to the help desk in the luggage hall, you will need to fill in a form. The address and contact number for luggage to be delivered to XJTLU is:

Central Building -108E, Xi'an Jiaotong
- Liverpool University, 111 Ren'ai Road,
Dushu Lake Science & Education Innovation
District, Suzhou Industrial Park, Suzhou
215123

苏州市工业园区独墅湖科教创新区仁爱路111号,
西交利物浦大学中心楼108E室, 邮编: 215123

Keep the tickets and forms they give you.
The luggage is normally delivered within
1-2 days.

**IF I TOTALLY MISS THE PICKUP SERVICE
AND CAN GET NO HELP, HOW DO I GET TO
THE UNIVERSITY BY PUBLIC TRANSPORT
OR TAXI?**

If you missed the latest airport pick-up bus, which departs the airport at 6:30pm, you can stay in a hotel room in or close to the airport, and catch up with the early airport pick-up bus the next day.

If you want to come to Suzhou immediately, you can use the airport public coach or taxi. The coach ticket can be purchased at the coach ticket centre in Terminal 2. You can easily find it by using the directions in the airport or asking at the information point.



08

**STEP 7:
PRE-TRAVEL
INFORMATION**

SCHEDULE FOR THE AIRPORT PUBLIC COACH:

PUDONG AIRPORT - HONGQIAO AIRPORT - SUZHOU INDUSTRIAL PARK	9:05, 10:00, 10:40, 11:10, 11:40, 12:10, 12:45, 13:30, 14:15, 14:50, 15:20, 16:10, 16:50, 17:20, 18:10, 18:50, 19:40, 20:30, 21:00
---------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------

If you use taxi, please walk out of the arrival hall to find taxies waiting on the road. The licensed taxi is shown in the pictures below:

Normally there is a “Taxi” sign on top of the cab and they use a meter to charge the transport fee. One single trip from Shanghai Pudong Airport to Suzhou will cost around 600rmb and from Hongqiao to Suzhou around 400rmb.



VACCINATION

If you are not already vaccinated against COVID-19 (if you are, bring evidence of this), vaccinations are routinely offered for free to all students in Suzhou.

Realistically, you are not in a rural or tropical region of Chinese Mainland so you are unlikely to come into contact with cholera, rabies, tick-borne encephalitis or Japanese encephalitis; however, before you leave for Suzhou, you are advised to:

- Make sure you are up to date with vaccinations, for example, TB, typhoid, polio and tetanus
- Make sure you have vaccinated yourself against Hepatitis A
- Have a Japanese encephalitis vaccine if you are planning to travel to more rural places on the Chinese Mainland (especially in tropical areas) and / or South-East Asia
- Consider a rabies vaccine, especially if traveling to Tibet

Please talk to a travel nurse or other medical professional in good time for professional advice on vaccination.

WHAT IF I LOSE MY BAG?

For the sake of protecting yourself and your valuables, we recommend you buy international travel insurance to cover your trip to Chinese Mainland. Please consult your international travel insurance provider for more information.

MONEY

- Confirm with your bank on whether your credit card can be used on the Chinese Mainland or not
- Prepare enough Chinese currency in cash to pay the accommodation deposit and utility fees when checking into the accommodation (around 3,500RMB)
- Prepare enough Chinese currency in cash for yourself to buy food or pay for transport during the first few weeks



PACKING

Except for towels, linen, bedding and cooking utensils, which will be provided by the accommodation provider or can be bought at reasonable prices in Suzhou, you are recommended to bring the following things to Chinese Mainland:

- Adapters for your electronic devices
- Special medications prescribed by your doctor
- Clothes and shoes for all seasons

WHEN PACKING UP, YOU SHOULD CONSIDER THE FOLLOWING FACTORS:

WEATHER

Suzhou is located in the south-east of Chinese Mainland, in the subtropical humid monsoon climatic region, with four distinct seasons, mild temperatures and abundant rainfall. The daytime temperature averages 34°C in July / August, the hottest months, and around 0-3.0 °C in January / February, the coldest months.

More information can be found on:

<http://www.weather-forecast.com/locations/Suzhou/forecasts/latest>.

ELECTRICITY

The electricity in Chinese Mainland is generally 220V, 50HZ AC (Hong Kong is 200V; Taiwan is 110V), so please check whether the voltage on your devices is compatible or not. For sensitive devices it is best to check that the cable has a transformer, especially if you are coming from the USA.

Sockets commonly used here:



Whilst it is very easy to buy electronics on the Chinese Mainland, 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.

Step 7 status: Finished ☐

Not finished ☐

09

STEP 8: ONLINE REGISTRATION AND OPTIONAL MODULE SELECTION





All students have to use their XJTLU student accounts to register on the Annual Registration page on E-bridge (<https://ebridge.xjtlu.edu.cn>). Our IT office will send an email to invite you to activate your student account and to set up your XJTLU email, so please check your personal email account. For the Y1 registration guide, please visit: <https://box.xjtlu.edu.cn/smartlink/3900920d-0271-4374-82fd-16872cfa4ebd/>. If you are a Y2 direct entry, please refer to returning students registration guide: <https://box.xjtlu.edu.cn/smartlink/5f1f54c9-1b35-4d8d-bd7b-fo43542of106/>.

Student information is used for many important purposes, for example, registration in the system of the Chinese Ministry of Education for student status and degree recognition, emergency contact, social and commercial insurance purchase and reimbursement, scholarship application and awards and the visa application. Students must provide genuine and complete information when registering in the university system. All students, no matter their duration of stay, MUST register.

Notes for UG Students:

Y1 UG students should also use their accounts to select optional modules on E-Bridge before the deadline. The system will automatically allocate optional modules to students who failed to select their optional modules before the deadline.

Please do not hesitate to email global@xjtlu.edu.cn should you have any problem using your account to log in to the E-Bridge and / or ICE system.



Notes for Exchange and Visiting Students:

Exchange and Visiting students need to select modules. Follow the advice given and any requirements set by your home university.

TRANSCRIPTS

Semester 1 provisional transcripts will be published on e-bridge in March 2022. The original copy will be posted to the Study Abroad Office at the students' home university in late March 2022.

Semester 1 & 2 final marks will be published on e-bridge in late July 2022. The original copy will be posted to the Study Abroad Office at the students' home university in late July.

EXAMS AND RESITS

Exchange students must follow XJTLU's academic calendar and exam schedules. Unlike some other universities' practices, XJTLU doesn't consider any special arrangements for exchange students.

The S1 & S2 resits will take place between 1st and 7th August 2022. Resit results will be published on e-bridge in late August.

Step 8 status: Finished ☐

Not finished ☐

INDUCTION WEEK ACTIVITIES

10

STEP 9: ACCOMMODATION CHECK-IN

XJTLU provides onsite support to help check into the accommodation for all students arriving on the three days when pick-up services take place.

For check-in, students need:

- Original passport
- Refundable deposit in cash (3,000RMB)
- Utility fees (water/electricity) in cash (approximately 500RMB)
- Three months rents to be paid in cash or with a bank cards.

The checking-in process involves signing the rental contract (in English) and you may need to wait for other students who have arrived at the same time as you, in a queue. A bit of patience is required, especially after a long journey, but take this chance to meet your new neighbours.



Before signing any contract, students are strongly recommended to:

- Read the contract carefully
- Check whether all items listed on the contract have been provided in the accommodation
- Check the condition of the provided items
- Request the property management officer to make a note on the contract if something in the accommodation is missing or broken

The accommodation is hotel style. This means that rent costs vary depending on the length of your stay. Longer contracts have a lower day rate so you have an advantage in signing a longer contract. If you then choose to check out early, then the day rate will be re-calculated to reflect your actual stay length and monies owed will be deducted from your deposit.



Please note that:

- Residents are required to pay rent every three months. Long delays or failure to pay the rent may lead to termination of the tenancy
- The deposit receipt must be given back to the reception when checking out to get the money back
- The utility fee receipt should be kept as you need it to check with reception if you ever doubt the usage of electricity or water
- Confirm with your bank whether your bank card can be used on the Chinese Mainland to pay for your accommodation or any other bills

Please note that the university cannot offer the same accommodation related support to any students living in private accommodation.

Step 9 status: Finished ☐

Not finished ☐



11

STEP 10: POLICE REGISTRATION WITHIN 24 HOURS OF ARRIVAL ON THE CHINESE MAINLAND



Foreign nationals moving to Chinese Mainland are required to register with a nearby police station after they arrive. Students who live in Wenhua have to register at Hudong police station. The addresses of the two police stations are as follows:

Hudong Police Station/湖东派出所

Address in English: 389 Zhongnan Street, Suzhou Industrial Park (the north of Suzhou Industrial Park Traffic Police Station)

Address in Chinese: 苏州工业园区钟南街389号 (园区交警大队北侧)

Police registration must be completed within 24 hours of arrival on the Chinese Mainland and checking into accommodation. The police office is open every day except Sundays and national holidays.

Take your passport and the paper given to you when you checked into your accommodation. If your first night on the Chinese Mainland was in a hotel, you need to ask the hotel to register you in their system connected with the police station's accommodation registration system. If they cannot do that for you, please ask them for instructions on how to register with the police. After police registration, foreign students will receive an Accommodation Registration Form (临时住宿登记表), which will be used for their residence permit application in the Exit and Entry Bureau and for archive purposes with the accommodation provider (a photocopy).

If you don't register with the police, then you may end up with a fine of 200RMB/day and / or difficulty in getting a residence permit.

Step 10 status: Finished ☐

Not finished ☐

12

STEP 11: RESIDENCE PERMIT APPLICATION



International students who will stay on the Chinese Mainland for more than 6 months have to apply for a residence permit within 30 days of their arrival on the Chinese Mainland. The 30 days are counted from the entry date which is shown on the Chinese entry stamp in their passports. XJTLU will help you apply for this residence permit.

In order to help new international students settle in, XJTLU organizes the following to facilitate the residence permit application process:

- Residence permit application information session in induction week
- Teaching how to complete Residence Permit Statement Letter and Residence Permit Application Form
- Checking application documents
- Booking appointments for applying for residence permit at the Exit & Entry Bureau

Before actual application at the EEB need, you need:

- Residence Permit Application Form
- XJTLU Residence Permit Statement Letter
- JW202 Form (provided by the Chinese embassy or consulate after the X1 visa application)
- Admission Letter (provided by the Chinese embassy or consulate after the X1 visa application)
- Copy of University license
- Passport, copies of information page, visa page and entry stamp page
- Accommodation Registration Form (received after the police registration)
- Passport photo with bar code which will be taken at the bureau
- Health report issued by the healthcare center after the health check or report verification

Step 11 status: Finished ☐

Not finished ☐

13

STEP 12: INDUCTION PROGRAMME

The induction programme at XJTLU is mandatory for all students. The program contains all the key information you need to start your study and stay on the Chinese Mainland successfully. It is also a great opportunity to meet your fellow students and meet new friends from Chinese Mainland and all over the world.

The one-week induction programme covers following activities. Induction programmes are held both on campus and online.

- The University Opening Ceremony
- XJTLU Global Welcome Reception
- Residence Permit Application Information Session
- Academic Information Session
- Library and IT Information Session
- Campus tours
- Fresher's Fair
- Language placements tests



14

STEP 13: OPENING A CHINESE BANK ACCOUNT



The Opening Ceremony will take place at a date to be confirmed.

Step 12 status: Finished ☐
Not finished ☐

It is very useful to have a local bank account on the Chinese Mainland. This will save you time and money and allow you to use Chinese Mainland's advanced e-payment technologies, which make life here very convenient.

- Previously XJTLU helped students open bank accounts but new banking regulations mean that students now need to do this independently. Luckily, it is still a relatively simple and quick(ish) process. You need the following:

- Original passport
- Student ID Card or Admission Notice
- Chinese SIM card number
- Tax payer code
- Minimum deposit of around 10-50RMB

As for the tax payer code, it could be TFN in Australia, or Tax Identification Numbers in Canada, France and Germany, Individual Numbers in Japan, INN in Russia, NRIC or FIN in Singapore, Residence Registration Number in South Korea, UTR or NINO (national insurance number) in the UK, SSN in the USA, etc. This number might have been assigned to you by your government at birth. If you are not sure what the number is, please check with the tax bureau. Your own banks in your country may know.

You will receive a list of banks and addresses as well as Chinese language instructions to show the bank when you get there to open an account.



15

STEP 14: PAYMENT OF TUITION FEES AND SERVICE CHARGES

Students are expected to pay their outstanding tuition fees and service charge by 10th September 2021.

Apart from PhD and non-degree Chinese language students, language students, and Exchange and Visiting students from outside the Chinese Mainland, all students are required to pay the service charge, which covers the text-book fee and printing fees, etc. The amount is 1,000RMB per semester and if the actual cost of books and printer use is lower than the amount paid, students will be refunded at the end of the academic year. For Exchange and Visiting students the service charge is 300RMB per semester.

XJTLU Global can be approached for the following support:

- Official invoice for wire transfer
- University USD or GBP bank account
- Amount of outstanding fees
- Assistance with on applying to pay fees by installments (by the end of Week 2 , Semester 1)
- Confirmation of tuition and service charge fee payment

Notes for fee payment:

- The amount of the outstanding fees is what remains after the deduction of the deposit which international students paid to secure their place at XJTLU, and any scholarships which they might have been granted
- As a swift code might be required when wire transferring the money from your own country to Chinese Mainland, we recommend you to transfer the money to the university bank account instead of your personal Chinese bank account
- Keep all the receipts which you will receive from the bank after paying the fees

Fee payment reminders are sent to students who have not paid their tuition fees or service charge after the deadline is due.

Step 14 status: Finished ☐

Not finished ☐



16

USEFUL INFORMATION FOR LIVING IN SUZHOU

There are many things to consider, pay attention to or respect when living in a different country or region, for example, laws, language and culture, budget, health and safety, shopping and eating, communications, sports, and transport.

We provide you with the following information to help you understand what you should prepare for your lives in Suzhou and Chinese Mainland.



LANGUAGE AND CULTURES

There are many good reasons to take the time to learn Chinese, not least because it will make your time studying on the Chinese Mainland a lot easier and more enjoyable:

- The Chinese Ministry of Education's requirement to learn the Chinese language and culture
- The Exit and Entry Bureau's language requirement when applying for a residence permit to work on the Chinese Mainland (Work visa for professionals on the Chinese Mainland have an extra 5 points for applicants who hold a Chinese HSK, the official government Chinese language test, certificate)
- The possibility to have a better experience on the Chinese Mainland
- Chinese language skills are much sought after by employers
- It gives you the confidence to travel and make more friends
- You get cheaper deals and save money on apps like Trip.com and Taobao and get the ability to order great food anytime on the many food delivery apps

Furthermore, student clubs, for instance the International Language & Culture Association, Overseas Buddy Programme and Language Partner Union, are also very helpful for enriching your experience on the Chinese Mainland. The Language Partner Union and Overseas Buddy Programme will allocate language partners and buddies to international students.

SURVIVAL CHINESE PHRASES

DAILY CONVERSATION

Hello - nǐ hǎo 你好

How are you? - nǐ hǎo ma? 你好吗?

Bye - zài jiàn 再见

Thank you - xiè xie 谢谢

Excuse me (sorry) - duì bù qǐ 对不起

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

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

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

This - zhè ge 这个

That - nà ge 那个

Shall we go? Let's go - zǒu ba? 走吧?



DIRECTIONS

Front - qián 前

Back - hòu 后

Left - zuǒ 左

Right - yòu 右

USING A TAXI

I can tell you the way - Wǒ kě yǐ gào sù nǐ zěn me zǒu

我可以告诉你怎么走

Keep going straight - yì zhí zǒu 一直走

Turn right - yòu guǎi 右拐

Turn left - zuǒ guǎi 左拐

Slow down - màn diǎn 慢点



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



BUDGET

As lifestyles differ, the cost of living on the Chinese Mainland also varies enormously. Below is a representative sample which you can refer to when budgeting for your living costs:

ITEMS	Student A - Resides in international halls and lives cheaply, i.e., only eating Chinese food from the university canteen, avoiding clubbing or drinking, and occasionally taking the bus or metro into the old town.	Student B – Resides in international halls and 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.	Student C - Lives the expat lifestyle, normally eating in western restaurants and going to bars. He owns a bicycle and takes taxis regularly
RENT	1,560 (Wenhua Apartment, long-term contract)	1,560 (Wenhua Apartment, long-term contract)	3,000
UTILITIES	200	300	500
FOOD	800	2,000	3,000
TRANSPORT	50	200	300
LUXURIES	0	1,000	2,000
MONTHLY TOTAL	2,610	5,060	8,800

Note: The rent is subject to change slightly so please make sure your budget provides you with the flexibility.

Except for these monthly costs, you should also allocate funds for the following annual costs:

- 2,000RMB/year or 1,000RMB/semester to cover the service charge (e.g. textbooks, ID card, printing)
- Traveling costs (e.g. bus, taxi, train, flight)
- Medical costs (the insurance policy requires indirect billing, so you are strongly recommended to prepare some money for emergencies)
- Visa/residence permit costs (400RMB-1,000RMB, details can be found on the XJTLU International Student Visa Policy webpage)



LAWS AND POLICIES

Chinese law must be respected and obeyed by all international students who study at XJTLU. A lack of knowledge of the law is not a legal defense should you run into difficulties. In general, Chinese law is in line with law in most countries globally but certain aspects may be very different from your home country. Some examples may be:

- 1) Classification of certain illegal drugs. Cannabis and other so called 'recreational drugs' are regarded with a high level of severity and users may face custodial sentences.
- 2) Visa Conditions. Breaking visa conditions is taken seriously and may result in the cancellation of your visa, which may impact not only your studies but your future career.

For further reading on the law, see these translations:

Higher Education Law:

<https://wenku.baidu.com/view/54e3ab7202768e9951e738f5.html?from=search>

Criminal Law:

<https://wenku.baidu.com/view/86f5a587caaedd3382c4d35d.html>

Exit & Entry Law (immigration law on the Chinese Mainland):

<https://wenku.baidu.com/view/42978893227916888486d7dc.html?from=search>

International students should also conform to university policies and we highlight the following as especially relevant to your day-to-day lives:

- International Student Visa Policy
- Student Discipline Policy
- Student Attendance Policy



HEALTH & SAFETY

Insurances - the university provides its international students with free social and commercial insurances for international students; however, the prerequisite is that students have to complete the registration on E-Bridge. The insurance works in the following way:

INSURANCE	ADVANTAGES	DISADVANTAGES
Social insurance	<ul style="list-style-type: none">• Half of the medical bills will be automatically paid by the SIP Social Security and Provident Fund Management Centre to the hospital when a social insurance card is used by students at the hospital	<ul style="list-style-type: none">• Students can only use the social insurance card in the hospital• The cap for outpatient treatment is only 600RMB/year• New students can only receive their social insurance card in January after the first semester, so students are expected to pay all the bills before a social insurance card is issued to them
Commercial Insurance	<ul style="list-style-type: none">• Can compensate for the rest of the medical bills which aren't covered by the social insurance.	<ul style="list-style-type: none">• Indirect billing so students have to pay first at the hospital and then apply for reimbursement from the commercial insurance company• Only medical expenses occurred in hospitals can be reimbursed from the commercial insurance company



Note:

- More details of the university insurance policies will be given to new international students in the insurance information sessions run by the XJTLU GLOBAL ENGAGEMENT TEAM after the semester starts
- Neither the social nor commercial insurance covers medicine or equipment which is not listed in the catalogue produced by the Suzhou Social Security and Provident Fund Management Centre

If you have bought insurance in your home country and it is an international package, please consult with the insurance provider on the following:

- What is included in the insurance package
- Whether they need original medical receipts (Chinese insurance companies will take your original documents away in most cases)
- Whether private clinics are covered (if yes, please ask them to give you a list of covered clinics)
- Whether it uses direct billing and what you need to do to see a doctor without paying upfront
- Whether they have an office on the Chinese Mainland (if yes, who is your contact when you need insurance services)

HOSPITALS

we recommend our international students, who only have the university insurance, to go to the following hospitals and international clinics:

NAME OF THE HOSPITAL	ADDRESS	DESCRIPTION	RECOMMENDATION	APPOINTMENT
Dushu Lake Hospital 独墅湖医院	9 Chongwen Road 苏州工业园区崇文路9号	The nearest public hospital in XJTLU's neighborhood with full medical departments. Opposite to the south campus.	★ ★ ★ ★ ★	You can register on their official WeChat account or onsite.
The First Affiliated Hospital of Soochow University 苏州大学附属第一医院	No. 899 Pinghai Road (苏州市平海路899号)	Probably the best public hospital in Suzhou with full medical departments	★ ★ ★ ★ ★	You are required to register and then make appointments on the official WeChat account of Suzhou Health 12320. Buddies will be assigned to you to help you set your account on Suzhou Health 12320
Kowloon Hospital 九龙医院	No.118 Wansheng Street, SIP, Suzhou (苏州市工业园区万盛街118号)	A private hospital in SIP with full medical departments. If you call an ambulance in SIP, they take you to this hospital	★ ★ ★	Except for the Department of Ophthalmology and Otorhinolaryngology, and Department of Stomatology, Kowloon Hospital accepts drop-in visits without requiring appointment in advance.

The medical insurance provided by the university covers treatment in public hospitals and private hospitals like Kowloon. The public hospitals in Suzhou are generally clean and reliable. Due to the language barrier and the different registration procedures in hospitals, we advise you to be accompanied by a Chinese speaker. If required, the XJTLU GLOBAL ENGAGEMENT TEAM can arrange a member of staff or a student volunteer to assist you.

Please 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.

Should you need information on any other hospitals, please don't hesitate to contact the Engagement Team on global@xjtlu.edu.cn after you arrive on the Chinese Mainland.



PRIVATE CLINICS –

the benefits of using a private clinic can be: a more foreigner-friendly environment, services generally offered by foreign doctors or those who have a high standard of English, and entirely western medicine-based treatment.

If your own insurance covers private clinics or you expect better services, Sing Health and Parkway could be the best options. Their information can be found on their websites: <http://www.singhealth.asia/en/index.php> and <http://www.parkwayhealth.cn>.

STUDENT COUNSELLING –

working in conjunction with the Mental Health and Development Centre (MHDC) at XJTLU alongside external health care facilities, we aim 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. Factors such as the language barrier, cultural differences, food and climate can affect you emotionally. Although we know that many students will have minimal problems adapting to the 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 contact us. All enquiries of this nature will be kept confidential.

SAFETY TIPS

- Always lock the door and windows of your bedroom when you leave your room
- Only carry a copy of your passport (or photo on your phone) instead of the original passport when you are not travelling outside Suzhou
- Call the police on 110 immediately if you lose valuables, are attacked or robbed, etc. (A police case report is very important in these cases.)
- Only carry a small amount of cash with you
- Don't put cash in your luggage when you are travelling
- Don't leave your belongings unattended in classrooms or areas like library study zones at any time
- Don't leave your electronic devices charging unattended in your apartment as they may cause fires
- Be aware of your surroundings and potential risks, especially in nightclubs and bars. Pay attention to your drinks in case of spiking



SHOPPING AND EATING

Suzhou Industrial Park has a lot of shopping malls or plazas where you can buy clothing and cosmetics, watch movies, treat yourselves to a wide variety of foods and drinks, and so on. Here are some recommendations:

SUZHOU CENTRE (苏州中心)

A newly opened shopping centre in the West of SIP with horse riding space, ice-skating, clothing shops, restaurants, etc. Take Metro Line 1 and get off at Oriental Gate.

TIMES SQUARE (时代广场)

A massive commercial area with hundreds of shopping malls, restaurants, entertainment amenities and cafés, for example, the Elite Bookstore, Jiuguang Shopping Mall, Shin Kong Place, branches of Watsons, Mannings, Subway, Starbucks and many restaurants.

Bus route 115, 快线2号 to ‘旺墩路’ stop and about 10 minutes’ walk. Or Metro Line 1 to get off at Time Square Station.

XINDU PLAZA (馨都广场)

Western restaurants include the Butcher’s Hook. 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, there are 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

VALUE RETAIL SUZHOU VILLAGE (苏州奕欧来)

Shopping area for discounted luxury brands You can take their free shuttle bus to get there. The collection point is Hyatt Hotel. You wait to be picked up at Exit No. 3 of Metro Line 1 on Huachi Street in Time Square.

AUCHAN SHOPPING CENTRE (欧尚)

A large supermarket with a reasonable selection of Western products. The shopping Centre within Auchan also has a variety of other shops including Decathlon (sports and outdoors shop).

Opens from 8am - 10pm

Auchan on West of SIP: Bus route 142, 812, 146 to L'Oreal, Ou Shang (欧莱雅, 欧尚)

Auchan on East of SIP: Auchan on east of SIP, which is very near the Wenhua apartments: "Please note that both east and west do not have capital letters.

Bus route 110, 208 to Duhun East Road (敦煌路东站)

You may also find a variety of food and restaurants in Suzhou, for example, traditional restaurants on streets such as Guanqian Street (观前街), Shiquan Street (十全街) and Shilu (石路) shopping area in the old town.

ON-CAMPUS FACILITIES

CHEAP ¥

AVERAGE OR ABOVE ¥¥

CAFE MERSEY ¥¥

Located on the second floor of the Central Building and the ground floor of the Business School.

Opens from 8am - 10pm (Monday - Sunday)

Serves western food and coffee.

GREEN BAZAR ¥¥

Located in the International Academic Exchange and Collaboration Building on South Campus, this restaurant serves western and south Asian food

Opens from 11am - 10pm (Monday - Sunday)

SUBWAY (赛百味) ¥¥

Located on the ground floor of the Foundation Building

Opens from 8am - 10pm (Monday - Sunday)

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 (Monday - Sunday)

Sells snacks, drinks, daily necessities

PARFAIT (芭菲) ¥¥

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

Opens from 10am - 6:30pm (Monday - Sunday)

Serves both Chinese and Western-style food

LIFE AND HOPE (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); (7 days a week)

Serves Chinese-style food

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



OFF-CAMPUS FACILITIES

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.

HAKUNA MATATA CAFÉ & BAR ¥ ¥

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) ¥ ¥

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 which sells pizza and western bakery goods is within Victor's. Wava pizza may offer the best pizza in Suzhou. Location: at the end of Ren'ai Road. A fruit, vegetable and meat market is behind McDonald's just up the side street.

WENCUI PLAZA (文萃广场)

It is opposite the north gate of Parfait International Apartment, where you can find Starbucks Coffee, Family Mart, City Life Shop, hotels and numerous restaurants providing all kinds of food within easy walking distance.

WEN XING PLAZA (文星广场)

A Chinese supermarket (basement) provides daily necessities, a small selection of fruit but no vegetables or meat. The complex also has KFC and Subway. 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



EATING CULTURE

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)” which means “have you eaten” and roughly equates to “how are you”. It shouldn't be taken as an invitation to eat.

Restaurants on the Chinese Mainland can be divided into two main types, traditional and snacking (小吃). In a traditional restaurant, you order dishes which are placed in the middle for everyone to share. Portion sizes vary dramatically, but a good rule is to order one dish for each person dining + 2 extra dishes + 1 optional soup. These dishes are divided into cold dishes, meat/fish dishes, vegetable dishes and soups.

Recommended simple meal for two people: Peanuts花生米, Egg and tomato番茄炒蛋, 'Fish' flavoured meat鱼香肉丝, Stir-fried greens青菜. This may 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 vegetables.

What to put in the pot?

Meat - lamb羊肉, beef牛肉, pork五花肉

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.



SPECIALIZED DIETS

HALAL

All Chinese cities have Halal restaurants mostly established by Hui Muslims. Traditionally the north west of Chinese Mainland was predominately a Muslim region of Chinese Muslim converts and people of Turkic descent who had settled on the Silk Road trading routes. Hui and Uyghur cuisine are now popular all around Chinese Mainland and most customers are not Muslims. Halal is relatively well understood and respected due to the long historical presence of Muslims on the Chinese Mainland. Halal products and restaurants normally display a Halal (清真) certification:

I do not eat pork - wǒ bù chī zhū ròu - 我不吃猪肉。



Typical dishes sold in Halal eateries are:

Lanzhou beef noodles 兰州拉面

Xinjiang roast lamb 新疆烤羊肉串儿

Xinjiang saute spicy chicken 新疆大盘鸡

VEGETARIAN / FOOD ALLERGIES/ GLUTEN FREE

The concept of being vegetarian is not well understood outside of big cities and popular tourist destinations, whilst allergies are almost unheard of. Therefore, vegetarians and those with peanut and shellfish allergies need to be very careful when eating out on the Chinese Mainland. If a shortage of some highly seasonal fruits and vegetables does not bother you, access to a wide variety of fruits and vegetables in supermarkets, wet markets in communities or even roadside stalls will certainly meet your self-catering needs.

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 show you 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 realise their presence. Those with severe peanut allergies need to be really careful as a popular cooking oil is made from peanuts.

Safe bets: stir fried green/炒青菜 (Chao Qing Cai), egg and tomato/番茄炒蛋 (Fanqie Chao Dan)

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

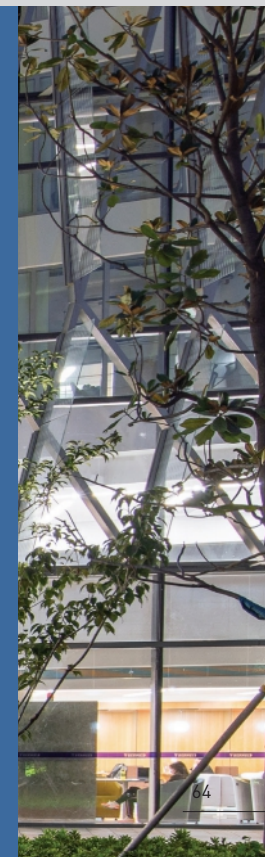
Watch out for steamed bun (包子, Bao Zi), seemingly vegetarian ones often have meat in them

Yuxiang Qiezi- 'fish' flavoured aubergine (eggplant) is very tasty but often has meat in it

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 very tiny prawns (虾米, Xia Mi) 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)





COMMUNICATIONS

SIM CARD FOR TELECOMMUNICATIONS

Chinese Mainland Mobile, Chinese Mainland Telecom and Chinese Mainland Unicom are the three major telecommunication providers on the Chinese Mainland. Their stores in Dushu Lake Science and

Education Innovation District provide student packages which are normally cheap. If you want to purchase a SIM card or get connected to the internet in your accommodation, please visit their stores in the place where you will be living, for example, Wenxing Plaza and Wencui Plaza.

You will benefit from using a smart phone on the Chinese Mainland not just because of the 4G and 5G data provided by the three telecommunication providers but also the widely accessible WIFI in many places including the whole XJTLU campus.

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; and some overseas-made phones don't support 4G/5G functions on the Chinese Mainland, so you might need to buy a new handset after you arrive.

SOCIAL MEDIA

Your stay on the Chinese Mainland can be made much easier through the use of apps. Two apps that you will find useful are Pleco and WeChat.

PLECO

is an online English to Chinese / Chinese to English dictionary, which is available in all app stores. You may need to activate the Chinese handwriting keyboard on your phone before you can draw Chinese characters or type pinyin into the app to search for the meanings of the words. You can also ask a Chinese person to type a whole question into the app and then read the translation.

WECHAT (微信)

is the most commonly used social media app on the Chinese Mainland. This app allows users to make video and voice calls, send individual and group messages, make online payments, top ups phones, call for taxis and so on.

XJTLU GLOBAL WECHAT QR CODE



To use the Wechat Wallet to pay bills electronically, you need to associate one of your CHINESE bank accounts with your Wechat account by Click “Me”→“Wallet”→“Cards” (like you do it for PayPal).

When Wechat Wallet is set up, you can pay electronically in the following steps:

- Click “+”→“Scan QR Code”→“Scan vendor’s QR Code”→“Enter Amount”→“Enter Password”
- Or switch to the page “Me”→“Wallet”→“Quick Pay”→“Show the Cashier”

DIDI CHUXING

is a Chinese version of Uber. Users can use this app or WeChat in English to get a taxi or a private car registered with the company. As to payment, this APP allows users to pay through WeChat Wallet or Alipay, so it really can facilitate your transport.

AIR MATTERS

to check the air quality and weather, and receive advice on how to protect yourself.

BON APP

to find information of restaurants, including comments on the food served and special offers.

OTHER USEFUL LINKS:

<https://www.facebook.com/groups/suzhouexpats/>
<https://www.facebook.com/ShanghaiExpat/>
www.smartshanghai.com/

There are many other useful apps or links, so check with your classmates which ones they are finding most useful.

TRANSPORT

Suzhou has a very well developed public transport system with buses, metro and taxis available throughout the city. This system enables people to get around the city easily.

BUS

Buses - cost 1-2RMB (occasionally some routes which extend to the very suburb of the city may cost 4-5RMB/trip)

METRO

It is one of the most popular transport options in Suzhou, currently lines one, two, four and five are operating. Please read appendices for details.

TAXI

They are relatively affordable in Suzhou. All legal cabs with the Taxi sign on top use meters, so if the driver doesn’t start the meter after starting to drive, you should ask them to turn on the meter (打, Dabiao).

There are two types of legal taxi.

Black cabs cost a bit more, normally 14RMB as the starting charge to cover the first 3 kilometers, and then 2.30 RMB/KM.

Other coloured 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, unless you are confident to tell the place name clearly and accurately, you are suggested to have the address of the place written down in Chinese characters. 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.





BICYCLE

If you enjoy the autonomy of getting around, a bicycle can be a good option. The quality bicycles can be found in supermarkets, shopping malls or some professional stores of a specific brand. Considering the road and traffic conditions, you are advised to wear protection gears such as the helmet, gloves and so on.

E-BIKES

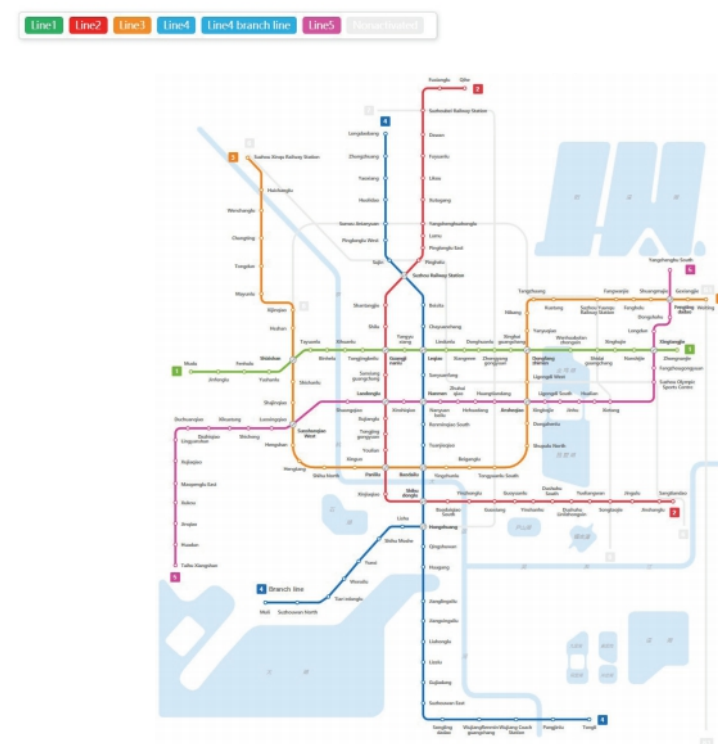
Considering the quality of most e-bikes (battery powered scooters) and the risk they pose to your lives, we strongly discourage our international students from buying or using e-bikes. Fatal e-bike crashes are too common in Suzhou to even merit a mention in the local news. However, if you do decide to ride an e-bike, you are required by law to register your e-bike at the local police station in order to obtain a license and get your e-bike plated. Meanwhile, we strongly advise you to be careful, wear a good quality helmet and ensure that you are aware of the stopping distances of your bike (e-bikes often have very good acceleration and extremely poor braking systems). Most of all, remember that the 'rules' of the road in Suzhou are probably very different from those at home. Cars, e-bikes, bicycles and pedestrians routinely ignore traffic lights, zebra crossings, which side of the road they are on and even whether they are on a road or on a pavement. Every year, one or more international students end up in hospital due to an e-bike incident, sometimes with extremely serious consequences. We have already explained that the metro, buses, taxis and even bicycles are cheap and readily available in Suzhou. For all of these reasons, we repeat that we do not recommend any use of e-bikes.

NOTES

Use of illegal buses and cabs: ignore any illegal buses and cabs which you may come across at the train or bus station. As these vehicles are not legally registered with the traffic management bureau, you might just put your life in danger, be deprived of the right to reimburse the medical expenses with the insurance providers if you are injured in an accident, or lose a lot of money since the driver tends to use fake bank notes. Please remember that you can always find the licensed cabs or buses at a certain spot by using the signage at the train or bus station.

Illegal motorcycles: motorcycles are prohibited for those who live inside Suzhou, so you won't be able to obtain a driving license or get a motorcycle plated. Therefore, for the sake of your own and others' security, we strongly advise you not to buy or use any motorcycle. Moreover, an accident that occurs whilst using an illegal motorcycle, no matter how severe or who is to blame, will invalidate any medical insurance you have and open you up to the possibility of lawsuits against you.

Driving license: foreign driving licenses are not recognised on the Chinese Mainland, so it is illegal to drive a car without a Chinese license.



TRAVELLING AROUND THE CHINESE MAINLAND

Chinese Mainland has an exceptionally well developed transport network, meaning that should you wish to you can travel throughout an enormous Chinese Mainland, both in terms of its land and population, with relative ease.



PLANE

We recommend you to use following websites to book your air tickets to get around on the Chinese Mainland:

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

Chinese Mainland has an extensive network of trains with high speed rail links running throughout the east coast with continual development into western regions.

High speed rail trains: train number starts with either G or D offering two classes of seating, first and second.

Z, K, L or in numbered: older and slower trains, normally selling three classes of tickets, hard seat, hard bed and soft bed. Please be noted that the train tickets can only be booked a maximum of 18 days in advance.

It's a good idea to buy your tickets as early as possible as tickets are often sold out. The closest ticket centre is in student canteen at Wenxing Plaza on Ren'ai Road.

COACH

Coaches are a little more expensive than trains, but are useful for getting to smaller cities or out of city tourist locations. As coach tickets only go on sale approximately 18 hours before departure, they can also be used as emergency transport when trains are fully booked.

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





RELIGION

According to Chinese law, religious rites and activities can only take place in officially recognized places of worship, i.e. churches, mosques, temples, etc. It is especially important to note that it is forbidden to carry out any religious activity on the university campus.

However, all of the major world faiths have followers on the Chinese Mainland.

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)

DUSHU LAKE CHRISTIAN CHURCH (独墅湖基督教堂)

Add: Bailu Park, Dushu Lake HET, SIP (苏州工业园区独墅湖翠薇街白鹭公园)

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)

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

HOLIDAYS

MID-AUTUMN FESTIVAL

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

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

CHRISTMAS

This is a Christian festival which is increasingly celebrated on the Chinese Mainland, especially in shopping malls.

SPRING FESTIVAL

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

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

DRAGON BOAT FESTIVAL

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

For more information about the national holidays and leave periods, please refer to the university calendar:

https://www.xjtlu.edu.cn/assets/files/academic-calendar/XJTLU_Academic_Calendar_2019-20_STUDENTS.pdf.

INFORMATION TO SUBMIT TO XJTLU GLOBAL AFTER YOUR ARRIVAL

Please submit the form to XJTLU GLOBAL ENGAGEMENT TEAM at the Central Building, room 115E, after you complete it.

Surname: Given name:
Gender: Birthdate:
Programme: Year of Study:
Student ID No.:
Passport No.: Visa type:
Visa No.: Arrival date: Visa expiry date:
Residence permit application: Required ☐ Not required ☐
Accommodation:
Chinese mobile phone no.:
Emergency contact person:
Emergency contact no.:
Emergency contact email:

NOTES:

Emergency contact information must not be your own contact information.

LOCATION OF OFFICES

XJTLU Global: CB-108E
Student One-Stop office: CB-115E
Student Activity Office: CB-256
Registry (Academic Affairs): CB 8F
IT Service Desk: CB 9F
Finance Office: CB 10F
Graduate Student Office: CB-858
Library: Level 1-8, Central Building
Career Office: CB-102E
Student Counseling Office: CB-285
Cym in XJTLU's new sports facility on south campus
Global Engagement Team: CB-116E

