



XJTLU

**STUDYING IN
SUZHOU
WELCOME GUIDE**



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

WELCOME TO XJTLU 欢迎



Welcome to Xi'an Jiaotong-Liverpool University (XJTLU).

This guide is designed to help you join XJTLU as easily as possible. Please read through it carefully.

If you have any questions after reading the guide, please contact us at any time.

We try to keep everything in the guide up to date, but things do change, so please do refer to our webpages:

Pre-arrival Information:

<https://www.xjtlu.edu.cn/en/admissions/pre-arrival-information>

Ask our AI Chatbot:

<https://aiagent.xjtlu.edu.cn/product/llm/chat/d1tphts8juc2csour9tg>

CONTACT US:

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PART 1: COMING TO SUZHOU: APPLY FOR AN X VISA

Students from Hong Kong, Macao or Taiwan don't need to apply for a visa to come to the Chinese mainland.

In order to come to the Chinese mainland and study at XJTLU, international students 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 your own country or where you are resident before entering the Chinese mainland. Your first step will be to check the location and guidelines specific to your nationality at <http://www.visaforchina.cn>

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 the Chinese mainland using an X1 visa and then need to go through an immigration process to obtain a Residence Permit (RP).

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

TYPE	PROGRAMME DURATION	ENTRIES TO THE CHINESE MAINLAND	DO I NEED A RESIDENCE PERMIT?	COST
X1	Over 180 days	Single	Yes. Within 30 days of arriving on the Chinese mainland. A Residence Permit is a multiple entry visa	•Application fee (depends on country). •Health check package after arrival (530RMB) •Residence Permit 400RMB to cover a one-year stay •Postage to have your passport sent to the university (22RMB) •Postage to have your Health Report sent to the university (22RMB)
X2	Fewer than 180 days	Single	No	•Only the application fee in your home country

You need the following documents for an X visa application:

- Original Admission Notice (Sent to you by XJTLU)
- JW202/DQ Form downloaded from www.studyinchina.edu.cn (a link will be sent to your application email address when your JW202/DQ Form is ready)
- X Visa Application Form downloaded from <http://www.visaforchina.cn>
- Visa application section on the website of the mainland Chinese Embassy in your own country
- Any extra requirements listed on <http://www.visaforchina.cn> or the visa application section on the website of the mainland Chinese Embassy

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

Note: Students who apply near to the 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 subsequently delayed arrival.



PART 2: PRE-TRAVEL INFORMATION & TRANSPORT AFTER ARRIVAL

VACCINATION

Suzhou is not in a rural or tropical region of the Chinese mainland, so you are unlikely to come into contact with cholera, rabies, tick-borne encephalitis or Japanese encephalitis - reconsider this if you are planning to travel to more rural areas of China.

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

Check your country travel advisory webpages for more vaccination advice.

INTERNATIONAL TRAVEL INSURANCE

It is a good idea to purchase travel insurance for your journey to Suzhou.

MONEY

- If you plan to use international bank cards on the Chinese mainland, you should inform your card provider of your travel plans.
- Bring enough money in Chinese cash to get started (not in your suitcase). We recommend you bring at least 10,000RMB to cover initial basics such as your accommodation deposit.

PACKING

We recommended to bring the following with you:

- Adapters for your electronic devices
- Medications prescribed by your doctor, and bring the prescriptions

Everything else can be bought here at reasonable prices.

WEATHER

Suzhou is in the mid-east of the Chinese mainland, in the subtropical humid monsoon climatic region, with four distinct seasons. The most temperate seasons are spring and autumn. Winters are mild and only occasionally freezing cold, but summers can be very hot and humid. Rain is common, but snow extremely rare.

ELECTRICITY

The electricity on the Chinese mainland is 220V, 50HZ AC (Hong Kong is 200V; Taiwan is 110V). From some countries you may need a transformer to power your electronic devices.

Sockets commonly used here:



Modern electronics are easily available to buy in Suzhou at competitive prices.

TRANSPORT AFTER ARRIVAL

XJTLU Global send buses to Pudong Airport to collect students for free on specific dates. You must book your seat on one of these in advance.

Details can be found in the Pre-arrival Guide in the Download Centre in the application system.



PART 3: STUDENT ACCOUNT, EMAIL ADDRESS AND STUDENT ID CARDS

Your XJTLU student account and email address will be created before you arrive. This gives you access to:

- The Learning Mall Online (Core) to download learning materials and submit your coursework
- e-Bridge to register at the university, check your timetable, and apply for your student enrolment status letter and transcripts, etc
- The Attendance Management System to apply for authorised absences

Your student account will be sent to your application email address, and you must activate it after receiving it. After activation, you will be able to use your student account and email address. The university will then only use your official email to communicate with you.



Students enrolled in programmes lasting one semester or longer will be issued a student ID card, which grants access to various campus services and facilities. These include library entry and borrowing, examination attendance, use of the Sports Centre, photocopying services, and more.

To obtain a student ID card, students must first register on e-Bridge and follow the instructions to upload a photograph. The uploaded photo will be used by the Management and Information Technology System (MITS) for card production.

The distribution of student ID cards is managed by different offices depending on the student category. X-Global is responsible for issuing cards to undergraduate, exchange, visiting, and non-degree Chinese language students, while postgraduate students receive their ID cards from the Graduate School.



PART 4: ACCOMMODATION BOOKING AND CHECK-IN

ACCOMMODATION IN SUZHOU

Student accommodation is not provided by the university, but is run by a commercial provider.

Find out more here:

<https://www.xjtlu.edu.cn/en/admissions/global/accommodation>

All accommodation must be booked in advance. Cash deposits are payable upon arrival.

If you are over 18, you can also choose to rent a private room or apartment near the university. Local accommodation agents can help you with this, and they usually charge two weeks' rent per year for their services, which are generally very good.



All photos here are examples of the rooms and facilities, and individual rooms may vary.



ACCOMMODATION BOOKING

To book student accommodation, you must complete a booking survey. The link for this survey can be found in the Pre-arrival Guide in the application system.

ACCOMMODATION CHECK-IN

For check-in, you need:

- Your passport
- Refundable deposit - One or two months' rent, depending on the apartment and/or contract length
- Initial utility fees - Around 500RMB for water and electricity
- Rent - Depending on the apartment and your contract length

The check-in process involves signing a rental contract (in English).

Please note that your deposit may not be refunded to you if you terminate the tenancy contract early. It is very important to decide on whether you prefer a contract length of one semester or the whole academic year.

Before signing any contract, students are strongly recommended to:

- Read the contract carefully
- Check whether all items listed on the contract inventory have been provided in the accommodation
- Check the condition of the provided items and compare this to their description in the inventory
- Ask the property management officer to make a note on the inventory if something in the accommodation is missing, broken or not as described

Please note that:

- Residents are required to pay rent on time. Long delays or failure to pay the rent may lead to termination of the tenancy
- 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 any accommodation-related support to students living in private apartments or houses.



PART 5: ACCOMMODATION REGISTRATION WITHIN 24 HOURS OF ARRIVING IN SUZHOU

Foreign nationals moving to the Chinese mainland are required to register their residential address with a nearby police station. This should be done within 24 hours of you checking into your accommodation.

If you are living at Parfait International Apartments, Parfait Hotel & Apartments, MBA Apartments, and Scholar's Apartments, or private apartments near the university, you need to register at Xietang Sub-district Puhui Service Centre/斜塘街道普惠工作站:

Address in English: Floor 1, SIP South Part Citizen Centre, 39 Jinyuan Road, Suzhou Industrial Park

Address in Chinese: 苏州工业园区金园路39号南部市民中心一楼

If you are living at Wenhua Apartments or private apartments near Wenhua Apartments, you need to register at Xietang Public Service Centre/斜塘民众服务中心:

Address in English: No. 8 Dunhuang Road, Suzhou Industrial Park

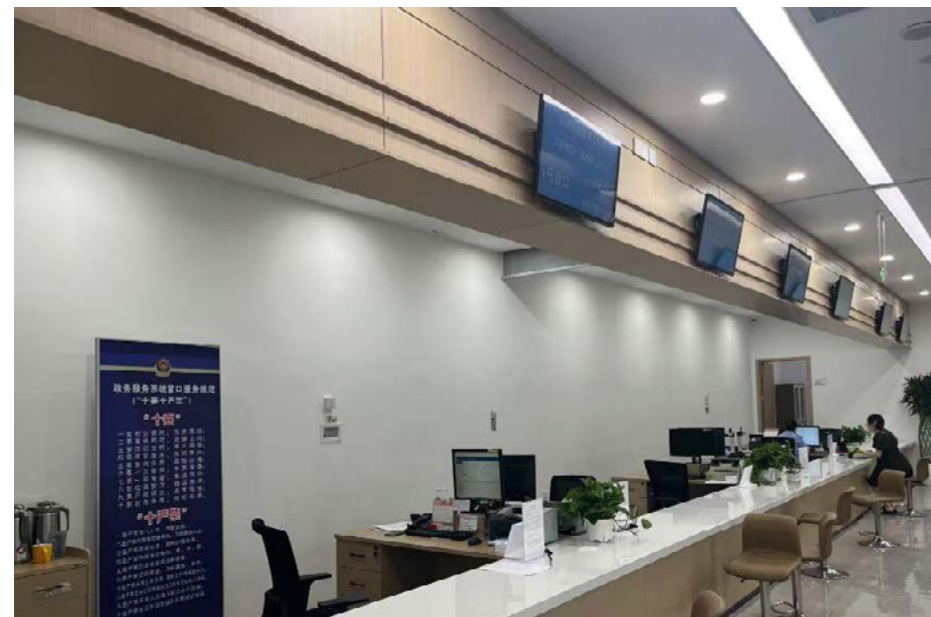
Address in Chinese: 苏州工业园区斜塘街道敦煌路8号

Take your passport and your accommodation rental contract/check-in receipt.

After police registration, you will receive an Accommodation Registration Form (临时住宿登记表), a photocopy of which will be used for your Residence Permit application in the Exit and Entry Bureau and for archive purposes with the accommodation provider.

If you have come to Suzhou from inside the mainland, you must register within 24 hours of checking into your new accommodation. If you are living in private accommodation, your landlord or agent will inform you of the police station where you need to register.

International students are also required to re-register with the local police station within 24 hours of receiving their Residence Permits/new visas or moving to new accommodation.



PART 6: HEALTH CHECK

If you are an X1 visa holder, you must do a health check to get your Residence Permit after you arrive in Suzhou. This will be done at a clinic in Suzhou. If you are X2 visa holders, Taiwan, Hong Kong, or Macao students, or Mainland Chinese exchange/visiting students, your health check will normally occur on campus. We will arrange your health check in advance if you arrive on the dates when we meet you at the airport. Alternatively, you need to follow the step-by-step guide in the download centre to make an appointment and do the health check yourself.

WHERE TO DO THE HEALTH CHECK:

Suzhou International Travel Healthcare Centre

Address: No. 738 Changjiang Road, Suzhou New District

苏州国际旅行卫生保健中心

苏州高新区长江路 738 号，近泰山路

Health checks are conducted: Monday – Friday, 8:00am – 11:00am

WHAT TO TAKE WITH YOU:

- Your passport
- 2 passport-sized photos (colour photos with a white backdrop)
- 530RMB to cover the health check cost

Note: there is no printer or photographer in the healthcare centre, so please prepare your own photos and the copies of documentation in advance. If you need to take a photo, you are recommended to go to the Hanlin Neighbourhood Centre, near SIP North Campus.

HEALTH REPORT DELIVERY:

Please have your health report posted to the university address:

西交利物浦大学西浦国际办公室 (XJTLU Global 苏州工业园区仁爱路 111 号，中心楼 115E 室)

邮编: 215123

电话: 8188 9123



PART 7: RESIDENCE PERMIT APPLICATION

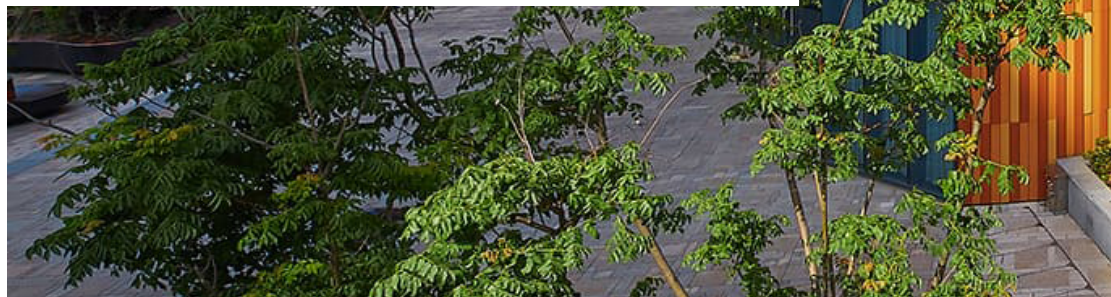
International students who stay on the Chinese mainland for more than 6 months have to apply for a Residence Permit within 30 days of their arrival on the Chinese mainland. Days are counted from the entry date that is shown on the mainland Chinese entry stamp in your passport.

This is often confused with the arrival visa. Once you arrive on the Chinese mainland, your visa is finished. From the arrival date, you have 30 days to apply for your Residence Permit. For example, if you fly into Shanghai Pudong on 15th August, you must apply for your Residence Permit before 14th September. If you apply for your Residence Permit late, you will have to pay a fine for each day you are late, up to 10,000RMB.

XJTLU will help you apply for your Residence Permit.

In order to help new international students settle in, XJTLU organises the following to facilitate the Residence Permit application process:

- Checking application documents
- Making photocopies of the relevant documents
- Booking appointments for applying for a Residence Permit at the Exit & Entry Bureau



BEFORE ACTUAL APPLICATION AT THE EEB NEED, YOU WILL NEED:

- Residence Permit Application Form
- XJTLU Residence Permit Statement Letter
- Have your JW202 Form stamped during the on-site registration
- Admission Letter
- Copy of university license
- Passport, copies of information page, visa page and entry stamp page
- Accommodation Registration Form (received after police registration from the police station)
- Passport photo
- Health report issued by the healthcare center after the health check or report verification
- Express mail service slip

PART 8: OPENING A MAINLAND CHINESE BANK ACCOUNT

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 the mainland Chinese advanced e-payment technologies, which make life here much easier. We recommend the following banks:

Students who are studying on SIP campus can go to following banks to open their Chinese bank accounts:

(1) Bank of China / 中国银行

Address: 3-106, Tower 1, 288 Qiyue Road, Suzhou Industrial Park / 苏州工业园区启月路288号1幢3-106室

Tel.: 0512-62570363

Working hours: 09:00-16:30

(2) Industrial and Commercial Bank of China / 工商银行

Address: 99 Ren'ai Road, Suzhou Industrial Park / 苏州工业园区仁爱路99号 (opposite the Foundation Building of XJTLU).

Working hours: 09:00-16:30

(3) China Construction Bank / 中国建设银行 (苏州独墅湖支行)

Address: 288 Qiyue Street, Moon Bay, Dushu Lake Science & Education Innovation District / 独墅湖科教创新区启月街288号. Moon Bay is about 3kms to the west of the university SIP campuses, next to Dushu Lake.

Working hours: 09:00-16:30

(4) Bank of Communications / 交通银行

Address: F1, Hanlin Neighborhood Centre, 598 Linquan Street, Suzhou Industrial Park / 苏州工业园区林泉街598号翰林邻里中心F1. Hanlin Plaza is about 1km to the east of the university SIP campuses.

Working hours: 09:00-16:30

(5) CITIC Bank / 中信银行 (苏州独墅湖支行)

Address: 15 Yueliang Wan Road, Moon Bay, Suzhou Industrial Park / 苏州工业园区月亮湾路15号. Moon Bay is about 3kms to the west of the university SIP campuses, next to Dushu Lake.

Working hours: 09:00-16:30

(6) Agricultural Bank of China / 中国农业银行

Address: 28 Dunhuang Road, Suzhou Industrial Park / 苏州工业园区敦煌路28号

Working hours: 09:00-16:30

You will need the following to open a bank account:

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

You are advised to submit photocopies of your passport, student ID Card, and Admission Notice. You mustn't give the original documents to the bank when opening a mainland Chinese bank account.



If you are from Iran, you must use a different bank. You must go to Kunlun Bank in Shanghai. Their website with address and contact details are here: <http://www.klb.com.cn/eklbank/index.html>. We recommend you make an appointment in advance.

As for the taxpayer 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 your tax bureau. Your own bank 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.



PART 9: 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, which you used for your application to XJTLU.

The university will publicise the registration guides for both Year 1 and Year 2 entry students on the university website. The university will send the links to your XJTLU student account when they are ready, so please check your emails.

Student information is used for many important purposes, such as registration with the Chinese Ministry of Education system for student status and degree recognition, emergency contact information, social and commercial insurance purchase and reimbursement, scholarship application and awards and 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. If details, such as your mobile phone number, change during your time at XJTLU, you must **UPDATE** your e-Bridge page immediately.

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 fail 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 e-Bridge and / or the Learning Mall Online (LMO) 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.

NOTE FOR VISITING & EXCHANGE STUDENTS

STUDENTS **MUST** ENTER THEIR CORRECT PERSONAL DETAILS, INCLUDING EMERGENCY CONTACTS, PHONE NUMBER, AND ADDRESS **BEFORE THE END OF WEEK 1 OF SEMESTER** OR UPDATE ANY CHANGES **WITHIN A WEEK**.

NOTE FOR VISITING & EXCHANGE STUDENTS

TRANSCRIPTS Semester 1 provisional transcripts will be published on e-Bridge in March of that academic year. The original copy will be posted to the Study Abroad Office at the students' home university. Semester 1 & 2 final marks will be published on e-Bridge in late July. The original copy will be posted to the Study Abroad Office at the students' home university in late July.

EXAMS AND RE-SITS

Exchange students must follow XJTLU's academic calendar and exam schedules. Unlike some other universities' practice, XJTLU doesn't offer any special arrangements for exchange students. The S1 & S2 resits will take place between late July or early August. Resit results will be published on e-Bridge in late August.



PART 10: PAYMENT OF TUITION FEES AND SERVICE CHARGES

Exchange and visiting students who come from XJTU's partner universities have to follow the payment details / policies of their home universities. However, if they study on campus at XJTU, they need to pay a non-refundable service charge to XJTU, which is 300RMB per semester.

The deadline for other students, namely undergraduate students, Master's students, and visiting students who are not from XJTU's partner universities, for paying their tuition fees and service charge is the Friday of Week 1.

The service charge covers text-book fees and printing fees, etc. The amount is currently 2,000RMB per academic year and must be paid in full along with tuition fees. If visiting students only spend one semester at XJTU, they just pay 1,000RMB for the semester. If the actual cost of books and printer use is lower than the amount paid, students will be refunded the difference at the end of the academic year into their Chinese bank accounts. However, if the actual cost is higher than the amount paid, students need to pay the outstanding fees.

- The amount of outstanding fees is what remains after the deduction of the deposit which international students paid to secure their place at XJTU, and any scholarships which they might have been granted

- Please make sure to include your full name and application number as supplementary information when making the transaction

- As a swift code might be required when wire transferring the money from your own country to the Chinese mainland, we recommend you transfer the money to the university bank account instead of your personal Chinese bank account

- 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 possible shortfalls when making the payment

- Once the transaction has been made, please send the proof of your payment to global@xjtu.edu.cn

- Keep all the receipts which you get from the bank after paying the fees

XJTU 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 applying to pay fees by installments (request this service by the end of Week 2, Semester 1)

- Confirmation of tuition and service charge fee payment

If you are unable to pay your tuition fees in full, you may consider applying for a two-installment payment plan by completing the Tuition Fee Instalment Plan Request Form. To access the form, log in to e-Bridge with your student account and navigate to: Document Zone > Learning and Teaching > Student Administration > Tuition Fee Instalment Plan Request Form. Once completed, please send the form to global@xjtu.edu.cn for review and approval.

BANK DETAILS

ACCOUNT 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, China. Postal code: 215123
江苏省苏州市工业园区独墅湖科教创新区仁爱路111, 邮编: 215123

1. CNY PAYMENTS ONLY

ACCOUNT NUMBER 10550701040006923 (CNY only)

帐户号码

BANK NAME Agricultural Bank Of China, SIP Xietang Sub-Branch

开户行名称 中国农业银行苏州工业园区斜塘支行

SWIFT CODE ABOCCNBJ103

CNAPS CODE 103305055075

BANK ADDRESS No. 2178 Area A, Lianfeng Plaza, SIP, Suzhou, China 215028

开户行地址 苏州工业园区娄封东区联丰广场A区2178号, 邮编: 215028

2. OUTSIDE MAINLAND CHINA - RUSSIA EXCLUDED

ACCOUNT NUMBER 010-010320-055 (USD & EUR only)
010-010320-056 (GBP only)
630-010320-011 (CNY only)

BANK NAME HSBC Bank (China) Company Limited, Suzhou Branch

汇丰银行苏州分行

SWIFT CODE HSBCCNHSUZ

BANK ADDRESS Century Financial Tower, No.1 Suzhou Avenue West, Suzhou Industrial Park, Suzhou, Jiangsu Province, China 215021

江苏省苏州市工业园区, 苏州大道西1号世纪金融大厦, 邮编: 215021

3. RUSSIA PAYMENTS ONLY

ACCOUNT NUMBER 10551314040002014 (USD, EUR or GBP)
10550701040006923 (CNY only)

BANK NAME Agricultural Bank of China, SIP Jinji Lake Branch

中国农业银行苏州工业园区金鸡湖支行

SWIFT CODE ABOCCNBJ103

CNAPS CODE 103305055075

BANK ADDRESS No.118 Wangdun Road, Suzhou Industrial Park, Suzhou, China. Postal code: 215021

江苏省苏州市工业园区旺墩路118号, 邮编: 215021



PART 11: INDUCTION PROGRAMME

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

The one-week induction programme covers the following activities:

- The University Opening Ceremony
- XJTLU Global Welcome Reception and Induction (attendance is a legal requirement)
- Residence Permit Application Information Session
- Academic Information Session
- Library and IT Information Session
- Campus tours
- Fresher's Fair
- Language placements tests

Students will receive a full induction programme plan when it is finalised in August.



PART 12: ACADEMIC CALENDAR

Academic Calendars can be found on the home page of e-bridge (<https://ebridge.xjtlu.edu.cn>).

The calendar shows you all teaching and assessment weeks, as well as holidays and periods of university closure. It is an essential planning tool for your academic year ahead.





FINANCIAL BUDGETING IN SUZHOU SUGGESTION

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 occasionally. 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	1,700 (Parfait International Apartments)	1,700 (Parfait International Apartments)	3,000 (for a private apartment)
UTILITIES	300	400	500
INTERNET	100	100	100
MOBILE PHONE	50	50	50
FOOD	1,300	2,000	3,000
TRANSPORT	100	300	300
LUXURIES	0	1,000	2,000
MONTHLY TOTAL	3,550	5,550	8,950

Note: Rent is subject to slight change so please make sure your budget provides you with flexibility.

In addition to 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)
- Travel 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)
- You will need to purchase bedding: pillows, sheets and a quilt upon arrival. Your local supermarket sells all of these items for around 500RMB in total, though the exact cost depends upon your choice of brand and quality, etc. Parfait International Apartments can also sell you a bedding pack for 500RMB when you check in.



LAWS AND POLICIES

Mainland 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, mainland Chinese law is in line with the law in most countries globally, but certain aspects may be very different from your home country. Some examples may be:

- 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.
- 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.

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

All of these policies and more are available on X-Global's Learning Mall Online .

Learning Mall Online: You will be automatically enrolled onto our page at the start of your studies. If you do not see X-Global's page on your dashboard, then email: global@xjtlu.edu.cn and we will add you.



HEALTH & SAFETY

Insurance - the university provides its international students with free commercial insurance. However, the prerequisite is that you have to complete your registration on e-bridge. You must provide us with your passport number, full name, student ID number, and programme, and guarantee the accuracy, so that we can buy your insurance.

The insurance works in the following way:

INSURANCE	ADVANTAGES	DISADVANTAGES
Commercial Insurance. This is free and is provided by the university.	• Can compensate for the rest of the medical bills which aren't covered by the Social Insurance.	• Indirect billing so students have to pay first at the hospital and later apply for reimbursement from the commercial insurance company. • Only medical expenses incurred in hospitals can be reimbursed from the commercial insurance company.

- 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
- The Commercial Insurance does not cover medicine or equipment which is not listed in the catalogue produced by the Suzhou Social Security and Provident Fund Management Centre
- The designated banks are 苏州银行Bank of Suzhou, 中国农业银行Agricultural Bank of China, 中国工商银行Industrial and Commercial Bank of China, 建设银行China Construction Bank, and 中国银行Bank of China

If you have bought insurance in your home country and it is an international package, please consult with the insurance provider about 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 university insurance to go to the following hospitals and international clinics:

NAME OF THE HOSPITAL	ADDRESS	DESCRIPTION	RECOMMENDATION
Dushu Lake Hospital 独墅湖独墅湖医院	9 Chongwen Road 苏州工业园区崇文路9号	The nearest public hospital to XJTLU with full medical departments. Opposite to our South Campus.	★ ★ ★ ★
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.	★ ★ ★ ★
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.	★ ★

The medical insurance provided by the university covers treatment in all Tier 1 public hospitals (top hospitals in terms of quality) and one private hospital - Kowloon Hospital. The public hospitals in Suzhou are generally clean and reliable.

Due to the language barrier and the different registration procedures in hospitals, we recommend you go with a Chinese speaker. If required, the XJTLU Global Engagement Team can arrange a member of staff or a student volunteer to assist you or talk to the doctor on the

phone when you see them. Alternatively, a good translation app usually suffices.

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 at global@xjtlu.edu.cn after you arrive.





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 service, Sing Health (Suzhou and Shanghai) and Parkway (Shanghai only) 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>.

JIAHUI HEALTH (SUZHOU)

There is also a new private clinic in Suzhou, JIAHUI Health (Suzhou). This has a comprehensive range of medical departments, but is private and therefore high end and rather expensive. Its services will not all be covered by your insurance, so you would need to check with them first before undergoing treatment.

Here are their details:

嘉会医疗 Jiahui Health

Address in Chinese: 苏州市苏州工业园区旺墩路268号久光百货4楼

Address in English: Floor 4, Jiu Guang Shopping Mall, 268 Wangdun Road, Suzhou Industrial Park

NEWLIFE CLINIC 儒复诊所

Another private clinic is NewLife. This offers a range of medical treatments including sports medicine, gynecology, dermatology, internal medicine, and laboratory services. Again, check with NewLife first to check that their treatments are covered by your medical insurance.

Here are the details:

Address in Chinese: 苏州工业园区高和路1号

Address in English: No. 1 Gaohe Road, Suzhou Industrial Park

STUDENT COUNSELLING

A message from our International Student Counsellor:

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, and 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.

Location: Room 285, Central Building

Tel: +86 512 8816 1815

Email: counsellingservice@xjtlu.edu.cn

Safety tips:

- Always lock the door and windows of your bedroom when you leave your room
- Only carry a photocopy of your passport (or photo on your phone) instead of the original passport when you are not traveling 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
- 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



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. You must wear face masks on all forms of public transport.

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

METRO: Is one of the most popular transport options in Suzhou, currently 8 lines are operating all across the city. Please read appendices for details.

BICYCLE

If you enjoy autonomy when getting around, a bicycle can be a good option. Quality bicycles can be found in supermarkets, shopping malls or some professional biking stores. Given the road and traffic conditions, you are advised to wear protection such as a helmet, gloves and so on.

ELECTRIC MOTORBIKES & E-BIKES

Electric motorbikes are capable of very high and dangerous speeds. However, because they are inexpensive, they have very low-quality safety features such as brakes and lights. They represent a serious danger to inexperienced riders and riders who are unfamiliar with Chinese roads. If they have been modified to increase performance, they are also illegal and can be seized by the police or university authorities.

To ride an electric motorbike legally, you must:

- Hold a Chinese motorbike riding licence
- Hold motorbike insurance
- Pay Chinese road taxes
- Always wear a helmet
- Never carry a passenger over 12 years old

If the university finds any student riding an electric motorbike illegally they will be subject to disciplinary action for their own safety.

E-bikes are much smaller, often have pedals, and are limited to 25 km/h. They are

more dangerous than bicycles, but you are allowed to ride one if you:

- Always wear a helmet
- Never carry a passenger over 12 years old

If the university finds any student riding an e-bike without a helmet or with a passenger, they will be subject to disciplinary action for their own safety.

Electric motorbike and ebike batteries must never be recharged inside any building because of the fire risk that they pose. All electric motorbikes and e-bikes must be registered with a local police station in your name and carry a Suzhou SIP licence plate.

Unfortunately, many international students have been hurt in electric motorbike and e-bike accidents, and unless they are following all of the laws and rules regarding their use (see above), they cannot claim medical expenses from their insurance provider, and they and their families are legally liable for any costs that result. This may include all costs incurred by any third party involved.

this is an e-bike:



this is an electric motorbike:



NOTES:

Illegal motorcycles: petrol motorcycles are prohibited for those who live inside Suzhou, so you won't be able to obtain a driving license or get a petrol motorcycle licensed and registered. Therefore, for the sake of your own and others' security, you must not buy or use any petrol 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.



APPENDIX: KEY DATES & IMPORTANT LINKS

KEY DATES

Free airport pick-ups in Pudong Airport: X1 Visa Holders: 25th to 28th August 2026 / X2 Visa Holders: 30th August to 1st September 2026

Accommodation check-in with assistance: 25th to 28th August, 30th August to 1st September

University registration: G13W in Central Building, 26th, 27th, 28th, 31st August, 10:00-12:00, 13:30 - 16:00

Residence permit application document checking: G13W in Central Building, 26th, 27th, 28th, 31st August, 10:00-12:00, 13:30 - 16:00

Health check in Suzhou International Travel Healthcare Centre (X1 Visa Holders): 26th to 31st August 2026

Residence Permit applications in the EEB: 1st to 24th September 2026 (not weekends)

Opening ceremony: 30th August 2026

X-Global induction: 2nd September 2026

Tuition Fee Payment Deadline: 4th September 2026

NOTE: Students must print multiple copies the residence permit application forms and statement letters, and then follow the guides in the application system to complete the documents before they attend the on-site registration.



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-G57E

Student Counseling Office: CB-285

Gym in XJTLU's new sports facility on south campus





Xi'an Jiaotong-Liverpool University

西交利物浦大学

● XJTLU GLOBAL

Office 108E / 116E, Central Building Xi'an Jiaotong-Liverpool University

111 Ren'ai Road, Suzhou Dushu Lake Science and Education Innovation District, Suzhou Industrial Park, Jiangsu Province, People's Republic of China, 215123

● 西交利物浦大学

西浦国际，中心楼108E / 116E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:

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Monday - Friday 10am - 5pm

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