¡Trabaja y estudia en una de las ciudades más bonitas de Europa!!
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1. INTRODUCTION

This guide has been written with the input of students from different American University programs, material obtained from former EPA students, different manuals, statistics from “El País”, one of Spain’s most popular daily newspapers, as well as from the Director’s own experience after having lived in Spain for over twenty years. Nevertheless, you will find errors or simply information which is not quite up to date as it should be. This is due, in part, to the fact that Madrid, like Spain in general, is a fast moving European city, and that change of all kinds is inevitable. Bearing this in mind, please use this guide as a source of general information and instructions concerning program norms per se, as well as different aspects of Madrid; and further, view the guide as somewhat of a reflection of the country itself since it has been prepared to give you a comprehensive look at many different aspects of the life you will encounter while you’re here. Suggestions, criticism, and whatever other remarks you would like to make, are welcome because it is our hope that just as we attempt to help you in the program, your personal comments concerning your experiences or your own favorite places will be used to update the guide for other EPA students in the future. You are especially recommended to go over carefully the information on what you should know and consider before you leave the U.S. and arrive in Madrid.

Madrid is a fascinating and truly unique city. There is much to do, much to see, and there are always many different activities. At the same time, it is a very tiring city with traffic jams, and extremely long working days (some offices don’t close until 8’00 p.m.). Night time doesn’t begin until after 9’00 p.m. for most people, and the dinner hour still remains at 9’30-10’00 p.m. for a majority. Literally you can find a little bit of everything in Madrid. You will be able to try all sorts of different foods, some quite strange to Americans, things such as “calamares en su tinta”, “boquerones en vinagre”, etc. But most of all, living in Madrid will be an experience you will never forget and we hope to help to make it a most positive one.

2. PRE-PROGRAM INFORMATION

Please read carefully and take note of the information and arrival instructions given below. If you have questions after reading this material, please contact the Educational Programmes Abroad Madrid Director, Rocío Bartolomé, C/ Bravo Murillo, 105, 4A, 28020 Madrid; Telephone: 011.34.655430012. The e-mail address is: rcuelga@hotmail.com

Friends and relatives may send mail to you to the above address and it will be forwarded to you until you have your permanent address. Please give the above phone number to your parents so that in case of an emergency, they can contact you through the Director.

Preparation for your trip to Spain

**Passport** - Make sure your passport has not expired or will not be expiring during the period of time that you will be remaining in Madrid.

**Student visa** - In order to participate in the internship program, you must request and obtain a student visa through the Spanish consulate nearest to your home (see list of consulates below). The process can take up to three weeks, so you must allow for sufficient time. Normally students are required to go in person to the Consulate so call beforehand to make sure of the most up-to-date regulations. Since the terrorist attacks of March 11th Spanish authorities have become more stringent in their student visa checkups so allow yourself sufficient time.
Documents required for student visa - After you receive the certificate of enrollment issued by Nebrija University along with the certificate from the EPA Madrid Director, you can formally request the visa. You must submit the two certificates, your passport, two small photos and a processing fee (the price may vary from consulate to consulate) along with your application form completely filled out.

International student Identity Card - Please request as well an international I.D. card through the study abroad office at your college or university. This card will enable you to receive discounts on entry to many museums in Spain as well as in the rest of Europe. You may be able to obtain this card in Spain as well.

Spanish consulates in the U.S.

Jurisdiction/addresses of Spanish Consulates in the U.S.:

**BOSTON** (Maine, Massachusetts, New Hampshire, Vermont, Rhode Island) Consulate General of Spain, 545 Boylston St., Suite 803 Boston, Ma. 02116 Phones: (617)566.09.72

**CHICAGO** (Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Nebraska, Wisconsin, Missouri, Minnesota, Ohio, North and South Dakota) Consulate General of Spain, 180 N. Michigan Ave., Suite 1500 Chicago, Ill. 60601 Phones: (312)782.45.88/782.45.89

**HOUSTON** (Oklahoma, Texas, New Mexico) Consulate General of Spain, 1800 Bering Drive, Suite 660 Houston, Texas 77057 Phone: (713)783.62.00

**LOS ANGELES** (Arizona, Colorado, Utah, and counties of San Diego, Imperial, Orange, Riverside, Inyo, Ventura City, Los Angeles, Santa Barbara, San Luis Obispo, Kern and San Bernardino) Consulate General of Spain, 5055 Wilshire Blvd., Suite 960 Los Angeles, Ca. 90036 Phones: (213)938.01.58/938.01.66

**MIAMI** (Florida, North and South Carolina, Georgia) Consulate General of Spain, 2655 Le Jeune Rd., Suite 203, Coral Gables, Miami, Fl. 33134 Phone: (305)446.55.11/12/13

**NEW ORLEANS** Consulate General of Spain, 2102, World Trade Center 2 Canal Street New Orleans, La. 70130 Phone: (504)525.49.51/7920

**NEW YORK** (Delaware, Connecticut, New Jersey, New York, Pennsylvania) Consulate General of Spain, 150 East 58th St, 30th, 31st St. New York, New York 10155 Phones: (212)355.40.80/81/82/85/86 and 355.4090/91

**PUERTO RICO** (Puerto Rico, Islands of Culebra and Vieques, U.S. Virgin Islands) Consulate General of Spain, Edificio Mercantil Plaza, piso 11, oficina 1101 Av. Ponce de León, s/n Hato Rey, Puerto Rico 00908 Phones: (80)758.60.90/6142/6279


**WASHINGTON D.C.** (Washington, D.C., Maryland, Virginia, West Virginia) Consulate General of Spain, 2375 Pennsylvania Ave., N.W. Washington, D.C. 20037 Phone: (202)452.01.00/728.23.40
Health

Health-Insurance policy - Please check your policy to determine the type and amount of coverage you have at the present time. It is extremely important that you be sufficiently covered, both for medical as well as for accident purposes. Please be prepared, upon arrival in Madrid, to inform the director the type and coverage your policy includes. Don’t forget to bring with you documents concerning your health insurance policy, including proof that it is in effect.

Your insurance should cover the following contingencies:

- Ability/disability issues
- Allergies
- Contraceptives
- Culture shock
- Dental care
- Dietary concerns
- Emergency resources
- Exercise
- Eyeglass prescription
- Gender-sensitive health care
- Hepatitis protection
- Immunization
- Insurance
- Medications/medical supplies
- Psychological issues
- Re-entry shock
- Sexuality
- Sleep patterns
- Smoking
- Support networks/friends and family
- Values

Immunization - Spain does not require you to be vaccinated to enter the country. Sanitary conditions are good in the country. Nevertheless, if you plan to do some extensive travelling outside of the country and choose to be inoculated, do so with sufficient time before travelling to Spain.

Medication - If you are taking any medication, try to bring enough to last you the entire period of your stay in the country. Bring a clear description of the medication from your doctor/pharmacist ready to show customs officials, if need be. All medication and vitamins should be in individual containers and clearly labelled. If you are unable to bring enough with you, it would be helpful if you could bring a prescription in order to purchase it more easily at the local pharmacy.

If you have a medical or emotional condition which should, for your own safety and protection, be known to the director, convey it to him in confidence either before or on arrival in Madrid. If you wear glasses or contact lenses, try to bring an extra pair. Having replacements sent from the U.S. can create long and costly hassles with Spanish customs authorities. If you wear contact lenses, bring enough contact lens solution to last you the entire period of your stay abroad since it is much more expensive to purchase it in Spain than in the U.S.
What to pack

Consider proper clothes for the climate. The weather in Madrid, for the most part, will be quite mild and moderate during your stay, though sometimes it is totally changeable and unpredictable. Madrid is more than 600 m. above sea-level. Below are the average maximum daily temperatures in Madrid month by month. When using this guide, bear in mind that these are averages; for instance the temperature can rise to over 100º F in Madrid during the summer and fall to the 20º F during the winter.

<table>
<thead>
<tr>
<th>Median temperatures in Madrid in Cº and Fº</th>
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<tbody>
<tr>
<td>Cº</td>
</tr>
<tr>
<td>January</td>
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<td>February</td>
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<td>March</td>
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<td>September</td>
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<tr>
<td>October</td>
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<tr>
<td>November</td>
</tr>
<tr>
<td>December</td>
</tr>
</tbody>
</table>

Maximum temperature yr. average: 42Cº; Minimum temperature yr.average: 9.2 Cº. For the Fall and Spring you should bring an umbrella, as well as a raincoat, winter coat, and sweaters. Madrid is a great walking city, and even when you travel by some means of public transportation, you will find you spend much more time on your feet than in the U.S. You should therefore bring a couple of pairs of comfortable, durable walking shoes. If you like to hike, bring along pair of hiking boots as well since the mountain range to the north of Madrid is a favorite place for hikers. High heels are rather impractical though you may want to bring a pair for dress use.

Appropriate dress in the internship placements is largely dictated by the nature of the placement in which you are working though it is safe to say that for male students, a pair of trousers and a shirt with sports jacket or sweater should be considered quite safe and for girls a skirt and blouse or sweater. Slacks may also be worn. In a few placements where the atmosphere is fairly informal, such as museums and pressure groups, both male and female interns can wear pretty much what they want within reason, such as jeans, casual cords, etc. though not tennis shoes. (Even in discoteques, tennis shoes are not permitted).

It isn’t necessary to bring a vast wardrobe as long as it contains four or five outfits suitable for working in your placement; it’s helpful to bring a fairly coordinated wardrobe from which you can make many combinations, adding and subtracting layers as needed by the weather. Students are sometimes invited to attend special luncheons, dinners, cocktail parties, etc. in conjunction with their internships, so it is advisable for all students to bring at least one rather "dressy" outfit. All students should bring casual clothes for classes, evenings and weekends; it is not necessary to dress up even for most Spanish theaters and restaurants.
You would be well-advised to make sure your valuable personal effects, such as cameras and expensive sports equipment, are insured under your parent’s/guardian’s existing homeowner’s policy or separately. During orientation we will advise you on how to protect best your personal effects from theft, but it is a sad fact of life in any major city, including Madrid, that pickpocketing and petty theft are common. E.P.A cannot be responsible for the loss or theft of personal effects such as money, clothes, cameras, sports equipment, jewelry, etc. You should leave your valuable jewelry at home in the U.S.

**Packing**

Try to pack and travel light. A good rule of thumb to follow is if you can’t carry it, don’t bring it. Bear in mind that you will inevitably want to take home more than you come to Spain with and your luggage allowance is the same in both directions. Excess luggage and shipping costs can be very high. Soft-sided luggage is useful to bring because it expands for the trip home. If you bring two big suitcases, try to bring a smaller one as well to use for short trips around Madrid, preferably folded up and carried in one of your big suitcases.

**Electrical Appliances** - Standard U.S. electrical appliances are incompatible with the Spanish electrical system, because both the current and the type of outlet are different. Should you plan to bring any appliances, you should obtain a voltage converter and an adapter before you depart the U.S. These can be purchased in Spain, but they are much more expensive. You will need a round plug for Spain. A word of caution: many Americans find that even with the proper equipment it can be difficult to use U.S. appliances in Spain, because converters can easily over-heat and short fuse. Some people find it easier and, in the long-run, just as economical to purchase the cheapest available Spanish appliances once they are here. Hairdryers can be purchased with dual voltage. You can use these in Spain with a plug adaptor, purchased in the U.S. or in Spain.

**Other equipment** - It is advisable to bring a battery-operated travel alarm clock. You might also wish to bring battery-operated cassette players and radios, though you should check in advance with your airline to ensure that they will allow you to bring them on board the aircraft. It isn’t necessary, or advisable, to bring a typewriter. You need not bring computer equipment with you since you will have access to one at the Nebrija. If you bring an expensive camera, bring the bill of sale, or a copy thereof, to prove you purchased it in the U.S. In this way you will avoid paying taxes in Customs.

**Finances, budgeting, and expenses**

EPA refunds you a given quantity which is used for your accommodation costs and, in the case of homestays, covers room and half board. Depending on independent housing costs, the refund covers the rent and part of the other expenses involved. Some students have claimed that they have been able to live more cheaply on their own rather than in homestays. Any expenses you incur over and above this amount must be met out of your own pocket. You will need to cover all public transportation fares, entertainment, gifts, souvenirs, miscellaneous expenditures such as laundry and newspapers, and any travelling you plan to do.

Because spending money is such a highly individual matter, dictated by each person’s own budget, tastes and priorities, it is difficult to be very precise when advising students on how much money they need. However, to give you an idea of the expenses involved and a general range of the corresponding costs, we are providing you with a budget and expenses guide as well as a "cost sheet" indicating prices for specific items. The budget/expense
information is ONLY a rough indication and should be interpreted as such. The rest is up to you.

From comments made by former EPA students, it seems that the easiest way of handling funds is by obtaining a Visa debit card to use on your own US account. This transaction should be taken care of before you come to Madrid. Other students bring travellers checks with them, though rarely do students open bank accounts in Spain. Money can also be wired in two working days through American Express as well as through Western Union. In order to use the American Express system, you or your financial source must have an American Express account. This method is easy, safe and you can pick up your money in dollars, euros or American Express Travellers checks. In order to pick up your money, you should call the American Express office since no one will call you. Just remember to take your passport along with you.

If you bring your money in travellers checks, almost all banks will change your dollar travellers checks into euros. What you will not be able to do is to receive dollars for the checks. EPA gives students the choice of receiving their accommodation money in the form of checks which can be cashed immediately at Barclays, Paseo de la Castellana 121 (in which case the student does not have to open a bank account) or checks which must be deposited into an account and cleared before cash can be withdrawn (in which case the student must open a bank account).

Money sent over from the US can also be in the form of a bank draft or cashier’s check drawn off a major, preferably an internationally known and recognized, bank such as first nationals in major US cities. This procedure can take up to a week or more due to the clearing time. International Money orders can also be used.

With the exception of the fixed housing refund allowance, the remaining total expense is up to you. Much will depend on your life style. The first four nights at the Hotel Petit Palace Arenal are paid for by EPA and you will receive a meal refund in order to cover your meals during the orientation period. Below you will find estimates on what you can expect to spend weekly while you live in Madrid. The average total out of pocket expenditure such as travelling on the weekends, purchase of gifts, misc. (considered over the entire semester) can vary tremendously simply depending on the type of travel involved. Students have indicated recently to have spent about 2000 EUROS travelling. The table below indicates approximately the cost of your main expenses. Prices are in EUROS.

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Homestay</th>
<th>Apartments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>665 (half board)</td>
<td>450-500 share</td>
</tr>
<tr>
<td>Utilities-monthly</td>
<td>-</td>
<td>100</td>
</tr>
<tr>
<td>Groceries-weekly</td>
<td>24</td>
<td>84</td>
</tr>
<tr>
<td>Eating out -weekly</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>City transportation-monthly</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Telephone-semester</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>City Transportation-weekly</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Weekend travel-semester</td>
<td>2000</td>
<td>2000</td>
</tr>
</tbody>
</table>
The exchange rate has risen and now stands at approximately $1.58 = Euros 1

Sample cost sheet

Following is an indication of what you can expect to pay for different items in Madrid, ranging from food to records, books, etc. Obviously, a great deal of the exact price of an item will depend on the store where you purchase it, though you will note that there is relatively little competition with regard to prices as there is in the U.S.

Perhaps where groceries cost the least is in the supermarket chain DIA and perhaps where they cost the most would be in EL CORTE INGLES. You should first check out your own neighborhood to see what facilities and prices are available there and that way you will have a better perspective of the over-all picture.

Telephone local calls cost a minimum of 25 cts. (you can purchase telephone cards in a "kiosko" for E6 and E12 and in this way save yourself the hassle of always dealing with so many coins).

<table>
<thead>
<tr>
<th>Food</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk</td>
<td>E1 for one liter</td>
</tr>
<tr>
<td>Veal</td>
<td>E15 for 1 kilo</td>
</tr>
<tr>
<td>Pork</td>
<td>E6 for 1 kilo</td>
</tr>
<tr>
<td>Bread</td>
<td>E0.65 for a loaf of Vienna style</td>
</tr>
<tr>
<td>Oranges</td>
<td>E4 for a bag of 2 kilos</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxi</td>
<td>E1.95 minimum</td>
</tr>
<tr>
<td>Bono</td>
<td>E6.70 bono of ten tickets</td>
</tr>
<tr>
<td>Bono monthly</td>
<td>E42,10 normal, zone A (21 years or older)</td>
</tr>
</tbody>
</table>

| Cinema            | E6 (normally less on Wednesday at matinee showing) |
| theater           | E25 and up |
| concerts          | E20 and up |
| cup of coffee     | E1 in a cafetería |
| newspaper         | E1 |
| magazine          | E2 and up |
| compact disc      | E18 and up |
| paperback         | E6 and up |

Suggested reading

Let’s go Spain, Harvard Student Agencies, Inc., the single most helpful and widely used guide for Americans
Spain, Lonely Planet, 2004
Spain, Culture Shock, Maria Louise Graff.
Between Hopes and Memories
Iberia by J. Michener, a distinct perspective on Spanish culture.
Or I’ll Dress you in Mourning, by Collins and Lapierre

Tourist information can be obtained from any one of the Tourist Offices of Spain located in the U.S. (Check the Spanish Consulate nearest you for further information)

3. ARRIVAL

Spring 2010 - The dates of the Spring 2010 program are from Thursday, January 7th until May, 27th.

On the first day of the program, you should go directly to the Hotel Petit Palace Arenal, Street Arenal 16 (following see map and instructions on how to reach the hotel), telephone (001.34.91.564.43.55). This hotel has been chosen for its facilities, service, and location, right in the heart of the city. This choice of accommodations will enable you to take advantage of ready access to many of Madrid’s most important monuments and museums which are located in this area. You will be staying in doubles or triples. All rooms have private baths.

EPA will pay for your stay at the hotel as well as provide you with a meal allowance (18 Euros per day) during the orientation period. The weekly accommodation refund will take effect when you move out of the hotel and into your permanent housing on Friday of the first week. The EPA Director will be on hand during orientation week to help you resolve any difficulty you may have; at the same time she will distribute program materials and go over different aspects of the program. (See orientation schedule).

Early/late arrivals - If you plan to arrive in Madrid early and need help with hotel accommodations before the program begins, you may be able to stay at the Hotel Petit Palace Arenal, room availability permitting. No special rate can be assured. Please notify the Program Director at least one month in advance if you would like to stay in the hotel. Likewise, please notify the EPA office in New York or the Madrid Program Director if you plan on arriving after the program’s commencement.

Luggage storage - Students who come over early to travel around the country before the program begins and need to store their luggage should try to do so at the Chamartín train station since the Madrid Program Director has insufficient space for storage purposes. Check with Information at Barajas airport for usage of lockers for luggage storage.

How to reach the Hotel Petit Palace Arenal

Bus service - Barajas has regular bus service (a yellow bus which stops right outside of international arrivals, as well as at other strategic points). It will take you directly to the underground bus station in the Plaza de Colón.

Taxis - From the city bus station you have ready access to taxis since there is a taxi stand in the station. You should expect to pay about 15 euros from the station to the hotel including a couple of pieces of luggage (each piece costs 2 euros approximately). Taxis are entitled to a surcharge of 2.15 – 2.95 euros on Sundays and holidays. Always check the fare sticker on the taxi's back window which indicates the different fares in both English and Spanish.

Taxis direct to the Hotel - This is an option as well but you MUST remember to be aware that there are illegal taxis so be sure to look for white cars with a red stripe and with the corresponding number in black, above the right fender, and be sure to read the instructions on fares which are given on. An approximate amount you should expect to pay for a taxi from Barajas to the Hotel Petit Palace Arenal on a day with above normal traffic (Mondays and Fridays), such as Monday the first day of the program, will be about 30 euros, though this
obviously depends largely on the exact amount of traffic at any one given moment. Once again, remember that a flat fee will be charged for each piece of luggage (2 euros) as well as the special airport fare (5.25 euros). Even though this is the most expensive way to get to the hotel, it is the most recommendable.

Subway – You can also take the subway to get to the hotel. It’s the cheapest way (2 euros) but instead you have to pull your luggage and if it’s especially heavy this is not a very good option. But if you want to take the subway, follow this symbol in the airport, take line 8 to “Nuevos Ministerios” stop, then take line 6 to “Cuatro Caminos” stop (it’s only one stop), and finally take line 1 to “Sol” stop. Once you are there, take the exit “Calle Mayor”. Once you are outside, take the Arenal street which is just on your right, and 200 metres walking you will find Hotel Petit Palace Arenal. Depending on the terminal you arrive, bear in mind that sometimes you have to walk a long distance to get the subway, so if you have heavy luggage, perhaps this isn’t a good option.

Orientation

The first week of the program will be devoted to orientation at which time we will deal with program administration, housing, internships and living in Madrid. Cultural and social activities will also be included in order to give you the opportunity to get to know one another as well as becoming adapted to the city of Madrid. On the second day, Tuesday, in the morning, you will be accompanied to the Universitas Nebrija (see map), also known as the Fundación Antonio de Nebrija, and by its initials UNNE, calle Pirineos 55, telephone: 91-311.66.02; fax: 91-311.66.13. At this time you will have a language placement exam and spend about three hours at the university. This is a private university which has two campuses; the one where you will be studying is referred to as Dehesa de la Villa (name of the neighborhood as well as the park which is located in front), and the other is the Berzosa, which is located in Hoyo de Manzanares, about a half hour from the city. Take note of the university’s location so you will be able to go there by yourself from the second day onward.

Permanent housing

EPA refunds students part of their housing costs, regardless of whether they choose to live with a family or on their own. The fixed allowance is paid monthly in advance. Any housing cost students incur over and above the given amount must be met out of their own pockets. For a general idea of anticipated expenses, please see the accompanying budget and expenses guide.

Students have two main accommodation options:
1. "En familia" - homestay, living in a Spanish home
2. "Piso" - living in an apartment, preferably with other students

Homestay- In Spain many people rent rooms in their homes as a means of increasing their income, as well as a way of knowing a foreign culture through foreign youth and also it is a way of having company. In any case normally it is not looked upon as a cross-cultural gesture as it is when American families take in foreign students. That said, EPA carefully screens and selects the homestays with a view to choosing those families who are genuinely interested in students and able to provide pleasant and comfortable accommodation. The term "family" is used loosely; single women as well as married couples with or without children provide homestays for EPA students.

Homestay placements are determined in advance of the program’s commencement and students receive details of their homestay, including name, address, telephone number and other relevant information before they depart the US. What is included in the homestay, apart
from the room with corresponding items, is breakfast (Spanish style which could be coffee with bread either toasted or not, or cookies) and lunch (the main meal of the day consisting of "una entrada" which could be soup, salad, or a dish like "lentejas" (lentils), followed by meat, fish, or eggs. Fruit is usually served for dessert. If the student finds that he can not return home for the main meal of the day, he should talk to the señora about the possibility of taking his comida fuerte at night. The meal plan is in effect seven days a week.

**IMPORTANT:** There is a four week minimum length of stay requirement in all homestays. EPA reserves the homestays ahead of time and is committed to pay for the first month’s rent and does so to the señora on the day the student moves in, and if he or she chooses later to move out of the homestay before the first month is up, the unused portion of the rent will be forfeited. If the student decides to change the type of living arrangement (from homestay to independent option), he should do so beginning the second month, giving a 10 day notice to the señora. Students who plan to travel often are advised to choose independent housing.

Advantages of homestay accommodation include the opportunity to experience the culture from within a Spanish home, though because this is sometimes essentially a revenue-producing enterprise, a "close", by American standards, relationship with the family will not necessarily be formed. That said, many ongoing friendships have been established between EPA host families and former participants. Other advantages include having clean linen and some meals provided as well as access to television, radios, and other household equipment.

The main disadvantage of homestays is that by definition, living in another person’s home means having to adapt, more or less, to pre-existing lifestyle and timetable. Students must also accept certain restrictions on the use of the telephone and hot water, the costs of which are considerably higher in Spain than in the U.S.

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**Important things to remember in order to have a happier homestay:**

1. Please do not help yourself to food unless the señora specifically gives you permission.

2. Request your señora to allow you to leave several items in the refrigerator. You shouldn’t abuse with overloading it because remember that refrigerators, like other appliances such as washing machines, dryers, etc. in Spain aren’t as big as those in the US.

3. Please do not bring anyone into the house without prior authorization from your señora. In Spain, and especially in Madrid, friends meet in cafeterias. Please discuss with your señora, as soon as you know your schedule, the meal arrangement you would like to have, either lunch or dinner (as long as it is the main meal). Lunch is normally between 13’30 and 15’45. Normally señoras will not save the food for later hours or for supper.

4. We expect that each student adjust to the meals served by the señora for herself and her family. No unusual American ways of preparing food should be requested. You may suggest certain foods which you especially like and dislike within reasonable limits. You should be especially careful about expensive foods and availability of materials.

5. In order to create a happy and comfortable atmosphere in the home, please keep the above in mind during the time you are here.

**Norms for homestays**

1. Students must have a bedroom with bed, closet and table (with light) to study. If there is no central heating in the home, the student will have a heater to heat the room.

2. Breakfast and the main meal should be balanced and eaten at the family’s customary time, whether the main meal for the student be lunch or dinner (contingent on the student’s class
and work schedules). If the student is not going to eat at home the meal previously agreed upon, he should forewarn the family and has a right to request a box lunch, given enough advance notice. The student will not have kitchen privileges (unless mutually agreed upon) but will be able to store modest quantities of his own food (drinks, cereals, etc.) in the refrigerator and cabinets.

3. The student will be able to shower once a day and will have access to hot water. It is requested that the limit himself to showers of 10-15 minutes. He will also have a place in the bathroom to keep his toiletries.

4. The family will provide the student with sheets and bath towels and these will be changed at least once a week. If the student wants to go swimming, he should provide his own towel for the swimming pool.

5. The family will be expected to wash a load of the student’s personal things once a week (apart from sheets and towels). These will be ironed for the student or the student will be provided with an iron, if he so requests. The student will be able to hand wash his own delicate things.

6. The student will be able to receive calls at normal daytime hours, with the exception of those calls received in the case of an emergency. He will not be able to use the family’s phone to make calls.

7. The student’s use of electricity will be exercised with good common sense, taking into consideration however the fact that the student must often study at night. The use of hairdryers will be allowed as well as other more powerful apparatus such as heaters and fans (when needed) and will be determined by the general comfort.

8. The student will have keys to the entrance to the apartment building as well as to the apartment itself. There will be no curfew set but the student should be considerate and not bother the family with noise, etc. if he comes in late. In case the student arrives very late at night or not at all, he must notify the family ahead of time of his plans.

9. In case of a student’s absence from home, the family and/or the program director must be notified. If a student is absent from the home due to hospitalization, a discount on his housing cost may be taken into account. On individual weekend excursions, the student may request several box lunches. He must give one day’s notice for the same.

10. After the first month’s payment to the family made by the program director, the student can pay the family directly the monthly amount stipulated by the program or request the director extend a check made out to the family. This payment must be done during the first week of each month. The receipt is signed by the student or the family and returned to the director.

11. Payment for the first month is fixed. If a student chooses to change to an independent housing arrangement after the first month, he should notify both the director and the family TEN DAYS BEFORE THE END OF THE MONTH. If the student has difficulty getting along with the family or viceversa, the director should be notified as soon as possible so he can attempt to help find a solution to the same. If the situation continues to deteriorate, the student will be changed to another home.

12. Students come to Madrid for a period of about 14 weeks (from the beginning of September to the third week of December; and from the third week in January until the last of April). The students spend the first four nights in a centrally located hotel in the city where they receive an orientation program.
13. EPA is an entity which cannot guarantee the placement of its students in all the homes used by it since there tends to be a fluctuation from semester to semester on the number, sex, and type of housing the students request.

14. In case of questions, emergency, or problems related to the students and families, the program Director Ms Rocío Bartolomé, can be contacted at the following telephone number: 655430012.

15. EPA is opposed to all types of discrimination based on race, sex, religion, or political belief. When accepting to collaborate with the program, you will adhere automatically to this non-discriminatory policy.

**Independent Housing** - Several years ago almost every student (95%) preferred a homestay, but in the recent past there has been a significant increase in the percentage of students preferring independent living arrangements.

The most frequent option in independent living common among foreign students is apartment sharing. Some students also go to “hostal” type arrangements renting rooms in big apartments. Students who make this choice of housing normally do so because they want independence. It is important students realize that securing independent housing is a very personal matter and though orientation and suggestions will be available from EPA during the first week of the program, the individual should be prepared to visit probably from 10-30 options before actually being able to secure what he is looking for. In the recent past independent housing students have begun to indicate that this option is less expensive than the homestay option. However, there are some disadvantages to choosing independent housing. Foremost among these, is the fact that you have to look for a place to stay during orientation week in 3 or 4 days. This results in a hectic orientation week in which the student spends much of the time looking at flats with a student guide.

EPA will provide students with a student guide and inform students on how to search for accommodations. EPA per se does not have a list of apartments available.

**Housing Checks**

**Housing Refunds Are for the Same Amount Regardless of the Housing Option Chosen. In the Homestay Option, You Must Make Arrangements for the Payment With the University of Nebrija and the Señora.**

*Fall and Spring semesters* - EPA will issue you accommodation money in three separate checks in three monthly instalments at a rate of E22 per day.

**The Schedule for the Issuing of Checks Is as Follows:**

- Check no. 1 - To be given at orientation.
- Check no. 2 - To be given at the end of the first month
- Check no. 3 - To be given at the end of the second month.

The amount of the checks will vary according to the days covered in the housing period. Checks issued at orientation are "nominales". This means that they can be cashed only by the person whose name appears on the check, previous presentation of passport. EPA Madrid has its account at Barclays Bank, Paseo de la Castellana, 121. The bank is near the Plaza de Castilla and is open from 09'00 until 14'00, Mondays through Fridays, and until 12'30 on Saturdays (closed during Summer schedule). Students recently have been able to cash their checks at many of the Barclays Bank branch offices throughout the city.
These checks mean that, if lost, they can still be fraudently cashed by someone posing as you though this is not very likely. The most risky way of issuing checks is "al portador" (to the bearer without giving any specific name). These can be cashed by anyone.

There is a third way of issuing checks which is called "un cheque cruzado" (crossed check). A "cheque cruzado" must be deposited in the recipients bank account directly. This method can be used with checks nominales or al portador.

**Instructions on how to reach the university campus**

Buses which will take you to the university are: 64, 44 (perhaps the one which takes you closest), 132, 127, 128. The metro stop nearest the university is Metropolitano. The path to the campus is complicated though after using it a couple of times, it should not be that difficult to manage. When you leave the metro, exit from the side saying “Colegio Mayor”. Go left on the first street (Menéndez Pidal). Cross the first street and continue straight through a parking lot. After crossing the parking lot, go right up the street (Almirante Francisco Moreno). Continue on the left side of that street until you come to the first street on your left. Go left and then left again. You’ll see a sign indicating the university. Walk up that street following it around towards the right. You will end up in front of the park Dehesa de la Villa and the university is right there.

As you know, you will have thirty hours of intensive language classes though these classes are not for credit. They should be viewed as an opportunity for you to improve your grammar, conversational and writing abilities in Spanish. They should enable you to become familiarized with Castillian Spanish and the everyday language you will be hearing and using while you are here, thus perform better in your internship position and in general. You are encouraged to take the final exam at the end of these classes. At the same time you are taking the intensive language classes, it is a unique moment for you to explore the city.

**Orientation schedule**

*Student ID* - After your language placement exam, you will be accompanied to T.I.V.E., c/ Fernando el Católico 88, to obtain an International Student I.D. card if you don’t already have one. At this time you can also ask about the Carnet Joven (International Youth Card) which entitles the bearer to discounts at a wide variety of stores, travel agencies, RENFE (train tickets), and also gives access to different services all over Europe. Ask at TIVE for further details about this card.

**4. ACADEMIC PROGRAM**

The academic class schedule in the fall at the University begins the first week of October and ends a little after EPA students depart. Spring semester begins the first week of February and ends a month after EPA students depart. The summer language classes begin the first week of June. You have already chosen your subjects, but once in a while due to scheduling, students have changed one of their subjects so that they only attend the University two days a week instead of three, thus permitting them to work three full days in their internship position. For those of you enrolled in the Art in the Prado class, it meets several Friday mornings during the semester at the Prado. If you have difficulties with your scheduling, please contact the EPA Director.

**Tentative course offerings according to semester**
Intensive Language Classes. General Spanish Language (six levels), Spanish for Legal and Economic Purposes, Conversation Class, Conversation-Culture Class, Class on Spanish Culture.

*Fall/Spring* - Grammar classes, Conversation and Composition, Spain and Spaniards, Art and Civilization, Art in the Prado, España Diversa, Spanish Themes (social science/language course), Present Political Scene in Spain, (Fall) Contemporary Spain, Contemporary Spanish Novel, Spanish Theater of the Twentieth Century (Spring), Figures in Spanish Literature (Spring only), Golden Age Literature (Fall only). Economics of the European Community (Spring), Economics and International Economic Institutions (Fall). Caution must be taken here concerning course selection because the University reserves the right to alter listings though generally-speaking the above mentioned are fairly certain.

*Drop/Add courses* - The deadline, established by the university, is two weeks after you begin classes. The home universities must be notified.

## Grades and transcripts

You will be given grades based on the Spanish educational system, 0-10, which are converted into U.S. letter grades in the following way:

<table>
<thead>
<tr>
<th>Grade in Spain</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sobresaliente</td>
<td>A+</td>
</tr>
<tr>
<td>Sobresaliente</td>
<td>A-</td>
</tr>
<tr>
<td>Notable</td>
<td>B+</td>
</tr>
<tr>
<td>Notable</td>
<td>B-</td>
</tr>
<tr>
<td>Aprobado alto</td>
<td>C+</td>
</tr>
<tr>
<td>Aprobado</td>
<td>C</td>
</tr>
<tr>
<td>Suspenso</td>
<td>F</td>
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</tbody>
</table>

**IMPORTANT:** PLEASE NOTE THAT THE "D" GRADE DOES NOT EXIST. IN SPAIN ONE EITHER GETS AN APROBADO "C" OR A SUSPENSO "F". A BELOW AVERAGE PASS, THE EQUIVALENT OF A U.S. "D" GRADE, SIMPLY DOES NOT EXIST. SO BE AWARE OF IT!

## 5. GUIDELINES FOR A SUCCESSFUL INTERNSHIP

There are two main objectives behind every EPA internship: 1) That the student benefits from the opportunity to experience and learn about a chosen field in a foreign culture through active involvement on the inside; 2) That the supervisor and the Department/Organization benefit from the unpaid assistance of the student. These guidelines are meant to help you meet these objectives, get as much as you possibly can out of your placement and make a valuable contribution in the process. EPA has set up your internship and is always available to help you and your supervisor with any problems that may arise. However, you must appreciate from the outset that to a very large extent, the success of your internship is in your hands and that the more you put into the experience, the more you will get out of it.

### Attitude and professionalism

The attitude you adopt and exhibit towards your supervisor, your colleagues and your work from the very earliest stages will largely determine the tone of your internship. EPA asks that interns be treated like entry-level professionals, so you must always act like a professional. Treat your internship as you would a paying job: this includes everything from
punctuality—particularly at your interview, dressing appropriately, and dealing tactfully and maturely with the many different types of people and personalities you are likely to encounter.

**Trustworthiness and discretion**

Trustworthiness and discretion are two key traits of a real professional. By proving your ability to keep a confidence, you will earn the respect of others and increase your chances of being given important and interesting assignments, and being included in upper level meetings. You should try to establish a good rapport with your supervisor and colleagues from the start. ‘Good’ does not necessarily mean that you will become close friends - it is far more important that you work well together - though you may also make some friends in the process. Almost every office has its own internal ‘politics’. You may not be here long enough to fully understand the causes of these problems and you are strongly advised to avoid them altogether. You should have the confidence to form and trust your own options, without influence from colleagues.

EPA believes that in each of its internships the work should be of an educational or challenging nature and that the intern must ultimately be given a level of responsibility commensurate with his or her respective abilities. Having said this, it is important to remember that in every internship, as in most entry level positions, there is a certain amount of routine, even tedious work. EPA, your sponsoring institution and your supervisor expect you to undertake this routine work willingly. A willingness to do this will be rewarded with greater responsibility and more interesting work later.

You should also bear in mind that the type of work in any given internship is dictated not only by the needs of the supervisor, Department or Organization, but also by the skills and abilities of the individual intern. You must really prove yourself and your abilities at the outset as the supervisor determines where your strengths (and possibly your weaknesses) lie in order to determine in which areas of work you will be most useful and helpful. No one is perfect and no one expects you to be. You should always do your best work, but at the same time you should try to accept your limitations graciously and maturely. If your supervisor criticises a particular piece of work, try not to feel angry or hurt; feel grateful that he is investing the time in you to really teach you new skills. At the same time it is important to bear in mind that your supervisor is not a full-time tutor. He has a full-time job to do and your role is to ease this burden. You should not hesitate to ask questions if you are unsure about how to proceed, just try to judge the best time to ask them. If your supervisor never seems to have a relatively quiet period, ask if you can arrange a mutually convenient time when you can talk.

**Cultural differences**

Many of you have already had internships in the US, and all of you know what they generally entail. The fundamental difference this semester will obviously be that while you are coping with all those new factors, you will also be coping with a whole new culture, new friends, new courses, and new housing. It is a great deal to adjust to all at once and the period of adjustment varies from one person to another. EPA and your supervisors will do all we can to make your settling-in period as smooth as possible, but without your usual US support system, you will have to draw on your own inner resources to an extent you’ve never had to do before.

When considering the internship program specifically for Spain there are certain cultural differences to keep in mind: the entire concept of "internship" is less familiar here
and so often the supervisor may seem hesitant to delegate much "work" to the student. He will need help from the student to gain confidence in thinking that he most certainly can count on him for certain tasks.

When the student feels he is not DOING anything, the first thing he should consider is the nature of the entity where he has been placed, along with the hierarchy of the work scene. Next he should attempt to put himself in his supervisor's shoes to see how he functions and the general dynamic of the staff. Quite often there is a lot of work to do but only a minimal few people are undertaking it. This is due to difficulty at the executive level in knowing how to delegate the tasks. Often it is due to the lack of willingness on the part of the general staff to take initiative. It is the student's responsibility to search the relevancy in his stay at the company. In the end, the main thing to remember is that either way there is something very important to be gained. Whether the student is able to DO or OBSERVE on the work scene will definitely be a matter of the supervisor and the student.

A few cross cultural tips: Spaniards are as a whole more reserved than Americans, though sometimes superficially this may not appear to be the case. Don’t mistake this reserve and formality for unfriendliness. Your supervisor has chosen to take you on as an intern and is anxious to provide an interesting and worthwhile experience for you as well as benefit from your assistance. It takes a great deal more time on the part of a supervisor to have an intern, especially in the early days than is sometimes immediately apparent. As you will note in communicating with Spaniards, apart from there being differences in viewing such concepts as time, space, etc. here are a few more:

1) Spaniards are less direct than Americans and speak in a more roundabout way. Requests which may seem to you to be as optional are, in fact, direct orders.

2) Spaniards tend to give less feedback than Americans, though, at the same time, often shun offering direct negative remarks. Here only the sensitive observant internship student will know exactly how the supervisor regards his work.

3) While your supervisor and colleagues may be genuinely interested in how things are done in the US, be extremely careful how you word your comments. Americans unfortunately have a reputation, often well-founded, for believing that the American way is the best.

Problems

Great care has been taken to place you in the internship that is most appropriate for you in terms of your academic background, relevant work experience, interests, future goals, and, of course, availability. However, because placements are searched for in advance of student’s arrival based on the applications and supporting documents, it is absolutely impossible to plan for personality conflicts. These types of problems are relatively infrequent but could occur. Other types of problems, also fairly rare, can arise when a supervisor and student have different expectations of an internship, or simply a misunderstanding. If you have a problem in your internship, don’t panic. By remaining calm and dealing with it maturely, either on your own or with help, not only will you most likely solve the problem, but you will also learn for future reference how to deal with the types of situations that you are bound to encounter later in your career.

If a problem arises, take the following steps:
1) Talk to your supervisor. Try to determine if there really is a problem or just a misunderstanding. Communicate the problem as you see it and your needs as diplomatically, as yet firmly as possible.

2) If you and your supervisor cannot resolve the problem, the EPA Resident Director will take action to make any necessary adjustments. If it appears that you may have been placed in the wrong internship or that a personality clash will render your internship too stressful, you will be placed in another. However, placements are only changed after both the student and the supervisor have made every effort to resolve the problems. Very few internships are changed.

**Comparisons**

While it is completely natural that you will discuss your internship experiences with each other, please try for your own sake to avoid the temptation of comparing your experiences at any given time with those of another student. Some supervisors give their interns a fair amount of responsibility from the outset while others make their interns prove themselves and their abilities before they are assigned work of a more challenging nature. Internships move at different paces, and you may reap the benefits later rather than earlier. At the end of the program your supervisor will receive a request to fill out an evaluation or write a letter of evaluation on your internship performance. The letter follows the standard recommendation format, asking for a description of tasks assigned, performance of tasks, ability to work well with others, verbal and written skills, attendance and punctuality, etc. These letters are then forwarded to the relevant sponsoring institutions, or in the case of independents to the person listed on the application, along with the grades for the academic courses. Many students find these letters, or additional ones that they ask their supervisors to write, very helpful when they apply to graduate or professional schools or for jobs.

You are all expected to work about eight hours each day you work, or a total of 24 hours weekly. You should ask your supervisor at what time you are expected to arrive, take your lunch break and finish. Some internships will be more flexible than others on this. In Spain the working day looks something like this: 8’00-15’30 or 9’00-14’00, 17’00-19’00 (governmental institutions), 9’00-13’30, 17’00-19’00 or 20’00. The variety of different schedules in Spain at the present is quite complex. Where days off are concerned, one long weekend is often granted but above this, we think, is unreasonable. You are not here for that long and the main purpose of your program is the internship. Please do not put your supervisor in the awkward position of deciding whether to give you additional days off or not. WORK HARD AND ENJOY YOURSELVES!

6. **PROGRAM WIND-UP**

*Financial obligations* - In order for grades and the internship certificate to be sent on time to the universities, it is absolutely essential that all students meet their financial obligations before they leave, regardless of their nature: housing, telephone, gas, electricity bills, outstanding accounts at the University, return of library books, etc. If anyone has difficulty fulfilling this requirement, he should talk to the Program Director as soon as possible. Grades and internship certificates will be withheld from students not complying with their responsibilities. Students in independent flats should notify their landlords in advance of their intended departure dates to arrange for a final inspection of the flat, the turnover of keys and the refund of the "fianza". Normally, landlords and managing agents will not return security deposits until they are presented with receipts showing that all bills for which the tenants are responsible, such as telephone, gas and electricity, have been paid. Students should contact the Telefónica and the Gas and Electricity Company well in advance of their departure dates to request final meter readings and bills. To avoid any difficulties over the return of the
fianza, students should ensure that flats are left clean and in the same order and condition as they were when they moved in. Some landlords retain a small portion of the "fianza" towards the cost of general cleaning. However, any students who feel that their landlord is being unreasonable about how much of the fianza he or she wishes to retain should diplomatically but firmly stand their ground.

Journals - Near the conclusion of the program students should ensure that their journals and/or papers about their internship experiences are in order. These journals and papers are to be submitted to the credit-granting university and colleges, NOT left with EPA. You should refer to your sponsoring institution’s instructions on the submission of this material, but as a general rule you should photocopy it before sending it (in case it gets lost in the mail) and, if possible, mail it within the US once you return.

Internship evaluation questionnaires - Each supervisor will be sent a questionnaire (in the case of Rochester and North Carolina credit) and will be told that students possibly will request as well a personal letter of evaluation from them. In the case of Northern Illinois University students, a letter detailing responsibilities and performance will be requested. Basically request is made for a review of the work assigned and its execution, along with an evaluation of the student’s professionalism, demeanour, ability to work well with others, level of initiative taken, responsibility, and reliability. Also reference is made to organization, verbal and written skills, attention to details, attendance and any other points relevant to the placement. THIS FORM MUST BE SENT DIRECTLY TO THE PROGRAM DIRECTOR, who in turn forwards it directly to the credit-granting institutions where it is taken into account when grades and credit for the semester are assigned. EPA has an obligation to each student and to each sponsoring institution to ensure that the questionnaire or letter of evaluation has been submitted properly to the appropriate person or institution in the U.S.

Personal letter of recommendation - In addition to the form/letter explained above, some students request from their supervisors a "To Whom It May Concern" letter of recommendation. This is not part of the academic record, but rather is left to each interested student to request and should be taken with him when he departs. In the past supervisors have usually been willing to compose one of these letters in addition to the official form/letter, but this is a personal matter between the student and supervisor. Some students find that these personal letters of recommendation are particularly useful for their career placement files at their home institutions and for job, graduate or professional school applications. It is an EPA policy NOT to show students their supervisor’s questionnaire/letters of evaluation while they are still at the program site. Once students return to the U.S., they may request a copy from their sponsoring institution. Different sponsoring institutions have varying policies on the release of these forms/letters. EPA keeps copies of all forms of evaluation on file indefinitely, so students may write to EPA Madrid at any point in the future to request that a copy of the letter be sent to them, their campus career placement office, graduate and professional school admissions offices or to potential employers.

Grades/courses - It is important to meet all deadlines for the submission of written work in the academic courses. Students mailing papers should make a photocopy first and sent them "certificado con acuse de recibo" (registered with receipt); this procedure will come in handy if the papers go astray in the mail. In Spain, generally speaking, students do not receive copies of their exams so if a student’s institution requires them, the student should speak to the Program Director about making a formal request of the same to the Nebrija. Extensions are only granted in very extenuating circumstances with approval from the professor and the University. Any student who seeks and receives an extension must understand that "incompletes" automatically turn to "F’s" six weeks after the program’s completion, in the case of work not having been submitted to the professor.
Transmission of documents - The forms/letters of evaluation and grades for students who come on the EPA program through one of the sponsoring institutions such as Albion, NIU, U. of the Pacific, Rochester, DePauw, UNC, Chapel Hill, etc. are automatically mailed to those institutions upon the student’s completion of the program.

Program/course evaluation - The EPA Program Director must receive from each student the corresponding PROGRAM, COST, and HOUSING forms. It would be greatly appreciated if all students could either send the forms before the last Friday of the program or take them fully completed to the farewell luncheon on that day.

Certification of completion - EPA awards "Certificates of Completion" to each student upon his successful completion of the program. These certificates are not official documents to be submitted to the credit-granting institutions, but personal souvenirs for the student to keep to remind him of his internship in Madrid. Each student is asked to check his Certificate to make sure it is correct.

Post-program traveling - Students who plan to travel around Spain once the program has ended are advised to notify their parents of their travel plans to spare them any unnecessary worry. Students are free to leave messages with the director.

Luggage storage - Unfortunately EPA Madrid can not provide this service but perhaps the host family or landlord would be willing to store luggage for a week or so, though the feasibility will vary greatly from one instance to another depending on space available. As an option, the student should check with the Chamartin train station for details on renting locker space by the day. As mentioned at the beginning of the guide, Barajas airport provides this service as well.

7. MISCELLANEOUS

Support services

The EPA Director handles all aspects of program administration and assists students in understanding and adapting to the Spanish culture. Efforts are made to help you in dealing with any problem which may arise in connection with any aspect of your stay in Madrid or with sickness, accidents, unpleasant news from home, etc. The director will seek expertise from a trusted person if need be. If a serious situation arises in which you are involved in an accident, hospitalized, or in danger of losing academic credit, the director reserves the right to initiate contact with your family, academic advisor, or home campus authority. Such an action would normally only be undertaken in consultation beforehand with the student. Remember that it is always better to treat what seems like a problem when it first appears instead of waiting until it becomes quite unmanageable.

Difficulties with internships as well as those with the university courses should be discussed with the director who will attempt to give whatever assistance possible. You can almost always reach the Director (Ms Rocío Bartolomé) during the week at the following telephone number: 655 43 00 12.

The Director remains in contact with the Nebrija officials as well as with each internship supervisor throughout the semester and, in this way, attempts to receive feedback on the student’s development and experience.

Emergencies and medical services
If you, or one of your fellow students, becomes seriously ill or suffers a wound, cut or broken bone, etc. take a taxi to “Urgencias” at one of the SEGURIDAD SOCIAL hospitals such as: LA PAZ, EL CLINICO, DOCE DE OCTUBRE, or GREGORIO MARAÑON and call immediately the EPA Director, regardless of the time of day, at 655 43 00 12. Do not call the student’s parents. After the doctor and the director have shared information regarding the student, the student’s family will be contacted. For everyday illnesses the following services should be used:

Unidad Médica Anglo Americana - Monday through Friday 09´00-16´00, Saturday 10´00 - 13´00. (English speaking doctors) C/ Conde de Aranda 1, tel.: 91 435 1823; fax: 91 577 9499, 28001 MADRID (quite near the Plaza de la Independencia, Metro Retiro, exit calle Lagasca) Payments must be made either in cash, with a major credit card, or with a Spanish bank account. The receipt for any service paid should be sent to your insurance company for coverage. From its early days at the British American Hospital, this group of more than 20 doctors offers U.S. students 24-hour general and emergency medical attention in English and Spanish.

Cost per visit: from E48
House calls: from E72
Dentistry: fillings may run from E95

INTERCLINIC - C/ Claudio Coello, 117-Bajo derecha. Tel.: 91 576 9901/91 576 9902

HELPLINE - Helpline is an English-speaking telephone service to help with questions about Madrid or to talk to someone in confidence. The lines are open every night from 19´00 to 23´00. The number is 91 559 1393.

Pharmacies

Pharmacies are easily identified by a white sign with a green cross. Their hours are the same as other shops, 10´00 a.m. to 2´00 p.m., and 4´30 p.m. to 8´00 p.m. on weekdays and 10´00 a.m. to 2´00 p.m. on Saturdays. Some pharmacies are open during lunch time though the general schedule is as stated. Spanish law requires that a certain number of pharmacies remain open 24 hours a day (“Farmacias de guardia”), including Saturdays and Sundays. A list of these farmacias de guardia with their corresponding addresses is posted daily outside each pharmacy and is published in the local newspapers.

Most products are kept behind the counter and you will have to ask the pharmacist directly for cough medicine, pain killers, etc. Though this practice may seem intimidating or an invasion of your privacy at first, pharmacists are generally quite helpful.

Lost or stolen objects

You must make a formal statement explaining the incident at the police station nearest your home or nearest the area where it took place.

Passport - in order to obtain a new one, you must go directly to the US Embassy, C/ Serrano 75. Tel.: 91.577.40.00. Schedule: 09´00 -12´30, 15´00 - 17´00, Monday through Friday. You must present three 2 x 2 inches or 5 x 5 cm. photographs with light background. You can have your photo taken there at a coin operated machine. You must also present the police officer’s report of the loss, as well as a photocopy of ALL PAGES of your passport. The
general lost and found office is located on: Plaza Legazpi, 7. Telephone: 91.588 43 46.
Objects left in taxis: 91.588 43 44.

**Personal security, the law**

Although Madrid is much safer than many large American cities, it does have crime. Normal safety precautions should be followed. If you are out late at night, it is always better to travel in pairs or in a group. However, remember that "late" in Madrid is later than "late" in the U.S. It is not uncommon to meet for dinner at 21:00 or 22:00 or enter a disco past midnight. If traveling alone late at night, you would be wiser to take a taxi than to take a bus or the metro. Do not take any unnecessary risks.

All cities have their dangerous sections. In Madrid, these are the areas of Lavapies and all the back streets behind Gran Vía. Exercise more caution if you go into these areas. The best rule of thumb to follow is "Do not do anything you would not do at home".

All foreigners in Spain are subject to the same laws as a Spanish citizen. Please be prudent in your activities and abide by the law at all times. In the event of a legal problem, please call the director immediately. You have the right to consult with the U.S. Consulate Officer. It is wise not to make a written or oral statement until you have talked to the officer. The Embassy will provide you with a list of lawyers if necessary.

**Alcohol and drugs**

Spanish usually include drinking alcoholic beverages as part of their eating and social life. The legal drinking age is 16 years old. Despite the perceived liberalism of the role of alcohol in Spain, normally you will not see a Spaniard drink to excess. You should not either. It reflects poorly on you if you arrive home drunk. Please do not do so. If you drink to excess, you run the risk of placing yourself in a position where you do not control your actions. This is dangerous both to your health and to your safety. In a drunken stupor you leave yourself vulnerable to street crime and other unpleasant possibilities. It goes without saying that consumption and distribution of all drugs (hash or "chocolate", marihuana, extasy, etc...) is illegal in Spain. If caught, you will be subject to the laws of Spain. There is little anyone from the U.S. (or the Director) can do for you under these circumstances. Please do not take any unnecessary risks or trust anyone offering you illegal drugs. The above information is very important if you are travelling outside Spain, especially to Arab countries.

**U.S. embassy and consulates**

The United States Embassy and Consulate in Madrid are located on calle Serrano, 75 (Barrio de Salamanca, Metro Rubén Darío or Nuñez de Balboa). The phone number is 91.577 40 40. Please call for office hours.

The United States Embassy in Barcelona: Consulate General Vía Layetana, 33-4º, 08033 Barcelona. Tel: 93.319 95 50

Sevilla: Consulate General Paseo de las Delicias, 7, 41012 Sevilla. Tel.: 95.423 18 85

Valencia: Consular Agency Ribera, 2, 46002 Valencia. Tel.: 96.321 69 73

Bilbao: Consulate Avda. del Ejército, 11, 3º izqda. Edificio "San Pedro de Deusto" 48014 Bilbao. Tel.: 94.435 83 20
"Culture shock is simply the phenomenon whereby you as an integrated being seek some kind of balance", indicates Felix Moos, professor of anthropology at the University of Kansas, in an article written sometime ago. "Therefore, when you’re in another culture, you have a "shock" because you’re caught off balance. Finally, you get cultivated in a new situation, and you get caught again when you return home" Moos goes on to explain that the process whereby an individual grows up and adapts to his country’s own culture is called "enculturation". "Acculturation", on the other hand, occurs when the individual comes into contact with a foreign culture. When we consider what a U.S. university student goes through mentally when he comes to Spain to study, lives in a family or in a residence, and participates in an internship position, we immediately see that the process of his adaptation is terribly complex and the student must have PRACTICE, PATIENCE, AND BE MOTIVATED, want to fit in, in order to carry out best his goal of participating in a program of this type.

We must first think of the three distinct situations in which the student will have to become adapted in order to feel comfortable and make those around him/her comfortable as well in the relationships involved. From the beginning, since the student has to reach the Hotel Petit Palace Arenal on his/her own, instead of being met at the airport, he/she will be experiencing interaction with Spaniards. Living just for four nights in the center of a big European capital city such as Madrid quite possibly may pose quite a feat in itself. Later, the student must become familiar with other ways of doing things in the home situation, whether he/she lives with a family or shares an apartment with Spanish students. Later he/she will notice the differences between the Nebrija University and his/her home university. He/She will soon learn just to what extent how different things are in Spain on his/her very first day in his/her internship position.

Experts who have carried out studies concerning the emotional curve the person experiences describe the different phases: the first, the honeymoon stage, before the student comes he/she begins to dream about how things will happen. The second, the "shock" when the person arrives and discovers that much of what he/she was dreaming about, was simply that, an idealized vision of himself/herself in the other country. The third phase takes place when the individual adapts superficially to the new situation. He/She becomes more familiarized with his/her immediate environment, begins to study and have personal relationships with Spanish people, and above all, he/she begins to see himself/herself in another light taking a look at his/her weaknesses as well as his/her strengths. When the student stops comparing the two cultures, his/her own and the Spanish one, and begins to live within the second one without constantly passing judgment on everything and everyone, he/she becomes truly adapted to the country.

No one can guarantee an American student’s success in his/her experience in Spain, but the EPA program provides the student the opportunity of interacting with different key people who will help offer the proper perspective so the student can explore further his/her expectations and live through in the best way possible his/her personal frustrations and ambitions.
Spanish culture

It is difficult to generalize about Spanish culture because there are numerous cultures and regional subcultures within Spain. For orientation purposes only, and at the risk of oversimplifying a complex issue, we can point out these differences by categorizing certain ways of dealing with different everyday life subjects such as TIME, SPACE, NON VERBAL COMMUNICATION, CUSTOMS and by overviewing certain major VALUES.

In general we can say that the Spanish culture has undergone major changes in the last twenty years. The change from a dictatorship to democracy has shaken the roots of Spanish values in many ways. In general, Spain was mainly a traditional culture with values largely related to the Catholic church which is the predominant religion of the country. However having the State impose the religion on its citizens has produced the counter effect of having the people move away from religion.

Time - One of the prevailing stereotypes about Spain is that it is the land of "mañana", meaning tomorrow, and that Spaniards take the "siesta". As in the case of all stereotypes, this is a wide generalization that does not hold; what is true, however, is that Spaniards have a different way of conceptualizing time. With the exception of big cities, where life is as hectic as in big cities anywhere else, time is to be enjoyed, spending time socializing, enjoying oneself and making the most of it. Although rapid changes are evident due to communication with other cultures, this particular concept shows how the daily schedule is segmented. The Spaniard generally begins his working schedule between 08´00 and 09´00. The exact time he wakes up depends largely on the means of transportation he has to take to get to work. There is a basic difference though in what breakfast consists of: Spaniards have what is called a "continental breakfast", i.e. coffee/tea and toast; though only now is orange juice coming into the picture for breakfast. Often it is drunk as a dessert. The labor law allows for a 20 minute break mid-morning for a cup of coffee and most public offices have a cafeteria so that employees can take this break.

Lunch - Is between 14´00 and 15´00 and it is the main meal of the day, for which the time allotted can vary between one hour in most multinational firms to 2 1/2 hours in other national firms. The "siesta" is no longer as common as it used to be and especially not common for those living in big cities such as Madrid and Barcelona. Basically it is reserved for small children and elderly people. Between 14´00 and 15´00 all shops are closed except for the big department stores and the multinational chain stores. Offices are open until 17´00 (if they have had a one hour break) or until 20´00 if they are shops or a part of the services industry. Dinner is around 21´00 or 22´00 and it now tends to be a light meal though in comparison, Spaniards eat more than Americans do. After dinner many people go out and socialize, especially in the summer months, something which means that Spaniards get little time to sleep. Average time to go to bed is 24´00.

Another cultural difference with respect to time is the manner in which time is segmented in the work environment. Although schedules are the rule, Spaniards are more flexible in altering schedules, i.e. what was planned ahead is less important than what has to be done in order to get things moving, therefore last minute changes can change pre-planned priorities. This also has an influence on the way order is perceived. The "first come first served" generally is not such; normally order is altered by who you know, your status, and other subtle factors difficult to spot for the foreigner.

Lead time, i.e. the amount of time which is considered polite to wait for someone is longer than American lead time and depends on the relation/status with respect to a given person. A Spaniard can wait between 20 minutes and a half an hour for a friend without getting upset and even though the employer should not have to wait for the employee, it might happen that
you as an employee may have to wait between 10 and 20 minutes for the employer and it IS IMPORTANT to consider that he may not necessarily feel the need to excuse himself.

Space - The way Spaniards deal with outside space, space inside their homes/offices/and personal space differs with respect to how Americans deal with the same types of spaces. Spaniards rarely invite you to their homes on first acquaintance, and if they do, they will not show you the kitchen or let you walk around the house "feeling at home" as readily. They will do so when they consider you their "friends". Spaniards generally socialize outside their homes before they are confident enough to take you home. You will find that there are many many different places where you can socialize, all with different meanings, such as: bar, taberna, mesón, bodega, tasca, cafeteria, pubs, disco-pub, discoteca, restaurante, chiringuito, etc.

Spaniards who work in the city generally live within the city although there has been a major trend among the younger people to live in the suburbs because space is cheaper. Houses/apartments are smaller by American standards. The Spanish house used to be the Spaniard’s castle and it had the Arab influence in that it had a "receiving room" for guests and a "family room" for the family to socialize; this has changed but in many instances there are still parts of the house where a guest is not supposed to be. Because Spaniards are used to living in smaller spaces, interpersonal space is more reduced as well than by American standards and sometimes Americans feel uncomfortable with the little space they encounter among people in the subway, public places, waiting in line, etc.

Non verbal communication - Transcultural analysis has determined that the Spanish culture, in general, can be considered a "contact culture" whereas the American culture, in general, can be considered a "non contact culture". Spaniards, as was mentioned before, are comfortable being closer, sitting closer, touching each other while communicating (without it implying any sexual connotation) and showing affection through touch, whereas the North American culture is a less contact one except in intimacy. This shows in greeting behaviour where Spaniards kiss and embrace when they encounter other people rather than shake hands or verbalize the greeting. Spaniards control their emotions less than North Americans and can easily get into heated arguments, where tone of voice, non verbal signals, and loudness demonstrate their point. There are many differences in what is considered proper in the Spanish culture in non verbal behaviour between men and men, men and women, and men/women and children.

Customs - Customs vary locally and regionally in Spain but there are many important major customs related to socializing, eating, enjoying oneself and specially and above all, what is understood by friendship. It is important to note that the Spanish family is still traditional in many ways and it is understood as an extended family, that is to say not only the nuclear family but also grandparents, uncles, cousins communicate very frequently. It is still not well considered to send grandparents to retirement homes, if this move can be at all avoided. Instead the daughters/sons keep them at home and take care of them. It is not customary to leave home before one gets married although this behavior is changing rapidly. It is uncommon, as well, to have university students work while they study and careers are paid for generally by parents. It has been relatively recent the influx of women joining the workforce and, consequently, changing the family relationship. There is a clear difference of behavior according to age groups.

Values - It is difficult to talk about values as such because many times they are confused with attitudes and with behaviors. Values determine attitudes in many ways but behavior might be in dissonance with values. Role differences are still very marked in Spain, and this is determined by what is valued in a man and in a woman. In that sense Spain is still very traditional although once again we have major differences depending on the age group at hand. Spaniards are very concerned about the image they project and in this sense they can
seem proud and distant but in many ways it is a reflection of the fact that they have lived in authoritarian environments (state and family) and take criticism very poorly and therefore are on the defensive when encountering people that might question their self-esteem. This is especially true of men and this has often been termed as "machismo". Another value that has endured over the years is "friendship". Spaniards in general believe that their destiny is greatly determined by chance/whom you know/and which family you are born into, i.e. that their destiny does not necessarily depend on their effort, and friendship is highly valued in that it can open many doors. Networking among friends is very important. Hard work is highly valued today among all people although sometimes apathy prevails as well when people voice their belief that their own destiny is not in their hands.

Re-entry concerns

The concerns about returning home listed below came from a compilation of several hundred essays by students about to return home:

1. Fitting back in; know they’ve changed and wondered how families will accept them.
2. Not being able to live up to their expectations.
3. Natural family's jealousy over son’s or daughter’s love for host family.
4. Readjusting to manners and food.
5. Being treated like a child, after having experienced a lot of freedom and independence.
6. Being considered arrogant, not understood and accepted.
7. Boring family with tales of overseas life.
8. Family will see them as more Spanish than American, etc.
9. Reactions of old friends to the "new me".
10. Being able to communicate with friends.
11. Old friends may have moved; need to make new friends in a younger class.
12. Friends will think they’re bragging and showing off when speaking about Spain.
13. Not being able to live up to their expectations.
14. Being able to pick up old friendships. Will it be possible?
15. Making up missed semester or year.
16. Adjusting to coursework and American teaching styles.
17. Mixing foreign language with English.
18. Losing the ability to speak English well.
19. Missing host family and friends.
20. Wanting to maintain some new attitudes.
22. Seeing America realistically; how to communicate this.
23. Catching up on missed news, developments.
24. Returning to host country.
25. Conveying their exchange experience to those at home.
27. Missing foods and other favorite items found in the host countries.

A student stated the issue clearly when she said, "I experienced two trips and two experiences abroad. One was in Japan; the other was going home". The experience of having difficulties in readjusting to one’s home culture has been recognized by business, government, Peace Corps, development agencies, exchange programs, and missionaries for some time. This adjustment is referred to as re-entry or reverse culture shock.
Re-entry problems occur for a number of reasons, including some or all of the following:

1. The home country was glorified by the person while living elsewhere; the realities of home don’t match the expectations.

2. The person living in another culture has changed because of the experiences he/she has had, frequently including developing more interest in the world as a whole, other cultures, the interdependence of nations, as well as maturing and becoming more self-confident. They return home as a "new" or different person.

3. There is a change in support systems when the person returns home, including (perhaps) fitting into a different family with different rules and regulations, re-learning transportation and school systems. It takes time to learn or re-learn how to get along.

4. The person’s actual standard of living may change, having more or less money to spend, luxuries, household tasks.

5. There may be a change in the person’s role, including where he/she fits within the family, from someone special to one of the crowd, from working to non-working.

6. The person may be out of step with current trends in the home country, having missed months (or years) of styles, TV programs, movies, novels, and many other items that make up daily references and topics of conversation.

7. Their experience and time abroad may set them apart from former peers just because of their absence, such as being a class behind their former classmates or not being on a sports team.

Perhaps the worst part of re-entry is being completely unprepared for it. People returning to their own culture do not expect adjustment problems because the country, its customs and language are known to them. And, in not expecting difficulties, one is not alerted to be aware of potential difficulties and does not work to resolve adjustment problems.

The same symptoms of culture shock may occur in reverse: cultural shock, such as minor illnesses, depression, withdrawal, drop in school grades, excessive eating or not eating, etc, all of which could be attributed to other things if people are not alerted to the fact that they are going through an adjustment process where these types of symptoms may be common. Also, if the person is not aware that he/she may be experiencing re-entry adjustment difficulties, it may be harder to find someone who will understand the problems and be able to help.

Returning home

Returning home, after living a semester or year with a host family abroad, a former exchange student wrote: "When I left my host country, I thought that was the end of my exchange experience. Now, when I look back, I see that it was only the beginning." This is the thought of many returning exchange students when they see the potential of their future as affected by their experience.

What new values, interests, and skills are you bringing home with you and how will you apply them to the next few years of your life? It really is up to you as a new returnee to apply what you’ve learned, but you will have to take the initiative! If you’re not careful, you could lose touch with the interests and skills you’ve learned through your exchange experience and let them disappear. Here are some suggestions on how to use them in positive ways in the years to come. They are ways to help you keep your exchange experience alive.

Many new exchange students realize the quantity and depth of new interests, skills and abilities they developed abroad only after they return home. It is the comparison of oneself to
classmates, friends, brothers and sisters that often shows that an exchange student has changed as a result of living in another country. What are some changes you might look for?

Personal growth is often reflected in self-reliance, new independence, patience, new ability to solve problems and make judgments. Growth also includes deeper interests in people, cultures, and international events.

Understanding how to learn may be shown through openness and insight, being realistic, setting priorities, and using specific experiences to generalize new knowledge.

New knowledge might include new awareness and understanding about different cultures, their respective values, ideas, attitudes and how they interrelate. Understanding similarities between people, not just the differences, is an important awareness. The language and communication skills required to live in another culture are valuable skills.

Deep personal relationships with people from different countries often go far beyond superficial friendship. Love, trust, respect, and empathy are all part of new commitments to people that exchange students have grown to know.

Which of the skills are ones you feel you have gained? Can you identify others? Which of these are new interests you have developed? What interests have resulted from your exchange experience? The more specifically you can identify interests and skills you now have, the more easily you’ll be able to find ways to use and build on them.

**Apply your new interests and skills**

There are countless ways to use the interests and skills you have gained as an exchange student. You are encouraged to be creative in applying what you have learned. Here are nine suggestions you can begin to explore:

*Work with other internationals* - Be a host brother or sister, a big brother or sister, a counselor, or simply a friend to international students in your community. Join an international club and spend time with people who have shared similar experiences.

*Continue language learning* - Build on the foreign language you used abroad during your exchange by taking additional language classes. Exchange tutoring in your native tongue with someone who speaks your second language. If your second language is really good, take a language proficiency exam (if available) to get academic credit or advanced placement in college. Learn more about your host country. Use your firsthand knowledge of another country as a basis for taking related courses in school, such as geography, history, international relations. Build on your knowledge by reading newspapers and books, viewing films, and basing school research projects and papers on your host culture. Use additional information gained in these ways to make presentations about your overseas experience more interesting.

*Let your exchange experience influence educational choices* - Make sure you choose the university courses related to your host country, your interest in international relations and other cultures. Decide which graduate school you will attend based on course offerings in the areas in which you are interested.

*Let your exchange experience influence career choices* - Investigate the wide variety of careers that can incorporate the knowledge, skills, and interests from your foreign living experience. Select from careers in international business or law; your country’s diplomatic or foreign service; international development agencies, overseas teaching, travel agencies, and volunteer groups. Remember that there are many occupations at home and abroad that need bilingual employees.
Volunteer to help in schools - Make yourself available as a resource person or discussion leader in social studies and language classes in primary and secondary schools. Look for chances to help with international days, intercultural workshops, and international fairs. Check with counselors and coordinators of international student programs to see what you can do. Seek ways to become a member of special committees dealing with international education or exchange programs.

Volunteer to work in your community - Help organizations that support youth exchanges, community service and development. Look for groups working with immigrants, refugees, or the aged, that can use your skills of listening, patience, and empathy.

Statistics on Madrid

Listed below are some facts about the city which should help you become familiar with it:

- Size: 7,005 square meters
- Population of the city (2008): 3,228,914 inhabitants
- Population of the Community of Madrid (2008): 6,081,689 inhabitants
- Number of townships: 179
- Number of vehicles: 2,346,200
- Taxis: 15,500
- Municipal police force: 5,500 (within the city itself)
- Restaurants: 4,731
- Hotels: 152
- Hostals: 668
- Casas de huespedes: 2,739
- Campgrounds: 19
- INSALUD: public health service, hospitals: 16
- General news dailies: 4 (El País, ABC, El Mundo, La Razón)
- Business and finance dailies: 3 (Cinco Días, Expansión, La Gaceta de los Negocios)
- Sports dailies: 2 (As, Marca)
- Radio stations: Cadena COPE, Cadena SER, Onda Cero, Radio Exterior, Radio Nacional de España
- Television channels: 2 public (TV 1, La 2), 1 local (TeleMadrid), 4 private (Antena 3, Cuatro, Tele5, La Sexta)
- Students: 922,475
- University students: 229,743
- Catholic churches: 775
- Banks: 2,534
- Savings banks: 969
- Art galleries: 140
- Institutional exhibit halls: 90

Statistics as of 1996

Spanish food
Upon arrival in Madrid you will encounter not only a change in culture and lifestyle, but also a change in the types of foods offered. Students should be prepared to adjust to the differences in meals and meal times in Spain: the main meal of the day is the *comida*, served between 13’30 and 15’45, while dinner, the *cena*, is a lighter meal, eaten around 21’00 or 22’00. A typical Spanish *comida* consists of a first plate, usually a soup, pasta, lentils or vegetable dish, and a second plate, the main dish, usually of meat, chicken or fish. Some meals are accompanied by a green salad, and all are followed by a “postre”, or dessert, usually consisting of a piece of fresh fruit. In terms of food preparation, Spaniards rely heavily on olive oil. Although some students may need to adjust to the difference in taste, olive oil is healthy and completely safe.

All students should attempt to have an open mind and be willing to experiment and try new foods, as Spanish cuisine offers many tasty items and unique combinations.

Like all other European countries, Spain’s main cities have fast food outlets that may be familiar to you: Burger King, MacDonalds, Pizza Hut, Subway, etc.

Eating out is relatively expensive in Spain (even at a fast food outlet). There are few places near the university to eat your lunch. If you can't go home for lunch, the main meal of the day, the best idea is to ask your *señora* to pack you a “bocadillo”. If you want to eat at a restaurant, look for bars / restaurants offering a “MENU” (meal which usually includes two courses, dessert and drink). This may cost anywhere between 8 to 10 euros. You can have a *bocadillo* and drink for about 6 euros at most bars. All restaurants are required to have a price list posted outside the establishment. All bars, restaurants, etc. offer an official complaint book (libro de reclamaciones) which they must show to government inspectors.

The University has a snack room on the first floor where you may buy some things to eat and drink. There are some inexpensive and good restaurants/bars near Nebrija. Ask the Nebrija people to give you their names and addresses.

**Spanish currency, banking hours, etc.**

*Currency* - The EURO is the currency in Spain. There are coins of 1 cts, 2 cts, 5 cts, 10 cts, 20 cts, 50 cts, 1 EURO AND 2 EUROS. The sizes, shapes and designs of the coins vary. When in doubt, check the number written on the coin. The bills can be differentiated by color as well as amount: 5 EUROS (blue/grey), 10 EUROS (red/orange), 50 EUROS (orange/brown) and 100 EUROS (green). There are also 500 EUROS bills but these are rarely used.

*Banking hours* - Banks in Spain are open Mondays through Fridays from 9 to 2. Some are open on Saturday mornings from 9 to 12 or 12’30, except during the summer. Check the hours at the bank you will be using. If you need Spanish money, you can always exchange money in El Corte Inglés, the Chamartín or Atocha Railway Stations, or at any 4 or 5 star hotel in Madrid. Just remember to take your passport with you for any financial transactions.

Most of you probably have an ATM card linked up to an international system. Before you leave the States, be sure to ask the central office of your bank the EXACT addresses of those ATM machines in Spain (especially in Madrid) from which you can receive funds. If you plan to open a bank account, it is probably best to open an account with a large, multinational bank like Citibank to prevent any problems with the ATM machines.

While most banks will tell you that you can secure funds from any machine linked up to whatever system, the reality is sometimes quite different.

**Credit cards: what to do if they are lost or stolen?**
To cancel lost or stolen credit cards in Spain, call the following numbers. You may also want to have someone from home make the toll free 1-800 phone call immediately after you realize you no longer have your card. These numbers vary frequently. In case they have varied call information at 1003 and ask for the new number.

VISA/MASTERCARD/ELECTRON Tel.: 91.519.60.00
American Express Tel.: 91.572.03.03
Diners Club Tel.: 91.701.59.00

To request replacement cards, call the following numbers in Madrid:

VISA (direct dial) 900.98.44.42
In Spain (for US Cards) 91.519.21.00
ATT (call US collect) 816.654.60.04

To cancel or replace lost/stolen traveler’s checks, the following numbers may come in handy:

American Express Office 91.401.93.28
VISA traveler’s check office 900.94.11.18
US direct dial 900.99.44.26

When you exchange money, the best place to do so is the American Express Office. They give you the official exchange rate and do not charge a service fee on American Express Traveler’s checks. You can also exchange money (traveler’s checks or cash) at most neighborhood banks. They usually give you a rate slightly below the official exchange one and charge you a flat service charge of 8 euros, regardless of the amount of money you exchange.

Publications available in Madrid

Madrid offers a wide selection of daily newspapers, as well as weekly and monthly magazines. Popular morning papers include El País, El Mundo, and ABC. Weekly magazines covering current events include Cambio 16, Tiempo, Actualidad, Epoca and many others. Weeklies such as Hola and Semana cover the doings of the Spanish and international "jet set". As you will see in the kiosko, there are literally hundreds of magazines from which to choose, dealing with a wide range of areas: The International Herald Tribune, The Financial Times and The Economist can be found at most newsstands. The University library also receives these and many other publications.

At the local newsstand (kiosko) you will find some helpful magazines and newspapers in both English and Spanish which will give you detailed information about the social and cultural aspects of life in Madrid.

Guía del Ocio. Weekly, gives information on movies, restaurants, cultural events, museums, etc.


In Madrid. Monthly, a favorite of the British and American expatriate community, available for free in most of Madrid’s Irish pubs.
English Editions. Plaza San Amaro, 5, (91.571.03.21) They carry a large selection of books in English, including videos, greeting cards, and "goodies" from home (peanut butter, maple syrup, cake mixes).

Booksellers. C/ José Abascal, 48, (91.442.79.59)

Casa del Libro. (Spanish) C/ Gran Vía 29, (91. 521.19.32)

Crisol. (International) C/Juan Bravo 28, (91.322.47.00), C/López de Hoyos, 141 (as well as many more in other neighborhoods)

Marcial Pons. C/ Conde del Valle de Suchil 8 (near Quevedo Metro stop)

Librería de la Mujer. C/ San Cristóbal 17 (Metro Cuatro Caminos)

La Felipa. C/ Libreros 16 (near the Gran Via)

FNAC. Plaza de Callao (competitive prices)

And many others…

Libraries, radio stations, tv stations

Students are encouraged to make full use of the Nebrija library. Following are some other libraries and, as you will note, each has its own regulations for use.

Archivo Histórico Nacional. C/ Serrano 115. Tel.: 91.361.80.05. From 8 to 14 and from 15 to 18. Letter from professor in order to get a temporary pass.


Biblioteca Central de la Comunidad Atónica de Madrid. C/ Felipe el Hermoso 4 (Metro Iglesia). Tel.: 91.445.97.82. From 8,30 to 21,00 (need 2 photos, passport and certificate from Nebrija).

Ateneo Internacional Universitario. C/ Hilarión Eslava, 19. Tel.: 91.549.16.07. From 9 to 14 and from 16 to 21.

Biblioteca Musical de Madrid. Centro Cultural Conde Duque, C/ Conde Duque 9 and 11, 2º (Metro Noviciado or San Bernardo). Tel.: 91.588.57.53. From 9 to 21 (instruments on loan, you can practice piano there and can listen to cds, concerts and offers other musical activities).

Videoteca (at same address). Tel.: 91.541.11.98. You can access to more than 1.700 tapes on zarzuela, opera, offer visual memory of Madrid.

Check also the public library in your neighborhood. If you see your library needs are not sufficiently met with these references, please contact EPA director for further assistance.

There are many AM and FM Spanish stations one can listen to in Madrid. Radio Nacional (no commercials) gives news every hour on the hour and three news reviews at 14’00 and 20’00 p.m.and at midnight. Several stations broadcast different types of music (classical, popular, etc.) and there are also some interesting radio talk shows.

There are two public TV channels in Spain (i.e. state-owned), channels 1 and 2. Each region also has its own TV station in Madrid it is Telemadrid. There are private channels such as Antena 3, Cuatro, Tele 5 and La Sexta. If your home has a satellite, you may be able to receive EuroSport, CNN, SkyNews, Sky Channel, etc. Some homes subscribe to Canal+ and other pay-based channels.

Religious congregations
Asociación Evangélica Internacional. C/ Enrique Larreta, 7. Tel.: 91.733.09.04
Immanuel Baptist Church. C/ Hernández de Tejada, 4. Tel.: 91.407.43.47.
British Chapel. C/ Núñez de Balboa, 43. Tel.: 91.576.51.09.
Israeli Community of Madrid. C/ Balmes, 3. Tel.: 91.591.31.31.
Spanish Muslim Association. C/ Anastasio Herrero, 5-7. Tel.: 91.571.40.40
Catholic churches - one or two in all neighborhoods.

Stores

The general schedule can vary from one place to another. Normally they open at 10,00 and close at 13,30. Markets and supermarkets normally remain open until 14,00. In the afternoon they reopen from 16,30 until 20,00. It’s always better to confirm the schedule by phone before going there. Many stores close on Saturday afternoon.

Stores basically do not open on Sundays and holidays. At the present time, the first Sunday of the month the big department stores open on Sundays. One of the biggest department stores is El Corte Inglés which is located at several different addresses throughout the city: for example there is one on Princesa, on the corner of Alberto Aguilera (Metro: Arguelles, tel.: 91.542.56.00). The biggest one in Madrid is on the Paseo de la Castellana and Raimundo Fernández Villaverde (Metro: Nuevos Ministerios).

If there is something special you must purchase and can’t find it, please contact the director for help.

Post offices, etc.

Post office – There lots of post office throughout the city. Every neighbourhood has one. You can go there to send packages or to buy stamps and envelopes. Stamps can also be bought in an estanco (tobacco shop). Letters can also be weighed there.

Mailboxes are yellow and are located on many street corners throughout the city. The mailboxes usually have two slots, one for the city of Madrid and the other for any location outside Madrid.

If your parents have to send you a package, you will receive a notice at home and you will then pick it up at the local “correos”. Some things to know before sending anything overseas: for customs purposes, the sender will have to fill out a "green sticker" identifying the contents of the package. Warning: the person sending you the package will have to put an estimated value on the sticker. This is for insurance purposes. Consequently, if the price is over a certain amount, you will be liable for customs duty here. Therefore, be sure to put a value under $50. If the package contains a valuable item/document which must be sent, register it and keep the declared value conservative.

Telegraph offices usually have the same hours as post offices. However, telegrams can also be sent by phone: dial 91.522.20.00. Faxes may also be sent from a variety of other stores: El Corte Inglés, photocopying places, papelerías, etc.

Approximate costs: 8 euros. First page and 5 additional pages.

To send packages:

<table>
<thead>
<tr>
<th>Method</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>airmail</td>
<td>09’00-13’30, 16’00-18’00</td>
</tr>
<tr>
<td>seamail</td>
<td>16’00-18’00</td>
</tr>
</tbody>
</table>

Express mail services:

<table>
<thead>
<tr>
<th>Method</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHL</td>
<td>Plaza Pablo Ruiz Picasso s/n</td>
<td>91.586.77.66.</td>
</tr>
</tbody>
</table>
To pick up packages 09’00-13’00 (always previous show of passport). Information telephone number: 91.537.64.94

**Telephone calls**

Please keep in mind that telephone rates in Spain are much higher than in the US. You’ll probably want to bring a card from one of the US companies. Local, national and international calls can be made from public phone booths as well as any telephone exchange. A local call in Madrid is approximately 0.30 cents for 3 minutes.

Since in the homestays you are not allowed to make calls, you can go to the *Telefónica* booth to make a long distance call.

**ATT USA direct access** 900.99.00.11, telephone number in US 1-800.874.40.00
**MCI USA direct access** 900.99.00.14 information number in Madrid 91.435.81.26
**SPRINT direct access** 900.99.00.13

**Approximate costs of a five minute phone call to the US after 10 p.m.:**
- AT&T (same rate regardless of time) $6
- Telefónica (between 10 p.m. and 7 a.m.) 6 euros
- At other hours: 8 euros

During your stay, you may find it convenient to buy a "tarjeta telefónica" for a value of 10 or 20 euros for your local calls especially. Most telephone booths (cabinas) accept coins or these cards. As the phone booths do not return change, the card may be more economical and convenient. You may purchase them at the local newsstand or at any *Telefónica* office.

**Locutorios telefónicos:**
Gran Vía, 30 (close to Metro Callao) is open from 09,00 to 23,00.
Plaza de Cibeles, Palacio de Comunicaciones (Metro Banco de España), from 8,00 to 24,00. Sundays and holidays 08,00-22,00.
Plaza de Colón, Paseo Recoletos (Metro Colón), from 09,00 to 23,00 and accepts Visa or Mastercard.

**Public transportation**

When you find out about your internship placement, you will know whether it will be interesting for you to have a "ABONO TRANSPORTE" or not. Generally speaking, if you use either bus or metro four times a day as most students do, it would be wise for you to purchase one. You must request a form in an “estanco” which you later turn in there or in any metro station, along with one photo. The price of the "abono" depends on the zones covered. Normally all students use the “Abono Normal” and Zone A that covers Madrid. The price monthly is approximately 40 euros for Zone A. If you are under 21, the price is less but you must wait for 10-15 days for your form to be processed. It is renewable each month.

At orientation you will be given a bus map as well as a metro map with indications on how to use the transportation system in Madrid.

If you won’t be using either bus or metro very frequently, you can purchase a “bono” which can be used for metro and bus as well. Right now the bonos cost 6,70 euros a piece and are good for 10 trips. Normal one way fare is 1 euro. The “bono” can be purchased in the metros, at "estancos" or at many newspaper stands.
For information you can call the Consorcio de Transportes, Santa Engracia 120. Telephone: 91.580.19.80, from 08,30-17,00. Information on estancos (tobacco shops): 91.580.45.40.

**BUSES**

Regular city buses function between 06,00 and 23,30.

"BUHO" BUS

Service from Cibeles functions between 23,30 and 03,00 (information 91.406.88.10).

**METRO**

Functions from 06,00a.m. to 01,30a.m. (information 91.552.59.09)

**Bus companies**

You should always call the station beforehand to check to see if your proposed destination is being served by that company; at the same time you should ask for the schedule. Bus travel can be faster than trains and normally is less expensive.

**AutoRes.** C/ Méndez Álvaro. Tel.: 91.468.42.00. Metro Méndez Álvaro (to go places like Cuenca, Salamanca, Valencia, beaches like Cullera and Gandía).

**Herranz.** Underground bus station in Moncloa (right next to Ministry of the Airforce). Metro Moncloa for El Escorial and Valle de los Caídos.

**La Sepulvedana.** For Sepúlveda. Tel.: 91.530.48.00

Intercambiador de Moncloa. Metro Moncloa.

**Internacional Bus Trips:**

**Alsa Estación Sur de Autobuses.** C/ Méndez Álvaro s/n. For the north of Spain.

**Airlines**

Students receive a discount on flights within Europe. To receive this discount you must fill out the forms the airlines provide you.

**IBERIA:** offers discounts for certain flights within Spain. Ask about the “mini-tarifas” available on less crowded flights. Inforiberia: 902 400 500.

**Railroad**

**RENFÉ:** Main office, Alcalá 44, where you can purchase tickets for national and international travel. Schedule from 09’30 to 20’00, Monday through Friday. Saturday mornings only until 13’00. Information on RENFE - 902 240 202.

There are three main train stations: Chamartín (take Metro Chamartín, to the north of the city near the Plaza de Castilla, Agustín de Foxá. Tel.: 91.323.21.21), which provides service to the northern and eastern parts of the country, Atocha (located at the Glorieta de Carlos V, Metro Atocha, RENFE, 91.527.31.60) which has trains traveling South such as the AVE (high speed train, tel.: 91.534.05.05) going to Sevilla (with a stop in Córdoba) and Príncipe Pío, Paseo del Rey 30, tel.: 91.547.00.00. **The first two** stations are connected by subterranean trains which can be boarded in Nuevos Ministerios and Recoletos.

**Tourist trains:** Tren de la Fresa, Tren Murallas de Ávila, Tren Doncel de Sigüenza, Tren Plaza Mayor de Salamanca, Tren Ciudad Monumental de Cáceres, Tren Tierras del Cid, Tren Ciudad Encantada de Cuenca, Tren de la Mancha, include bus, visits, hotels, etc. (Ask about these routes at one of the train stations).

**Tarjeta turística:** This pass is valid for 10 days of unlimited travel within Spain. Check with RENFE for current fares and restrictions.
**Eurail Pass information:** tel.: 91.532.56.32, RENFE office Alcalá 44, Metro: Banco de España

"Días azules" RENFE has established a calendar and price system depending on the number of passengers expected on any one given day. For example the day before and after a holiday are considered "white days" and are the most expensive times to travel, whereas blue days, "días azules" are the least expensive. You should go to Alcalá 44 and pick up a calendar if you plan to travel by train throughout Spain.

**Tarjeta Joven**

This card allows discounts to anyone under 26 years of age. You can purchase this card at a RENFE office or at a travel agency. Nevertheless check the restrictions closely beforehand to make sure that you will be able to make full use of it.

**Taxis**

Taxis are less expensive in Madrid than in other European cities. They are white with a red band. When they are free, they show a sign in green letters marked "Libre" or have a green light on. Taxis take a maximum of four people and the "bajada de bandera" or base charge varies from 1.95 to 2.95 euros depending on the time and day of the week. They charge 1 to 2 euros per bag and a supplement for night hours (11 p.m. to 6 a.m.), varying from 0.20 to 1 euros, as well as the same for holidays, or when leaving from special events such as a bullring or football stadium, etc. or when leaving from a bus or train station.

Since taxi drivers around the world are often known to overcharge their customers, especially when they are tourists, if you feel you have been cheated, request a "recibo" which the taxi driver fills out with his number (each one has a special license number) and the "recorrido" or service provided. With this receipt you can make an official complaint. Radio taxi: 91.547.82.00.

Please, remember all the information contained in this guide is informative and some prices and phone numbers may have changed, even though I try hard to keep it updated.