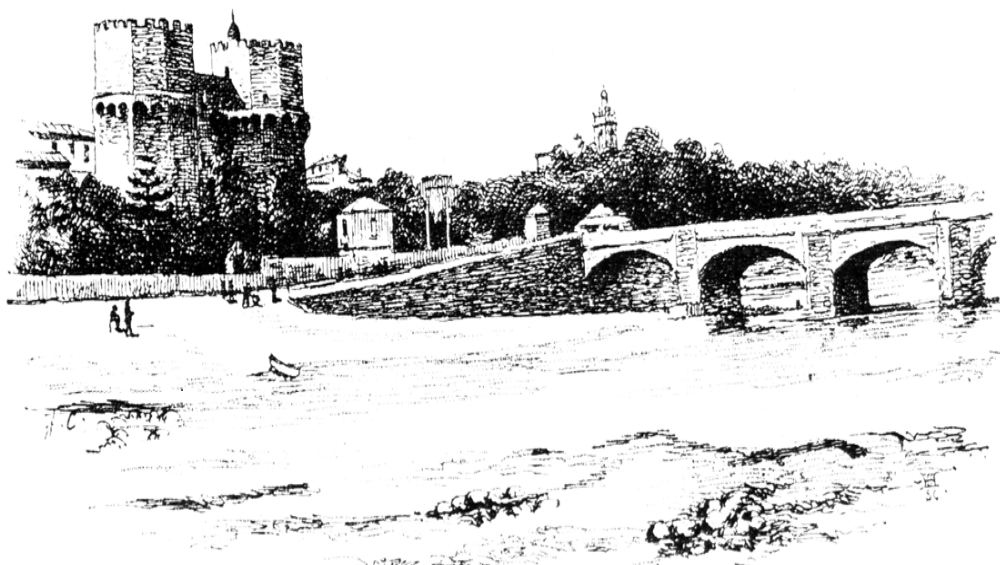


LIVING IN VALENCIA



STUDY ABROAD PROGRAMS

IN



VALENCIA

S P A I N



VISIT OUR WEB PAGE AT: www.spanish-programs.com

AIP S.L. C/. Bachiller 7. 46010 Valencia

Tel.: +34 96 339 15 66 · Fax: +34 96 360 00 14. E-mail: advisers@spanish-programs.com

LIVING IN VALENCIA

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**AIP Office hours for students 8:30 am to 9 pm Monday-Thursday and 8:30 am – 7 pm
on Friday.**

Calle Bachiller 7 - 46010 Valencia (Spain)

Phone +34 96 339 15 66 Fax: +34 96 360 00 14. Email: advisers@spanish-programs.com

PART I –CITY

1.1 SPAIN

Many think of Spain as the country of flamenco dancers and bullfights, siestas and sangria, a slow-paced place filled with sun-kissed, smiling people. It is all this and much, much more. It is a modern country filled with contrasts and diversity. Booming and bustling cities with tall office buildings and extensive metros are surrounded by small agricultural towns with narrow, winding streets. While walking along a busy city boulevard, you can turn a corner and find a quiet plaza where two old men sit, play cards, and drink their afternoon coffee. Spain has 17 distinct provinces and its people speak 5 different languages. It is a country with a unique blend of old and new. And it is the perfect place to experience Spanish culture and to develop Spanish language skills.

VALENCIA, A PERFECT SETTING

Valencia is situated in the center of the Spanish east coast. It is a welcoming cosmopolitan city, which historically has been a place where different civilizations have converged and today continues to be a link between the north of Europe and the Mediterranean countries, via its efficient communication network.

As the third largest Spanish city, with a population of 800,000, Valencia has a modern transportation network, which makes the city easily accessible by land, sea and air.

The number of European flights has greatly increased over the last few years, thanks to Manises International Airport. The airport, which was built recently and is only 8 kms. from the city, links Valencia to the main Spanish and European cities.

THE BEST CLIMATE IN EUROPE

A bright sky, pleasant sun and warm breezes... there are few places in the world that enjoy such an excellent climate as Valencia.

A two-month summer, just a few weeks of cold in the winter and a long spring, give the Valencian people an uninhibited, extroverted nature and a bustling love of life in the streets on the terraces and in open air spaces.

Undeniably the city boasts one of the best climates in Europe. The average annual temperature is 17°C / 63°F, with 90% of days sunny, which means that the Valencia Community beaches can be enjoyed year round. The beaches of Valencia capital are Las Arenas and la Malvarrosa, which have helped to make Valencia an important tourist region. Thanks to a new, beautiful boardwalk that lines these beaches and the Mediterranean climate of warm temperatures and infrequent rain, the best time to visit the beach is from April to October. Buses 1, 2 and 19 go to the beach from downtown Valencia in just 20 minutes. During the summer, buses 20, 21, and 22 also go to the beach.

A STEP BACK THROUGH HISTORY

The city of Valencia, capital of the Valencia Community, is located on the shore of the Mediterranean sea. It has a population of 800,000 inhabitants, or 1,500,000 if the metropolitan area is included also.

Founded in 137 BC, Valencia has always been a mixture of different cultures; this is reflected in numerous monuments of Gothic, Renaissance and Baroque art. The river Turia flows through Valencia. For the last 20 years, the old riverbed of the Turia has been dry, but it has now been converted into a park. Valencia still maintains its historical center, where most of its government premises can be found, while more modern buildings have been constructed near the sea. Located next to Las Arenas and La Malvarrosa are the neighborhoods of Cabanyal and Nazaret, which were independent villages in earlier times.

MUSEUMS & MONUMENTS

Valencia has many excellent museums. The San Pio Fine Art Museum is considered second in Spain to the Prado; the Beneficiencia Cultural Centre houses the Prehistoric Museum, the Museum of Ethnology and the Sala Parpallo where touring exhibitions of contemporary art can be seen; the aim of the Valencian Institute of Modern Art (IVAM) is to exhibit and interpret contemporary art; the City Museum houses archeological collections from pre-Roman times, from the founding of the city and from the Christian era; the Almudin, a Gothic building built over a grain warehouse, is now used for itinerant exhibitions; and the Fallero Museum, the only one in the world, gives the tourist a broad insight to our most important festival. Also there are over 200 art galleries in Valencia.

The city, with its 800,000 inhabitants, is a comfortable size. It has an old town when every stone emanates the noble past of a city that was the economic and cultural capital of the Mediterranean during the 14th and 15th centuries.

1.2 GENERAL INFORMATION

Fax services:

- The main Post Office, 24-hour service at Plaza del Ayuntamiento.
- Nuevo Centro Communications Center, 10 a.m. - 9 p.m., Mon-Sat.

The average current fees for transmission to the U.S. are: € 12 the first page, € 3.3 each additional page. The AIP office will accept fax reception free of charge.

Internet services

AIP offers free internet access. The timetable is from Monday to Friday: 9am to 1:45pm and 4 to 7:45pm.

Postage services

To use the post office services, go to the main Post Office located at Plaza del Ayuntamiento. If you want to mail a letter use the yellow mail boxes, which can be found all over the city. If you want to send an express letter, use the red mail boxes (there are less of them and the stamps are more expensive). Stamps can be bought at tobacco shops called estancos and cost € 0.2 to Spain, € 0.45 to Europe and € 0.72 to the rest of the world. Current first class postage rates to U.S. are: from 20 gr. to 50 gr.: € 1.6.

It is the same price for letters and postcards. If you wish to send a telegram, go to the main post office at Plaza del Ayuntamiento, or call tel. 96/ 352 20 00. Other services available here are: - Postal Express service (delivery within 24 h.), bank services -International Money Orders-, Telex and relaying of messages.

How to send a package to USA

There are some companies that send packages in short time (from 2 to 4 days) but they are very expensive. For instance, SEUR (phone 96 132 52 44) sends packages door to door and it costs € 81 if it weighs 2 kilograms approximately (4.4 pounds).

But the cheapest way, which takes longer (15 days) and you have to go to pick it up, is sending it with Correos Company, located in Plaza del Ayuntamiento. For instance, a 2 kilogram package (4.4 pounds) costs € 23 There, you have to say: "Quiero enviar un paquete postal por avión".

There is a postal package service that ships by boat that is cheaper than the above mentioned one, but much slower (more than one month).

The only disadvantage is that the receiver has to go there to pick it up.

Phone services

You can get a pre-paid telephone card that costs € 6 or € 12 "estancos" or newsstands. These are pre-paid phone cards, not credit cards, and they eliminate the need for coins or using a public phone that sometimes it is located in a noisy street. The best thing about these cards is that you can establish a phone call from any kind of telephone. For instance, if you call from home, your family is not going to pay any money. You only have to dial the numbers that are on the backside of your phone card (company phone and pin). There are several companies that sell these pre paid phone cards, so the cost varies, for instance, to establish a phone call abroad, one of the cheapest rates is the "**Happy Card**" and to establish a national call the "**Universal Uni2**". You can compare costs depending on the phone call you want to establish. Remember that calling cell phones is very expensive from any kind of phone.

As in all countries, Spain has a national telephone code and an international code. When phoning to Spain from another country, the code is 34 plus the city code 96 for Valencia. When phoning abroad from Spain, you need to dial 00 followed by the suitable national and provincial codes and the corresponding telephone number.

Cellular phone

It is highly recommended to buy a cellular phone for students that are going to stay more than 2 months in Spain. The cellular phones are not expensive. They usually cost around € 60 and you get almost the same amount of money for free for making calls. There are

three companies which sell cellular phones: VODAFONE, MOVISTAR and AMENA. They all have similar rates. There are lots of branches of cellular phones in Valencia.

Placing a Call to North America

Your best bet when calling the U.S. is to buy a telephone card that you may purchase at any tobacco shop. The cards come in denominations of € 6 to € 12. To call the U.S. you must dial 00-1-area code-number. You may want to go through an AT&T or MCI operator and charge it to your calling card (see section on IMPORTANT ADDRESS AND PHONE NUMBERS for access codes). Do not place a direct call through a Spanish operator because it is extremely expensive. To call collect using operator assistance you must dial 1009. You can also arrange a time with your parents so that they may reach you at home when they call. Remember that Spain is ahead by so many hours depending on the zone. Eastern: 6 hours; Central: 7 hours; Mountain: 8 hours and Pacific Time is 9 hours behind Spain.

Duty free

U.S. Customs Service allows duty free purchases of:

One liter of alcoholic beverage per passenger over 21.

(Extra amounts are sometimes taxed or confiscated, according to each Customs agent's criteria.

100 cigars or 200 cigarettes.

The first \$400 worth of gifts and personal effects. The next \$1000 in items is dutiable at a flat rate of 10%. You will be given Customs declaration forms in flight, before landing at your port of entry.

Save your bills and receipts for expensive items that you will have to show proof of purchase at U.S. Customs.

Tips

Service is always included on the bill. Remember tips are not obligatory. Many people never tip in Spain, so it all depends on your good judgment and the quality of the service, but never more than 5 or 10% of the total price.

Currency and change

The official currency in Spain used to be the "peseta". Now, the official coin of Spain is the "Euro". The official coin is the Euro € in Europe as well. You can change your money in most banks. They are open from 9 am to 2 pm weekdays and from 9 am to 1pm on Saturdays. We do not recommend that you go to one of the Exchange Bureau which is found in the center because there is always a commission. If you want to use ATM card you will find a complete network of cash machines at your disposal; most shops also take credit cards. If your credit cards are lost or stolen contact one of the following immediately: VISA/MasterCard: 91 519 6000 or 91 519 21 00 (24 h.), AMEX: 91 572 0303 or 91 572 03 02 (24 h.).

Tobacco

In Spain, in spite of a decrease in the number of smokers, there are still a lot of people who smoke. You are not allowed to smoke in public buildings, big department stores, underground stations, etc., although some people still do. In estancos (tobacco shops) you

can buy Spanish tobacco ("Fortuna" and "Ducados" are the most popular as well as American brands, and tobacco for all kind of pipes and cigars. You will find cigarette vending machines in pubs, restaurants and bars, etc, although, they are more expensive here than in estancos.

Shopping timetable

Most shops open daily from 10 am to 1pm or 2 pm in the morning and from 4:30 or 5 to 8 pm in the afternoon, and on Saturdays from 10 am to 1 pm or 2 pm. Big department stores open from 10 am to 9 pm, including Saturdays, and they occasionally open on Sundays.

Tax Free

In Spain, when you go shopping all prices include a high tax (usually 16%). Being a resident outside the European Union you are entitled to get back this tax when you leave the European Union.

Now you can recover your tax money in cash an a simple and quick way, in more than 6,000 high quality shops in Spain. Lack for the Tax-Free logo in your purchase ask the shop attendee for a "Tax-free cheque".

Luggage

Regulations concerning the amount of luggage allowed on domestic and international flights vary from airline to airline and depend on the destination. Airlines within Europe may restrict the weight of the two checked pieces of luggage to 20 kilos (44 pounds) each. Recently, U.S. airlines have been limiting carry-on luggage. Be sure that your luggage does not exceed the stated limits! Please check with the airline that you are flying on for exact restrictions. Charter flights in particular may have luggage limits. Excess luggage charges are expensive, and the extra luggage may arrive late.

Youth Cards

For International Students ID's, youth hostel and "Carnet Jove" cards apply for them at:

Instituto Valenciano de la Juventud (IVAJ). C/ Hospital, 11. Tel. 96 – 386 97 00

If you are under 26, you can have your "Carnet Jove" issued by IVAJ (the Youth Institute). To purchase one you will need a photograph, proof of your status as student and € 7.5 for the cost of the card ; as Card holder, you will be entitled to get discounts on certain means of transportation, entrance to museums, cinemas, etc.

Consumer information

If you do not get good service at restaurants, at pensiones, hostels or hotels, remember that all of these establishments have a "libro de reclamaciones" available to customers on demand. These claims books are put out and later collected by the Spanish Ministry of Tourism so that any seriously defective service can be reported and looked into.

Mass media

The most important daily newspapers in Valencia are "El País", "ABC", "El Mundo", "Diario 16", "La Razón"; and "El Levante" and "las Provincias" for local news. You can buy these papers and all kinds of magazines and foreign press in almost all the newspaper kiosks in Valencia.

As far as T.V. is concerned, you can choose from two public channels (TV1 & TV2), three private ones (Tele 5, Antena 3 y Canal Cuatro) and the Community of Valencia's channels

(Canal 9, Notícies 9 y Valencia TeVe). On the Radio there are 25 FM stations (5 public), and medium wave broadcasting stations (2 public).

Visits

If you are going to be visited by relatives or friends, remember to contact A.I.P. in advance because we can recommend you nice hotels, good quality and costs.

1.3 STUDENT'S LIFE

Your professors realize you are not a native speaker of Spanish and did not receive your previous education in Spain, so they are prepared to give you the background you need to understand their subject areas. However, you are expected to behave as Spanish university students would - as responsible, mature adults. Come to class prepared and pay attention once in class. All professors expect you to be there and attendance is required (You will fail if you cut class). Professors take their jobs seriously and take offense when you do not respect them or their course. However, if you treat them with respect, they will be more than willing to help you whenever possible. Keep this in mind and behave accordingly. Professors want hard workers and expect a great deal of commitment.

Student conduct

As a guest in a foreign country, it is extremely important that your dress and behavior be appropriate to the norms of the country, the policies and regulations of the institution where you are studying and the laws of the country. Regular class attendance is mandatory, and travel should be restricted to authorized vacations and periods before and after the academic sessions. AIP takes responsibility for any disciplinary action in connection with violations of its rules and regulations.

Some notes

Experienced and skilled professors will give the classes. Although the classes will not be shared with Spanish students you will, however, be able to make contact with them through our exchange system (for semester programs) with Spanish students who are interested in improving their level of English and getting to know your culture.

Exchange activities have been prepared for American and Spanish students where each student will be required to meet with their "intercambios" (exchange partner) once a week. This will give each student the opportunity to converse in Spanish and to develop insight into aspects of the Spanish culture.

You can attend the weekly meeting in a coffee bar, every Thursday from 8 p.m. to 10 p.m. Teachers will monitor the activities programmed for the semester, which include games, dinners, karaoke, etc

This activity will be part of the final grade not only of the conversation classes, but also of the whole semester.

Moreover, every Friday at 4p.m. a movie in English is played for both American and Spanish students. This is another opportunity we offer to meet native speakers and practice their Spanish and English, since vocabulary activities are set to work on once the movie has finished.

Furthermore, Spanish students have been invited to join our American students in their activities outside A.I.P., such as trips, cultural visits, etc.

Professors will allow only justified absences (e.g. illness, official reasons). Unjustified absences may incur the lowering of a student's grade up to one full point, according to each professor's criteria. There is no grade of incomplete. Failure to fulfill course requirements will result in an F for the course.

When you finish the course, you will receive an official attendance diploma, but whether it is accepted as part of your academic report will depend on each University. The agreement between institutions remains open and negotiable. If you were to have any difficulties we could help you solve them.

In Spain the professors evaluate the course with one final exam and therefore there is the risk of being overconfident. There is no control (apart from class attendance) through weekly papers or exams, so you may feel that you are not being supervised. You have to be responsible and keep your work up to date.

You must keep in mind that your professors will expect you to do a lot of studying on your own. Spanish professors do not usually give day-to-day or even week-to-week reading assignments. You are expected to pace yourself. It can be easy to fall into the misconception that academics here are not demanding. But if you do that, your exams could end up demoralizing. It is not unusual for a course grade to be based only on one exam or one paper. There are no Cliff Notes in Spain. All professors have office hours during which they will be accessible to students with questions.

Spanish students tend to live all over the city and not in one general area. They take advantage of what the city has to offer in the line of entertainment. You will be in the same situation. And until you get your bearings, you may feel a bit lost. The feeling doesn't last long.

Apart from the activities scheduled by the Program, we will keep you informed of local entertainment, festivals, etc., and we will try to keep up a system of language partners whereby interested Spanish students would be able to give you extra insights to university life or exchange Spanish for English conversation. Please understand, though, that this is strictly on a volunteer basis on behalf of Spanish as well as American students. The number of students available for this will vary continuously.

1.4 LEISURE & SOCIAL LIFE

There are several theatres in Valencia, such as El Principal, a concert hall, Palau de la Música (with the participation of well-known orchestras), and several museums, the most outstanding being San Pio V, which has a notable collection of 19th century paintings, and the IVAM, the Valencian Institute of Modern Art, with permanent collections and exhibitions of contemporary art.

The **leisure guides "Turia"** and **"Qué y Dónde"**, sold in the newsstands on a weekly basis, provide information on theatres, cinema, cultural activities, and a selection of cafes, bars and recommendation to enjoy Valencia's night life.

Valencia's student population is over 80,000 students, and therefore there are many meeting points and **leisure spaces** with different atmosphere: **Plaza Xúquer, Barrio del Carmen, Juan Llorens, Plaza Cánovas, or Avenida Aragón** are the venue of never-ending evenings, with bars and pubs for all tastes.

The well-known "Fallas" start on March 15th and ends on March 19th. During this period, the whole city is colored by fireworks, flowers, music, traditional costumes and colorful papier-mâché models called "Fallas", used by the Valencians to criticize the politicians, stars and other famous characters of Spanish society. The models are burnt down during the last night in front of the public. You will never forget them!

Tourist Offices: C/Paz 48, Tel. 352 85 73; Estación del Norte (Railway Station), Xátiva 24, Tel. 96 353 71 90 or 902 24 02 02.

Lambda association of lesbians, gays and transsexuals, C/ Sant Donís 8, 1^a, 46003 Valenica, 96.391.20.84, lambda@colectivolambda.com, www.colectivolambda.com.

Meeting Spaniards

Always keep in mind that you are a guest in Spain, one who is representing the U.S. Don't give Spaniards any more of a reason to believe the stereotype about the "ugly American." Be respectful of the people and customs of Spain at all times. Spaniards will appreciate this and be more willing to meet you and become friends.

Going Out

The amount of money an individual spends for recreation depends on personal interests and tastes. Usually a Spaniard who invites a woman to go out will pay for her. But, here as in all places, students have very little money and may ask women to pay. If you invite a Spaniard to stop for a cup of coffee, you should expect to pay for your guest.

If you go out to a club or bar with a group of friends and enter into a conversation with a stranger, you may not be able to ditch this person by the methods you are accustomed to. For example, after you go to the bathroom, you will be expected to return to the same person or he/she might be waiting for you to come out of the bathroom. Do not commit or even appear to commit. For this reason, it is safer to be in a small group than by yourself. On the other hand, do not go with your friends and just speak English with them; this will immediately identify you as an easy target. This is yet another reason to use Spanish at all times. We have also been told that Spaniards find groups of Americans speaking English among themselves to be annoying.

WHAT STUDENTS DO IN VALENCIA?

<http://www.24-7valencia.com/> - The essential guide to what's on, What's new & what's great in Valencia. All information in English!. Excellent for restaurants, pubs and nightlife.

www.comunidadvalenciana.com - The official page of touristy information about Valencian Community, includes Alicante, Castellón, the coast and the interior of the region. English version.

Interesting places in Valencia with daily concerts, theatre shows and more...

Do you like Theatre? Did you know that in Valencia there are new theatre groups that have the opportunity to perform every day in pubs (usually in the Old town area). You can check this information on internet <http://www.cafeteatrovalencia.com/>. Every day they perform at 11 pm (it is recommended to arrive 40 minutes before it starts). The ticket is 3 euros and you get a drink. It is highly recommended in order to know the most genuine pubs in Valencia.

<http://www.locomateo.com/> - Not only it specializes in Flamenco concerts but offers a wide cultural agenda. Check it out!

<http://www.radiocityvalencia.com> - Did you know this pub offers you something to do every day? Movies, concerts, theatre... and no charge!

Do you want to go to the movies?

<http://www.cinesalbatrosbabel.com> Would you like to enjoy independent cinema in original version? Consult this web page where you will find the best and most unknown movies. On Monday, you will get a discount for ISIC card holders!. But if you prefer the most well known cinema (movies not available in original version)... <http://www.cinesabc.com/>

Others

www.cac.es - The incredible City of Arts and Science by Calatrava. It is still under construction and it is located by the river. Consult the IMAX movies!

www.xarxa-museos.es you will find the information about every museum in the city.

<http://www.palauvalencia.com/> Do you like to attend concerts of Classic Music?

With no web access:

Black note jazz club: - It specializes in Jazz and folk music too. It is very close to the soccer stadium in the street Polo y Peilorón, 15.

Café El Duende, Street Turia 62. One of the best places to see good flamenco in Valencia. Every Thursday night at 11 pm. Ticket: 5 Euros (a drink is included).

And remember to ask us for further information. We are updated weekly about what's going on in Valencia.

Restaurants

One of the pleasures of traveling is trying as many restaurants as you can afford. Since it would be impossible to name even half of the good ones, and since the "good ones" may change from year to year, we leave the discoveries to you.

Prices are subject to change, but overall, you are likely to find that buying food in a restaurant can be expensive. However, sandwiches (a hard roll with a slice of meat or cheese)

may cost € 1.2 Ice cream is fairly expensive: a cone may cost € 1.5 or more. Beverage prices will vary according to the luxuriousness of the establishment where drinks are sold. (Also be aware that prices vary depending on where you're sitting: they are cheapest standing at the bar and most expensive at the outside tables.) Remember that you can check prices before entering a restaurant, since a menu should be posted near the door. The *menu del día* is usually the best buy if you want a full meal. The Spanish Government regulates both prices and the quality of restaurants by dividing them into five categories. You can tell which category a restaurant belongs to by looking to see how many forks are drawn on the menu or somewhere on the outside of the restaurant. A "one fork" restaurant is the least expensive and least luxurious and a "five fork" restaurant is the most expensive and luxurious.

One surprise in a Spanish restaurant is that rolls and butter are often placed at the table when you sit down, but you will generally find them on your bill as a separate item if you eat them. Of course, if you want to, eat them! Typically, they will cost only about € 0.3.

Cafeterias

Many cafeterias serve restaurant-type meals, but are more informal. Most people go there for coffee and snacks, or *platos combinados*, a quick meal with various things on the same plate (more or less American style). They often serve American style foods. The government also regulates cafeterias according to price and quality. A "one coffee cup" cafeteria is less expensive than one of "three coffee cups".

Theaters and Movies

Valencia has a great arts environment! When attending a play, plan to spend about € 3 - € 9. You may find that there are theaters that sell half-price *entradas* to students who present a Spanish student ID during the week. The average price of a movie ticket varies, depending on the film being shown and day of week. A new movie shown for the first time in Valencia (an *estreno*) will cost € 4 (€ 5.6 at weekend). An *estreno* at weekend will cost € 5.6. Every Wednesday it is "el día del espectador" so you get a 25% discount. If you have a student card you can also get a 25% discount from Monday to Friday. Recent movies (but not estrenos) usually cost about € 4. It is recommended to buy La cartelera Turia o Qué y Dónde. Both are published weekly and have all the information about the movies. It is also recommended to go to Babel and Albatros Theaters. They are the only ones where you can find original version movies with Spanish subtitles. Timetable: everyday at 11pm. On Monday, it is 'el día del espectador', so it is cheaper. Usually, they show independent movies from any country.

Do not be disappointed if you do not understand everything that you see in a play or movie or on television for that matter. It will take a long time to develop the background experience that often is required for fuller comprehension. (This is especially true for television programs, including news broadcasts of items of local interest.) Even when you do not understand it all, the experience is still worthwhile.

Department Stores

The biggest chain in Spain is El Corte Inglés. El Corte Inglés tends to be slightly more expensive. Most stores open at 9:30 and close at 1:30 or 2 pm for lunch. They reopen at 4:30 and close for the night at 8. Although most small businesses still follow the traditional

commercial schedules, these days, the large department stores are not closing for lunch break.

Don't be surprised if sales people tend to be aggressive and follow you around the store. They are just trying to be helpful, although it does take some getting used to. Expect to greet and be greeted by the staff in a small store. And do not do all your shopping the first day! Give yourself time to learn how stores work and to compare prices and quality. Most anything you see on one day will be available on another.

Markets/Supermarkets

Food prices in Spain are not cheap. Many foods are pretty much the same as in the U.S., but the canned goods and prepackaged foods are much more expensive. Some packaging may surprise you, as may the lack of refrigeration of certain foodstuffs.

Chicken is a very good buy, and so are fruits, fish, vegetables, and dried beans. Since supermarkets are high priced, many people prefer to shop in an open market and buy everything fresh (although frozen fish and some frozen vegetables are good and economical).

For Americans, shopping in an open market is usually a new and very interesting experience. If you establish a regular stand for buying and get to know the people who work there, they will treat you well and won't try to sell you bad goods. Do not be upset when you see that most of the meat is not refrigerated. It seldom is, but it's not bad. Also, instead of buying cookies or small buns in pastry shops (*pastelerías*), look for them in *panaderías* where they are usually sold more cheaply.

You will find that Spaniards have a much different way of taking their place in line in markets. Usually everyone mills around in front of the counter. They do not stand in a nice, straight line. However, you will hear the question "¿Quién es el último?" asked, and its answer, "Soy yo." That way everyone knows who is next. Learn to ask this question yourself.

How to get to the Lladró Factory

The very well-known Lladró Factory has its central office in Valencia, in Tavernes Blanques, a village very close to Valencia, at which you can arrive by taking the bus number 16 of EMT (red buses). You have to stop at the first stop of the Carretera de Alboraya (also known as Avenida Ausias March, located just in the North if you look at the bus map). The best thing to do is to ask the bus driver, **¿Por favor, me podría decir cuál es la mejor parada para llegar a Lladró?** Once you are at the right stop you have to walk 5 -10 minutes approximately (ask again where it is).

It is important for you to know that the factory can not be visited. But there is a small shop besides the factory where you can buy some pieces at a good price. They also sell pottery figures that have slight blemishes, getting a discount up to 50%. The store hours are: from 8:30 a.m. to 7:30 p.m.

American Club

Its members are American residents in Valencia. They are 150 families that usually organize dinners or lunches once a month and also meet to celebrate American Holidays

such as HALLOWEEN or THANKSGIVING. If you are interested, you have to contact **Renee**, who is the secretary of the American Consulate in Valencia. They will be very pleased to meet you.

U.S. Consular Agency working hours:

Located at C/ Dr. Romagosa, 1, 2ºJ; 46002 Valencia. Phone number: 96 351 69 73. It is open to the public Monday through Friday, 10am-1pm. This office is closed on all American and Spanish holidays.

1.5 COMMUNICATIONS AND TRANSPORTATION

If you are using public transportation extensively to get to school and to explore different neighborhoods in the city for restaurants, shopping, and museums, you will want to do this as economically as possible. Wait until you see how much you use public transportation before you decide which kind of ticket (monthly, a certain number of rides, etc.) to purchase.

Local bus service (EMT -Red buses)

This is the main public transport (single ticket € 1.10); a ten trip travel-card costs € 7.20 ("Bonobus") ; a ten trip travel-card for combined use on EMT buses and Metro (subway) costs € 8.50 ("Bono Combinado") allows for one free change of bus or train on any one ride, as long as this is made within 50 minutes of the first cancellation.

These multiple-use tickets can be bought at any newsstand or "estanco".

A ("Abono Transporte") unlimited travel on EMT buses, Metro (subway) and MetroBus valid for 30 days after purchase costs € 27- € 20 for "Carnet Jove" holders-. You will need 2 photos, original and xerox of your passport, original and Xerox of your "Carnet Jove". It takes two weeks to process.

You can purchase it at:

- Estanco, C/ Játiva, 1.
- Estanco, C/ D. Juan de Austria, 13.
- Estanco, C/ Bernat Fenollar, 10.

EMT Offices c/ En Sanz 4 2º 3ª Tel: 34-6-3528399

The EMT (Municipal Transport Company) has 90 lines which cover the whole city. Buses are red and bus-stops display the number and route of each bus. Buses run from 6:00 to 10:30 pm or the main ones until 11pm. There is a night service which consists of 5 lines which run from 12 to 3 am. They run every half hour approximately. They leave from "Plaza del Ayuntamiento". During the summer (June to September) there are special lines to the beaches: nº 20, 21 and 22.

TAXIS

Taxis are metered. You want the meter to run so that the driver does not make up a price; the expression is *bajar la bandera*. When the counter is started, you are immediately charged the minimum charge (about 1,5 euros). The minimum price of a ride is € 2.4. There is a night supplement of about € 1; there will probably also be an extra charge for

train station pick-ups (€ 1), airport travel, and luggage (€0.3 per piece). Prices are of course subject to change over the years. If you have problems with the driver, ask for the rate sheet.

Tips are optional and in any event small: € 0.2 is sufficient. If you have luggage you might also tip beyond that. You can talk to taxi drivers, but if the conversation is too personal, cut them off.

Taxis are easy to identify: white with a green light on the roof. They are not very expensive if shared with other people or used at night when there is less traffic. If you have any complaints about the fare, ask for a receipt showing the license number and the route taken. If you want to order a taxi by telephone, call:

- Tele taxi 96/ 57 13 13
- Radio Taxi 96/ 370 33 33

Although there is an extra charge, it may be worth it if you are not on a main street where many empty cabs are passing.

TRAIN

There is a railway station in the center of the city that links Valencia to the rest of Spain and some European countries. The information telephones are: 902 24 02 02. For information about trains going to the suburbs: 96/358 11 11.

PLANE

If you want to travel by plane, Manises Airport has domestic and international connections with the main Spanish cities and a considerable number of European cities; for information call: Tel: 34-96-159 85 00.

BUSES AND COACHES

There are different bus companies that cover different areas:

Local bus service (suburbs): CVT (yellow buses) Tel. 96/ 211 00 08

Local bus service (Valencia city): EMT (Red buses) This is the main public transport. EMT Offices C/ En Sanz 4 2| 3^o Tel: 34-96-3528399

Other destinations: all coaches leave from the Bus Station, in Avda. Menéndez Pidal 13. Tel: 34-96-349 72 22.

THE UNDERGROUND

There are some underground lines that connect different places in the city with the villages that surround Valencia. To benefit from lower rates; a ten trip travel card costs € 5 a ten trip travel-card for combined use on EMT buses and FGV subway - "Bono 10 combinado"- costs € 7 and the normal fare is € 1, you need to buy an underground card in any of the 'tube' stations. For more information: 96 358 11 11.

THE TRAM

A modern tram travels from "Estación de Madera", near the river, to Malvarrosa beach.

PART II –ACCOMMODATION

- The family
- Basic conditions of the house
- General comments on home stays

2.1 THE FAMILY

As you already know, the best way to complement your studies of the language is to live with a Spanish family. With them you will learn more about our country and all those expressions which you do not usually learn in an academic environment, but which are very attractive and tell you a lot about our way of thinking and our culture.

All the host families have already worked with us and we have complete faith in them. The criteria of our thorough selection process was, apart from location in the urban center of Valencia and with easy access to the place of study, that the house should be clean and well equipped, but above all the attitude of the members of the family. We have chosen open-minded people, who have a lot of experience dealing with students from all over the world and who are prepared to adapt to anything. They will respect you and your things as if you were another member of the family. In order to return this respect you should bear in mind certain customs and details which they will take as the first step towards a good friendship.

Don't forget that your behavior during the first few days can set the tone for the rest of your stay. Therefore, although for the first few days you may well feel like staying in your room due to embarrassment or lack of confidence, it would be much better to try and become part of the family and let them know how you are feeling. They will understand straightway and we can assure you that the results will be very positive in just a short time.

The social amenities of saying a general and audible **HOLA!** or **HASTA LUEGO!** as you enter or leave the house, and **BUENOS DIAS!** or **BUENAS NOCHES!** when you get up or go to bed, are something taken for granted among Spaniards. **It is rude not to do so.** People even say **HOLA!** or **ADIÓS!** to strangers they meet on entering or leaving an elevator or small shop. It is also frowned upon to walk around the house in bare feet or stocking feet. Wear shoes or slippers while at home.

Express an interest in the family and culture, and the family will extend themselves as much as possible to make you a member of the household. Making yourself familiar with the foreign customs and adapting yourself to their lifestyle and culture will help bridge the cultural gap between you and your hosts.

Occasionally students have complained that they had little contact with their family.

Spaniards have a great deal of respect for the liberties of all persons, and some families may be unsure if they are "bothering" students by trying to converse with them.

It is not reasonable that your hosts be expected to change their lifestyle or their daily routine during your visit. You can speak to your family about the house rules so that you can come to an arrangement which suits you all.

You will be surprised at the family loving nature of the Spanish people and we are sure that at the end of your stay you will have a very emotional goodbye.

Homestays

Housing for students is provided through a homestay program arranged by AIP. The homestay provides a comfortable environment during the first weeks of adjustment to a new place and a new culture. It is an opportunity to converse in Spanish daily and experience a part of Spanish life that can be appreciated no other way.

Independence

A concern of many American students is the fear that living with a family means losing independence. You will find it is hard to feel independent when you need advice on the simplest things: how to get on a bus, turn on hot water, mail a letter...and it is hard for a host family to know how much "help" you want or need. Over time, your needs will also change. Try to be patient as your relationship develops. Keep at it though - everyone will find that they will be up and running in no time!

Although you will need to spend time with the family to form a successful relationship, you will find ample time to go out in the evenings and to travel on weekends. All families realize you are university students and treat you as adults and expect you to act like independent adults. In general, students are well satisfied with the amount of liberty they have in a host family situation. You will have a key and can come and go as you please; always be courteous as you come and go. Mealtimes are important; meals are usually when the family gathers to discuss their day and touch base. This is a time to get to know your family and also to learn about Spanish culture and current events. Your host family has been told that mealtimes will be established according to the family's own preferences, so you have to show up on time. Be sure you give ample notice for meals missed or travel plans.

2.2 Basic conditions of the house

- **Full board all week with three meals a day (breakfast, lunch, dinner)**
- **Daily shower with hot water**
- **Heating in the bedroom during the winter**
- **Two local telephone calls a day of up to five minutes each**
- **A set of keys to the house**
- **Personal laundry**
- **Use of house linen (towels and bed linen)**

In the event that there should be a clear lack of services rendered by the host family, the student affected will be able to rescind his/her housing contract without paying indemnity. If a student wishes to rescind the housing contract for any other reason, he/she must pay

40% of the remaining amount of room and board due from moving day until the end of the term, as indemnity to the family. This indemnity is over and above the total amount due for the term in question. The Program administration reserves the right to judge the existence of a deficiency of services. All indemnities to host families must be paid to AIP

Food

The Mediterranean diet is considered to be the healthiest in the world. However, this doesn't mean that you will not find both the mealtimes and the dishes a little strange.

In the morning, for breakfast Spaniards have coffee or hot chocolate with fruit juice and a pastry or toast with butter and marmalade. It is a light but nutritional breakfast. This is the smallest meal of the day. Do not expect cereal, or a large American style cooked breakfast.

At midday, between 2 and 3:30, they usually have a salad in the center of the table and two courses (the first course consists of rice or soup, etc. and the second course is meat or fish) the dessert tends to be fruit. Meal times are a great chance to sit down and chat, as in Spain they are times when all the family gets together.

At night (anywhere from 8:30 to 10:30) the dinner is somewhat lighter than the midday meal, although it also consists of two courses. Here fish, meat, eggs and vegetables are combined with great skill.

If the meal seems too filling for you, do not forget to let the family know as politely as possible. In Spain, people tend to give you a lot to eat as a sign of their hospitality. If you have any problems with food or you are vegetarian, we must know about it in advance, since not all families can accommodate this.

You will have full board: all of your meals will be provided by the family. Your señora will very likely prepare all of them, although you may be given some small tasks such as setting the table. You should not expect to have the use of the kitchen in the home of your host family, although you may have some access to it.

The adjustment to Spanish food may or may not be difficult for you. In general the Spanish diet is less varied than the American diet. Olive oil, bread and garlic are a part of just about every meal. The most common method of cooking is frying in olive oil, but it is not by definition greasy. We recommend that you try all the foods offered. Previous participants have stressed the need to try everything – you will probably be pleasantly surprised. If there are items that you really dislike or cannot learn to like, it is better to state so openly. As mentioned, Spaniards enjoy fried foods, and you will probably need to eat them even if you would prefer some other method of preparation. Chicken, rice, and fish are plentiful. Breakfast frequently consists of bread and *café con leche*; supper is often a *tortilla* (potato omelet) with bread and salad. The main meal is usually eaten in mid-afternoon.

Obviously, if you have allergies or religious reasons for not eating specific foods, you must make those things known in advance. Be sure to have mentioned them on the housing questionnaire you filled before depart from your country.

Many señoras take pride in feeding their families well and pampering their husbands and children. If you are thin or pale, your señora might try to fatten you up or feed you to give you more color (you will probably hear *come más* often). This protectiveness and fussing over you may seem hard to get used to after living independently in college. We encourage you to be cheerful about it and enjoy it, knowing that you can still be independent in many ways. This desire to fatten you up is balanced by horror at the

prospect of being eaten out of house and home. Therefore, if you feel you are not being fed enough, speak to AIP staff about it. If you simply don't like what you are being fed, find a mature way to deal with it.

Food storage is sometimes not what we are used to. Don't worry – it is usually safe. In your house, you may find a ham leg hanging around that people cut slices off. It's cured, and not kept refrigerated. This is quite okay. Other things that are not refrigerated will probably make you nervous, but you'll probably eat them! Milk is processed in such a way that it does not need to be refrigerated until it has been opened. To Americans, this is very odd. However, it is completely safe. (Just don't expect to get an ice-cold glass of milk anywhere!) Your system will react at some point to the local microbes or something in a wonderful dish you eat. This is unlikely to be food poisoning, just a jolt to your system.

Important points must be highlighted:

- Due to the length of time between breakfast and lunch, you will have to count on buying yourself between-meal snacks. So get yourself a mid-morning snack (at about 10:30 or 11 o'clock) to keep the hunger pangs at bay until lunch time. The same thing happens between lunch and dinner (afternoon snack).
- You should try all the food. Although certain dishes may seem rather strange at the beginning, they may be very tasty and also very healthy (you can always learn new ways of preparing food that you normally eat).
- Snacks, sweets and soft drinks are on you. You can expect water to drink with meals.

Valencia tap water is perfectly safe to drink.

- Appreciate that food and utilities generally cost more abroad than at home and foreign hosts are paid relatively little. Most participants recognize this and are prepared to accept local norms, conserve on utilities, and eat what the hosts eat.

The room: You should attempt to keep your room clean and tidy. Ask your host for supplies you may need. Wash cloths are seldom used abroad and towels are frequently thin. Your host may come in and do some basic straightening up, or just weekly to change sheets. Don't leave valuables or money lying around where it can be a temptation to younger children. Items left locked in a suitcase or out-of-sight should not be a concern.

The keys: The families will provide you with a front door key. This means you should be able to come and go as you please, within reason. You will be responsible for your key and if you lose it **you will be charged for changing the locks and making extra keys.** Always lock doors when leaving and avoid slamming them.

Utilities: Because the cost of living is higher for Spaniards than for these in the United States, the family will expect you to be very careful with electricity, telephones, and hot water. Some students feel that these restrictions are unwarranted, but utilities are about four times as expensive in Spain as they are in the U.S., and you must think of how to conserve energy. This does not mean that the family will not watch television, but it does mean that you have to try not to be wasteful.

You will need to ask for instructions about how utilities are to be used. The hot water heater in a Spanish home is normally not left on, and there will be special arrangements to turn it on for each shower. You will be expected to always turn out lights when you leave a

room, to use only one light in your bedroom - desk or overhead, not both - and to use electric appliances sparingly. The current in Spain is 220V or 125V (in the USA it is 110V), and outlets are different (they are round). It is difficult to use a conversion set. A reliable travel alarm clock (battery operated) is essential, so get one if you do not already have one.

The electricity: Energy is much more expensive in Spain than in the U.S., and Spaniards are also very conscious about saving energy. **Conserving energy is high priority in Spain.** Lights do not burn in rooms that are not being used, air conditioning and central heating are rare (most rooms have individual heaters), and quick showers are the norm (not long, hot baths). Some sewage systems are antiquated (resulting in toilet paper going in a dispenser, not down the bowl). Electric rates are often indexed (a little increase produces a whopping bill). Observe the different realities and adjust accordingly. Exercising conservation and consideration of these amenities abroad will be appreciated by your foreign host family.

The telephone: In Spain, local calls are "time charged," which means that charges could be incurred even on incoming calls. Phones here are on a meter, even for local calls: the longer you talk, the higher the bill. Ask before making calls. You will be allowed to make two local call a day for no longer than 4 - 5 minutes (here local calls are very expensive). It is always better to speak about things and arrange plans in person rather than on the phone. **Please, be considerate!** In fact, the Valencian people tend to meet up in cafés (do not forget that the climate in Valencia encourages this).

If you want to speak to your family or friends in the U.S., then you should either go to a public telephone with a phone card (which you can bought at any tobacco shop "estancos") or use the USA DIRECT credit card from home, though you should always get a member of the family to dial the number for you, to avoid any unnecessary misunderstandings - any possibility of error from being reflected on your host's phone bill. Do not forget the time change either.

We advise you to arrange for your family or friends to call you. This is a good idea since phone calls placed from the States to Spain are about 1/3 of the cost of a call placed from here to the U.S. at the same time of day and under the same conditions. Please keep in mind that here calls can be made until 10:30 at night.

It is highly recommended to **buy a cellular phone** for students that are going to stay more than 2 months in Spain. The cellular phones are not expensive. They usually cost around 60 euros and you get almost the same amount of money for making calls.

There are three companies which sell cellular phones: AIRTEL, MOVISTAR and AMENA. They all have similar rates. There are lots of branches of cellular phones in Valencia. **IT IS NOT ALLOWED TO CALL CELLULAR PHONES FROM HOME.** Please, do not make any call to cell phones from home because the cost is extremely expensive. **It is even more expensive than an international call.** From one cell phone to another, the cost of the call is cheaper. Remember that the cell phone numbers start with +6 and the local phone numbers start with +96 that is the code for Valencia.

Students will be responsible for paying the phone calls both to celullars or

international call. “Señoras” will bring us the bill and students will have to pay for the not-allowed ones.

Your guests and friends: Please do not bring guests to your foreign home unless first checking with your host, as it infringes on the family's privacy. Never plan on taking guests of the opposite sex to your room.

Before you invite friends up to the apartment make sure it's all right with the family. Most Valencians would rather meet their friends at a café or restaurant than invite them over to their home. Your host family could possibly see your friends presence as an intrusion on their privacy.

If students are expecting friends or family to visit them in Spain and they would like to stay with the student in the house, the student will have to ask her señora for permission, beforehand.

If there is no objection on the side of the señora, students will pay for those staying in the house. It will be cheaper than booking accommodation in a hotel, but it is not free under any circumstances.

The absences: If you will not be home for a meal, are planning on staying out late, or are going away on a day-trip with an overnight, please **let your hosts know**. Your family is concerned about your well-being and may worry about you.

The friendship: As each family is different, each student undergoes a different home stay experience. Usually friendly, enthusiastic students tend to create a friendly, positive atmosphere. In these cases, families often include students in social activities, family outings, etc.

The gifts: A small gift such as chocolate, ice cream, or a dessert to share at dinner always makes a nice gesture towards your family. If you have a good relationship, you might volunteer to wash dishes or cook a special meal. Some past participants suggest bringing a small present from home - hard candy, music cassettes, unusual local spices, lighters, etc. with logos of sports teams, pictures of your home, hometown, etc. (pictures make good conversation openers). Fresh flowers from the local market, or inviting your family to a movie or cafe can also be a welcome "thank you."

Payment for the Homestay: Your family will be paid by AIP. Unless you are staying on with your host family beyond the end of the program, you will not be paying your family directly. Students and their host families should not be involved in financial matters under normal circumstances. Unless you have been advised that there are expenses that you must pay for directly (for example, long distance phone calls or expenses between semesters if you do not travel), there should not be exchanges of money between you. Please avoid these situations. If you do find yourself owing your family money due to the circumstances mentioned above, your family will probably tell you to leave the money on a table or in some other spot; they will not count it out in front of you. Please remember that your University pays AIP to provide you with housing and other on-site support and that AIP contracts your families for the entire semester. Therefore, if you choose to travel during

the semester or eat out a lot while friends or family are visiting, you will not be reimbursed for missed meals, etc. Your family will be paid as usual for the entire month.

The laundry: The last point to mention is that you should try and keep your room and your things as tidy as possible so that it can be cleaned easily. Also, you should make your bed everyday. As for your laundry, you should bear in mind that:

- Dryers are practically non-existent. This normally poses few problems in sunny Valencia.
- The washing machines in Spain have a smaller load capacity than the American ones (just 12 lbs.)
- A wash cycle takes twice as long to finish (short cycle, cold wash, 45 minutes).

So Spaniards, in general, tend to be more frugal than Americans about changing outer wearing apparel and towels. You will have to acquire some of this frugality for home laundry. You'll be given the use of towels from the household linen closet, but don't expect a clean one each day. If this really bothers you, either bring an extra supply, or be prepared to buy some in Spain once you see what the situation is. You must definitely bring your own washcloths and beach towel. And if you intend to do any camping, plan to bring or buy a sleeping bag. If you need any piece of clothing urgently or if you have something that needs to be hand washed, you can wash it yourself, but ask permission first. If you keep all this in mind, then your stay with the family is almost certain to be unforgettable.

2.3 General comments on home stays

Here are some things you can do to get things off to a good start.

Accompany the señora to the market. It is fascinating to see how the everyday shopping takes place. You can show her foods you like or want to try, and she will appreciate your interest.

Stay close to home and get to know the family. Sunday dinner is usually a major family event and often includes extended family. Chances are other members of the family will be eager to meet you; and you will want to know the family. Contacts made through the family can be very important for meeting other Spaniards.

If possible, accept the family's first invitations to join them on an occasion or to go on an excursion. Then they will know you are genuinely interested in them and appreciate their efforts to welcome you and include you.

It is also a good idea to show pictures of your own family, home, dog, whatever! People will be curious about them, and they are also great ice-breakers. Even if you feel tongue-tied about some topics, you know that you can talk about these. And, you can't be wrong! You'll want to have these pictures along anyway.

PART III-CULTURE SHOCK

Culture Shock and the Problem of Adjustment to New Cultural Environments by Bill Hoffa

3.1 Symptoms

Some of the symptoms of culture shock are: excessive concern over cleanliness and the feeling that what is new and strange is "dirty." This could be in relation to drinking water, food, dishes, and bedding; fear of physical contact with attendants or servants; a feeling of helplessness and a desire for dependence on long-term residents of one's own nationality; irritation over delays and other minor frustrations out of proportion to their causes; delay and outright refusal to learn the language of the host country; excessive fear of being cheated, robbed, or injured; great concern over minor pains and irruption of the skin; and finally, that terrible longing to be back home, to be in familiar surroundings, to visit one's relatives, and, in general, to talk to people who really "make sense."

Individuals differ greatly in the degree in which culture shock affects them. Although not common, there are individuals who cannot live in foreign countries. Those who have seen people go through a serious case of culture shock and on to a satisfactory adjustment can discern steps in the process.

3.2 Your attitude

Another important point worth considering is the attitude of others to a person suffering from culture shock. If you are frustrated and have an aggressive attitude to the people of the host country, they will sense this hostility and in many cases respond in either a hostile manner or try to avoid you. In other words, their response moves from a preliminary phase of ingratiation to aggressive ridicule and on to avoidance.

To your own countrymen who are well adjusted you become somewhat of a problem. As you feel weak in the face of the host country people you tend to wish to increase your dependence on your fellow countrymen much more than is normal. Some will try to help you; others will try to avoid you.

The better your fellow countryman understands your condition the better he is able to help you. But the difficulty is that culture shock has not been studied carefully enough for people to help you in an organized manner and you continue to be considered a bit strange - until you adjust yourself to the new situation.

3.3 A lack of understanding

An objective treatment of your cultural background and that of your new environment is important in understanding culture shock. There is a great difference in knowing what is the cause of your disturbance and not knowing.

Once you realize that your trouble is due to your own lack of understanding of other people's cultural background and your own lack of the means of communication rather than the hostility of an alien environment, you also realize that you yourself can gain this understanding and these means of communication. And the sooner you do this, the sooner culture shock will disappear.

The question now arises, what can you do to get over culture shock as quickly as possible? The answer is to get to know the people of that host country. But this you cannot do with any success without knowing the language, for language is the principal system of communication.

We all know that learning a new language is difficult. This task alone is quite enough to cause frustration and anxiety, no matter how skillful the language teacher. But once you begin to be able to carry on a friendly conversation with your maid, your neighbor, or to go on shopping trips alone, you not only gain confidence and a feeling of power but a whole new world of cultural meanings open up for you. You begin to find out not only what and how people do things but also what their interests are.

These interests people usually express by what they habitually talk about and how they allocate their time and money. Once you know this value or interest pattern it will be quite easy to get people to talk and to be interested in you. When we say people have no interests we usually admit the fact that we have not bothered to find out. At times it is helpful to be a participant observer by joining the activities of the people. Yet the visitor should never forget that he or she is an outsider and will be treated as such. He should view this participation as role playing. Understanding the ways of the people is essential but this does not mean that you have to give up on your own. What happens is that you have developed two patterns of behavior.

3.4 During your stay

Meeting your family and getting used to the customs of a new country can be a little hard in the beginning, however much you have tried to prepare yourself mentally or are looking forward to it. Don't worry, first of all because we will be with you all the time and secondly because it is completely normal and it also happens to Spanish students who go to the U.S. to learn English. The most important thing in these situations is to settle in quickly and make the most of your stay, to overcome your nervousness. It is normal for you to want to keep to yourself while you are in your host house and to stick with people from your country. This is due above all to feelings of insecurity with the language; but you should remember that if you don't speak, you will never overcome that fear. It is always best to try and speak to the family from the start and ask them to correct you when you make mistakes (you are sure to all end up laughing).

As we have mentioned, Valencia is a city which has welcomed people from many places throughout its history, so the Valencian people will try to understand you, rather than laugh

at your mistakes. (It is true that the people are critical of themselves, but rest assured that they don't mean to upset you when they correct other people's mistakes). If you spend all your time with your own group and don't meet new people, you will miss out on getting to know an impressive and varied Valencia. In fact, it is much stranger here to see a group of people from just one country than to see a group of mixed nationalities. At the beginning, you could go out with the people from your new families, especially if they are young, in order to make new special friendships ("Don't try it, just do it". Star Wars).

Culture Shock

The phenomenon of Culture Shock has been experienced to various degrees by almost every traveller who spends an extended period outside his/her own country, including the student studying abroad. Immunity to culture shock does not come from being open-minded and full of good will. These characteristics do help and may aid in adjusting, but they do not provide immunity. Individuals differ greatly in the degree to which culture shock affects them and a few people will be unable to make the necessary adjustments. Other people get by without any or very few difficult adjustments. However, most of us go through a series of stages representing a good, stiff jolt of culture shock, but the good news is, adjusting and adapting is possible.

During the first stage, the student usually feels positively euphoric. During the first days, the group is visiting museums, palaces, and other places of interest, and the English language serves the students' pressing needs. The tourist sights are intriguing; the local people are courteous and helpful; it is clear that a wonderful experience lies ahead. The students are full of enthusiasm and cannot wait to start their lives with their host families and new university.

Then, suddenly, it hits! The tour is over; there are language troubles, classroom troubles, shopping troubles, perhaps housing, or roommate troubles. All the things about everyday living that were taken for granted at home now become insurmountable problems. The student is probably also annoyed because the attention he/she expects from the local people is strangely lacking. This attitude is interpreted as indifference, or perhaps as an indication that these people are not as friendly after all.

During this second stage, the students band together as fellow foreigners to lament and to criticize the host country and its citizens. Their complaints are based on simple stereotypes which offer an easy rationalization of one's troubles: 'these people have no manners', 'they are rude here', 'they ought to be taught how to get things done in a hurry', and so on. The gripe session becomes a convenient crutch, an easy and uninhibiting atmosphere in which to get a load off the chest. But, it also serves to alienate the students even more from the local people and an understanding of the culture they are there to experience.

The second stage represents the crisis period - if it successfully weathered, the student will be restored to enthusiastic views of the host country, and move into the Third Stage: adaptation. During adaptation the student now begins to understand enough of the language so that his/her isolation is less severe. Little by little the problems of living are

worked out, and it becomes apparent that the situation, although difficult, is not absolutely hopeless. He/she begins to look for the reasons behind the behaviour he/she sees as different. By doing this he/she has a better understanding of why these people act this way and a better understanding of the culture itself. When the student can begin to joke about his/her plight, he/she is well on the road to adaptation.

The fourth stage represents full, or near full, adaptation. By now, if ever, the student will have made a relatively good adjustment to the situation in which he/she finds himself/herself. He/she comes to accept the customs of the country for what they are. From time to time he/she experiences strain in his/her relationships with the locals, but the basic anxiety of not being able to live is gone. He/she realizes that he/she is actually enjoying his/her new experience and that there can be a real exhilaration in an overseas experience. But however perceptive, no one realizes fully the nature of culture shock until they return home to the United States. Culture shock in reverse is much less serious though, but its surprising how many students upon returning home wish that they were back in the host country.

The difficulties that lead to culture shock are very real. Everything from the climate change, food (which is always different from that which we're used to), and the water. Another difference is the Spanish business methods (the corner shopkeeper might not open on time), and their concept of time (things that at home were urgent have suddenly lost their importance). Isolation due to language barriers is also a real problem. But eventually, the student adapts to the environment and has a changed attitude, which helps him/her accept and enjoy this experience.

With time you will adjust and see the experience as the great opportunity it is. It is important that you realize that the feelings you are experiencing are normal, and will eventually subside. In doing this, you will be better able to adjust and come away from this experience with a greater understanding of the culture in which you are immersed and, more importantly, of yourself.

3.5 Factors Important to Successful Intercultural Adjustments

1. Open Mindedness... The ability to keep one's opinions flexible and receptive to new stimuli seems to be important to intercultural adjustment.

2. Sense of Humor... A sense of humor is important because in another culture there are many things which lead one to cry, get angry, be annoyed, embarrassed, or discouraged. The ability to laugh off things will help guard against despair.

3. Ability to Cope with Failure... The ability to tolerate failure is critical because everyone fails at something overseas. Persons who go overseas are often those who have been the most successful in their home environments and have rarely experienced failure, thus, may have never developed ways of coping with failure.

4. Communicativeness... The ability and willingness to communicate one's feelings and thoughts to others, verbally or non-verbally, has been suggested as an important skill for successful intercultural communicators.

5. Flexibility and Adaptability... The ability to respond to or tolerate the ambiguity of

new situations is very important to intercultural success. Keeping options open and judgmental behavior to a minimum describes an adaptable or flexible person.

6. Curiosity... Curiosity is the demonstrated desire to know about other people, places, ideas, etc. This skill or personality trait is important for intercultural travelers because they need to learn many things in order to adapt to their new environment.

7. Positive and Realistic Expectations... It has been shown frequently that there are strong correlation between positive expectations for an intercultural experience and successful adjustment overseas.

8. Tolerance for Differences and Ambiguities... A sympathetic understanding for beliefs or practices differing from one's own is important to successful intercultural adjustment.

9. Positive Regard for Others... The ability to express warmth, empathy, respect, and positive regard for other persons has been suggested as an important component of effective intercultural relations.

10. A Strong Sense of Self... A clear, secure feeling about oneself results in individuals who are neither weak nor overbearing in their relations with others. People with a strong sense of themselves stand up for what they believe but do not cling to those beliefs regardless of new information, perspectives, or understandings which they may encounter.

3.6 Tips to Make It Memorable

Begin a travel journal. Record the memorable moments and the lonely times. Pin down the essence of a place - its colors, smells, sounds, the native costumes, the food you eat, the people you meet. Jot down particularly useful words and phrases. Collect addresses and keep track of expenses. You won't believe how precious this journal can be until five or ten years after your trip.

Keep a journal just of interesting people you meet. Ask if you can take their picture to make the memory more complete.

Consider your hobbies and career and make attempts to meet people with similar interests while abroad. Take career/hobby mementos to share or exchange abroad. Set career/hobby projects to pursue abroad. Business or hobby cards can also be used as conversation openers. Meet the people!

PART IV-OTHER INTERESTING THINGS

4.1 Personal Safety

Crime Information:

According to Interpol figures, the U.S.A. is consistently rated as among the most dangerous countries in the world having higher rates of violent crime per 100,000 people.

Spain has a very low rate of violent crime. Nevertheless, minor crimes such as pick pocketing, robbery, and theft from cars are frequent, and are often directed against unwary tourists. Thieves often attempt to distract their victims asking for directions on the street, or otherwise diverting attention using an accomplice. If you anticipate problems (without becoming paranoid!), you can plan for personal safety. Here are some general ideas we have accumulated over the years.

Thefts of small items like radios, luggage, cameras, briefcases, and even cigarettes from parked cars are a common problem.

When you are out, always be aware of your surroundings and keep an eye on your possessions. If you put something down, put it between you and a wall and maintain contact with it (foot on top or against it).

Thieves often work crowded scenes like bus stations, outdoor events, phone queues, airports, and the like. They thrive on the confusion inherent in such places and target those who look vulnerable.

Don't keep money or valuables in your back pocket or a dangling handbag. Wrapping rubber bands around a wallet makes it more difficult for a pickpocket to remove it. If you carry a handbag or pouch, place the strap over your head as well as your shoulder and then put your jacket or sweater on/over the bag. A money belt pack strapped around your waist under your clothes is great for keeping valuables.

Check the straps, zippers, and clasps of pouches and shoulder bags and make sure they're strong. Also remember that an overstuffed bag is likely to burst.

Avoid looking "helpless" or weighted down. Anticipate your next step. If lost, purposefully walk to someone and ask. To avoid awkward situations, you may wish to avoid certain areas when unaccompanied, use cabs to go places after certain hours, and make every attempt to not go out alone.

Keep your house keys separate from anything that will identify your home address here. In fact, if you were to lose the keys to your host family's house, you would be responsible for the loss and would therefore have to pay for a new copy.

Although Valencia is not a dangerous town (mainly because there are not many tourists), it is certain that there is a considerable increase of thefts. For this reason we always give you the next pieces of advice:

1 .- Do not have on you much money (less than 30 euros is enough), neither credit cards nor your driving license, nor anything that is not strictly necessary. **Do NEVER take the passport with you** (you can have problems to get out from Spain).

2.- **NEVER take with you the list of the students' addresses**, nor your own address. Think that this is a document that can put in danger your mates or even the señoras. Remember that when the keys of a house are stolen the student is obliged to pay for the change of the lock of the house. Do not leave the keys in the bag, which can be stolen in the bars.

If you want to get in touch with another student when you are out of home you should write it in another paper and always using initials or a code that you only know.

3.- There are 4 areas in Valencia which we recommend you **not to walk in from 10:00 at night, from Monday to Friday**, that are:

- **The bus station.** It is a recommendation that can be applied to any town in the world. Never walk at night close to the bus station or the railway station (in Valencia specially the bus station).
- **The historical downtown.** It is the area placed between the Serranos Towers and the Quart Towers. This is a very crowded zone at night by the Valencia people. It is full of bars and pubs and there are always people in the main streets. We recommend you to come back home by taxi from that area, mainly in the weekdays.
- **The beach.** It is the most typical type of theft to the tourist in summer, either during the day or the night. Normally the thieves take advantage that the tourist is bathing in the sea. Many students like going to the discos on the beach and then bathe in the sea: Be careful because pickpockets know it very well! And take a taxi to come back home after that.
- **The old riverbed of the river Turia.** They are the gardens that cross all the town. Many homeless people sleep there. During the day there is not a problem, it is even a good place to do jogging, but during the night it can be dangerous to walk in the surroundings.

For this reason we explain it to you, Spain is a very touristy country. In the last years the illegal immigration coming from the North of Africa has been duplicated and the common crime (even without guns or knives) has grown in more than a 30 % in the last two years. This does not mean that either Spain or Valencia are dangerous places, or that you should not go out at night. Only be careful, use the common sense and take precautions.

Make copies of your passport. Carry one on you and leave the passport at home, except when exchanging money or when traveling outside Spain.

If, in spite of taking precautions, you are a victim of theft, report the incident immediately at the nearest police station no matter where you are in Spain or Europe. Most times stolen passports, driver's licenses and other such documents will turn up at the police lost and found after several weeks.

It is certainly no more dangerous to travel than it is to stay home. Do not let your lack of knowledge become paranoia. If you are going to be paranoid, you may as well stay home.

Especially for Women (but everyone should read this!).

Women can generally feel safe living and traveling in Spain, but should take normal precautions. It is a good idea to travel with a friend, and one should be careful and not go out alone at night.

Unwanted attention on the streets of any city in Spain is a problem that virtually every American woman faces. A barrage of verbal comments, known as *piropos*, can follow you as you simply walk down the street. People may call out from passing cars. The comments can be very obscene or complimentary. The attention does not mean you will be physically accosted in any way. It is best to simply ignore the comments and develop a tough skin. No one has said that this is easy to do. When you do not react, they probably will not continue. Students often report that they find dealing with this attention to be unpleasant

and stressful. They have not suggested any way to resolve this other than to be aware of it and try not to let it get to them.

If you hear "¿Qué quiere, mi corazón?" you are probably just being asked politely what you want. Do not overreact - there really are lots of nice people who just want to talk to you. You will hear this question in stores, taxis, and other public places.

In the United States women generally expect to be "just friends" with men they know. In Spain being just friends is less likely. Women who have studied in Spain report that the men they knew generally were looking for more intimate relationships. In pursuing a woman who interests them, Spanish men can be extraordinarily attentive; their approach can be hard to resist. When it comes to American women they may be operating on the stereotyped assumption that "American women are easy"; they may want a fling with a person who will conveniently be gone in six months. This does not mean that all Spanish men are like that; there are examples of good relationships that do develop. We simply recommend taking time to get to know people and using caution and good judgment. Also, have your host family meet anyone you feel you are getting serious about; they know how to read other Spaniards and can advise you.

Drugs & Alcohol

The effects of alcohol can be heightened in Spain due to jet lag, distilling procedures, measure, mix, and your state of fatigue. Drink in moderation. Use caution if going to bars or nightclubs by yourself. Exercise restraint. Public drunkenness projects a poor cultural representation, increases your vulnerability, and may result in incarceration (guilty until proven innocent).

Drug Penalties: In Spain, penalties for possession, use, or dealing in illegal drugs are strict, and convicted offenders can expect jail sentences and fines.

Alcohol in Europe is a more difficult matter to deal with. It is more a part of every day life than it is in the U.S. and, as such, Spaniards have a much different attitude about drinking. You might drink more alcohol with your meals than you have in the past (although most host families drink water with their meals, not wine). You will see that Spaniards like to meet out for a *copita* in the afternoon or evening. Many bars are family places where people in the neighborhood (including children) meet to talk and visit, not at all like the bars you are used to. There are also clubs, which are primarily for dancing not drinking, even though drinks are available.

You are also much more at risk if you have been drinking - by becoming an easy target for less desirable people and by impairing your judgment. This issue seems to come up again and again. You will have to decide what to do for yourself, but be sure that alcohol does not interfere with your studies. Outside of school, you will probably find yourself in many alcohol-linked situations.

If you do not wish to drink alcohol, it is always possible to buy *agua mineral* (*con gas* or *sin gas*, as you prefer) or another non-alcoholic drink like coffee or juice. Do not exceed what you yourself know to be prudent.

Student's misbehavior due to either drug/alcohol taking or disrespectful behavior to

any member of AIP staff will be enough reason to expel the student from the program.

The program administration reserves the right to terminate either the extracurricular or the complete participation of any students whose conduct is considered to be unacceptable or in detriment to the Program. Misconduct by a student as a result of alcohol or drug abuse will subject that person to immediate, complete expulsion from the Program.

Health precautions

Please be sure to inform AIP staff if you become ill for an extended period of time. If it is an emergency and AIP cannot respond immediately, your family will help. If you need medical treatment, you should first contact AIP for referral to a physician or other medical provider. We will provide you with information for medical care in Valencia.

You should also know that in Spain pharmacists are able to prescribe "minor" medications, like antibiotics, without a prescription from a doctor. In other words, some drugs that require prescriptions in the States may be available over the counter. Be careful about this. If you know you can take a certain medication for an illness you have had previously, you could go to the pharmacy and request that medicine. You may or may not be able to get it that way. However, it is always best to consult with a trained medical doctor before taking any drugs.

Other Health Issues

Even though over 40% of the Spanish population smokes, the attitude toward smoking seems to be changing. There are families in which no one smokes. Many young people are choosing not to smoke, and older people are choosing to quit. So, although you may find yourself in smoky conditions (bars are very smoky), you do not have to take up the habit to fit in.

You should also take appropriate precautions if you are sexually active. AIP is not encouraging you to be or to become active (in fact, we are trying to discourage it); but, if you are, be sure to bring proper protection with you. What you ordinarily find in every drugstore here may not be so available there. Also, diseases get transmitted even in Spain, and women get pregnant all over the world. Furthermore, not even considering the health risk, you should know that your activities or the interests of others are easily misconstrued in other cultures. Americans are sometimes courted for reasons unrelated to their personal qualities. We urge extreme caution in intimate relationships. Further, we point out that being abroad often heightens feelings of liberation. Many people have the feeling of being an entirely different person when they live in another culture and speak another language all the time. This can lead to lapses in judgment. Be aware of yourself as a person whose integrity you are responsible for protecting.

Also, do not expect your host family to be receptive to the idea of visitors of the opposite sex in your room. They will not be! It may be possible for a guest to join you at a meal if you make arrangements with your host family in advance (you may or may not be asked to pay for the meal). But expect that your social activities will take place outside of the home.

Lost Passport

If your passport is lost or stolen, contact your country's embassy or consulate immediately. They will issue a new passport (but you have to pay full price for it and it may take several days). If you have some passport-size pictures, a copy of your birth certificate and the details of your lost passport or photocopy of it, getting a new passport will go much smoother.

It is important to remember that your passport is your most important legal document while traveling overseas. Guard your passport carefully and do not travel away from Valencia without your passport.

You should also make two photocopies of your passport in case you lose the original. If you lose your passport, it's not the end of the world; there are two things you have to do:

1. Get in touch with the Valencia police, so that they can start looking for it.
2. Go to the U.S. Consular Agency.

U.S. Consular Agency working hours:

Located at C/ Dr. Romagosa, 1, 2ºJ; 46002 Valencia. Phone number: 96 351 69 73. It is open to the public Monday through Friday, 10 am-1pm. This office is closed on all American and Spanish holidays

4.2 Money Management

Money management in Spain can be difficult if the value of the dollar fluctuates a lot. Right now, the dollar is quite strong, but in the past few years, it has ranged from a low of about € 0.6 per dollar to a high of over € 1. It is difficult to estimate how much spending money you will need in Spain as everyone lives differently. Although you are entitled to eat all your meals at home, you may sometimes eat out, and even if you do not, you will have some other personal expenses that all participants encounter. You might spend as much as \$400 to \$500 per month eating out, going out, and traveling if you are not careful with your money. You are likely to spend at least \$350 per month if you travel at all. Remember the cost of living in Spain and travel to other parts of Europe is high. Other students studying in Spain have said that they changed money every few weeks in amounts ranging from \$200 to \$500. They carried from \$20 to \$40 on them and extra money in travelers' checks when out of town.

You are always watching two numbers: the rate (how many *Euros* you will get for each dollar) and the fees (the basic charge for performing the transaction). Banks and *cambios* ("stores" where they exchange money - at very poor rates) post their rates, but what you see is generally what they are selling dollars for. You are selling the bank your dollars, so you must find out at what rate they are buying dollars. You will probably have to go in and ask.

There are various ways to finance your stay in Spain, all of which are listed here. **It is NOT a good idea to bring many dollars in cash.** The bank rate exchange for Euros is often worse for cash than for traveler's checks; it is also much more dangerous to travel with cash. Cash is not insured, so if you lose it, it is gone. Traveler's checks, however, can be replaced. Sometimes a small amount of dollars is advisable to pay for travel incidentals and immediate expenses you may have upon return to the U.S. (telephone, taxi, or bus, for example).

There are various ways to manage your personal finances overseas. The easiest way is to bring all the money you will need with you in traveler's checks. The checks can be cashed and the money exchanged into local currency a little at a time. You may also be able to use the local ATM machines. Otherwise, if you cannot bring all the money you will need with you, you may have to open a bank account or use credit cards to obtain cash, but these methods are likely to be more difficult or expensive.

If you plan to use an ATM card, find out if you can use your current card, because you may need a different card and/or a different PIN. It is also possible that you will have to open an account at a bank in the U.S. where you do not currently have an account in order to use an ATM overseas. If you do have a usable ATM card, then someone at home can deposit funds for your use while you are here.

Start the process of getting a usable ATM card by asking your own bank about their services in Spain. If you bank at a savings bank rather than a commercial bank, you will probably need to open a new account.

AIP recommends that you consult the central office of any major bank where you have an account or your credit card issuer if you intend to carry such cards as Visa, MasterCard, American Express, etc. for more specific information.

Your personal checks will not ordinarily be accepted overseas as they take months to clear, but they may be cashed at any American Express office if you have an American Express card.

Traveler's checks

Traveler's checks remain the safest and most reliable way to obtain cash, followed by credit cards and ATM cards. You will most likely need a passport in order to cash traveler's checks abroad. A photo ID is helpful in cashing travelers checks.

Keep two records of your travelers checks numbers. Give one to a relative at home, and keep the other one separate from the checks. Keep accurate records of what travelers checks you cash and where.

Credit Cards

VISA and MasterCard are the most widely accepted credit cards. If you go shopping it's always better to pay by credit card, above all because that way you don't need to carry much cash on you, which avoids unnecessary loss or theft. Every time you use your credit card, you will always need to show your ID.

Leave other credit cards not useful to you abroad at home. Keep all receipts of purchases, credit card and ATM transactions in a safe place. To report loss or theft of credit cards: VISA/MasterCard: 91 519 6000 or 91 519 21 00 (24 h); AMEX: 91 572 0303 or 91 572 03 02 (24 h.).

Banks in Spain are usually open fewer hours.

September 30th-May 22nd: Mon- Thu., 8:30 a.m.- 4:30p.m. Friday, 8:30 a.m.- 2:00p.m. Saturday (only main offices), 8:30 a.m.- 12:00p.m. May 23rd-September 29th: Monday-Friday, 8:30 a.m.- 2:00p.m.

The exchange rate is adjusted each day at 12 p.m. Banks all give the same rate of exchange on any given day. It is unwise to change amounts under \$100, since the commission charged is about the same amount (not the same percentage) as for somewhat larger quantities.

How to send or receive money instantly with Western Union

Western Union is the world's member one money transfer service, allowing people to send or receive money worldwide in minutes. You do not need a bank account, not to pay a membership fee. Money is paid out immediately in cash to the receiver.

. - Where can the money I send be picked up?

Throughout the world, the wide network of agents means you and your loved ones are usually never far from a local office. Call the number **902 197 197** and they will give you the exact location addresses both at home and overseas that best suit your needs. Moreover Correos y Telégrafos as a Western Union agent offers you a telephone number in order to clarify any question about the service, fees, countries and offices where you can make your transferences.

Sending money

Transfer cash to nearly 200 countries by following just a few basic steps:

- Fill out a "to send money" form at your local post office or Western Union agent
- Pay the amount you want to transfer, in cash, plus the local agent fee
- Confirm the notification and identification arrangements for the recipient, for example, set a control security question like "what is your mother's maiden name"
- Take your receipt with the Money Transfer Control Number (MTCN) and inform your recipient of the transfer

Receiving money

Collect transfers in cash with the minimum of fuss. You simply need some identification, or answer an agreed security check question.

- Fill out a "to receive money" form at your local post office or Western Union agent
- Verify who you are by showing identification or answering the security check question
- Take your cash

How long does it take?

In most cases, transfer is almost immediate. Typically funds will be available for collection just few minutes from the moment your transaction is accepted by the agent.

Where can I find Western Union?

Worldwide, Western Union is available in nearly 60,000 locations and 200 countries. Our WU outlets can be found just where you need them: in post offices, banks, foreign exchange Kiosks, supermarkets, railways stations and airports. For detail of your nearest agent please call the telephone number below.

How to send or receive money through Eurogiro (only for European students)

This system is slower (5 or 8 days), but cheaper. The cost is € 3.6. plus 0,6 commission. It is similar to the previous system. The money sender has to go a post office in his/her city and make a Eurogiro addressed to you giving your address in Valencia. Someone from Correos will bring the money to your house in Valencia and give it to you personally. If you have any doubt you can call Oficina Central de Correos; the phone number is 96 351 67 50, you have to get through to information department.

4.3 Insurance Coverage

You will have private insurance, valid for students of all ages, which covers the following:

- Transport or relocation to a suitable hospital or to your home.
- Health care abroad, hospital expenses, surgical and pharmaceutical costs abroad.
- Travel costs for an accompanying member of your family to the place where the hospital is.
- Accommodation in the place where the hospital is for an accompanying member of your family.
- Extended stay in the country, under doctor's orders.
- Interrupted trip due to an accident at the home of the insured party.
- Transport of medication.
- The sending of urgent messages.
- Covers for delays
- Delays in the departure of the mode of transport, with a minimum of 6 hours, up to € 30 and for every 6 hours after that, € 30 up to €120.

Baggage coverage

- Compensations for loss, theft or damage to baggage that has been checked.
- Compensations for delay in the arrival of baggage
- Location and transportation of baggage

Civil responsibility cover - 24 hours accident cover

- Legal costs and expenses, bail and compensation costs.

You will be given a card with a telephone number which will always be connected to your insurance.

Bear in mind that the insurance covers everything connected with illness, hospitalization and loss of luggage during the journey but it does not cover what you might lose in your

host house, in the street or in any other place. In fact, if you were to lose the keys to your host family's house, you would be responsible for the loss and would therefore have to pay for a new copy.

* The insurance also covers everything from death and invalidity.

Note: You are not covered for damage or loss caused by you to household effects in your host family's home. You will be directly responsible to the family for reimbursement or replacement of said items, including the cost of changing locks as a result of losing house keys through negligence or theft.

If you are a student with the insurance through AIP, the steps to follow are very similar to the above mentioned ones. You can choose the hospital you like as long as you inform AIP and the insurance company. Phone number: dial 1009 (collect call) followed by 93 300 10 50. This insurance also covers the medicine expenses that cost over € 9, as long as they are prescribed by a doctor. Do not forget to keep all your invoices or/and receipts. Remember that most of the insurances do not cover emergencies if the student has taken any alcoholic substance or if he/she carries a disease from his/her country of origin. We recommend you these hospitals:

HOSPITAL CLÍNICO
Blasco Ibáñez 17
46010 Valencia
Phone 96 386 26 00

CLÍNICA QUIRÓN
Blasco Ibáñez 14
46010 Valencia
Phone 96 369 06 00

4.4 General Expectations

Your Behavior

We expect you to be honorable representatives of your country and your culture. You will find that you may be held personally responsible for the policies of Presidents Clinton, Bush, and Reagan - perhaps even George Washington - and will be expected to know all about them and your country, even if you were a kid during their presidencies. You will be amazed at how much more some Spaniards know about your history than you do! You should be as well informed as you possibly can be about world events to participate successfully in any such discussions. You will very likely feel uncomfortable. It is often necessary to avow that you personally did not make certain decisions! On the other hand, do not be ashamed of your culture and society. Be proud of your heritage.

You soon will also discover that the world does not do everything the way you do. This is usually "interesting", but sometimes not to your liking. You will be more surprised by the small things than by the big. Keep your eyes and ears open, and ask about anything you feel you need information about. If you have been given instructions but really did not understand them, ask again. It is easy to fall into the trap of faking comprehension, but it is not useful to either side if you do not really understand.

You may have some concerns about religious pressures from your host family. There probably will not be any. Although almost everyone in Spain is Roman Catholic, many are not practicing. In many families only the older generation (the abuelas) still attend church

regularly. If you are not Catholic, your host family will probably not know much at all about your religion. They may be curious; they may not. It is up to you how much you wish to share on the topic. AIP staff will be able to help you locate other places of worship if your family cannot.

You will be asked, "¿Te gusta?" about different things. If you do not express your feelings, the family will assume you like everything. So do not be apathetic or blasé (also, do not be rude about expressing your dislikes). From a food perspective, you should try everything, but you do not have to rave about dishes you hope are never served again! (See the section about food for details.) A tactful way to deal with that kind of topic is to make a gentle comparison with what you are accustomed to. ("Of all the dishes I have tried so far, this is the one I like the best" - rather than pointing out the worst, in case you missed the drift of this suggestion.) Students usually like Spanish food once they have tasted it, so try!

Social Customs

The Ud. form is used widely in business and with people you do not know; you should address professors and university officials with Ud. You will also notice that Spaniards use both the vosotros and Ud. forms in their relationships with a person. Ud. is used with your professors, people to whom you should show respect, strangers, and elderly members of the family. Vosotros is used with friends and people you are more casual with. You should familiarize yourself with the vosotros form and its uses. Also, there is a level of formality in your everyday dealings with people; it is considered polite to use "Sí, por favor; No, gracias; Sí, señora" when answering questions. Be considerate and follow local language customs.

Spaniards do most of their socializing in the streets: at bars or cafés. It is rare that they actually entertain in their homes. If you invite someone to have a meal or snack with you, you are expected to pick up the bill. A simple statement like "Let's go..." obligates you. If they invite (*te invito al cine*), they pay and you will offend your host by arguing over the bill. As a student, however, you will also find yourself in a group where everyone is going dutch (most likely arranged through *vamos al cine*). If you are invited to a party or to accompany a group, you can accept or not as you wish. You should give a clear signal of your intentions; to accept and not show up is a problem. Women should be cautious of invitations from men. Use your best judgment and don't put yourself in any uncomfortable situations. It is a good idea to go out in groups with a man at first, until you get to know and trust him. If you want to invite your family out or want to get together to just talk with someone, invite them for a *cafetito*.

Spanish time will take some getting used to. "*Nos vemos a las 8*" could mean 8:00, 8:15, 8:30, or even later. An invitation to "*cenar a las 9*" is sure to mean that you will meet later than that. On the other hand, if you have an appointment with a doctor or any official type, you must arrive on time, even if you are kept waiting for a long time. This goes for classes as well. Bring a book and your nicest smile. Expect buses to run on schedule if you are going on a trip, even if they do not. When someone says *ahora*, there's no telling when it will happen.

Students' Advice

In a recent survey, students had the following suggestions regarding local customs and American behavior that irritated the Spaniards they encountered. These should help you fit in a little better. Some of these are repeats from previous information, but they are important.

- Americans are often thought to be loud, obnoxious, and demanding, so try not to be.
 - Realize that breakfast and dinner will be smaller meals, but that at midday the meal will be large.
 - Siesta is real and you will learn to love it.
 - The majority of people you encounter will not speak English. This is good!
 - Spaniards are often late and it is not considered rude. Also, do not expect quick service as the lifestyle is more "laid back".
 - Watch your table manners. Although you may find a few things that Spaniards do truly appalling, they too will be surprised at some of your actions. Your best bet is to watch them and follow their lead.
 - Be sure to dress nicely when you go out. For big clubs, dress up. For others, you can wear jeans and a nice shirt. Restaurants can be deceiving. The bar that you see when you first enter seems informal, but then you get to the dining room, and everyone is dressed up.
 - Your host family will do your laundry, but may only do one small load per week for you, so if you like to wear several different outfits a day, rethink this habit. Also, detergents may be harsher than the ones you use.
-
- If you are invited for a meal at someone's house, bring beer, wine or something to eat to show that you appreciate the invitation.
 - If you are not used to walking, get used to it. Sometimes public transportation is not the best way to explore Valencia.
 - Students also say that you should go to museums and other cultural events even if you do not do much of that right now. You will regret it if you do not.

Here are some more suggestions:

You also need to be fashion conscious. If you dress only for comfort, your wardrobe will draw comments. Spaniards, like many other Europeans, wear clothes that fit closer to their bodies than Americans usually wear. They also have fewer, but nicer, outfits (because good quality clothes can be pretty expensive). They will notice baggy clothes and probably comment on them. You can of course wear whatever you want, but should think jeans without holes for your casual wear and some slightly nicer slacks too rather than grungy clothes. And do not worry about wearing the same thing too much. You will fit right in!

Most bars do not have a cover charge. *Agua del grifo* is tap water (free, if you can get it), but you will probably be purchasing bottled water or wine, either of which will be cheaper than soda.

Be prepared for BESOS - in some situations, everyone is going to be kissing everyone (a kiss on each cheek) and you are going to have to get used to this. Even when you first meet people who are friends of a friend, they will give you besos. Also be aware that the distance between people who are just standing and talking is closer than the usual American distance and may make you feel uncomfortable at the outset. Do not feel invaded! This is just the Spanish idea of personal space. You will get used to it and not even notice it after a short time.

Student Travel

Most students want to travel while they are abroad. It is a great way to get to know the country where you are studying and other surrounding areas as well. However, travel anywhere has its issues. Please keep the following in mind when traveling abroad, no matter where you're going.

General Hints

AIP will help you understand the best ways to travel from Valencia. There are a lot of decisions to be made and many different sources of information. Your families, Spanish friends, and the staff at AIP are all good sources for information on travel. From Valencia, you will be able to travel directly to many other sites in Spain.

Following the suggestions in *Let's Go* is okay - it's usually reliable - but every other American is reading the same book and showing up at the same places. Ask Spaniards your own age where to go in Spain. There are some wonderful villages and unknown locations that you might otherwise miss.

International Student Identification Card

If you do not have an up-to-date International ID, you can buy one or renew your old one or at the T.I.V.E. office in Valencia (€6): **Instituto Valenciano de la Juventud, IVAJ** C/Hospital, 11 tel: 386 97 00 9 a.m.- 1:30 p.m. A card bought in Spain will not have all the same benefits as one bought in U.S. - it will not have the insurance coverage. To purchase one, you will need a photograph, proof of your status as a student, and money for the cost of the card. A student ID is a must while traveling, since it will often enable you to get discounts on certain modes of transportation, entrance to museums, etc. Some hotels and stores also offer discounts. Students must have an International Student ID Card to be eligible for the Student Rail Pass and the Eurail Pass. United States citizenship and passport number are required for both passes.

Youth Hostel Card

You can buy this card at the T.I.V.E. office. It will enable you to find fairly cheap lodgings easily during your travels through Europe. Note: Youth hostels and pensiones usually don't have towels for their guests.

Guidebooks It is usually wise (more interesting and more economical) to travel with a student or tourist guidebook. We recommend either *Europe on \$5 or \$10 a Day*, by Arthur Frommer, or *Let's Go: Europe or Spain*, published by the Harvard Student Travel Association. Guidebooks will also tell you about the weather and lots of other useful information.

A few additional tips:

- While traveling, ALWAYS keep track of your passport and valuables. Passports have been lost and stolen because of carelessness. Be careful not to leave these things unguarded in youth hostels or train/bus stations.
- Travel as lightly as possible. A heavy duffel bag or suitcase will only make any problems you may have worse.

- Don't be afraid to show your student card and ask for a discount. You can save a lot of entrance fee money that way.
- YOUR WHEREABOUTS SHOULD NEVER BE A SECRET! Make sure that others know where you are going and when you are due back.

Travel in Spain

Travel within Spain can be fast, inexpensive, and easy. It can also be slow, cheap, and more difficult. The good thing is that you have choices. Before you decide, think about what is important to you: your time? your budget? your anxiety level? Make your choice is based on what you need for that particular trip. Also, feel free to talk to the staff at AIP to get some tips on travel. Use them and your Spanish family and friends to find out about possible destinations; there are many great places to visit in Spain that only native Spaniards would know about.

Train: In Spain, travel by train requires somewhat more patience than in the rest of Europe, since trains are usually slow. They are classified as follows:

1. Talgo - The best, most comfortable, quickest, and, of course, most expensive Spanish train. All major cities are Talgo stops. Even in second class you're comfortable. If you are using a student rail pass, it will be necessary to pay a supplementary fee.
2. Inter City - The next best train.
3. Express - In spite of its name, not a very fast train. This is Spain's local train, which stops at all the little stations along the way.
4. Rápido - Once again, the name has no relation to reality. It travels slowly and stops at all major points.

While traveling throughout Europe by train, you seldom need to reserve a seat. However, within Spain or on Spanish trains, a reservation is almost always required (even if you have a Eurail pass).

Another possible option that has become more popular is to purchase an Interail Card. Since you must live in Spain for six months before you are allowed to purchase an Interail, this is not a practical solution for students planning only one month abroad. In order to purchase an Interail, you must prove that you are a student in Spain, not an American tourist, and you must be less than 26 years old. The card can be purchased at RENFE (a Spanish railroad company) and costs about \$220 for one month of travel or \$400 for two months. When this card is purchased in Spain, tickets for travel in Spain cost half price. Travel in other European countries is free, except for supplemental costs, such as those for express trains.

Bus: There is good bus transportation in Spain from Valencia to most other cities in Spain. Sometimes it is almost as comfortable and as quick as the train, so when you plan your travel, look into both possibilities. Also check out bus passes similar to Eurail Passes that may work for your needs. One student claims: Within Spain, it is probably better to travel by bus than train unless you want to spend the extra money for the high-speed trains. Buses go everywhere and trains can be slow. Eurail passes and other special tickets have lots of restrictions. You will find that travel is easy after your first trip.

REMEMBER: In Spain, the pass is paid for in Euros and may cost more than it does in U.S. Nevertheless, it is probably easier to obtain one in Spain than to get one from the U.S.

once you are overseas. You can also have someone in the States buy a pass for you and send it to you in Spain.

Plane: Airplane travel within Europe is very comfortable and rapid, but normally extremely expensive. Check with T.I.V.E. for the dates and prices of student flights. Although more expensive than travel by train, student flights often cost 1/2 to 1/3 of commercial fares.

LEARNING AND USING SPANISH

There are 800,000 people in Valencia and there are days when you may feel like they are all on the same bus with you. The concept of personal space is quite different from in the U.S. Not just in Valencia, but in any city in Spain, you might feel crowded, pushed and bumped, especially when using public transportation, waiting in line or in the social sphere out at night, at concerts, etc. The main thing to remember is not to get exasperated and give up.

Using a foreign language for a long period of time is fun but exhausting. Until you have developed an efficient listening strategy, you pay too much attention to individual words. Relax! About two weeks in, exhaustion hits if you really have forced yourself to speak nothing but Spanish. Then you get over it. Obviously, you will be using English in your classes that are taught in English. It's outside of class that you must think about. Allowing yourself to speak English frequently will not help you learn Spanish, so try to avoid doing so. It's hard to do this when English is so much easier for you, but if enough of you have this goal in mind, you will be able to maintain the use of Spanish in many situations. If you can, speak to AIP staff in Spanish. If you can't, of course you should use English!

Everyone says they are going to Spain to "become fluent." Here is how to do it: when you get stuck, which is bound to happen, first, you learn to "talk around" the vocabulary you do not know, because you will never know all the words in Spanish any more than you know all the words in English. Then, you wait for someone to suggest the right word for what you have just tried to describe. People usually do this. Then you end up asking what the word they have just suggested means, and they tell you. Then you have to figure out if that is the right word, unless you recognize it as a word you already knew. Depending on how they explain their word to you, you will probably also have to look up the word in your dictionary to see what it means. Your language growth will occur because of this whole procedure, so welcome it and learn to do it. Eventually, the new words stick, but often not the first time! This too is normal, so don't feel discouraged or embarrassed that you have to ask what something is called a million times.

Remember too that you control what you say; what you cannot control is how others speak to you. So even though you feel sheepish, you must ask if you do not know what you have been told. Also, don't be afraid to ask someone to slow down. Some Spaniards speak very fast. And, just like in English, there are many different accents and in Valencia, there is even another language that will something like Spanish to you: it's actually not. Warning: You will become fluent in Spanish by using this method, but you may also cement your mistakes. It is important to pay attention to what you are learning in class so that you are accurate as well as fluent. Having said all this, recognize that speaking English once in a while with a native speaker can be "refreshing"; you can permit yourself an occasional treat without serious qualms (remember: occasional).

Another way you will develop your language skills is by eavesdropping. If you hear something that you don't understand very well, you may be able to have your host family explain it to you later. You can also benefit a lot from watching TV. But remember, if you tuned into the middle of an English language soap opera that had been running for ten years, even though you would understand all the words, you would not understand the situation or the relationships. So be kind to yourself -- you're not going to "get" them in Spanish if you can not even get them in English. Try the world news, movies, dubbed U.S. shows, and documentaries first, or watch a show with someone who has seen the series before and can get you up to speed.

4.5 Important Telephone Numbers

Centros oficiales			
Policía		Servicio meteorológico	96/ 369 08 36
091		Transporte y comunicaciones	
Guardia Civil	96/ 369 58 99	Radio Taxi	96/ 370 33 33
Ayuntamiento	96/ 352 54 78	Autobuses urbanos	96/ 352 83 99
Generalidad Valenciana	96/ 352 73	Autobuses cercanías	96/ 211 00 08
62		Aeropuerto	96/ 159 85 00
Cámara de comercio	96/ 351 13 01	Estación autobuses	96/ 349 72 22
Feria de Valencia	96/ 386 11 00	Iberia	91/ 528 50 11
Asistencia al ciudadano		Renfe. Estación de trenes.	96/ 352 02 02
Info. turística Com. Valenciana.	96/ 352 40	Trenes cercanías	96/ 393 47 71
00		Correos	96/ 351 67 50
Información drogodependencias	900 51515	Telégrafos	96/ 351 15 85
Urgencias Seguridad social	96/ 352 51 59	Telegramas por teléfono	96/ 352 20 00
Urgencias sanitarias	085	Tarjetas de crédito	
Ambulancias municipales	96/ 352 67	VISA Internacional	900 97 44 45
50		American Expres	91/ 522 53 22
Infosalud	900 16 11 61	Diner club	91/ 547 40 00
Farmacias de guardia	900 50 09 52	4B/ Master Card	91/ 522 53 22
Bomberos	96/ 373 00 80	Tarjeta 6000	91/ 355 30 00
D.N.I. Pasaportes	96/ 369 58 99		
Objetos perdidos	96/ 352 54		
78 Extensión 184			
Oficina defensa consumidor	96/ 351 12 37		

Well... after so many advices you may be more scared than when you arrived. **Do not worry**, we are sure that you will adapt to and make good use of this opportunity that now is in your hands. Relax and be yourself. If you do so, you will be ready to adjust yourself to the most interesting way of life and above all to look into yourself, your reactions in weird and incomprehensible situations, in other words, to know yourself better and progress in life.

Remember that AIP is going to help you to get this goal. We have plenty of experience and we will be in contact with you constantly during your stay in Valencia.

We only request you to keep us informed, so we can help you to get this challenge, we say again, it is not to know a language but to know oneself.