

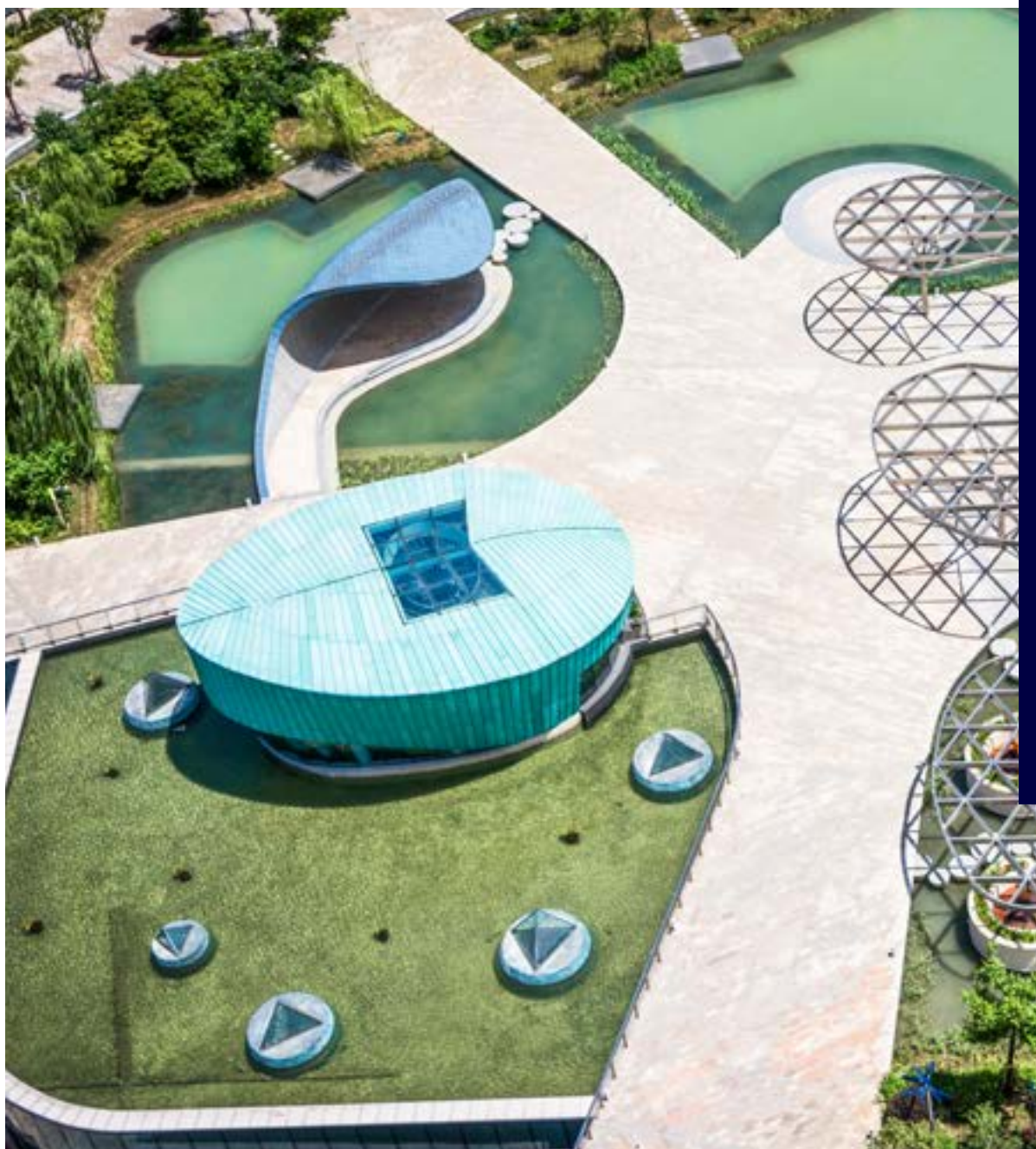
XJTLU

INTERNATIONAL
STUDENT
WELCOME GUIDE
2022-23



Xi'an Jiaotong-Liverpool University

西交利物浦大學



Thank you for choosing Xi'an Jiaotong-Liverpool University for a unique and rewarding learning experience. You have embarked upon this period of university study at an unprecedented time for the world. The global COVID-19 pandemic appears to be on the wane, but it is still clearly with us. The university is committed to delivering the very best learning experiences available, whether wholly on campus or initially online.

This booklet is designed to make your transition to XJTLU and the Chinese mainland as smooth as possible. It will also help you adjust to online study at university, should you be unable to join us here in Suzhou at first, due to pandemic travel restrictions remaining in place. The guide is arranged in the steps you normally take as a student joining XJTLU. Find time to read this guide and, if you still have questions, we are here to help.

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

We look forward to seeing you as one of our student community soon.
XJTLU Global Team

Prepare Your Start webpage link:

<https://www.xjtlu.edu.cn/en/admissions/global/prepare-your-start>

CONTACT US:

International Student Engagement team:

Tel: +86 512 8897 3093/8897 3094

Monday - Friday 9am - 5pm

Email: global@xjtlu.edu.cn

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PART 1: APPLY FOR AN X VISA

This visa application process only applies to students who are able to travel to the Chinese mainland at this time (check with your local Chinese Embassy / Consulate). Students from Hong Kong, Macao or Taiwan don't need to apply for a visa to come to the Chinese mainland.

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

There are two types of X visa which relate to the duration of your study programme:

– One for long term study (more than 6 months) and one for short term study. For long-term students, you enter the Chinese mainland using an X1 visa and then need to go through an immigration process to obtain a Residence Permit (RP).

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

TYPE	PROGRAMME DURATION	ENTRIES TO THE CHINESE MAINLAND	DO I NEED A RESIDENCE PERMIT?	COST
X1	Over 180 days	Single	Yes.	<ul style="list-style-type: none"> •Application fee (depends on country) •Health check package after arrival (504.5RMB) •Residence Permit 400RMB to cover a stay of up to 364 days •Postage to have your passport sent to the university (22RMB)
X2	Fewer than 180 days	Single	No	<ul style="list-style-type: none"> •Only the application fee in your home country

You need the following documents for an X visa application:

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

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

Note: Students who apply near to the July 15th 2022 deadline should pay their deposit ASAP if they wish to accept their XJTLU place. This is because of the risk of a visa delay and subsequently delayed arrival.



PART 2: PRE-TRAVEL INFORMATION & TRANSPORT AFTER ARRIVAL

VACCINATION

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

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

As COVID-19 hasn't been eliminated, you are also advised to take COVID-19 vaccines before you come to the Chinese mainland. Being fully vaccinated against COVID-19 may be a requirement of entry to the Chinese mainland, so please check with your local Chinese Embassy / Consulate.

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

INTERNATIONAL TRAVEL INSURANCE

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

MONEY

- Confirm with your bank whether your credit cards can be used on the Chinese mainland or not
- Prepare enough mainland Chinese currency in cash to pay the accommodation deposit and utility fees when checking into the accommodation (around 4,500RMB)
- Prepare enough mainland Chinese currency in cash for yourself to buy food or pay for transport during the first few weeks after your quarantine

PACKING

Apart from towels, linen, bedding and cooking utensils, which will be provided by the accommodation provider (if you are going to live in accommodation organized by the university) or which can be bought at reasonable prices in Suzhou, you are recommended to bring the following things with you:

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

When packing, you should consider the following factors:

WEATHER

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

More information can be found at:

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



ELECTRICITY

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

Sockets commonly used here:



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

TRANSPORT AFTER ARRIVAL

As students who can come to the Chinese mainland from abroad have to undergo centralized quarantine, free transportation from the airport to the quarantine facilities is arranged by the government.

However, if you need a pick-up service after your quarantine, the university will send a taxi to pick you up for free. You must write to global@xjtlu.edu.cn to tell us the details, for example, your location and expected check out time, at least three days before your release. Please note that we can only send a taxi to a city that is close to Suzhou if the travel between Suzhou and the city is not blocked.

Please note that you must complete the questionnaire, Arrival Information for Quarantine Arrangement and Insurance Purchase, upon arrival if you are coming from outside the Chinese mainland. Here is the link:

<https://xjtlustaff.wjx.cn/vj/eGvOo4w.aspx> When we receive the information, this will trigger the arrangements for your centralized quarantine / self-isolation and COVID-19 tests in Suzhou, and the purchase of your social and commercial insurance.

Students who don't need to undergo any quarantine and who come from other cities on the Chinese mainland can also book taxis via us for pick up at the airport. Please write to global@xjtlu.edu.cn should you need such a service.



PART 3: QUARANTINE, HEALTH CODE, TRAVEL CODE AND XJTLU PASSCODE

This only applies to students who are coming to the Chinese mainland from abroad. No matter which city you land in, you have to undergo 10 days' centralized quarantine before you can freely move in Suzhou or any other city in Jiangsu Province. However, there might be two different arrangements if you arrive in Shanghai, because you may be transferred to Suzhou:

Arrangement 1: 3 days' centralized quarantine in Shanghai + 7 days' centralized quarantine in Suzhou

Arrangement 2: 7 days' centralized quarantine in Shanghai + 3 days' centralized quarantine in Suzhou

Centralized quarantine takes place in a hotel designated by the authorities. You have no choice in the matter. Transfers from the airport to the hotel or between hotels are provided for free. You must have a full 10-day quarantine record when applying for your Residence Permit at the Exit and Entry Bureau. You must tell us before you travel from any city to Suzhou for the second part of quarantine. Please write to global@xjtlu.edu.cn.

Please note that you are required to do COVID-19 tests after you finish your centralized quarantine. The Dushu Lake COVID-19 Working Group will organize the tests and cover the costs, however, you need to follow the schedule and turn up for the tests.

The follow-up COVID-19 tests take place at the Huiying Talent Hotel (汇英人才酒店) on 366 Fengli Street, Suzhou Industrial Park (苏州工业园区凤里街336号).

HEALTH CODE, TRAVEL CODE AND XJTLU PASSCODE

Health and travel codes are needed for your day-to-day lives. For example, for going to supermarkets, shopping malls, hospitals, and the Exit and Entry Bureau, or checking into your booked accommodation, etc. In order to set them up, you need to download the Alipay app onto your mobile phone and then search for “苏康码” on the app. You need to register your name, mainland Chinese telephone number and passport/travel document number in the app. To do this, you need to wait until you finish your quarantine.

The health and travel codes will be combined so you will have both of them after you finish your registration correctly. Please note it is impossible to change any information after you submit the registration form in this system. A mistake, such as wrong passport number or name, will prevent you from using the app to show your covid-19 test results or vaccination record, so take great care when entering information.

The XJTLU passcode is used at the university only. Before you enter any premises on campus, you must scan it on a device at the entrance to the buildings. Only students or staff who have green passcodes are allowed to enter. Please use the guide below to help set up your XJTLU passcode.

Step 1: Scan the QR code at the entrance of the building and choose “AD Account”, then login with your XJTLU AD account.

Step 2: Click the Pass Code and follow the steps required by the system to obtain your personal XJTLU Health Pass Code.

- To reduce queuing, please make sure to upload your Jiangsu Health Code and Travel History Code in advance.
- Please upload the complete screenshots of Jiangsu Health Code and Travel History Code or the system may not be able to recognize them.
- Jiangsu Health Code and Travel History Code cannot recognise the artistic fonts of some mobile devices. Please use standard fonts to avoid this problem.
- You must provide the Jiangsu Health Code and Travel History Code separately if you are not able to submit them in the “Three Codes in one” menu.
- You will not be allowed to enter the buildings on campus if you are not on the official return list or get a Red XJTLU Health Pass Code.
- The University will check the reported information regularly, and punishment will be given in accordance with relevant rules and regulations for any concealment, omission or fake reporting.
- Students must contact their corresponding service department and staff should contact the HR office for further information on eligibility and policies related to returning to the university. Mainland students, please contact your DA for help, part-time postgraduate students and doctoral students must seek help from the graduate school, overseas students, students from Hong Kong, Macao and Taiwan, and visiting students, please contact X-Global for help.

Please contact entry@xjtlu.edu.cn, if you have any technical problems in using the new XJTLU Health Pass Code.

- Click the “Three Codes in one” menu, fill in your phone number and upload the screenshots of that day’s Jiangsu Health Code and Travel History Code. Then click “Pass Code” menu, complete the daily health report and you will get a real time XJTLU Health Pass Code according to the information you provided.

THE MEANINGS OF THESE CODES

1. Green Code with Gold border

- Have uploaded a valid Jiangsu Health Code and Travel History Code.

2. Green Code with Red border

- Failed to upload a valid Jiangsu Health code and Travel History Code.
- 14-day Travel History Code shows travel history in cities without medium/high risk areas (Suzhou excluded).

3. Red Code

- The uploaded Jiangsu Health Code is not green.
- 14-day Travel History Code shows travel history in low-risk areas of cities with medium/high risk areas.
- The daily health report information does not meet the prevention control requirements.

Please contact entry@xjtlu.edu.cn if you have any technical problems in using the new XJTLU Health Pass Code and MITS will figure it out in time.

PART 4: ACCOMMODATION BOOKING AND CHECK-IN

ACCOMMODATION BOOKING

Student accommodation is provided by a state owned company administered by the Dushu Lake Science and Education Innovation District. At this moment, only Scholars' Apartments and Parfait Hotel & Apartments are available for students to book. You can find more information on the university website here:

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

If you wish to book a room in one of the accommodations, please complete a booking form. The link is: <https://xjtlustaff.wjx.cn/vj/Q2FAZZF.aspx>

ACCOMMODATION CHECK-IN

For check-in, students need:

- Original passport
- Refundable deposit in cash (4,000RMB)
- Utility fees (water/electricity) in cash (approximately 500RMB)
- Three months' rent to be paid in cash or with a bankcard

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

Please note that your deposit cannot be refunded to you if you terminate the tenancy contract early. Please refer to the contract for details when you sign the contract with the reception.

Before signing any contract, students are strongly recommended to:

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

The accommodation is hotel style. This means that rent costs vary depending on the length of your stay. Longer contracts have a lower daily rate so you have an advantage in signing a longer contract.



Please note that:

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

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

ACCOMMODATION ADDRESSES IN ENGLISH AND CHINESE:**Scholars' Apartments 翰林缘公寓**

Location: No. 608 Linquan Street, Dushu Lake Science and Education Innovation District, Suzhou Industrial Park 苏州工业园区独墅湖科教创新区林泉街608号

Telephone: +86 (0)512 6956 2866

Parfait Hotel and Apartments 文萃酒店公寓

Location: Wencui Plaza, No. 8 Xuetang Street, Dushu Lake Science and Education Innovation District, Suzhou Industrial Park 苏州工业园区独墅湖科教创新区雪堂街8号 (文萃广场锦江之星东)

Telephone: +86 (0)512 6286 7288



PART 5: POLICE REGISTRATION WITHIN 24 HOURS OF LEAVING QUARANTINE

Foreign nationals moving to the Chinese mainland are required to register their residential address with a nearby police station. This should be done within 24 hours of being released from quarantine. Students who live in Parfait Hotel & Apartments, and Scholars' Apartments need to register at Yong'an Qiao Police Station.

The address of the police station is:

Yong'an Qiao Police Station/永安桥派出所

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

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

Take your passport and the paper given to you when you checked into your accommodation following your release from quarantine. Also take the document showing that you have completed quarantine. After police registration, foreign students will receive an Accommodation Registration Form (临时住宿登记表), which will be used for their residence permit application in the Exit and Entry Bureau and for archive purposes with the accommodation provider (a photocopy).

Students who have come to Suzhou from inside the mainland, and therefore may not need to do quarantine, must register within 24 hours of checking into their new accommodation.

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



PART 6: HEALTH CHECK

Students who need to apply for resident permits must do the health check in the hospital designated by the Exit and Entry Bureau. Please check the information below to familiarize yourself with the requirements.

Where to do the health check:

Suzhou International Travel Healthcare Centre

Address: No. 738 Changjiang Road, Suzhou New District

苏州国际旅行卫生保健中心

苏州高新区长江路 738 号, 近泰山路

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

WHAT TO TAKE WITH YOU:

- Your passport and two copies of the information page
- 2 passport-sized photos (colour photos with a white backdrop)
- Enough money to cover the health check cost (WeChat and Alipay are preferred but cash can be used if you cannot use Wechat or Alipay)
- Original quarantine completion letter (students who returned from abroad and who have undergone quarantine)
- Original COVID-19 test report which must be no more than 48 hours old
- Green Jiangsu Health Code
- Travel Code without any city where there are confirmed COVID-19 cases

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

HEALTH REPORT DELIVERY:

Please have your health report posted to the university address:

西交利物浦大学西浦国际办公室

XJTU Global 苏州工业园区仁爱路 111 号, 中心楼 108E 室

邮编: 215123

电话: 8188 9123

OTHER REQUIREMENTS:

- Do not eat any food before blood and ultra sound tests in the morning
- Do not drink anything except for water

In order to do a health check, you need to make an appointment with the Healthcare Centre on their WeChat APP in advance. Please contact X-Global on global@xjtu.edu.cn for instructions to make appointments.



PART 7: RESIDENCE PERMIT APPLICATION

International students who will stay on the Chinese mainland for more than 6 months have to apply for a Residence Permit within 30 days of their arrival on the Chinese mainland. However, due to the 28-day quarantine and self-isolation, students are eligible for an extra 15 days to apply for their Residence Permits. Days are counted from the entry date that is shown on the mainland Chinese entry stamp in their passports. XJTLU will help you apply for this Residence Permit.

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

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

Before actual application at the EEB need, you will need:

- Residence Permit Application Form

- XJTLU Residence Permit Statement Letter
- JW202 Form (provided by the Chinese Embassy or Consulate after the X1 visa application)
- Admission Letter (provided by the Chinese Embassy or Consulate after the X1 visa application)
- Copy of university license
- Passport, copies of information page, visa page and entry stamp page
- Accommodation Registration Form (received after police registration from the police station)
- Passport photo with bar code, which will be taken at the bureau
- Health report issued by the healthcare center after the health check or report verification
- Negative COVID-19 test result, no more than 24 hours old

Please note that it is illegal to use an expired visa to stay on the Chinese mainland. If you delay your Residence Permit application, you need to take full responsibility and accept all the possible consequences, such as paying a fine (500RMB per day to a maximum of 10,000RMB) and/or being deported.

PART 8: OPENING A MAINLAND CHINESE BANK ACCOUNT

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

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

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

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

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

PART 9: ONLINE REGISTRATION AND OPTIONAL MODULE SELECTION

All students have to use their XJTLU student accounts to register on the Annual Registration page on e-Bridge (<https://ebridge.xjtlu.edu.cn>). Our IT office will send an email to invite you to activate your student account and to set up your XJTLU email, so please check your personal email account.

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

Student information is used for many important purposes, such as registration in the Chinese Ministry of Education system for student status and degree recognition, emergency contact information, social and commercial insurance purchase and reimbursement, scholarship application and awards and visa application. Students must provide genuine and complete information when registering in the university system. All students, no matter their duration of stay, MUST register. If details, such as your mobile phone number, change during your time at XJTLU, you must UPDATE your e-Bridge page immediately.

NOTES FOR UG STUDENTS:

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

Please do not hesitate to email global@xjtlu.edu.cn should you have any problem using your account to log in to e-Bridge and / or the Learning Mall Online (LMO) system.



NOTES FOR EXCHANGE AND VISITING STUDENTS:

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

TRANSCRIPTS

Semester 1 provisional transcripts will be published on e-Bridge in March 2023. The original copy will be posted to the Study Abroad Office at the students' home university in late March 2023.

Semester 1 & 2 final marks will be published on e-Bridge in late July 2023. The original copy will be posted to the Study Abroad Office at the students' home university in late July.

EXAMS AND RE-SIT

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

The S1 & S2 re-sits will take place between 24th and 29th July 2023. Re-sit results will be published on e-Bridge in late August.



PART 10: PAYMENT OF TUITION FEES AND SERVICE CHARGES

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

The deadline for other students, namely undergraduate students, Master's students, and visiting students who are not from XJTU's partner universities, for paying their tuition fees and service charge is 16th September 2022.

The service charge covers text-book fees and printing fees, etc. The amount is 1,000RMB per semester, and if the actual cost of books and printer use is lower than the amount paid, students will be refunded the difference at the end of the academic year into their Chinese bank accounts. Students who are studying online don't need to pay this service charge; however, if they purchase something provided by the university, for example, asking the library to courier textbooks to them, they need to pay for this at the end of the academic year.

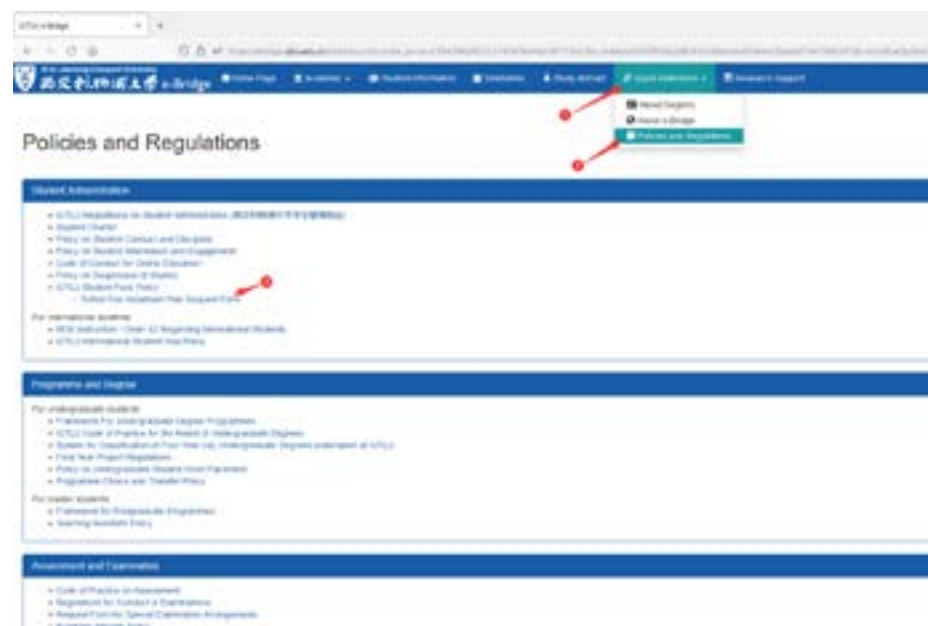
- The amount of outstanding fees is what remains after the deduction of the deposit which international students paid to secure their place at XJTU, and any scholarships which they might have been granted
- Please make sure to include your full name and application number as supplementary information when making the transaction
- As a swift code might be required when wire transferring the money from your own country to the Chinese mainland, we recommend you transfer the money to the university bank account instead of your personal Chinese bank account
- The bank may charge a service fee, which will be deducted from the amount of money you transfer. When payments are made in USD/GBP, your bank's exchange rate used to convert to RMB may be different from the rate the university follows. This may result in an outstanding fee balance for you to pay before you can complete registration. To avoid this, please make sure you cover all possible shortages when making the payment
- Once the transaction has been made, please send the proof of your payment to global@xjtu.edu.cn

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

XJTU Global can be approached for the following support:

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

If you have difficulties in paying your fees in full, you can consider filling out the Tuition Fee Instalment Plan Request Form to apply to pay your fees in two installments. Please use your student account to log in to e-Bridge to download the form and send it to global@xjtu.edu.cn for consideration.



BANK DETAILS

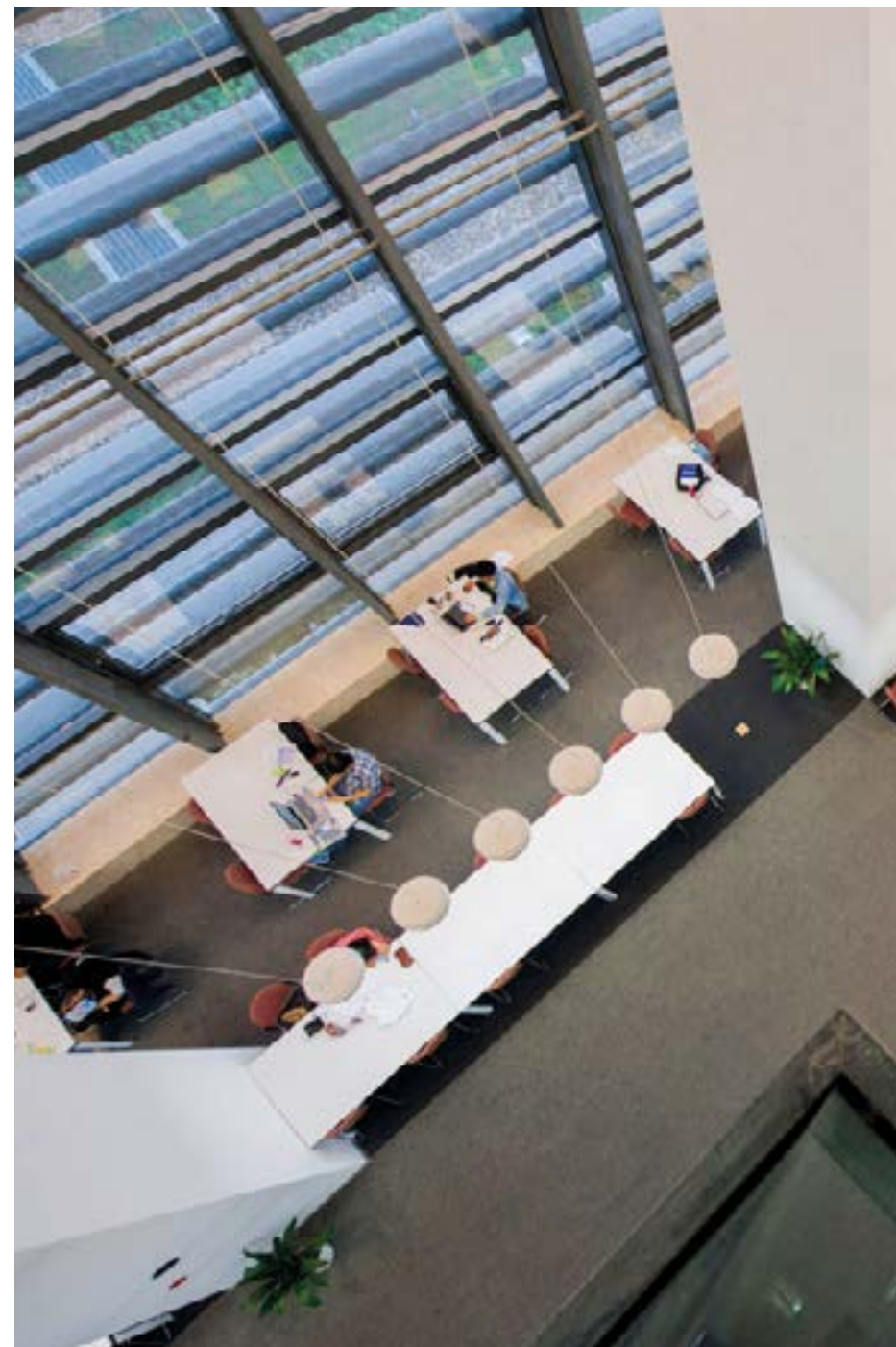
BENEFICIARY NAME	Xi'an Jiaotong-Liverpool University 西交利物浦大学
BENEFICIARY ADDRESS	111 Ren'ai Road, Dushu Lake Higher Education Town, Suzhou Industrial Park, Suzhou, Jiangsu, China 215123 江苏省苏州市中国新加坡工业园区，独墅湖科教创新区仁爱路111，邮编：215123

TO PAY IN USD OR GBP

ACCOUNT NUMBER	010-010320-055 (USD) 010-010320-056 (GBP)
SWIFT CODE	HSBCCNSHSUZ
BANK NAME	HSBC Bank (China) Company Limited, Suzhou Branch 汇丰银行苏州分行
BANK ADDRESS	Century Financial Tower, No.1 Suzhou Avenue West, Suzhou Industrial Park, Suzhou, Jiangsu Province, People's Republic of China 215021 江苏省苏州市中国新加坡工业园区，苏州大道西1号世纪金融大厦，邮编：215021

TO PAY IN CHINESE RMB (PAYMENT FROM MAINLAND THE CHINESE MAINLAND ONLY)

ACCOUNT NUMBE	10550701040006923
BANK NAME	Agricultural Bank Of China, SIP Xietang Sub-Branch 中国农业银行苏州工业园区斜塘支行
BANK ADDRESS	No. 2178 Area A, Lianfeng Plaza, SIP, Suzhou, People's Republic of China 215028 苏州工业园区娄封东区联丰广场A区2178号，邮编：215028



PART 11: INDUCTION PROGRAMME

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

The one-week induction programme from September 5th to 9th covers the following activities:

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

Students will receive a full induction programme plan when it is finalised in August 2022.



PART 12: ONLINE LEARNING

It is expected that many of you will start your time studying with XJTLU online because of pandemic travel restrictions. These restrictions are imposed upon us by the authorities here on the Chinese mainland. The university wants all of its students with us as soon as possible and will let everyone know the moment they can start planning to come to Suzhou.

It is extremely important to us that learning online is positive, productive and enjoyable. To this end, we have created an Online Learning Best Practice Guide to help both students and teachers get the best from the technology, the lessons, and the university community, and create a meaningful learning experience. We have dedicated online learning software run out of our Virtual learning Environment (VLE), which we call the Learning Mall Online (LMO). Our LMO is one of the most important learning tools for all of our students.

The Guide has many suggestions for teachers and students to improve online learning. Some examples of these include recording all learning activities such as lectures and seminars, but also making sure that there are more than just videos, and that online learners are engaged in all aspects of their learning, take part in class discussions and group work, and ask and answer questions in the same way as students in the classroom can. We have created a student helper role, and these helpers stay in the classroom and help online learners communicate with their teachers and classmates 'live' as the lesson is taking place. We are very proud to have discovered that since the pandemic, our online learners have achieved academically to the same and higher standards than students who have been on campus.

To study online successfully, you must prepare a quiet and organized study space, with good access to the internet and the right technology. You need a laptop or tablet that has a camera, microphone, keyboard and screen. When taking part in lessons, you are expected to have your camera switched on and your microphone ready for when you want to talk with the teacher and your classmates. You can also type comments and questions into the live textbox.

PART 13: ACADEMIC CALENDER

The Academic Calendar can be found here on the home page of e-Bridge (e-Bridge – Home Page – Academic Calendar).

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







SURVIVAL CHINESE PHRASES

DAILY CONVERSATION

Hello - nǐ hǎo 你好

How are you? - nǐ hǎo ma? 你好吗?

Bye - zài jiàn 再见

Thank you - xiè xie 谢谢

Excuse me (sorry) - duì bù qǐ 对不起

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

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

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

This - zhè ge 这个

That - nà ge 那个

Shall we go? Let's go - zǒu ba? 走吧?

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

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

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

DIRECTIONS

Front - qián 前 Back - hòu 后 Left - zuǒ 左 Right - yòu 右

USING A TAXI

I can tell you the way - Wǒ kě yǐ gào sù nǐ zěn me zǒu 我可以告诉你怎么走

Keep going straight - yì zhí zǒu 一直走

Turn right - yòu guāi 右拐 Turn left - zuǒ guāi 左拐 Slow down - màn diǎn 慢点

BUDGETTING

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

ITEMS	Student A - Resides in international halls and lives cheaply, i.e., only eating Chinese food from the university canteen, avoiding clubbing or drinking, and occasionally taking the bus or metro into the old town.	Student B – Resides in international halls and lives cheaply during the week, but occasionally treats himself to food from a nicer restaurant. Goes drinking once a month. Normally takes the bus, but will take three or four taxis a month.	Student C - Lives the expat lifestyle, normally eating in western restaurants and going to bars. He owns a bicycle and takes taxis regularly
RENT	2,100 (Parfait Hotel and Apartment, for a contract over 91 days)	2,550 (Scholars' Apartment, for a contract over 91 days)	3000
UTILITIES	200	300	500
FOOD	800	2000	3000
TRANSPORT	50	200	300
LUXURIES	0	1,000	2000
MONTHLY TOTAL	3,150	6,050	8800

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

In addition to these monthly costs, you should also allocate funds for the following annual costs:

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

LAWS AND POLICIES

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

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

For further reading on the law, see these translations:

Higher Education Law:

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

Criminal Law:

<https://www.docin.com/p-2337241045.html>.

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

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

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

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

All of these policies and more are available on X-Global's Learning Mall Online (LMO) page. You will be automatically enrolled onto our page at the start of your studies. If you do not see X-Global's page on your dashboard, then email:

global@xjtlu.edu.cn and we will add you.

HEALTH & SAFETY

Insurance - the university provides its international students with free social and commercial insurance; however, the prerequisite is that students have to complete the registration on E-Bridge. After arriving on the Chinese mainland, regardless of the city, you must write to global@xjtlu.edu.cn and provide us with your passport/travel document number, full name, student ID number, and programme to buy your insurance.

The insurance works in the following way:

INSURANCE	ADVANTAGES	DISADVANTAGES
Social insurance	<ul style="list-style-type: none"> • Half of the medical bills will be automatically paid by the SIP Social Security and Provident Fund Management Centre to the hospital when a social insurance card is used by students at the hospital 	<ul style="list-style-type: none"> • Students can only use the social insurance card in the hospital • The cap for outpatient treatment is only 600RMB/year • New students have to go to the designated banks to open a social insurance account after January 2023. Before they can get a social insurance card, students are expected to spend their own money in the hospital first and later reimburse the medical costs with the insurance company, with the assistance of the university.
Commercial Insurance	<ul style="list-style-type: none"> • Can compensate for the rest of the medical bills which aren't covered by the social insurance. 	<ul style="list-style-type: none"> • Indirect billing so students have to pay first at the hospital and later apply for reimbursement from the commercial insurance company • Only medical expenses incurred in hospitals can be reimbursed from the commercial insurance company

- More details of the university insurance policies will be given to new international students in the insurance information sessions run by the XJTLU Global Engagement Team after the semester starts
- Neither the social nor commercial insurance covers medicine or equipment which is not listed in the catalogue produced by the Suzhou Social Security and Provident Fund Management Centre
- The designated banks are 苏州银行Bank of Suzhou, 中国农业银行Agricultural Bank of China, 中国工商银行Industrial and Commercial Bank of China, 建设银行China Construction Bank, and 中国银行Bank of China

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

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



HOSPITALS

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

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

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

Due to the language barrier and the different registration procedures in hospitals, we advise you be accompanied by a Chinese speaker. If required, the XJTU Global Engagement Team can arrange a member of staff or a student volunteer to assist you.

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

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





PRIVATE CLINICS

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

If your own insurance covers private clinics or you expect better service, Sing Health (Suzhou and Shanghai) could be the best options. Their information can be found on their websites: <http://www.singhealth.asia>.

STUDENT COUNSELLING

A message from our International Student Counsellor:

Working in conjunction with the Mental Health and Development Centre (MHDC) at XJTLU alongside external health care facilities, we aim to support and respond to students' emotional needs and general wellbeing. Living in a different country can be exciting and yet stressful from time to time. Factors such as the language barrier, cultural differences, and food and climate can affect you emotionally. Although we know that many students will have minimal problems adapting to the new environment, we are here to support you should you be finding it difficult, so that you can get the most from your time at university. If you wish to talk to someone about any concerns you might have, don't hesitate to contact us. All enquiries of this nature will be kept confidential.

SAFETY TIPS:

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

SHOPPING AND EATING

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

SUZHOU CENTRE (苏州中心)

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

TIMES SQUARE (时代广场)

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

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

XINDU PLAZA (馨都广场)

Western restaurants include the Butcher’s Hook. Other popular restaurants such as Casa Zoe and Blue Marlin are located a short walk away. Bus route 146, 178 to ‘馨都广场’ stop.

LI GONG DI (李公堤)

Li Gong Di is located along the southeast bank of Jinji Lake (金鸡湖). It provides a wide variety of bars and restaurants. It becomes especially lively during the weekends. For those who prefer a more sedate environment, there are restaurants such as the all you can eat and drink Japanese restaurant Zhao Ri Wu (朝日屋). Li Gong Di also plays host to several popular bars such as Jenny’s and Pulp Fiction. Bus route 142 to ‘李公堤南’ stop

MOON HARBOR (月光码头)

Western food and bars. Popular restaurants include Ganesh (Indian food) and Pistachio (Turkish food).

Bus route 812, 快线2号 to ‘国际博览中心’ stop and 10 minutes’ walk

VALUE RETAIL SUZHOU VILLAGE (苏州奕欧来)



Shopping area for discounted luxury brands.

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

RT-Mart (大润发)

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

Opens from 8am - 10pm

RT-Mart on East of SIP: Bus route 110, 208 to Duhun East Road (敦煌路东站)

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

ON-CAMPUS FACILITIES

CHEAP ¥ AVERAGE OR ABOVE ¥¥

CAFE MERSEY ¥¥

LOCATED ON THE SECOND FLOOR OF THE CENTRAL BUILDING AND THE GROUND FLOOR OF THE BUSINESS SCHOOL. OPEN EVERY DAY FROM 8AM - 10PM. SERVES WESTERN FOOD AND COFFEE.

GREEN BAZAR ¥¥

LOCATED IN THE INTERNATIONAL ACADEMIC EXCHANGE AND COLLABORATION BUILDING ON SOUTH CAMPUS, THIS RESTAURANT SERVES WESTERN AND SOUTH ASIAN FOOD. OPEN EVERY DAY FROM 11AM - 10PM.

SUBWAY (赛百味) ¥¥

LOCATED ON THE GROUND FLOOR OF THE FOUNDATION BUILDING. OPEN EVERY DAY FROM 8AM - 10PM. SELLS SANDWICHES, COOKIES, AND HOT AND COLD DRINKS.

KEDI CONVENIENCE STORE (可的) ¥

LOCATED ON THE GROUND FLOOR OF THE FOUNDATION BUILDING. OPEN EVERY DAY FROM 8AM - 9PM. SELLS SNACKS, DRINKS, DAILY NECESSITIES.

PARFAIT (芭菲) ¥¥

LOCATED ON THE BASEMENT FLOOR IN THE SCIENCE BUILDING (BLOCK SA). OPEN EVERY DAY FROM 10AM - 6:30PM. SERVES BOTH CHINESE AND WESTERN-STYLE FOOD.

YUSHANFANG (御膳房) ¥

LOCATED ON THE GROUND FLOOR IN BUILDING P122. OPEN EVERY DAY 7AM - 9AM (BREAKFAST), 10:45 - 13:30 (LUNCH), 4:30PM - 7PM (DINNER). SERVES CHINESE-STYLE FOOD.

NOTE: OPENING HOURS MAY SOMETIMES CHANGE DURING NATIONAL HOLIDAYS OR UNIVERSITY CLOSED DAYS, PLEASE LOOK OUT FOR NOTICES OR CHECK WITH THEM DIRECTLY.

OFF-CAMPUS FACILITIES

There are also lots of other restaurants (Chinese and international), convenience stores, and supermarkets in the Dushu Lake Science and Education Innovation District, which are also close to the campus.

ZEMO CAFÉ (这美咖啡) ¥ ¥

5 minutes' walk from the University Foundation Building, next to the ICBC Bank.

HANLIN NEIGHBORHOOD CENTRE (翰林邻里中心)

Fresh 'wet' market, dry cleaners, McDonald's, Fresh Supermarket, bakery, yoga studio, photographers, and Victor's imported goods. The neighbourhood centre has a variety of Chinese, Korean and Japanese restaurants. Basil's Café which sells pasta dishes, rice dishes, sandwiches, pizza and western bakery goods is inside Victors. Wava Pizza sells probably the best pizza in SIP.

Location: at the end of Ren'ai Road.

WENCUI PLAZA (文萃广场)

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

WEN XING PLAZA (文星广场)

The complex has KFC and Subway. There are also a number of Chinese restaurants around the area, a bakery (85°C), fruit shops and a pharmacy. The MBA Hotel Apartment is also close to the plaza.

Location: Opposite the university



EATING CULTURE

Food lies at the heart of Chinese culture. So much so that one of the most common greetings is “吃饭了吗 (Chi fan le ma)” which means, “have you eaten” and roughly equates to “how are you”. It shouldn’t be taken as an invitation to eat.

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

Recommended simple meal for two people: peanuts花生米, egg and tomato番茄炒蛋, fish flavoured meat鱼香肉丝, and stir-fried greens青菜. This may cost 35-60 RMB each.

LOCAL CUISINE

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

What to put in the pot?

Meat - lamb羊肉, beef牛肉, pork五花肉

Vegetables - potatoes土豆, sweet potatoes红薯, carrots胡萝卜, spinach菠菜, mushrooms蘑菇 (香菇, 平菇, 金针菇)

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

SPECIALIZED DIETS

HALAL

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

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

Typical dishes sold in Halal eateries are:

Lanzhou beef noodles 兰州拉面

Xinjiang roast lamb 新疆烤羊肉串儿

Xinjiang saute spicy chicken 新疆大盘鸡



VEGETARIAN / FOOD ALLERGIES/ GLUTEN FREE

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

When going out to eat, you need to be vigilant and make sure that the food you have ordered is ok for you. Many restaurants have picture menus to show you exactly what is in the dish you are ordering. Be aware that shellfish and peanuts are used as flavouring in various dishes and that the server may not even realise their presence. Those with severe peanut allergies need to be really careful as a popular cooking oil is made from peanuts.

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

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

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

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

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

Watch out for very tiny prawns (虾米, Xia Mi) that are often used for flavouring.

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



COMMUNICATIONS

SIM CARD FOR TELECOMMUNICATIONS

China Mobile, China Telecom and China Unicom are the three major telecommunication providers. Their stores in Dushu Lake Science and Education Innovation District provide student packages which are normally cheap. If you want to purchase a SIM card or get connected to the internet in your accommodation, please visit their stores in the place nearest where you will be living. For example, Wenxing Plaza and Wencui Plaza.

You will benefit from using a smart phone not just because of the 4G and 5G data provided by the three telecommunication providers but also the widely accessible WIFI in many places including the whole XJTLU campus. They are also necessary to show the health codes that are needed to travel around the city and gain entry to most places.

Please be aware that some phone companies lock your handset to their service, in order to use your phone abroad you will need to get them to unlock it; and some overseas-made phones don't support 4G/5G functions on the Chinese mainland, so you might need to buy a new handset after you arrive.

SOCIAL MEDIA

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

PLECO

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



WECHAT (微信)

is the most commonly used social media app on the Chinese mainland. This app allows users to make video and voice calls, send individual and group messages, make online payments, pay for goods and services in shops, top up phones, call for taxis and so on.

XJTLU GLOBAL WECHAT QR CODE



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

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

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

DIDI CHUXING

is a mainland Chinese version of Uber. Users can use this app or its WeChat page in English to get a taxi or a private car registered with the company. As to payment, this APP allows users to pay through WeChat Wallet or Alipay.

AIR MATTERS

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

BON APP

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

OTHER USEFUL LINKS:

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

<https://www.facebook.com/ShanghaiExpat/>

www.smartshanghai.com/

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

TRANSPORT

Suzhou has a very well developed public transport system with buses, metro and taxis available throughout the city. This system enables people to get around the city easily. You must wear face masks on all forms of public transport.

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

METRO: Is one of the most popular transport options in Suzhou, currently lines one, two, three and four are operating. Please read appendices for details.

TAXI

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

There are two types of legal taxi.

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



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

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

BICYCLE

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



E-BIKES

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



NOTES:

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

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

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

TRAVELLING AROUND THE CHINESE MAINLAND

The Chinese mainland has an exceptionally well developed transport network, meaning that should you wish to you can travel throughout the enormous Chinese mainland, both in terms of its land and population, with relative ease. However, before embarking upon any journeys, first check whether any pandemic-related travel restrictions are in place.

PLANE

We recommend you use the following websites to book your air tickets to get around the mainland: Ctrip.com - has an English language version, but at the time of writing the website was only accepting Chinese credit cards or WeChat pay.

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

TRAIN

The Chinese mainland has an extensive network of trains with high speed rail links running throughout the east coast with continual development into western regions. High speed rail trains: the train number starts with either G or D offering two classes of seating, first and second.

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

It's a good idea to buy your tickets as early as possible as tickets are often sold out. Tickets can be bought on www.trip.com and only electronic tickets are issued. Your passport is recognized at the station, and you scan it in at the gate to gain access to the platform.

COACH

Coaches are a little more expensive than trains, but are useful for getting to smaller cities or out of city tourist locations. As coach tickets only go on sale approximately 18 hours before departure, they can also be used as emergency transport when trains are fully booked. There is no easy way to book tickets online and finding a timetable is similarly tricky. Your best bet is to go to the coach station 汽车站/客运站 and ask at the ticket office there.



RELIGION 宗教

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

TAIPINGFANG MOSQUE (太平坊清真寺)

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

DUSHU LAKE CHRISTIAN CHURCH (独墅湖基督教堂)

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

Bus route 156, 166, 176, 218

Website: <https://www.thesif.org/>

OUR LADY OF THE SEVEN SORROWS (CATHOLIC CATHEDRAL) 圣母七苦主教座堂

Add: No.90 Sanxiang Road, Suzhou (苏州市三香路90号)

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

HANSHAN TEMPLE 寒山寺

Website: <http://html.hanshansi.org/> (in Chinese)

Add: No.24 Hanshan Temple Lane, Jinchang District, Suzhou 苏州市金阊区寒山寺弄24号
Bus route 游3, 313, 6, 9, 17, 21, 31, 301 to '何山大桥' stop

HOLIDAYS

MID-AUTUMN FESTIVAL

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

NATIONAL DAY

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

CHRISTMAS

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

SPRING FESTIVAL

Is the grandest and most important festival for Chinese people. It is also the time for families to get together to eat, drink and be merry, similar to Christmas Day in western culture.

QINGMING FESTIVAL

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

DRAGON BOAT FESTIVAL

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

For more information about the national holidays and leave periods, please refer to the university calendar on e-Bridge.



LOCATION OF OFFICES

XJTLU Global: CB-108E

Student One-Stop Office: CB-115E

Student Activity Office: CB-256

Registry (Academic Affairs): CB 8F

IT Service Desk: CB 9F

Finance Office: CB 10F

Graduate Student Office: CB-858

Library: Level 1-8, Central Building Career Office: CB-102E

Student Counselling Office: CB-285

Gym in XJTLU's new sports facility on south campus





Xi'an Jiaotong-Liverpool University

西交利物浦大学

XJTLU GLOBAL

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

111 Ren'ai Road, Suzhou Dushu Lake Science and Education Innovation District, Suzhou Industrial Park, Jiangsu Province,

People's Republic of China, 215123

西交利物浦大学

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