

**INTERNATIONAL
STUDENT
WELCOME GUIDE | 2023-24**

XJTLU



Xi'an Jiaotong-Liverpool University

西交利物浦大学



Thank you for choosing Xi'an Jiaotong-Liverpool University for a unique and rewarding learning experience. We have now emerged from the recent experience of the Covid-19 global pandemic, and life has returned to normal on campus. However, the lessons we have learned will stay with us, both in terms of ensuring your safety as well as the application of new techniques and technologies to your studies with us. We all wish you every success as you embark on this new educational journey.

This booklet is designed to make your transition to XJTLU and the Chinese mainland as smooth as possible. The guide is arranged in order of 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>

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

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

In order to come to the Chinese mainland and study at XJTJU, 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. Within 30 days of arriving on the Chinese mainland. A Residence Permit is a multiple entry visa	<ul style="list-style-type: none"> •Application fee (depends on country). •Health check package after arrival (509RMB) •Residence Permit 800RMB to cover a stay of up to two years •Postage to have your passport sent to the university (25RMB) •Postage to have your Health Report sent to the university (25RMB)
X2	Fewer than 180 days	Single	No	•Only the application fee in your home country

You need the following documents for an X visa application:

- Original Admission Notice (Sent to you by XJTJU)
- Your white JW202 Form, which is sent to you by X-Global
- 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 30th June 2023 deadline should pay their deposit ASAP if they wish to accept their XJTJU 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. Although this is currently not the case, being fully vaccinated against COVID-19 may have become 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). We suggest that you prepare this money before leaving your home country and bring

it with you

- Prepare enough mainland Chinese currency in cash for yourself to buy food or pay for transport during the first few weeks of your time in Suzhou

PACKING

Apart from towels, linen, bedding, crockery, cutlery, and cooking utensils, which will be provided by the accommodation provider (if you are going to live in accommodation organized by the university and if there are kitchens in the apartments) 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 temperatures average 34°C (93°F) in July / August, the hottest months, and drop to as low as -4.0 °C (24°F) 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. There are a number of large electrical shops in Suzhou and also a variety of online electronics stores that will quickly deliver your items to you.

TRANSPORT AFTER ARRIVAL

If you need a pick-up service after your arrival at Pudong or Hongxiao Shanghai airports, or to any of Suzhou's railway stations, the university will send a taxi to pick you up for free. In order to provide us with your travel details, you will receive a link or QR code to join a WeChat group where you can enter your travel information on an online form. We also need these details to arrange your Suzhou health insurance.



PART 3: ACCOMMODATION BOOKING AND CHECK-IN

ACCOMMODATION IN SUZHOU

There are 3 main types of accommodation usually available in Suzhou. For all of the options you must pay for utilities separately, namely electricity, water and gas. You also need to arrange for an internet connection with your own contract, but this is easily and quickly done at one of any number of local suppliers.

The accommodation providers are a separate company and are not the university. We can help you book accommodation, but we do not manage it. They offer two types of contract. The first is for fewer than 90 days' stay and is slightly more expensive. The cheaper option is to commit to a contract of more than 90 days, and up to a year, but you can decide its length and renew at any time if rooms are available. The minimum length of deposit is 30 days. If you leave the accommodation before the contract ends, you may lose all or a part of your deposit.

You can also arrange to rent a private apartment near the university, either alone or with friends. The easiest way to do this is to employ a local accommodation agent, and there are many of these. The standard agent fee for finding you an apartment is 2 weeks' rent per year, but this usually includes managing your rental agreement, help with paying bills and setting up services such as television and internet, and helping with any problems that might arise.

In any accommodation, you can set up an international television service with video on demand (both films and television), playback channels and live television from around the world. Prices vary, but this generally costs 1,000 to 1,200RMB for a year's contract and requires a good internet connection.

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



TYPE 1: SHARED APARTMENT

PARFAIT INTERNATIONAL APARTMENTS AT WENCUI 巴菲国际公寓

Location: No. 8 Xuetang Street, Dushu Lake higher education town, SIP Suzhou.

Telephone: +86 (0)512 65930558 / +86 18020285607

This is the cheapest option. Students have a single bedroom in a shared apartment. Their bedroom contains a private bathroom with toilet, shower and sink. The bed incorporates a wardrobe and study table and has a short ladder up to the mattress. Each bedroom also has a small, enclosed balcony. The shared area of the apartment includes a fully working kitchen, a fridge and a television area with sofas and armchairs. Each apartment building has laundry facilities. The apartments have gas central heating for the winter and air conditioning for the summer.

The Wencui Parfait International Apartments are located next to Wencui Plaza, which is a local shopping area with supermarkets, restaurants, coffee shops, mobile phone outlets and so on. The apartments are a 5 to 10 minute walk from both the south and north campuses of the university.

Prices

30 to 90 day contract: 66RMB per day

91 to 1 year contract: 55RMB per day



TYPE 2: HOTEL STYLE ROOM**PARFAIT HOTEL APARTMENTS AT WENCUI 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 62867288

In the Wencui Parfait International Hotel you have a completely separate room and do not share with any other students (although students with partners are allowed to share these rooms). It is essentially a hotel room with double bed, fridge, microwave, study desk, television, wardrobe, bathroom and balcony. You are not allowed to cook in these rooms for safety reasons. The rooms have gas central heating and air conditioning and the hotel has laundry facilities for students to use. There are two types of room available. One is a smaller and cheaper south-facing room and the other a larger north-facing room.

The Parfait International hotel is situated in Wencui Plaza (see above) and are also a 5 to 10 minute walk to both South and North campuses.

Prices

Smaller room

30 to 90 day contract: 88RMB per day

91 to 1 year contract: 70RMB per day

Larger room

30 to 90 day contract: 102RMB per day

91 to 1 year contract: 87RMB per day

**MBA ROOMS 酒店公寓**

Location: No. 621 Linquan Street, Wenxing Plaza, Dushu Lake higher education town, SIP SuZhou. 江苏省苏州市苏州工业园区工业园区独墅湖高等教育区林泉街621号(文星广场)

Telephone: +86 (0)512 62656588

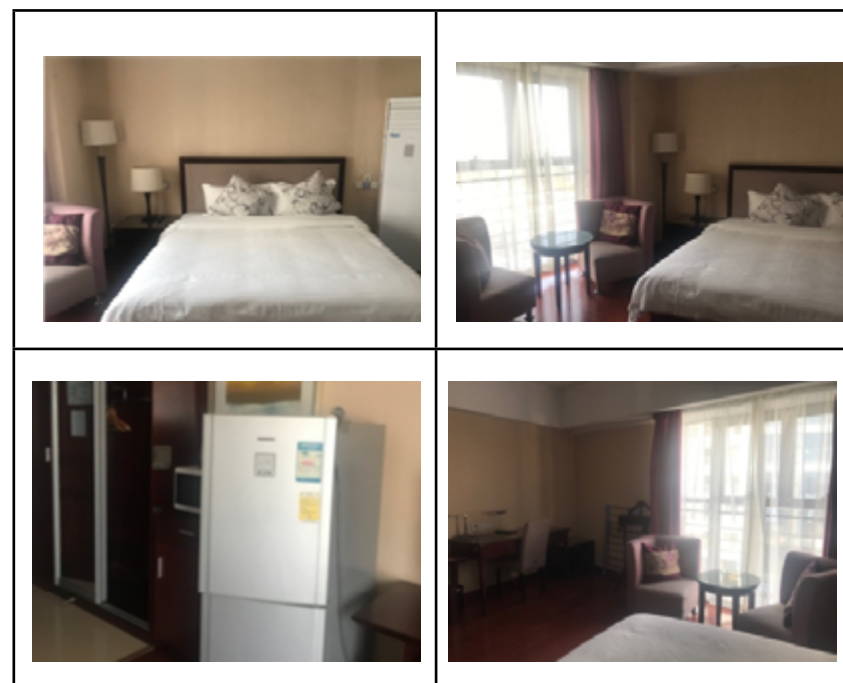
Rooms in the MBA are single, hotel-style rooms with double-beds, air conditioning for heat and cooling, bathrooms, armchairs, study desk, fridge and microwave oven. MBA has laundry facilities for students to use.

The MBA Apartments are located next to Wenzheng Plaza, a local shopping area with supermarkets, restaurants, coffee shops, mobile phone outlets, KFC, a bakery and so on. The apartments are a 5 minute walk from north campus and a 10 to 15 minute walk from South campus.

Prices

30 to 90 day contract: 100RMB per day

91 to 1 year contract: 80RMB per day



TYPE 3: STUDIO APARTMENT**SCHOLAR'S GARDEN 翰林缘公寓**

Location: No.608 Linquan Street, Dushulake higher education town, SIP SuZhou.

Telephone: +86 (0)512 69562866

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

These are self-contained studio apartments and are not shared with other students (although students with partners are able to share these apartments.) These are the most expensive option. Each apartment has a double bed, fully working kitchen, bathroom, wardrobe, television and study desk. These rooms do not have balconies. They have air conditioning for both heating and cooling. South-facing rooms are a little warmer and so cost a little more.

Scholar's Garden is located near Hanlin Plaza, which is a shopping area with supermarkets, a small international goods store, several local restaurants, a pizza restaurant, a McDonald's, mobile phone outlets, coffee shops, a branch of the Bank of Communications, and so on. The apartments are a 5 to 10 minute walk from both the south and north campuses of the university.

Prices**North-facing room**

30 to 90 day contract: 102RMB per day

91 to 1 year contract: 85RMB per day

South-facing room

30 to 90 day contract: 105RMB per day

91 to 1 year contract: 90RMB per day



ACCOMMODATION IN XJTLU ENTREPRENEUR COLLEGE (TAICANG) 太仓学生公寓

Location: No.111 Qingcao Xiang, Taicang Dadao, Taicang Suzhou, Jiangsu

Telephone: +86 (0)512 53995190

Accommodation at XJTLU Entrepreneur College (Taicang) is offered in one area next to the campus and is a 5 to 10 minute walk from the classrooms. There is only one type of room available, but you can choose to share it or rent it alone. The latter option costs double. The rooms have single beds, wardrobes, a bathroom, small balcony and a study desk.

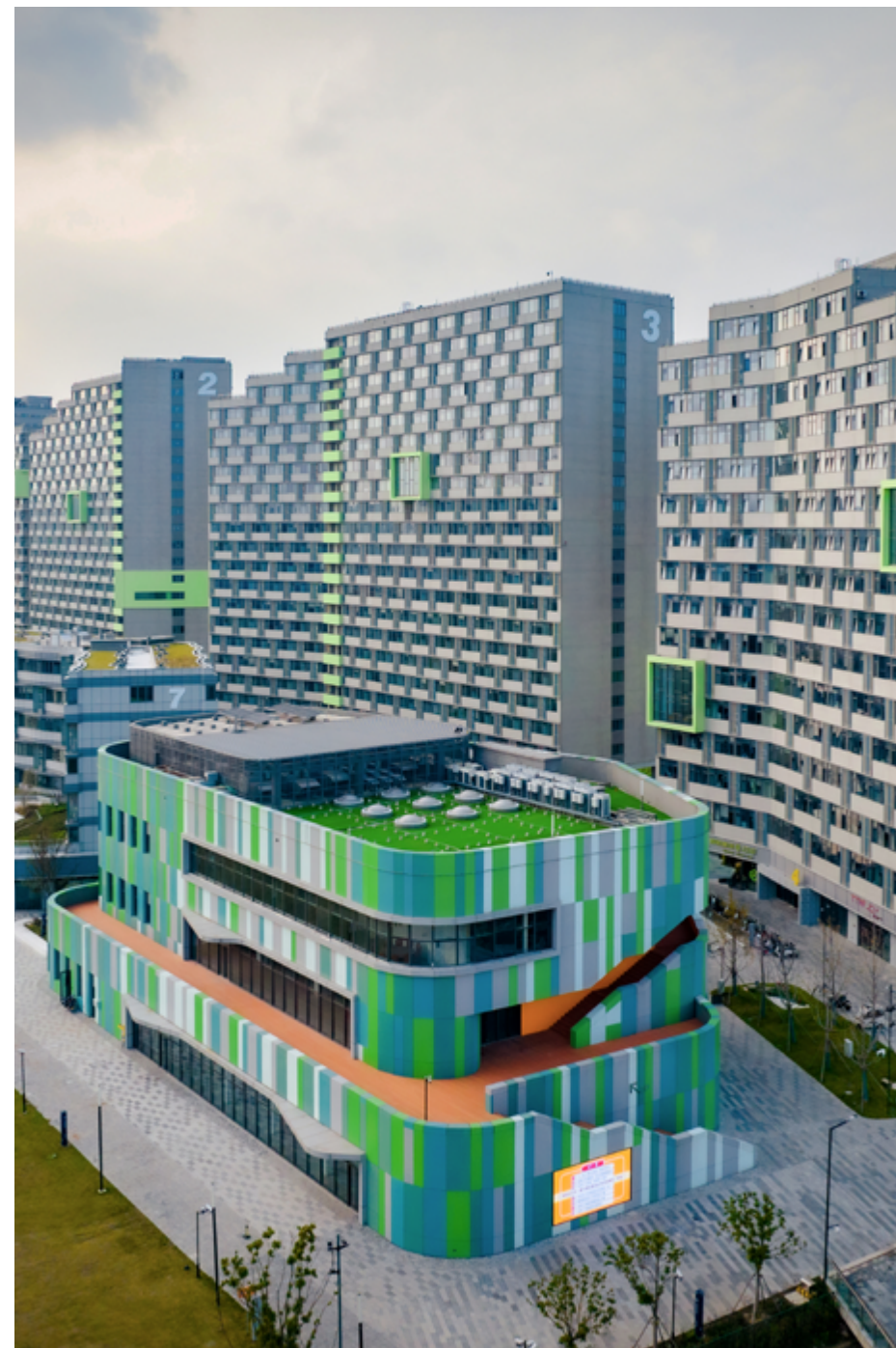
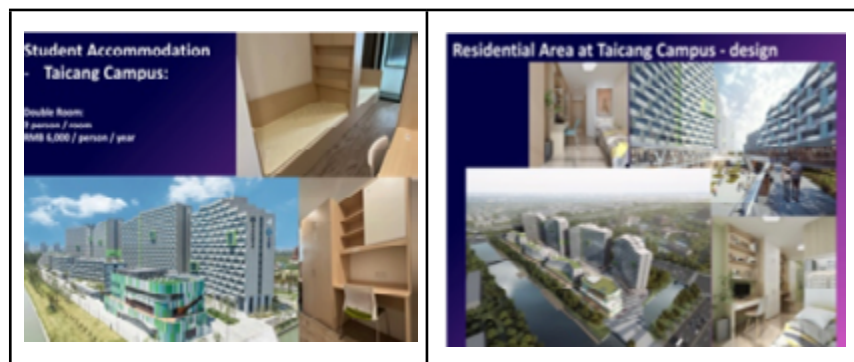
Accommodation contracts in Taicang are currently for the whole year and you pay in one payment for the year in advance, though the university is hoping to change this to shorter options very soon.

The accommodation in Taicang is in a small square with a basement mall of several shops, including mobile phone outlets, coffee shops, supermarkets, a McDonald's and restaurants. It is a few minutes by taxi from the metro into central Shanghai and there is a free shuttle bus service between Taicang and Suzhou SIP campuses, several times per day.

Prices

Shared room: 6,000RMB per year

Single room: 12,000RMB per year



ACCOMMODATION BOOKING

Student accommodation is provided by a state owned company administered by the Dushu Lake Science and Education Innovation District. 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 accommodation options, you should indicate it on the online form which you will find after you join the WeChat group for arriving student.

When you are traveling to Suzhou, we automatically book you a place in the Parfait International Apartments. But when you arrive in Suzhou, you can check whether there are vacancies in any of the other options and you can reserve one if these instead if you prefer.

All accommodation booking depends upon availability.

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 may not be refunded to you if you terminate the tenancy contract early. Please refer to the contract for details when you sign at the reception. This is why it is very important to decided on a contract length that is right for you.

Before signing any contract, students are strongly recommended to:

- Read the contract carefully
- Check whether all items listed on the contract inventory have been provided in the accommodation
- Check the condition of the provided items and compare to their description in the inventory
- Request the property management officer make a note on the inventory if

something in the accommodation is missing, broken or not as described

Please note that:

- Residents are required to pay rent 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 for it to be refunded
- Utility fee receipts should be kept as you need them 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 accommodation-related support to students living in private accommodation.



PART 4: POLICE REGISTRATION WITHIN 24 HOURS OF ARRIVING IN SUZHOU

Foreign nationals moving to the Chinese mainland are required to register their residential address with a nearby police station. This should be done within 24 hours of arriving in Suzhou. Students who live in MBA Apartments, Parfait International Apartments, Parfait Hotel & Apartments, and Scholars' Apartments need to register at Yong'an Qiao Police Station. Students who are living in the accommodations on Taicang Campus need to register at Ludu Service Centre.

The addresses of the police station is:

Yong'an Qiao Police Station/永安桥派出所

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

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

The address of Lumu Civil Service Centre is:

Ludu Service Centre/陆渡街道为民服务中心

Address in English: 69 Zhongshi West Road, Ludu Community, Taicang City

Address in Chinese: 太仓市陆渡街道中市西路69号

Take your passport and your accommodation rental contract. 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, must register within 24 hours of checking into their new accommodation.

ENTRY & EXIT BUREAU ONE-STOP SERVICE CENTRE

苏州工业园区国际融合服务中心

Suzhou now has a dedicated help service for international residents, called the Entry & Exit Bureau One-Stop Service Centre.

They provide many services for international residents including police registration. They have staff who are able to speak excellent English and are

extremely helpful.

They also have a support group on WeChat called, LearnWill Cultural Center. If you follow this group, you can access many videos with advice and guidance on living in and getting things done in Suzhou.

Address: 1st Floor, Block B, Huihu Building, Dushu Lake science and Education Innovation District.

Public Transport: Metro Line 2, Exit 4 or 7, Yueliangwan Station. Bus Line 166 or 176.

Telephone: 0512 66601600

Office Hours: Monday to Friday, 9am to 12pm, 1.30pm to 5pm.

Email: sipfao@sipac.gov.cn



International students are also required to register with the police station again after they receive their residence permit. Please follow the step by step guide below to register online. If there is a QR code on your apartment door, you can just scan the QR code to input your home address.

Step 1: search for 苏州微警务 in your WeChat and tap the second circle to go to the official WeChat account.



Step 2: Follow the account on WeChat



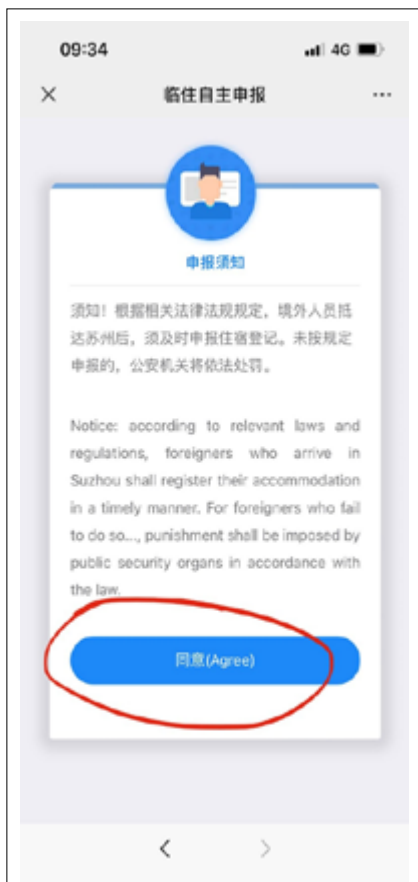
Step 3: Tap 出入境业务 (Exit and Entry Affairs) in the circle to continue.



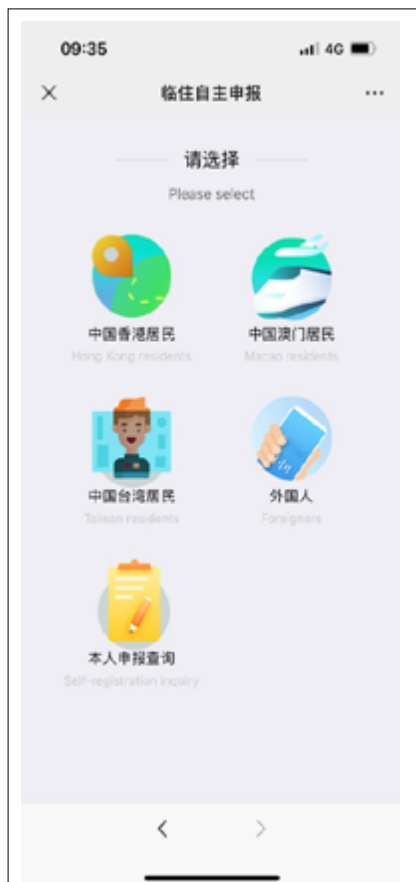
Step 4: Tap 境外人员临时住宿登记 in the circle to start your registration.



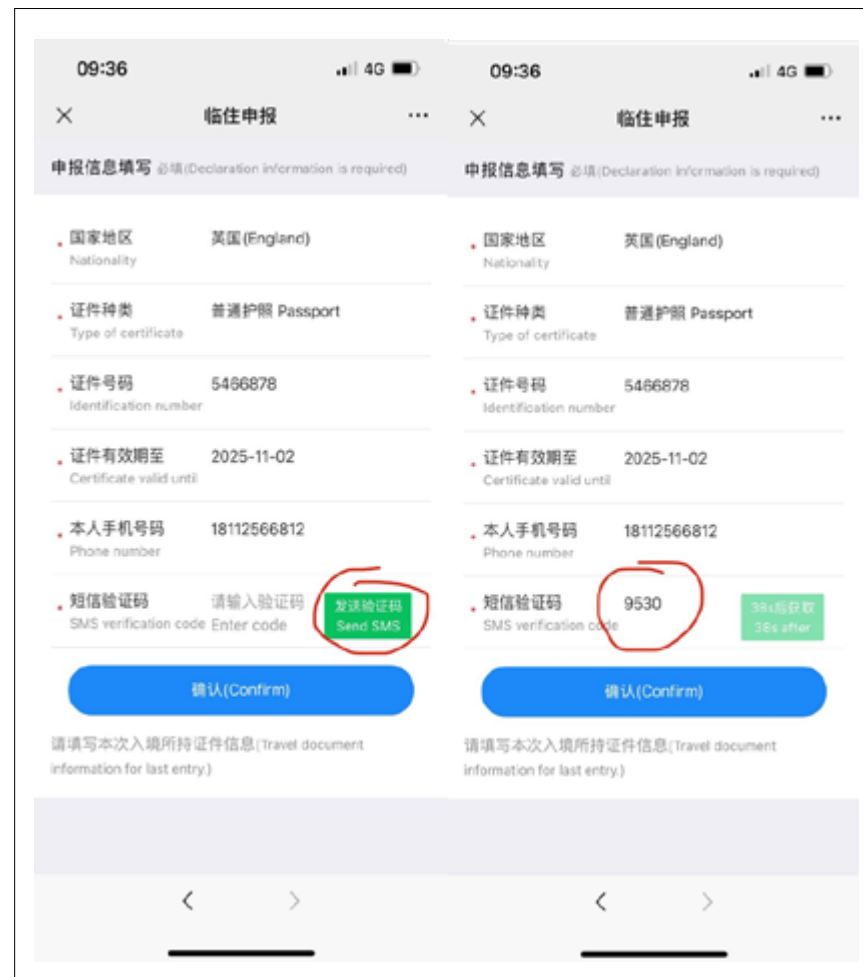
Step 5: Tap 同意 (Agree) to continue.



Step 6: Select your identity.



Step 7: Enter your information and click "Send SMS" to obtain the verification code to verify.



Step 8: Choose the visa type. Below are X1 and Residence Permit respectively.

Step 9: Select the purpose of your stay on Chinese Mainland. Below is “Study”.

Step 10: Scan the QR code to register the university's address first.

If there is a QR on your door, please just scan your own QR code and skip Step 11.

Step 11: Enter your residential address in “Affiliated address”, and upload/take a photo of yourself, passport information, visa page, and tenancy contract.

Step 12: Check the registration and print it out when it is ready. This document needs to be submitted to the Exit and Entry Bureau for Residence Permit Application.

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 5: 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)

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@xjtlu.edu.cn for instructions to make appointments.



PART 6: 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. Days are counted from the entry date that is shown on the mainland Chinese entry stamp in your passport. 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 (print this document from X-Global's area on the Learning Mall Online)
- XJTLU Residence Permit Statement Letter (you also need to print this out from the Learning Mall)



- Your yellow JW202 Form, which you collect from Room 116E, Central Building
- Admission Letter (returned by the Chinese Embassy or Consulate after the Xi 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

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 7: 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
- Residence Permit
- Student ID Card or Admission Notice
- Mainland Chinese SIM card number
- Tax payer code
- Minimum deposit of around 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 8: ONLINE REGISTRATION AND OPTIONAL MODULE SELECTION

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

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 2024. The original copy will be posted to the Study Abroad Office at the students' home university in late March 2024.

Semester 1 & 2 final marks will be published on e-Bridge in late July 2024. The original copy will be posted to the Study Abroad Office at the students' home university in late July.

EXAMS AND RE-SITS

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

The S1 & S2 re-sits will take place between 29th July and 3rd August 2024. Re-sit results will be published on e-Bridge in late August.



PART 9: 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 15th September 2023.

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

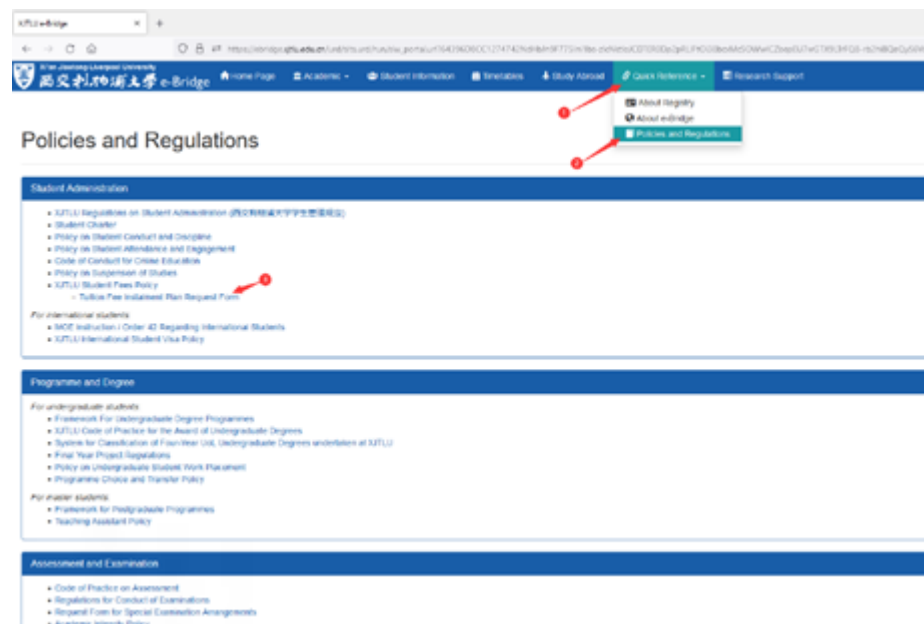
- Once the transaction has been made, please send the proof of your payment to global@xjtu.edu.cn

- 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 10: 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 4th to 8th 2023 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 placements tests

Students will receive a full induction programme plan when it is finalised in August 2023.



PART 11: ACADEMIC CALENDAR

Academic Calendars can be found on the home page of e-bridge (<https://ebridge.xjtlu.edu.cn>). Academic Calendars for 2022/23, 2023/24 and 2024/25 can be found on the e-bridge home page.

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.







PART 12: USEFUL INFORMATION FOR LIVING IN SUZHOU, LANGUAGE AND CULTURES

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 guǎi 右拐 Turn left - zuǒ guǎi 左拐 Slow down - màn diǎn 慢点

BUDGETING YOUR TIME IN SUZHOU SUGGESTION

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

ITEMS	Student A - Resides in international halls and lives cheaply, i.e., only eating Chinese food from the university canteen, avoiding clubbing or drinking, and occasionally taking the bus or metro into the old town.	Student B – Resides in international halls and lives cheaply during the week, but occasionally treats himself to food from a nicer restaurant. Goes drinking 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	2,550 (Parfait Hotel and Apartment, for a contract over 91 days)	2,700 (Scholars' Apartment, for a contract over 91 days)	3,700
UTILITIES	300	400	500
INTERNET	100	100	100
MOBILE PHONE	100	100	100
FOOD	1,300	2,000	3,000
TRANSPORT	100	300	300
LUXURIES	0	1,000	2,000
MONTHLY TOTAL	4,450	6,600	9,700

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 XJTU International Student Visa Policy webpage)
- You will need to purchase bedding: pillows, sheets and a quilt upon arrival. Your local supermarket sells all of these items for around 500RMB in total, though the exact cost depends upon your choice of brand and quality, etc. If you arrive late at night to your university-linked accommodation, then bedding will be lent to you until you can go to the supermarket to purchase your own.



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

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

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

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

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

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



HEALTH & SAFETY

Insurance - the university provides its international students with free commercial insurance; however, the prerequisite is that you have to complete your registration on e-bridge.

Students can follow X-Global's instructions to pay for the social insurance, which is 190RMB. The payment is optional.

The insurance works in the following way:

INSURANCE	PAYMENT	ADVANTAGES	DISADVANTAGES
Social insurance	<ul style="list-style-type: none"> • Pay by students themselves and is optional • International students will need Chinese students to pay for them 	<ul style="list-style-type: none"> • Part 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 750RMB/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"> • Covered by the university 	<ul style="list-style-type: none"> • Can compensate for up to 100% of your medical bills. • Deductible amount is 50RMB if you don't use social insurance at the hospital 	<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
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- More details of the university insurance policies will be given to new international students in the insurance information sessions run by the XJTU 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 独墅湖独墅湖医院	9 Chongwen Road 苏州工业园区崇文路9号	The nearest public hospital to XJTU with full medical departments. Opposite to our South Campus.	★★★★★	You can register on their official WeChat account or onsite.
The First Affiliated Hospital of Soochow University 苏州大学附属第一医院	No. 899 Pinghai Road (苏州市平海路899号)	Probably the best public hospital in Suzhou with full medical departments.	★★★★★	You are required to register and then make appointments on the official WeChat account of Suzhou Health 12320. Buddies will be assigned to you to help you set up your account on Suzhou Health 12320.
Kowloon Hospital 九龙医院	No.118 Wansheng Street, SIP, Suzhou (苏州市工业园区万盛街118号)	A private hospital in SIP with full medical departments. If you call an ambulance in SIP, they take you to this hospital.	★★★	Except for the Department of Ophthalmology and Otorhinolaryngology, and Department of Stomatology, Kowloon Hospital accepts drop-in visits without requiring 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) and Parkway (Shanghai only) could be the best options. Their information can be found on their websites: <http://www.singhealth.asia/en/index.php> and <http://www.parkwayhealth.cn>.

JIAHUL HEALTH (SUZHOU)

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

Here are their details:

嘉会医疗 Jiahui Health

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

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

NEW LIFE CLINIC 儒复诊所

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

Here are the details:

Address in Chinese: 苏州工业园区高和路1号

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

STUDENT COUNSELLING

A message from our International Student Counsellor:

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

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 traveling outside Suzhou
- Call the police on 110 immediately if you lose valuables, are attacked or robbed, etc. (A police case report is very important in these cases)
- Only carry a small amount of cash with you
- Don't put cash in your luggage when you are traveling
- 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 Time Square Station.

XINDU PLAZA (馨都广场)

Western restaurants include the Butcher’s Hook. Other popular restaurants such as Casa Zoe and Blue 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 Apartment, 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 Mainland 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 very suburb 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 on the meter (打表, 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.

DIDI CARS

DIDI is the China version of Uber and Grab. It has a mobile phone app and cars can also be ordered using WeChat. It automatically identifies where you are and just enter your destination and order a car. You can pay on the app or in cash.



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 license-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 license-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 to use following websites to book your air tickets to get around the mainland: Ctrip.com - has an English language version, but at 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://loading.hanshansi.org/index.html> (in Chinese)

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

HOLIDAYS

MID-AUTUMN FESTIVAL

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

NATIONAL DAY

It is a festival of great importance to the people nationwide and 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:

<https://www.xjtlu.edu.cn/assets/files/academic-calendar/XJTLU%20Academic%20Calendar%202021-22-student.pdf>



LOCATION OF OFFICES

XJTU Global: CB-108E

XJTU Global: CB-108E

Student One-Stop office: CB-115E

Student Activity Office: CB-256

Registry (Academic Affairs): CB 8F

IT Service Desk: CB 9F

Finance Office: CB 10F

Graduate Student Office: CB-858

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

Student Counseling Office: CB-285

Gym in XJTU's new sports facility on south campus



● XJTLU GLOBAL

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

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

People's Republic of China, 215123

● 西交利物浦大学

西浦国际，中心楼108E / 116E室

中国江苏苏州工业园区独墅湖高教区仁爱路111号，215123

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