



International Student Guide

2020-21



CONTENTS

CLERMONT-FERRAND	3
TRANSPORT TO CLERMONT	3
ESC CLERMONT.....	3
INTERNATIONAL OFFICE	4
THE STRUCTURE OF HIGHER EDUCATION IN FRANCE.....	5
ECTS	6
GENERAL ADMINISTRATIVE FORMALITIES	7
Visa	7
ADMINISTRATIVE DOCUMENTS	7
HEALTH INSURANCE - NEW INFORMATION	8
STUDENT LIFE	8
I.T. FACILITIES AND INFORMATION SYSTEMS	9
COST OF LIVING	9
OPENING A BANK ACCOUNT	9
ACCOMMODATION	10
Moversia.....	10
Students looking for their own Accommodation	10
Private Residential Accommodation	11
Reasonably priced hotels	15
Financial Support for Students.....	15
MEALS.....	15
Student Cafeterias and Refectories.....	15
Students restaurants	16
Grocery shopping	16
CROUS MEDICAL FACILITIES - Health & Medical Care.....	16
A - Z of useful Information during your stay	16
University Refectories, Snack Bars and Cafeterias	18
• KIOSQUE LA RONDE DES SAVEURS (Snack Bar).....	19
• RU LE CLOS SAINT-JACQUES (Student Refectory)	19
• CAFETERIA LA TERRASSE (Cafeteria)	19
• RU LE CRATERE (Refectory)	19
• KIOSQUE CRATERE (Snack Bar).....	19

• RU LE MANEGE (Refectory)	19
• KIOSQUE LE MANEGE (Snack Bar)	19
• KIOSQUE LEBON (Snack Bar)	19
• CAFETERIA DE JAUDE (Cafeteria).....	19
• KIOSQUE JAUDE (Snack Bar).....	19
USEFUL WEBSITES	20
EMERGENCY SITUATIONS.....	21

CLERMONT-FERRAND

Clermont-Ferrand sits on the plains of the Limagne in the Massif Central and is surrounded by a major industrial area. The city is famous for its chain of extinct volcanoes, the 'Chaîne des Puys' which surround it. The famous Puy-de-Dôme volcano (10 km from the city) is one of the highest landmarks and is easy to recognize with its telecommunication antennas that sit on its top which are visible from far away. The site became a UNESCO world heritage site in 2018.

Clermont-Ferrand is also famous for hosting the annual International Short Film Festival, one of the world's renown short film festivals as well as being home to the corporate headquarters of the famous Michelin Tyre Corporation which was created by the Michelin brothers more than 100 years ago.

The city of Clermont is located in the Auvergne region. This is an outstandingly unspoilt mountainous area in the Massif Central. Leisure activities include skiing, hiking, mountain-biking, windsurfing and hang-gliding. Clermont-Ferrand is located 380 km south of Paris.

Clermont is a dynamic city and a great place to study with a low cost of living and high quality of life (International short film festival, international music festivals, theatre, concerts, etc....)

The greater metropolitan area comprises:

460 759	Population (city and suburbs)
40 000	Students
6 000	International Students
6	Graduate Schools (Grandes Ecoles) of Engineering & 1 Graduate School of Management (Groupe ESC)
2	Major Universities
6 000	Full-time Researchers
300	Sports Associations and clubs
15 000	Companies (Michelin, Cap Gemini, Airbus, IBM....)

TRANSPORT TO CLERMONT

Clermont-Ferrand is in the heart of France:



Car

Approx.
3.5/4 hours'
drive from
Paris – A71
Motorway

Lyon – A72
(2 hours)

Montpellier -
A75 (3
hours)

Train

Departures
from the
Bercy Train
Station in
Paris – 3.5
hours

Tickets can
be booked
directly on
the SNCF
(French rail
travel)
website

Plane

Clermont-
Ferrand -
CFE is on the
outskirts of
the city –
about 20
minutes'
drive from
the center
(by bus or
taxi)

Please plan to arrive on a week day during the daytime when offices, agencies and shops will be open.

ESC CLERMONT

Address: Group ESC Clermont, 4 Bd Trudaine, 63037 Clermont-Ferrand Cedex, France



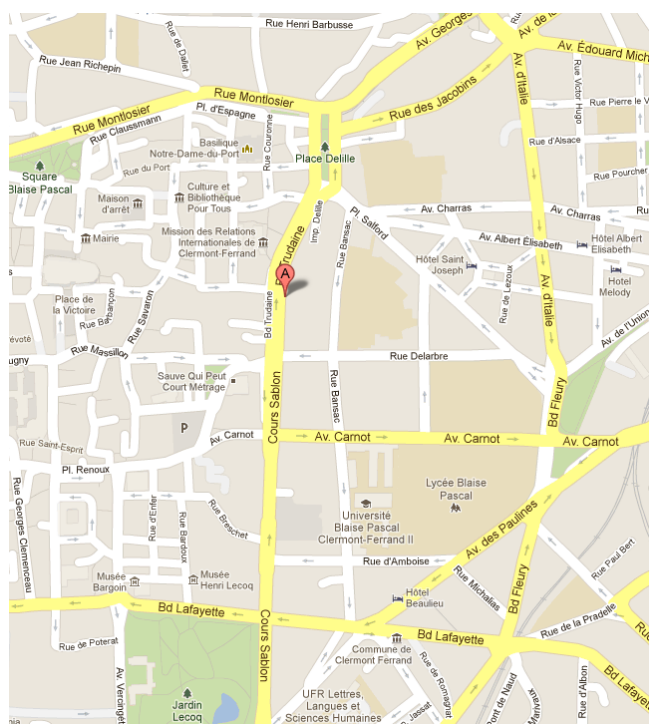
Your contacts:

The Trudaine Campus is located in the heart of the city, close to the historic medieval centre. There are two main buildings and one annex. Access to the school is controlled through an electronic badge system. This allows students and staff to enter the main building at any time 24 hours a day, 7 days a week. Students can make full use of the computer laboratories, classrooms, study rooms, student association offices, and leisure facilities.

The school buildings comprise around 100,000 square feet (9000 square meters). Approximately half the space is devoted to teaching areas accommodating groups ranging from 8 to 400 participants in large and small classrooms, small rooms for group work, amphitheatres and one large auditorium

INTERNATIONAL OFFICE

The International Office is located on the 3rd floor of the old part of the building (rooms 316-319). The office is open for administrative formalities during the following times or you can schedule an appointment:



FROM MONDAY TO FRIDAY / DU LUNDI AU VENDREDI

MORNING / MATIN	Break times (10 - 10.30)
AFTERNOONS / APRES-MIDI	Break times (3 - 3.15pm) and Thursday afternoons

Audrey ESTEVES



Head of International Office
audrey.esteves@esc-clermont.fr
0033(0)47 39 82 408

Lisa FIACRE



In charge of Incoming Students
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0033(0)46 37 94 219

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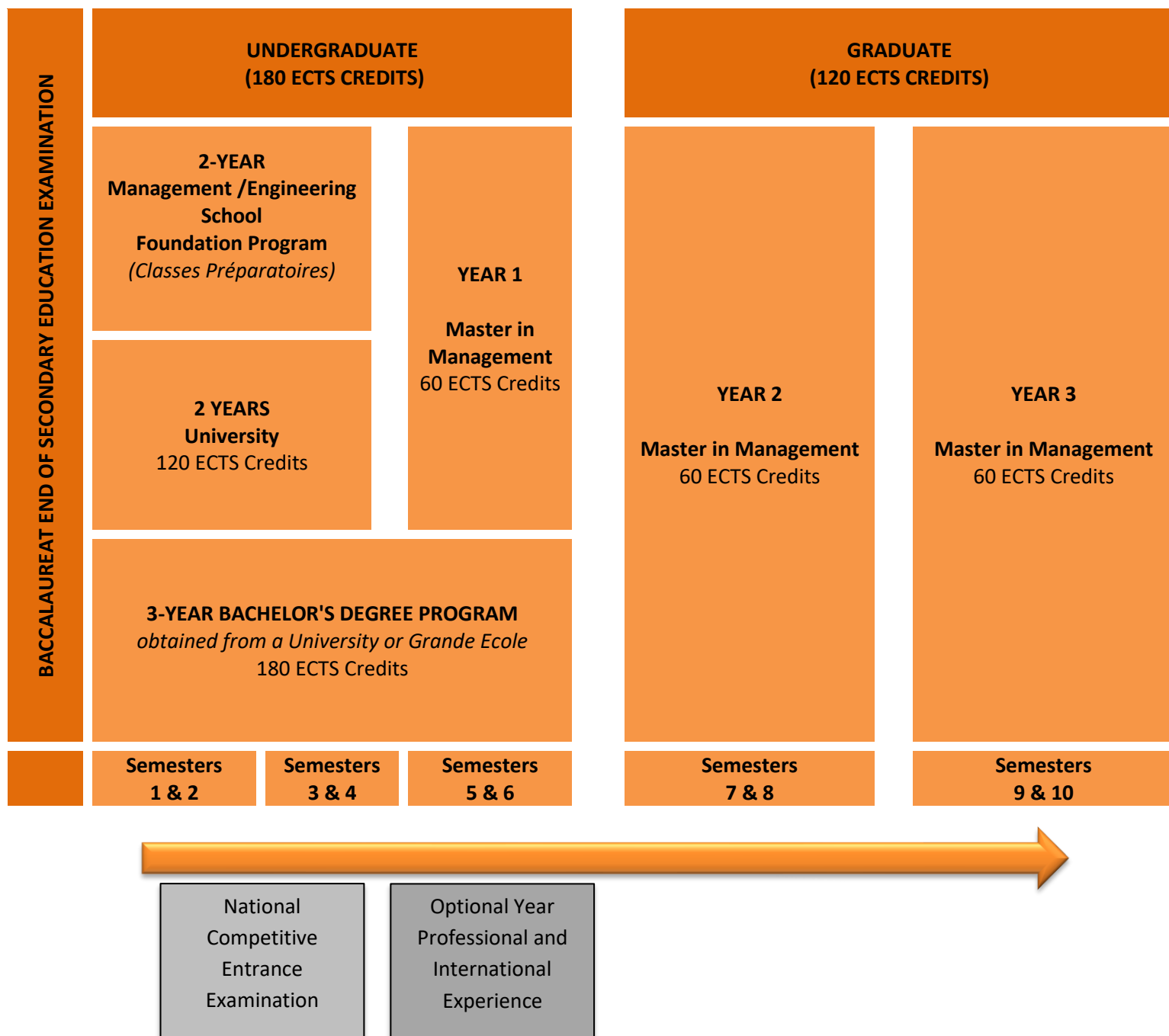


In charge of International Promotion
mohamed.el-zayadi@esc-clermont.fr
0033 (0)46 37 94 218

THE STRUCTURE OF HIGHER EDUCATION IN FRANCE

The higher education system in France follows the common European structure. The Bachelor-Master-Doctorate system is based on the number of semesters completed since leaving secondary school and the equivalent in European credits (European Credits Transfer Scheme - ECTS Scheme).

Illustration of comparative higher educational systems in France



Both of ESC's main programs use the European Credit Transfer System – ECTS.

ECTS

ECTS is part of the European Commission's SOCRATES program and aims to encourage cooperation between universities in the European Union. ECTS sets out an effective way of simplifying academic recognition between European educational institutions. It aims to create transparency between different programs and curricula followed by students. This allows the transfer of equivalent credits from one institution to another.

Full academic recognition is a "sine qua non" condition for student mobility in the framework of the Erasmus and Socrates programs. Full academic recognition means that the study period abroad (including examinations or other forms of assessment) replaces a comparable period of study at the home university (including examinations or other forms of assessment), though the content of the agreed study program may differ.

The use of ECTS is voluntary and is based on mutual trust and confidence in the academic performance of partner institutions. Each institution selects its own partners.

ECTS provides transparency through the following means:

ECTS credits are a numerical value allocated to a course to define the student workload required for its successful completion.

The information package which supplies written information to students and staff on institutions, departments/faculties, the organisation and structure of studies and course units.

The transcript of records which shows students' learning achievements in a way which is comprehensive, commonly understood and easily transferable from one institution to another...

The learning agreement covering the program of study to be taken and the ECTS credits to be awarded for their satisfactory completion, committing both home and host institutions, as well as the student.

ECTS Credits

ECTS credits are a numerical value (between 1 and 60) allocated to a course to define the student workload required for its successful completion. They reflect the quantity of work each course unit requires in relation to the total quantity of work necessary to complete a full year of academic study at the institution; that is, lectures, practical work, seminars, tutorials, fieldwork, private study – in the library or at home – and examinations or other assessment activities. ECTS is thus based on a full student workload and not limited to contact hours only.

ECTS credits are a relative rather than an absolute measure of student workload. They only specify how much of a year's workload a course unit represents at the institution or department allocating the credits. In ECTS, 60 credits represent the workload of an academic year of study and 30 credits for a semester. ECTS credits ensure that the program will be reasonable in terms of workload for the period of study abroad.

The ECTS Grading System:

ECTS Grade	Definition
A	EXCELLENT - outstanding performance with only minor errors
B	VERY GOOD - above the average standard but with some errors
C	GOOD - generally sound work with a number of notable errors
D	SATISFACTORY - fair but with significant shortcomings
E	SUFFICIENT - performance meets minimum criteria
FX	FAIL - some more work required before the credit can be awarded
F	FAIL - considerable further work is required

Each student is required to complete a learning agreement before their arrival and this document must be approved by their academic advisor in Clermont (see list below) as well as the person in charge of the study period at the home institution. Students should complete this document carefully, noting the correct codes and titles of courses. This document will be used to register international students for the courses. Providing correct & up to date information is therefore essential.

Pilar AGUIRRE

Room 240

pilar.aguirre@esc-clermont.fr

Hispanic countries



Helga FOURE JOOPEN

Room 264

helga.foure-joopen@esc-clermont.fr

German Countries, Holland,
Asia, North African and African
countries



Mary VIGIER

Room 232

mary.vigier@esc-clermont.fr

Anglo Saxon, Scandinavian
Countries and Vietnam



Kevin METZ

Room 233

kevin.metz@esc-clermont.fr

Eastern Europe Countries,
Portugal, Brazil and Italy



GENERAL ADMINISTRATIVE FORMALITIES

Visa

European Union Citizens

Do not require a visa to enter France. A valid ID card or passport is sufficient.

Non-European Union students

For a study period of over three months in France, non-EU students have to apply for a visa via CAMPUS FRANCE.

<https://www.campusfrance.org/en/faq/which-countries-are-affected-by-the-etudes-en-france-studying-in-france-procedure>

Official name of the school : ESC CLERMONT BUSINESS SCHOOL

Details about the different types of visa:

<https://www.campusfrance.org/en/the-different-types-of-visas>

The official website for visa applications to

France: <https://france-visas.gouv.fr/>

You will find all information you need to prepare your stay in France.

Please note: Students graduating from a Master's Degree Program are eligible for an extension to their visa to stay in France for one extra year to obtain work experience. An official certificate of successful degree certificate will be required.

Students who will study for more than one year in France will be required to renew their visa the following September. Visas that expire during the summer will have to be renewed with a temporary "summer" visa extension 'recepissé d'été' at the CROUS Espace Accueil Etudiants. The international office will provide you with information about this procedure.

ADMINISTRATIVE DOCUMENTS

Before your arrival:

TO DO	Non-Fee-Paying students	Fee-paying Students
Complete online application procedure using the link provided by your contact at the School.	X	X
Pay deposit on Fees (instructions provided in the pre-admission letter)		X
Apply for visa with admission letter (non-Europeans)	X	X
Complete Official Registration Formalities (link sent by the administrative services during the summer)	Degree-Seeking Students only	Degree-seeking Students only.
Complete Learning Agreement with your Faculty Advisor	Exchange Students only	Exchange Students only
Reserve Housing (at least for first few days of arrival if you prefer to look for your own accommodation)	X	X
Prepare Documents European Social Security Card OR Certified translation of Birth Certificate (non-Europeans)	X	X
Book Travel Arrangements (once your visa has been granted)	X	X

When you arrive in Clermont:

TO DO	Non-Fee-Paying students	Fee-paying Students
Finalize Accommodation and open a bank account (permanent address required) – also insure your apartment with the bank.		
Participate in the Orientation Session	X	X
Visit the International Office	X	X
Non-Europeans – register for the French student social security Consider getting a complementary insurance	X	X
Pay the CVEC Tax (on line)		X

	X	X
Visit the Administrative Services Office (office 213) to submit any outstanding documents and obtain the official enrolment/ registration certificate and student email account (non-degree seeking students will receive these from the international office)	Degree-seeking Students	Degree-Seeking Students

Arrival in the ESC - formalities:

You will receive the following documents:

- Student card (after the photo session)
- Proof of enrollment as a full-time student certificate

This certificate may be required for all kinds of administrative formalities such as opening a bank account or applying for the residency card. The student card is also useful to obtain discounts (buses, cinemas, theatres ...).

Outside normal opening hours, the school premises are accessible with the student card (no visitors allowed on the premises after opening hours)

- ESC Student login and email address. (Personalized schedule access, and course **information**) **Please check your schedule and account daily as information is updated regularly.**

Before going home:

- You must return all books you have borrowed from the Infolab (library).
- European students normally require a certificate of attendance to be signed by the host institution before their departure to get their Erasmus Scholarship. The International Office can sign these documents.

HEALTH INSURANCE - NEW INFORMATION

All non-European international students are now required to register with the French Health Insurance. This is completely free of charge. Students will also be invited to check out the optional complementary insurance policies available. In any case, we highly recommend that international students arrive with a private insurance to tide them over until all the registration formalities have been completed (about 1 month after arriving). All non-European students should bring an officially certified French translation of their birth certificate with them.

CVEC State Student Services Fee

All fee-paying degree-seeking international students will be required to pay the State Student

Services fee – approximately 90 euros (non-fee paying Erasmus students do not pay this fee).

Additional health insurance (“mutuelle”)

If you take out the French social security health insurance coverage, you can purchase complementary student health insurance called a ‘Mutuelle’, which covers the remaining 30 to 35% of medical expenses. The Admissions Office can help you purchase this additional health insurance (Costs will vary according to your requirements).

All students:

The admissions office will require proof that you have signed up for the French National Health Insurance.

STUDENT LIFE

The ESC highly recommends active participation in associations and helps students to do so by providing working areas on the school premises, equipment, coaching, tutoring, etc.; these associations play an essential part of campus life and help students to develop important skills.

Some important student associations at the ESC:

BDE – Bureau Des Elèves:

The Students’ Union. This is the main students’ representation organization which coordinates the activities of all the other associations. In addition, the BDE represents the student body as a whole. Elections are held every year. All full-time students can participate. The President remains in office for one year. The Students' Union fee is not compulsory but recommended and gives access to activities and parties with reduced rates. It should be paid directly to the students' union office.

ISC International Student Community:

The job of this team of students is to facilitate the integration of international students both on campus and in the city of Clermont. The Students who form this association play a very important role in international student life. They can help them with administrative formalities and organize multicultural events. You can contact them before your arrival (via the Facebook group).

<https://www.facebook.com/groups/1021269004622307/?ref=bookmarks>

Junior Enterprise (SEGMA): This association is a student-run consulting company, carrying out market studies and surveys for businesses. The Clermont Junior Enterprise is part of the national federation of junior enterprises and it has a successful history of over 30 years' activity winning numerous prizes.

Humanitarian Association: Students are actively involved in a wide range of humanitarian activities including helping children in hospitals organizing clown entertainment, fund collections and donations for the needy, etc.

Other associations:

A number of other associations cover a wide range of activities from sports, sailing, wine-tasting and learning about food and international cuisine to running a campus radio.

I.T. FACILITIES AND INFORMATION SYSTEMS

- IT Resources

The ESC has an Ethernet network, using optic fibers and a high-speed line for accessing the Internet and Intranet from anywhere in the world. The campus is fully equipped with a high-speed wireless network. Students will be given confidential access codes when they arrive.

- The LMS Educational portal - <https://lms.esc-clermont.fr>

The school's Student LMS Portal gives students access to information about courses, course materials and hand-outs.

The 'ENT' Digital Workspace - <http://ent.esc-clermont.fr>

Students have access to a wide range of resources, and computer software as well as on-line data-bases, market studies, information about companies as well as e-books and magazines. A complete list is available in the 'infolab' documentation center

→ Pegasus : <https://student.esc-clermont.fr>

Access to on-line schedule, grades...

→ **Mailboxes** : <http://outlook.com/esc-clermont.fr> (important information from the School's administration, student associations and professors - to be consulted on a daily basis) - personal emails will not be used

→

COST OF LIVING

Living expenses including rent, food, other bills, can be estimated at approximately 600- 1050€ per month depending on the student's lifestyle and the type of accommodation rented.

During the first month you will need extra money for rent deposits, connecting electricity, gas, telephone and various other extras, especially if you are going to rent your own flat. You are strongly advised to open a bank account as soon as you arrive in France and to deposit/wire enough money to cover all these initial expenses. You may also have books to buy (around 200 euros per year.)

The estimated cost of living per month is calculated according to the following information:

	MINIMUM	MAXIMUM
Rent for furnished room / furnished studio apartment (all charges included)	320 €	450 €
Meals (breakfast, lunch & dinner)	180 €	350 €
Outings	30 €	100 €
Communication	30 €	50 €
Transport / travel	40 €	100 €
Between	610 €	1 050 €

OPENING A BANK ACCOUNT

You will require the following documents which may vary depending on the bank you choose. The ESC partner agency 'MOVERSIA' for welcoming and housing students can help you to open a bank account with its partner bank. The advantage being that you will have an appointment as soon as you arrive and the bank will not charge you for certain services which are normally fee-paying. Moversia will not charge any fee for this service to any international students. Please provide:

- Valid passport or residency permit
- Proof of address - copy of your lease or rent payment receipts

Once you have opened your account you should ask your bank to provide the following documents:

- A checkbook
- A bank debit card which you can use to pay for shopping, services or withdraw money.
- R.I.B. (Relevés d'identité bancaires) slips showing details of your bank account - mainly asked for whenever direct bank transfers are necessary - e.g. to receive housing benefits

Some of the main banks in Clermont-Ferrand:

- HSBC – Place de Jaude

- Banque Nationale de Paris (MOVERSIA's partner bank)
- Crédit Agricole
- Crédit Lyonnais
- Banque Populaire
- La Poste (French Post Office)

ACCOMMODATION

Various housing possibilities are available in Clermont-Ferrand:

Moversia

The Clermont Graduate School of Management works with a partner welcoming/housing agency 'MOVERSIA' which was founded by a former student of the school. Moversia offers practical and personalized services to international students to help them to settle in Clermont by finding them suitable accommodation and helping them with all the paperwork, and various other practical matters (getting the electricity hooked up).. You can find more details about this 'Welcome Package' at: contact@moversia.com
<http://www.moversia-relocation.fr/fr/contact/>

The « Welcome Package » from Moversia:

This complete service covers 100% of your practical housing requirements. The Moversia Welcome package enables you to reassure your family that you will have suitable housing when you arrive.

- Housing: Pre-arrival housing search according to your wishes and housing availability on the local market. The follow-up of the housing search is communicated by email (photos sent by email).
- Administrative Management : Moversia helps you with all the administrative requirements for housing (Electricity contract, Gaz contract, housing lease, housing insurance, CAF* & APL (application for French government housing aids))
- A pick-up service at the station or airport (during working hours)
- Opening a French bank account (totally necessary to obtain the CAF housing benefit, have access to the Internet, gaz, and electricity)
- Practical support: Moversia helps you with daily advice (installing internet at home, getting a mobile phone...), helping you to get the best deal amongst the ones available. Personalized assistance with various problems, matters.

* Caisse d'Allocations Familiales - ALS housing aid

Students looking for their own Accommodation

If you prefer to find a room or an apartment by yourself, you should plan to arrive at least several days before the beginning of term. It usually takes about a week to find an apartment. It may prove to be more difficult for someone who speaks very little French.

Please note: The international office cannot help you with your permanent housing search, nor with administrative matters (gas, electricity contracts etc).

Sites web utile: [booking.com/](https://www.booking.com/) [trivago/](https://www.trivago.com/) [airbnb](https://www.airbnb.com/)

Where to search?

- Locaviz : <https://www.lokaviz.fr/>
- Le Bon Coin (on line adverts) : <https://www.leboncoin.fr/>
- Estate Agents (on arrival)

Websites

http://www.centreimmo.com/annonces_immobiliere_s/clermont-ferrand_immobilier.html
<http://www.mapiaule.com>
<http://www.info-jeunes.net/consulter-petites-annonces>

Small Ads

Students usually look for "studios" or "fully furnished single flats" (F1). A furnished two-roomed flat (F2 meublé) could be shared by two or more students depending on the number of beds & the size of the flat. Some useful questions to ask when calling landlords:

- Is the room an F1 (one-bedroom) or F2 (one-bedroom with a separate kitchen or two-bedrooms) – How many rooms?
- Is the flat furnished or empty
- Is the heating electric or gas (gas being the cheapest form of heating)
- Cost of monthly rent
- Is there an extra bill to pay on top of the rent – generally referred to a 'charges' which can cover a variety of things such as heating, electricity, cleaning the staircase, fixing the lift etc.
- Approximate distance from the town centre (on foot/ by car)
- Is there a deposit / or agency fees?

Glossary of French housing terms

- **STUDIO** - usually a one-roomed flat with a bathroom/toilet
- **STUDIO** - usually a one-roomed flat with a bathroom/toilet
- **F1** - kitchen with living room which converts to a bedroom plus toilet & bathroom

- **F2** kitchen, bedroom and bathroom are usually all separate plus
- **Meublé** - furnished
- **non meublé avec kitchenette** - a fully equipped kitchen but no other furniture
- **Chauffage collectif** - all flats in the building are heated together and heating expenses are included in the extra charges on top of rent
- **Chauffage Individuel** - the lodger contacts the electricity & gas company him/herself to have the gas or electricity switched on / bills usually arrive once every other month
- **Les Charges** - Extra costs which are not included in the rent and can include varied list of items such as cleaning and upkeep of apartment building / lift repairs/ 'collective' heating /upkeep of gardens around the building/ water rates/ car park / garage / cellar etc etc

ap. – après - after

à déb. - à débattre – can be negotiated

s'adr. - s'adresser à - contact

caut. – caution – refundable deposit

chauff – chauffage - heating

ch./chge – charges – extra monthly charges

gaz - chauffage au gaz – gas heating

conf – confort - comfortable

cuis. – cuisine - kitchen

état nf - état neuf – new condition

fble – faible- low/ weak

gge/ gar. – garage – inside car parking facilities

grds - grand(e)s - large

imm./im. – immeuble - building

ind. - individuel / single - individual

kitch - kitchenette (coin cuisine équipée) – small cooking area

lib. de suite - libre ou disponible de suite – free straight away

ns - nous - us

park. – parking – car parking space

part. – particulier - private

pend. – penderie – cupboard / Wardrobe

pr. - près - near

px – prix - price

s.d.b - salle de bains - bathroom

tél – téléphoner - telephone

tt - tout / tt conf. - tout confort – very comfortable with all the amenities

tcc - toutes charges comprises – all extra monthly costs included

t.b.é. - très bon état – very good condition

vds – vends - sell

N.B. Once you have found your apartment, you will have to sign the lease with the owner in which the following should be clearly stated; monthly rent, total deposit, any extra monthly costs or 'charges' (hallway & landing cleaning, repairs, water, and sometimes heating), how many months' notice is required, should be clearly described. Read the lease thoroughly to avoid any surprises such as who pays the annual gas heater maintenance fee! Before you move into your room, another very important document (Etat des

Lieux) will be drawn up between the owner and tenant in which the general condition of the apartment and its equipment should be clearly described. Anything in bad shape or in need of repair should be noted on this document (dripping taps, floor stains, ripped wallpaper, number of holes in the wall. If something is overlooked, the tenant must quickly inform the owner in writing to avoid being asked to pay for something unjustified or totally lose his or her deposit. A tenant can also lose his/her deposit if the apartment is not thoroughly cleaned before he/she moves out.

IMPORTANT! Do not forget to insure your apartment for the complete period. You should insure your flat in case of fire, flooding, theft etc. - Either check with the CROUS' housing service or contact the Mutuelles Etudiants (complementary health insurance companies) or banks which have low rates for students.

Private Residential Accommodation

Private Residences (temporary accommodation as well as permanent accommodation) – rent around 450 – 500 euros per month depending on the size of the apartment – students can apply for the CAF housing aid.

SuiteEtudes

63 Ave de l'Union Soviétique
63000 Clermont-Ferrand
Anne Monteil 0635135059
www.suitetudes.com

ESC Partner residence / 10-15 minutes' walk from the School and 5 minutes from the train station
clermont@suitetudes.com

137 Units (75% studios for 1 person)

This local landmark residence is housed in a tall cylindrical building nicknamed 'the pencil' by the locals. It is just next to the main railway station and the public transport system (buses, rented bicycles - Cvelo), 10-15 minutes' walk from the business school and around 30-35 minutes' walk from the main city square / downtown area. The army's central offices are just opposite this residence (so the area is particularly safe) and the main hospital (Estaing) is only 10 minutes' walk from the residence.

STUDIO (1 person = 1 single bed)

T2 (2 to 4 people = 2 single beds in bedroom and 1 fold out settee in living area)

T3 (3 to 6 people) = 1-fold out settee in living area, 1 double bed and 2 single beds in 2 separate bedrooms)

During the summer some of the rooms are equipped as hotel residence rooms with bedding, coffee machine, electric kettle, television for short stays (daily rate applied)

Reversible heating system

Shower unit, sink, WC

Hot plate, microwave and fridge in all units

Plates, utensils and pans provided

3 washing machines and 2 dryers

Free of charge

4 exercise machines

Automating vending machine (drinks & snacks)

Plenty of storage space, shelves & desks

Bedding (sheets, towels, blankets and pillows) are not provided but can be rented (rate to be confirmed)

Close to the railway station and bus station

10 - 15 minutes' walk to the business school (maximum)

3-month lease: rent is slightly more expensive and this can be renewed by 1-3 months. Advantage is for very short stays (4-month semester) and the deposit is not cashed. No extra administrative fees are applied.

12-month lease: Monthly rent is slightly cheaper. However, residents must inform the residence of their departure date at least 1 month in advance by recommended letter. Administrative fees are applied

Students may apply for the CAF student housing benefit (1 benefit per flat if shared)

Please note that students will only be required to pay 1 month's rent in advance and a month deposit which is equal to 1 month's rent.

Students must state that they are from the ESC Clermont when they apply to the residence so that they will not be required to pay 3 months in advance.

NB: Hotel rate: approximately 40€ /night
Electricity, heating, exercise machines

Nexity Studea (5-minutes walk from the ESC)

25 rue Delarbre

63000 Clermont-Ferrand

0620291695

Marion Scafone

mscafone@nexity.fr

www.nexity-studea.com/residences-etudiantes/clermont-ferrand/63.html

ESC Partner residence / 5 minutes' walk from the School. Students from the ESC can get a reduction of 50% on the administrative fee of 150 euros.

127 Units in all.

This local small and very quiet residence is just a 5-minute walk to the business school.

STUDIO (1 person = 1 single (bed) - extra bed can be pulled out from underneath for a guest -

Approximate price 505 euros per month depending on the flat and floor. CAF housing aid approximately 175 euros per month - the staff can help students with their application. Electricity is extra and is estimated at around 50 euros per month, but this really depends on how much hot water and heating an individual may use so it could be more or less.

If the person does not have someone in France to sign the guarantee, they can arrange to pay a few months' rent in advance.

A few larger flats are available

A daily rate of 23 euros per night is possible for very short stays.

Shower unit, sink, WC

Hot plate, microwave and fridge in all units

Plates, utensils and pans provided upon request - deposit of 50 euros

3 washing machines and 2 dryers (2.50 euros per wash & 1 euro for dryer)

Irons and hoovers can be borrowed

Bicycle garage (free) and parking spaces (extra fee)

Bedding (sheets, towels) are not provided

Students must state that they are from the ESC Clermont when they contact Mrs SCAFONE.

NB Possibility to order breakfast (4 euros)

NEMEA Appart'Etud
 45 rue Saint Dominique
 63000 Clermont-Ferrand
 Clermont-centre@nemea.fr
 Contact : Mme Alleau
 0675622209
 www.nemea.apparttud.fr

ESC Partner residence / 15-20 minutes' walk from the School in the downtown area. This completely new residence will open in August 2016 for the autumn term.

STUDIO - 99 studio apartments are fully equipped with furniture, separate bathroom and cooking facilities. Each room has a single bed which can be extended into a double for visitors) - rents from 480€ (all depending on the size of the apartment. Internet included in the rent. (NB Heating costs are extra)

Common areas (fitness room, tv room, cafeteria & washing facilities). Social activities will also be organized.

Possibility to apply for housing aid if the student intends to stay for more than one semester. The head of the residence has lived in the US and speaks fluent English.

Reduced administrative fees (ESC Partnership - please inform that you are a student of the ESC Clermont)

1 dryer
 (2 euros)
 4 exercise machines
 Desks and shelves
 Provided and changed every 2 weeks
 Totally new residence
 (to be confirmed - starting at 480 euros per month depending on the size of the apartment and floor) - Student housing benefit is around 160 euros per month.

Wi-Fi, gym,

Electricity

Insurance

Administrative fees of 8 euros per M2

& 3 euros per M2 fee to assess the general state of the flat when the student leaves (to be confirmed)

Breakfast / social area & TV

A breakfast service will be provided (for a fee of 40 euros per month / 150 euros per year either in the

Office opening times: 9 - 12am / 4 - 7pm

24-hour resident guardian / can be called upon in case of emergency out of office times

- The office staff are willing to help residents with their administrative formalities, student housing benefit application, electricity hook up.

The residence has a partnership with one of the main local banks which is just next to the residence (Credit Agricole - Lafayette Agency)

Les Estudines
 44 rue des Meuniers
 63000 Clermont-Ferrand
 www.estudines.com

alexandre.bazangeon@resid-etudes.fr

Alexandre Bazangeon - Residence Manager
 06 03 36 74 54 alexandre.bazangeon@resid-etudes.fr

106 units

This student residence is entirely new and due to open in September 2015. The residence is around 15 minutes from the school by tram

Tram stop: Cézeaux Pellez

Bus: N° 13

It would take around 45 minutes to walk into the business school

T1 - 21m2

1 student per room

1 bed (fold-out settee)

Shower, sink, towel dryer and wc

Hotplate, microwave, fridge

Plates, pans and utensils provided

2 washing machines

ESTUDINES - GEORGE SAND
 11 rue de Medicis, 63000 Clermont-Ferrand
 Clermont.georgesand@estudines.com



www.estudines.com

Lily ANSELME - Residence Manager

06 03 36 75 19

lily.anselme@resid-etudes.fr

227 rooms - mainly individual studios T1 (18m2) and 30 larger T2 flats that can be shared by two people T2 (33-36m2). (one separate bedroom and 1 fold-out bed in the living area. Rents may vary according to the floor level and size of the flat.)

The residence is an 8-minute bus ride (Line C) from the ESC (or no 13 bus)

Students can also cycle to School (a velolib public cycle station is close by). A special locked area to store personal cycles is available for a refundable deposit of 50

euros. A space in the private car park or garage below the residence can be reserved for 20 euros per month.
T1 - 1 person T2 - 1-2 people
Bath (with shower), sink, wc
Hotplate, microwave, fridge Plates, pans and utensils provided (Kit Vaisselle) - no extra charge
Washing facilities and dryers (special coins can be purchased at the reception and students can reserve machines ahead of time to plan their time)
A fully equipped gym currently open to 10pm and the residence is planning to open it 24/24
Desks, plenty of integrated storage and shelves
Towels and sheets provided and a laundry service is provided for sheets every two weeks (free of charge). Students deposit their sheets in the containers provided in the reception area.
Dynamic team - Guardian available for emergencies (someone always present at the residence & at night) Office hours adapted for students - later opening on Fridays which is good for students who are leaving the residence and have paperwork to finalize.
(to be confirmed - starting at around 470 euros per month depending on the size of the apartment and floor) - Student housing benefit (ALS) is around 174 euros per month. Lower rents are available to students during the summer so that they can keep the same rooms for when they return in September. International students will be required to pay 3 months' rent in advance and provide a one-month refundable deposit (so no guarantee person required in France). They will pay the following rents in 3-month installments.
Individual Wifi connexion, Exercise machines Water Possibly the administrative fee (<i>see below</i>)*
Electricity (20-25 euros per month estimate) - electric heating - rent is cheaper on the ground floor to compensate for higher heating costs. A fee of 3 euros per M2 fee to assess the general state of the flat when the student leaves (to be confirmed)
Games and recreation room with TV Weekly creative activities organized as well as regular social events - welcoming events Individual TV's can be rented Cleaning materials - hoovers, cleaning products can be borrowed Students may also request a bi-monthly cleaning service
A 24-hour resident guardian is available outside office hours in case of emergency and can be called using the emergency contact number which is posted around the building. The main entrance "Digicode" is changed every 3 months for security measures - residents are informed beforehand by a note posted in their mailboxes. Office open 4-5 hrs per day.

The office staff can help residents with their administrative formalities, student housing benefit application, electricity hook up.

The residence has a partnership with one of the main local banks which is just next to the residence (Credit Agricole - Lafayette Agency)

A student has to give in one month's notice to leave the residence. A pre-"check-up" visit is arranged a couple of weeks before the final one to enable students to do all necessary to get their deposit returned.

Students can rent just for a few days (4 days minimum) at around 20 euros per night (parking inclusive) - useful for first arrivals

Students can take in guests (visiting family or friends)

Reasonably priced hotels

You can book a hotel room for under 50 euros per night on line using the following websites

www.booking.com

www.trivago.com

www.airbnb.fr

Financial Support for Students

ALS – Aide au Logement Social

Your rent may be significantly reduced by applying for the housing benefit called 'ALS'. To be eligible you must deal with all of your other administrative formalities first! (Residency permit, bank account etc). However once your claim is accepted you will receive back-payments. ALS housing benefit can be claimed on the CAF (only one person can receive the benefit if the flat is shared):

Caisse d'Allocations Familiales

BP 100, Rue Pélissier,
63032 Clermont-Ferrand.

www.CAF.fr

The Student Association (ISC) can help you with your ALS applications at the beginning of the year.

Documents required to apply for the ALS housing benefit:

- ALS application (available on the www.caf.fr website)
- official details of bank account (to have the payments directly transferred to your account)
- proof of income for the previous two years or scholarship
- School enrollment certificate
- photocopy of passport
- photocopy of residency permit (obligatory)
- Copy of birth certificate translated into French

Please note that it is not possible to ask for the ALS if you stay only 1 semester.

MEALS

ESC Campus Clermont has a small cafeteria on the ground floor (back entrance). This is open during the morning, lunch and afternoon break times. The cafeteria sells hot and cold drinks, snacks, sandwiches and hot meals.

If you would like to eat a complete meal you can visit one of the student refectories. There is a wide choice in Clermont. A full list is available at:

Résidence le Rabelais

<http://www.trouvetonlogement.com/residence-etudiante-clermont-ferrand/le-rabelais-7.html>
rabelais@residences-ose.com

Rent is approximately 410 € per month all charges inclusive, except electricity (average 25 € per month). Residents can also benefit from the APL (housing aid of approximately 170€ per month). The deposit is 1 month's rent without charges – approximately 350 euros. An administrative fee is also to be paid (50 – 60€).

This residence is located at 23 bd Pochet Lagaye à Clermont-Ferrand. It is close to the center of town and easily accessible by public transport.

This residence offers studios from 18 - 25m² fully furnished with a bed, table, 2 chairs, wardrobe, shelving, kitchen area, bed, fridge-freezer, stove, bathroom with bath, toilets, sink and mirror.

Communal facilities are as follows:

Reception desk remains all week, permanent staff in case of problem

Security code on door and interphone connected to each flat; Free car park and bicycle storage facilities; Common room open from 7h to 22h30 with washing facilities (Washer & dryer), study room, fitness room, table tennis, telephone, television et relaxation lounge;

Internet and Wi-Fi throughout the residence

Rent includes all charges except electricity (average 25 € per month). The deposit is 1 month's rent without charges – approximately 350 euros. An administrative fee is also to be paid (50 – 60€).

NEW Partner: Cardinal Campus

Aurélie ROTARU,

Gestionnaire de Résidence

Tél. : 07 50 12 10 64

Secteur : Clermont-Ferrand

www.cardinalcampus.fr



Plus pratique & plus écologique,
découvrez le bail en 1 clic !



Student Cafeterias and Refectories

<http://www.crous-clermont.fr>



A complete meal can cost as little as 3-4 euros. Students can get the IZLY app on their smartphone to pay for meals. The admissions office will send an email to all the students to give them a login and password.

Students restaurants

Detailed information here:

<http://www.crous-clermont.fr>

Kiosque – La Ronde des Saveurs (located in the main CROUS building), 25 rue Etienne Dolet, 63037 Clermont-Ferrand. Open from Monday to Friday from 7.30 – 15.30

University Refectory (RU Philippe Lebon), 28 bd Philippe Lebon, 28 Bd cote Blatin, 63000 Clermont-Ferrand. Located in the residence Philippe Lebon, this university restaurant is close to all the main university buildings. 2 main meals are offered per day (meat or fish) and 3 side-dishes. Open from Monday to Thursday 11.30 – 13.30 and 18.30 – 20.00 and Fridays 11.30 – 13.30.

University Refectory (RU Le Cratère), 26 avenue Léon Blum, 63000 Clermont-Ferrand. The university restaurant Le Cratère has two counters. One offers a traditional meal of the day and the other grilled food and pizzas. Open from Monday to Friday 11.30 – 13.30.

Italian Restaurant ‘La Serre’, 29 Bd Gergovie, rue Philippe Lebon, Impasse Paul Lapie, 63000 Clermont-Ferrand. Located in an immense ‘greenhouse building’ in the Faculty of Arts, Social Sciences and Humanities. Open from Mondays to Fridays from 11.30-13.30.

Cafeteria, ‘Le Manège’ is the closest to the School, 11 rue d’Amboise, 63000 Clermont-Ferrand. You can buy the meal of the day for 3 euros, as well as snacks, hot sandwiches, yoghurts, cakes, hot and cold drinks. Open from Mondays to Fridays 11.30-13.30 (for the main lunch of the day) and from 8.30 – 16.00 for snacks and drinks.

Grocery shopping

Centre of Clermont:

- Intermarché, rue Fontgèze, Clermont-Fd
- Leader Price, avenue d'Italie, Clermont-Fd (good quality own-brand products at low prices!)
- Casino, place des Salins, Clermont-Ferrand
- Simply Market, bd Côte Blatin (under the Viaduct), Clermont-Ferrand
- Carrefour Market, 11 rue barrière de Jaude, 63000 Clermont-Ferrand
- Lidl - 177 Rue de l'Oradou

Hypermarkets & shopping centers :

- Géant Casino, bd St Jean Z.I. Brézet

- Auchan Plein Sud, 63170 Aubière, Auchan Sud, 12 avenue du Roussillon, 63170 AUBIERE
- Leclerc Lapardieu, Take the tramway in the direction of Lapardieu (tram stop Fontaine du Bac) http://www.t2c.fr/sites/www.t2c.fr/files/PDF/Plans_des_lignes/Ligne_A_hiver.pdf

CROUS MEDICAL FACILITIES - Health & Medical Care

A student medical service can be found at the CROUS (Please telephone beforehand to request an appointment), Médecine Préventive (Building B - Ground Floor), 25 Rue Etienne Dolet, 63000 Clermont-Ferrand 04 73 34 97 20

Tram A: Campus tram stop

The following services are available to students:

- a general practitioner
- nurses
- a social service for students
- psychologist
- a gynecologist - (contraception, check-up)
- family planning service & advice
- vaccination service
- sick bay - minor injuries / first –aid

Medical treatment / Nurses – see below for doctors.

UFR Lettres - 29 Bd Gergovia Tel 04 73 34 66 00

A - Z of useful Information during your stay

Alcohol

The ESC is an alcohol-free establishment. However, consumption of beer or other low-alcohol drinks is tolerated (under 5°). Strong alcohol and spirits are forbidden on the premises.

Books, Stationary and Reading Materials

Course materials will be made available to the students on the LMS digital workspace. Recommended reading is available in the Infolab.

Where to buy books in the city centre?

- FNAC books, music, concert tickets & computers & hi-fi Centre Jaude - 2e étage (2nd floor of the Centre Jaude shopping centre)
- Librairie “Les Volcans”, University Bookstore Bd François Mitterrand
- GILBERT – Avenue des Etats-Unis (you can find second-hand books here)
- HEMA - Shopping Centre Jaude 2 - (stationary)

Bus and Tramway

Clermont has a good public transportation network. One ticket is 1.40€ (a book or 'carnet' of 10 tickets works out cheaper) Tickets can be purchased from the tram stops and newsagents called "Tabac-presse". You can also get schedules & tickets and bus/tram passes at the central office "T2C – 17 Boulevard Robert Schumann – 0033473285656

For more information, you can visit the website: www.t2c.fr

Cinemas

Student rates are available when you show your student card

- Ciné Jaude Jaude shopping center (top floor)
- Ciné Capitole, Place de Jaude
- Les Ambiances (films are shown in the original version/language) – 7 rue St Dominique

Climate

It often rains in Clermont during autumn & winter and it can be cold. Remember to bring warm clothing. Summers may also sometimes be hot (30-35°C). Please note that air-conditioning in France is not as popular and as frequent as in North America.

Dates

Dates in France are written in the following order: day/month/year.

Disabled students

If you request special conditions for exams, please inform the international office **BEFORE** your arrival.

Doctor

The cost of an appointment with a general practitioner is currently 25 euros. The doctor will give you a form to complete to send to your insurance company for reimbursement. The following doctor – close to the school speaks English.

Dr François MASSARDIER
8 – 10 Cours Sablon
63000 Clermont-Ferrand
04.73.74.00.75

Driving in France

If you have a valid driving licence, you can drive a car in France. It is compulsory for both drivers *and* passengers in the front and the back seats of cars to have their safety belts fastened when moving. Drivers must not drink and drive. If you have more than 0.2mg per litre of alcohol your blood when driving, you will

face serious fines and confiscation of your driver's licence.

Dry-cleaning & Launderettes

You can find a convenient launderette opposite the Business School or in Rue du Port (close to the school), other useful addresses:

- Laverie automatique - 10 rue Sainte Antoine, open 7am – 9pm 7 days a week
- Le Lavomatique self-service - 2 rue Gregoire de Tours, open daily from 7am to 8pm. A washing machine and dryer are available in the students union Read the latest edition of the Guide Pratique' brochure available from the tourist office.

Electricity The current is 220 volts. The outlets or plugs might differ from what you are used to. Hence, in order to use electrical equipment, you may have to use an adapter and/or converter.

Electricity is generally included in the rent for most of the accommodation proposed by the school. However, occasionally, there are electricity meters that give details of the electricity consumption. In this case, you will have to pay the bill separately from the rent. Careful, electricity is expensive in France and you will be asked to regularise your electricity bill at the end of your stay! In order to pay the bill, you need to register with the Electricity Board and put the account into your name. For any specific questions concerning bills, you can call the following number (English Spoken) : 09.69.36.63.83

Emergency Services

Please remember that in case of any emergency that you cannot deal with yourself, you should call the 112 (European Emergency number).

Professionals are always available to help you or any victim. When in doubt, call anyway, they will guide you. The emergency services are very efficient and competent in France.

Other emergency numbers you can call:

15 – medical emergency requiring an ambulance

17 – police

18 – fire brigade

112 – European Emergency services (Other languages spoken)

If you can only remember one of the numbers, it is not a problem as all calls arrive on the same platform.

How to report an emergency:

When you report an incident and call the emergency services you should remember to stay on line until they tell that you can hang up

State your name and where you are – a precise address or description of the locality is useful

Describe the accident/ incident/ state of the victim

Just remain as calm as possible and answer the questions as clearly as possible.

Food, Dining Out - Restaurants

Basic cooking facilities are available in the residence. You can find a wide variety of foods in one of the local supermarkets such as Leader Price (Avenue d'Italie) which is just a 7-minute walk from the school and a 10-minute walk to the partner residence Suiteétudes.

If you do not feel like cooking, there are many places to have lunch and dine out in Clermont. Along the Boulevard Trudaine where the Business School is located, there are plenty of snack bars, pizzerias and kebab take-aways. In the vicinity of the school you will find Indian, Tibetan, Vietnamese, African, Danish and Italian Restaurants. Of course, France is famous for its gastronomy and regional specialities. The Auvergne region is famous for its cheeses and you will be able to test the famous St Nectaire cheese as well as test the local cuisine during the regional visit.

Close to the Cathedral, on the Place de la Victoire (Victory Square) which is only a few minutes' walk from the Business School, you will find plenty of restaurants, salad bars and traditional French lunchtime fare. There are also vegetarian restaurants as well as an Australian Coffee House and Creperies (French pancake restaurants) all around the historic part of the city.

University Refectories, Snack Bars and Cafeterias
<http://usine.crous-clermont.fr/restauration/carte-des-restaurants/>

**Centre Hospitalier Universitaire CHU Gabriel
Montpied**

Accident & Emergency Hospital

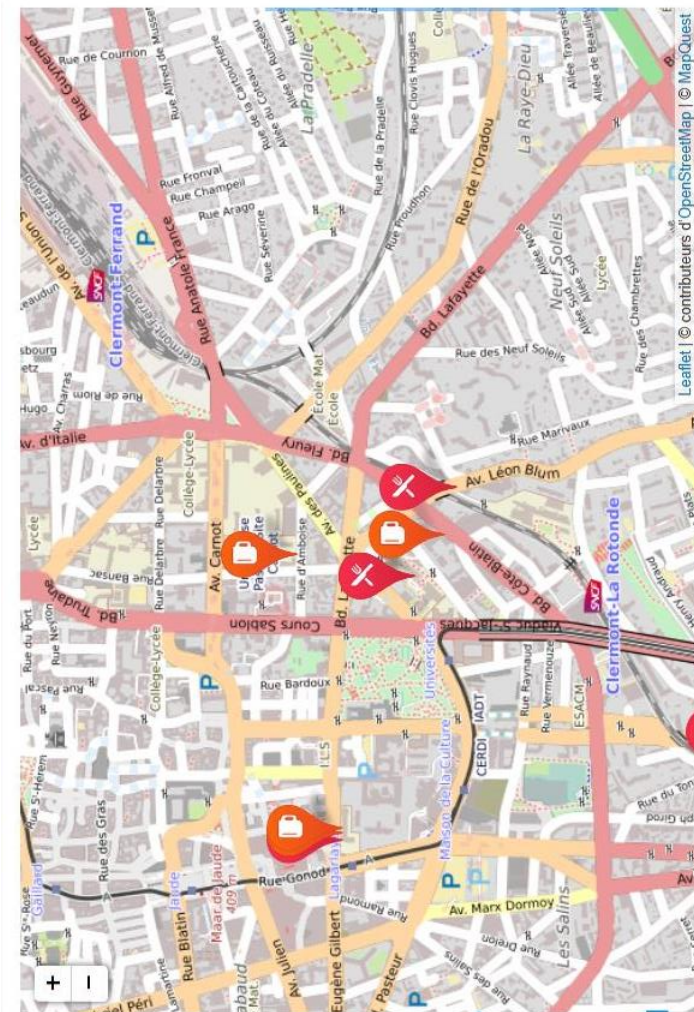
58 Rue Montalembert
63000 Clermont-Ferrand
0043373750750

15: free call for the emergency service (SAMU)

17: free call for the police

18: free call for the fire brigade

112: free call for European emergency service



25 Rue Etienne Dolet, 63000 Clermont-Ferrand

- KIOSQUE LA RONDE DES SAVEURS (Snack Bar)
- RU LE CLOS SAINT-JACQUES (Student Refectory)
- CAFETERIA LA TERRASSE (Cafeteria)

26 Ave Léon Blum, 63000 Clermont-Ferrand

- RU LE CRATERE (Refectory)
- KIOSQUE CRATERE (Snack Bar)

11 rue d'Amboise, 63000 Clermont-Ferrand

- RU LE MANEGE (Refectory)
- KIOSQUE LE MANEGE (Snack Bar)

28 Bd Cote Blatin

- KIOSQUE LEBON (Snack Bar)

2 rue de Braga 63000, Clermont-Ferrand

- KIOSQUE ESTAING (Snack Bar - close to the residence)

11 Boulevard Charles de Gaulle, 63000 Clermont Ferrand

- CAFETERIA DE JAUDE (Cafeteria)
- KIOSQUE JAUDE (Snack Bar)

Money Transfer

Price Comparison website for transferring funds from your home countries (no fees applied):

Feel free to check-out the following solution named Moneytis : <https://moneytis.com/>

Moneytis is 100% Free. It will enable you to picture what is the best solution for you to transfer your money in a few clicks.

This is how it works:

Step1: Go to <https://moneytis.com/>

Step2: Select the amount + the country « From » and the country « To » which you would like to transfer your money.

Step 3: Choose the best solution matching your needs (cost, speed of the transaction, easiness of the solution)

Step 4: You will be redirected towards the selected money transfer operator

Step5: Sign-up & finalize your transfer on the money transfer operator's website

Any questions ? Feel free to send an e-mail to team@moneytis.com . You can also ask your questions directly to our online chat which you will find on <https://moneytis.com/>

To find out more about Moneytis: <https://moneytis.com/>

Pharmacy / Chemists

You will have no difficulties in finding a pharmacy in the city centre of Clermont. Pharmacists can give you advice if you have a minor health problem. Always ask for a receipt when you buy medicine even though you might not be reimbursed back in your home country. The **Pharmacie Ducher** is open 24/24, it is located in front of the school: 1 Place Delille

Post office

Postage stamps, international money orders, telephone cards, post office current accounts, parcels etc

St Eloy – Central post office - Rue Maurice Busset, 63000 Clermont-Ferrand

Gaillard - Place Gaillard, 63000 Clermont-Ferrand

Gare SNCF – Agency next to the train station

Public Transports

See under 'Bus and Tramway'

Smoking

It is forbidden to smoke in all public areas in France. You may smoke in the courtyard next to the cafeteria but it is forbidden to smoke in the school buildings.

Sustainable Development at ESC

You will notice that there are different containers in the buildings of the school to sort the trash/rubbish (papers, plastic, batteries, glass etc.). Staff and students are required to use these containers.

Swimming pools

- Stade Nautique Coubertin, (close to the bus station/ gare routière) Indoor & Outdoor swimming pools, paddling pool, diving boards, sauna (student rates)
- Chamalières (Piscine Municipale des Hautes Roches, Rue Paul Lapie, 63400 Chamalières 2 pools, wave pool and water slide)

Sports & Leisure Activities

There are many opportunities to keep fit in Clermont. Many private gyms have special rates for students. Student organisations organise all types of sports activities for students. You should first start by contacting the BDE and Bureau des Sports at the ESC for information about partner gyms, ESC sports teams and clubs. Otherwise, you can just go for a jog or walk around the Jardin Lecoq Park, Montjuzet Park or get a bus or train out of the city to visit smaller surrounding towns and villages and countryside.

- SUAPS (University student sports organisation) – 15 bis rue poncillon, 63000 Clermont-Ferrand 04.73.29.32.01
- Fédération Nationale du Sport Universitaire, Complexe Sportif des Cézeaux. 04.73.40.70.34
- Bureau des sports (BDS) ESC
- STADIUMS - Stade Philippe Marcombes, 121 Avenue de la Libération, 04.73.93.45.52
- Stade Universitaire, 15 bis Rue Poncillon, 04.73.93.24.18
- Maison des Sports, Place des Bughes 04.73.92.17.05
- Gymnase Honoré & Jean Fleury, Place de Coubertin 04.73.93.22.60
- Gymnase Anatole France, Rue Anatole France, 04.73.92.13.27

Taxis

Allo Taxi Radio: 04.73.19.53.53

Taxi Express: 06.98.34.30.98

Other companies are available in the Yellow Page directory (www.pagesjaunes.fr)

Telephone and making calls

MOVERSIA or can help students if they want to buy a mobile phone when they arrive in Clermont. Many students only buy a French SIM card (30 €) & prepaid credits (15€/month).

How to phone abroad?

Dial 00 followed by the country's international code (which can be found on the internet <http://www.telephone-fr.com/indicatif-telephone.htm>):

Remember that you often drop the first 0 of the regular telephone number when ringing abroad.

If you are looking for a phone number in France you can visit <http://www.pagesjaunes.fr> (for a company) or <http://www.pagesblanches.fr> (for a person). You can also dial 118 008 in order to speak to an operator.

Theatre, concerts & shows

You can find our "what's on" in Clermont-Ferrand from the monthly magazine "Le mois" available from the tourist office or from the FNAC record & book store in the Centre Jaude shopping centre where you can also purchase tickets. The ESC reception desk displays leaflets and information about shows and other activities.

- Opéra Municipal, Bd Desaix
- Maison des Congrès et de la Culture, Entrée principale, Bd F. Mitterand
- Maison du Peuple : - Place de la Liberté
- Maison des Sports - Place des Bughes

Tourism

Free documents available from the Tourist Office – Place de la Victoire. Plenty of useful guides and maps are available at the tourist office desk.

USEFUL WEBSITES

The city of Clermont:

- <http://www.t2c.fr/> (local transports)
- <http://www.ville-clermont-ferrand.fr> (tourist office)
- <http://www.cr-auvergne.fr> (regional tourism)

Rail tickets/times/cost:

- www.voyages-sncf.com

Student health insurances:

- www.smerria.fr
- www.travelexpat.com

Clermont student services website:

- www.crous-clermont.fr

EMERGENCY SITUATIONS

Please remember that in case of any emergency that you cannot deal with yourself, you should call the 112 (European Emergency number).

Professionals are always available to help you or any victim. When in doubt, call anyway, they will guide you. The emergency services are very efficient and competent in France.

Other emergency numbers you can call:

15 – medical emergency requiring an ambulance

17 – police

18 – fire brigade

112 – European Emergency Number (Multilingual)

If you can only remember one of the numbers, it is not a problem as all calls arrive on the same platform.

How to report an emergency:

When you report an incident and call the emergency services you should remember to stay on line until they tell that you can hang up

State your name and where you are – a precise address or description of the locality is useful

Describe the accident/ incident/ state of the victim

Just remain as calm as possible and answer the questions as clearly as possible.

Emergency Services

IN CASE OF EMERGENCY PLEASE CONTACT:

**Emergency Hospital Admissions
Centre Hospitalier Universitaire CHU Gabriel
Montpied
58 Rue Montalembert
63000 Clermont-Ferrand
0043373750750**

Please call the following as required :

15: free call for the emergency ambulance service (SAMU)

17: free call for the police

18: free call for the fire brigade

112: free call for emergency services (throughout Europe)