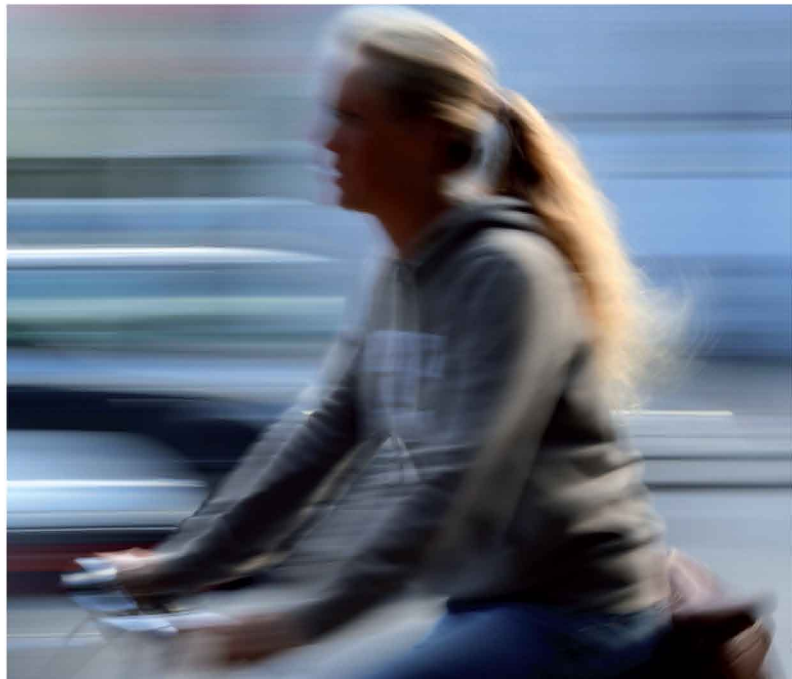




**Copenhagen
Business School**
HANDELSHØJSKOLEN

A Copenhagen Arrival Guide

**Practical Information for Exchange Students and
Guest Students at Copenhagen Business School
2011 - 2012**



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Welcome

Welcome to Copenhagen, to Denmark and to Copenhagen Business School.

This is the start of a new educational experience. We hope that this booklet will guide you through some of the practical aspects of your stay here. We have included all the things that students normally ask about or need to know.

Please feel free to drop by the office, whenever you have questions or problems, personal or academic. We are here to help.

Best regards,

The staff
Copenhagen Business School
The International Office
Dalgas Have 15
2000 Frederiksberg
Denmark

Tel: +45 3815 3006

E-mail: rec.io@cbs.dk

Office hours: Monday, Tuesday, Thursday and Friday 10am–noon & 1pm–3pm.
Closed weekends, Wednesdays and on public holidays.

Official Papers

Who needs a residence permit?

Apart from citizens from the Nordic countries, everyone staying in Denmark for more than three months needs to have a residence permit.

EU/EEA or Swiss citizens: Students from the Nordic countries do not need a residence permit. EU nationals and citizens of Switzerland and Liechtenstein only need a residence permit if their stay exceeds three months. **The permit must be obtained upon arrival in Denmark**, which you will receive more information on upon arrival to Copenhagen.

Non-EU/EEA citizens staying in Denmark for more than three months must fill in the ST1 Form in order to apply for a residence permit. The form is to be sent to the nearest Danish embassy, consulate general or consulate. In certain countries, another Schengen country will handle visa applications on behalf of Denmark. Detailed information on application procedures can be found on: www.newtodenmark.dk

If you submit your application to a diplomatic mission (embassy or consulate general) you will normally also have to pay a fee. The fee can vary in price. The Immigration Service recommends that you check the fee on the website of the diplomatic mission before submitting your application.

The processing of your application is up to **60 days** after the Danish Immigration Service has registered **receipt of the full application fee** and has received a **complete application** from you, **so do not hesitate; apply for your residence permit immediately to make sure that you will receive your residence permit in due time before your departure to Denmark.**

All students should check that the exchange period stated on the acceptance letter as well as the ST1 form (non-EU nationals) correspond and are correct. If you are a full year student, the full period of study should then be stated. If there are any problems with birth dates or the

exchange period, please contact the International Office immediately so we can send you a new copy of the documents.

For more information please check www.um.dk/en

Civil Personal Registration Number

This is better known as the CPR number. Danish law states that once you have your residence permit, you must apply for the CPR number in order to stay in Denmark (Except Nordic citizens staying in Denmark less than 6 months). The number is issued by Municipal Citizen Service Centers called "Borgerservice".

The CPR number is used in all aspects of life in Denmark, such as when in contact with the health authorities, libraries, banks, etc. If you later in life return to e.g. study a full degree in Denmark, the authorities re-activate your CPR number.

As soon as you have the number, please e-mail it to the International Office – your CPR number is used for your exams and transcript at CBS.

How to Apply for a CPR Number

The municipality you live in determines what "Borgerservice" Center you belong to. If you live in CBS housing, just read on and you find out where to go. As soon as you have received your residence permit (non EU-citizens have the permit already), you should go to the center bringing:

- An "Entry Form" which you will receive from CBS in your welcome package
- Your passport and a copy of the photo page in your passport
- Your residence permit and a copy of your residence permit
- Your rental agreement.

You will also be asked to choose a doctor from a list of doctors in your area. The CPR number will be sent to you after some weeks.

Official Papers

Students living at Student Residence Halls at Holger Danskes Vej, Kathrine Kollegiet, Kongens Tværvej and Porcelæns haven apply at:

Frederiksberg Municipality

Rådhuset (City Hall), Borger Service
Smallegade 1
2000 Frederiksberg

Opening hours
Mon-Thurs 10am-5pm, Fri-Sat 10am-2pm.

Students living at all other CBS Student Residence Halls apply at:

Copenhagen Municipality (Københavns kommune)

Borgerservice
Nyropsgade 1, 1602 København V
Mon-Fri 9am-5pm

Change of Address

If you change your address during your stay here, you need to inform the "Borgerservice Centre" within 5 days as well as the International Office.

The International Office

Need to change a course or have a learning agreement signed? The office is your main pit stop at CBS, and our aim is to make your stay here as easy as possible.

Communicating with us

Your CBS e-mail account is the main means of communication, so please check it regularly. When you contact us, please make sure that you give us your passport name; no shortened names or pet names as we cannot look these up in our system. Either just come by the office or e-mail us at undergrad@cbs.dk or grad@cbs.dk if you have any questions.

Travelling during the Semester

In case your family needs to get in touch with you urgently, please e-mail your contact details when travelling to travel.intoff@cbs.dk. The mail box is only checked in case of emergencies and is deleted at semester's end.

Semester Dates

For information on semester dates and holidays, please see the "Academic Calendar" at www.cbs.dk/intl. Do not book your ticket home until you are completely sure of the dates of your last exam.

Courses and Timetables

You find this information on www.e-campus.dk. The log-on for the portal is your CBS e-mail user name and password. Under the section "Study", you can see your course enrollment and, when the time comes, what exams you are enrolled in. It is important that you check the timetables for your courses as soon as possible as time conflicts may occur. In case this happens, you have to change into another course.

How to Read the Time Table

You can see your personal schedule at www.calendar.cbs.dk (Please use your e-mail login). The schedule will be available in the end of June (fall semester) and mid-December (spring semester). Once your courses have

Academics & CBS info

been assigned, we will provide you with more thorough guidelines on how to check your schedule for overlapping courses. Week numbers are used in the time tables, so it will for example say that a lecture starts in week 36 which in 2011 corresponds to September 5-11. For an overview of locations, please see map on page 11.

Changing a Course

During the first two weeks of the semester, you are able to change courses at the International Office.

Confirmation of Courses

Before the two first weeks of the semester are up, you have to confirm your choice of courses by handing in a "Final Course Registration form". The form will be available at the International Office. Even if you have made no changes to your program and you have all the courses you chose at the time when you sent in your registration form, you still have to fill in and sign a form. **The form will eventually be used when making your transcript – so make sure to hand it in!**

Exams

Exam enrollment is automatically done in the courses you are enrolled in. This is done from around a month-two weeks before the exam. The exam enrollments will appear in your status on www.e-campus.dk under "Exam Enrollment Status". In case you change courses during the first two weeks of the semester, please check that you have not been enrolled for the exam in the course you have dropped, as a small number of courses have exam enrollment right at the start of the semester. Any question in regards to the exam enrollment, you should ask to the course secretary, as the International Office does not have anything to do with the exam enrollment.

Special Needs Exam Arrangements

If you are a student with special needs, please ask the International Office about exam procedures at the beginning of the semester.

Cancelling an Exam

Please check e-campus for information on procedures and deadlines. If in doubt, or if you have exams with time conflicts, please come see us at the International Office.

Grades and Transcripts

The professor has minimum 30 days to mark the exam, and afterwards the mark has to be entered into our administrative system. Once this has been done, you can see your exam result on www.e-campus.dk. When all exchange students have been given their exam results, the International Office makes the transcripts. We send two transcripts to your home university and you can pick it up there (if you are a Freemover, we do not send a transcript to your university, but to your home address). In case you need the transcript early for graduating, please contact us. Before you go home, we will check with you that we have your correct home address.

Student ID

During the Introduction week, you are taken to the CBS library to have an ID card made. Apart from being a student card, it also functions as a library card for the CBS library as well as a CBS cash card that makes it possible to use it for printing and for purchases in the canteen. **You cannot go to the exam without your student ID card.** It is free to have made, but if you lose it, you will have to pay to have a new one made.

Information and Slides from Lectures

Once you have logged on to the CBSLearn portal <https://learn.cbs.dk/login/index.php> you have access to information about your courses, teaching slides as well as other information that the professor or course secretary may put up. For further information on CBSLearn, please see the folder "Read Me" enclosed in your welcome package.

CBS Libraries

Academics & CBS info

There is one staffed library and a 24/7 e-library. Please see www.e-campus.dk or www.cbs.dk/library for addresses, facilities and opening hours.

Academic Books – New and Second Hand

CBS has an academic bookstore Solbjerg Plads. Books are quite pricey in Denmark as we pay VAT on them, but second hand books are sold at www.e-campus.dk. Please see the section "Buy & Sell".

IT Facilities & E-mails

Please check www.e-campus.dk under the section IT. If you experience problems with your CBS e-mail account, please contact the IT counselors at help@students.cbs.dk. Be aware if you receive an e-mail that appears to be from the IT counselors, asking you to confirm your password. This is a phishing-attack, and you should never e-mail your password to anybody.

Information Centre at CBS

The Information Centre at CBS is located at Solbjerg Plads Campus. The centre is able to answer your questions regarding locations, departments or other CBS related issues. Opening hours is Mon-Thurs 7.45am-4.30pm, Fri 7.45am-4pm. Tel: 3815 4200.

Sports at CBS

Currently CBS Sports offers football, basketball, handball, rugby, cricket, badminton, and hockey as well as adventure race teams at CBS. These are for both men and women alike. For information on how to join, please see <http://cbssport.dk>

Student Associations

joining one of the many student organizations on CBS is a great way to meet new friends. There are many different types of organizations, ranging from religious associations to groups focusing on a particular cause or academic topic. Please have a look at www.e-campus.dk under the heading "Cybercampus", then select Organizations & Associations. You can also check out our Time Out guide at www.cbs.dk/timeout

Medical Treatment

When you reside in Denmark and hold a valid CPR number, you are entitled to free medical treatment from a general doctor and free emergency treatment and hospitalization amongst other things but please make certain that you are covered by a health insurance in your own country until your Danish health insurance is valid. We also require you to have an insurance that covers home transport as well as liability in case of severe illness or death.

Doctors

When you apply for your CPR number, you are asked to choose a doctor from a list. Approximately two weeks after you have registered you will receive your Yellow National Health Card to your Danish address. Always carry the card with you. The name and telephone number of your doctor is at the top of the card. If you need to make an appointment, telephone hours are generally between 8am and 9am. Be aware that it may take many attempts to get through to your doctor, and you may therefore spend up to 10-15 minutes of re-dialing. You need to bring the card with you to the doctor, otherwise you have to pay a service fee, which is non-refundable.

In case you need to see a doctor before you have the yellow card, you may contact this one: Inga Schlosser, Finsensvej 3, 1st floor to the left. Tel: 3888 8005. There is a fee of some hundred DKK per consultation. Check with your insurance company, if this is reimbursable.

Emergency Doctor Service

If you live in Copenhagen or Frederiksberg and need a doctor outside normal consultation hours or during the weekend, you need to call the Emergency Doctor Service at tel: 7013 0041. A doctor will assess the state of your illness, and if he/she deems it necessary, you will be asked to come to an on-duty clinic/hospital or he/she will arrange a home visit.

should call the emergency call center at 112 at any time.

Health & Emergencies

In case of emergency and/or if someone needs immediate medical treatment, you should call the emergency call center at 112 at any time.

Emergency Rooms / Casualty Wards

In case of acute illness/injuries or if treatment cannot wait, you can go to a casualty ward at a hospital:

Frederiksberg Hospital
Nordre Fasanvej 57
2000 Frederiksberg
Tel: 38 16 35 22

Bispebjerg Hospital
Bispebjerg Bakke 23
2400 Copenhagen NV
Tel: 35 31 23 73

Amager Hospital
Italiensvej 1
2300 København S
Tel: 32 34 35 00

Hvidovre Hospital
Kettegårds Alle 30
2650 Hvidovre
Tel: 36 32 25 53

Pharmacies

Pharmacies in Denmark have regular opening hours Mon-Fri 9am-5.30pm, Sat 9am-1pm. The pharmacy closest to CBS is located at Smallegade 46.

Health & Emergencies

There are a few 24-hour pharmacies in and around Copenhagen. A fee of DKK 15 will be added to the bill, when using these pharmacies outside regular working hours. The most central one is located by the Central Station in the City Center.

Steno Apotek
Vesterbrogade 6C
1620 Copenhagen V

Student Counseling – Psychological Aid

The Student Counseling Service at CBS is a free offer given to fulltime students at CBS who are experiencing personal, study-related or social problems that might be interfering with their study activities.

The Student Counseling Service
Howitzvej 13, ground floor
2000 Frederiksberg.
The phone lines are open on Tues-Fri 12.30pm-1pm. Tel: 3534 3042.

Dentists

You may go to any dentist you like. A small portion of the payment is subsidized, but you may find it expensive anyhow. The following are dentists who have treated students in the past:

Peter Lund
Søndre Fasanvej 39, ground floor
2000 Frederiksberg
Tel: 38 87 91 03

John Orloff
Hausergården, Hauser Plads 20, 2.
1127 Copenhagen K
Tel: 3315 1534

Health & Emergencies

Emergency Dental Treatment

For emergency dental treatment outside office hours, you can go to the Dental Emergency Service (Tandlægevagten) Oslo Plads 14, near Østerport Station. The treatment has to be paid for in cash or by Dancard, but all patients receive a subsidy upon presentation of the yellow health insurance card. If you are able to wait until a regular dentist opens, this is highly recommended as the emergency treatment is very expensive.

Open 7 days a week 8pm-9.30pm including weekends and public holidays 10am-noon. Dec 24 and Dec 31, only 9am-2pm.

Car Breakdown

If your car breaks down, you can call Falck at tel: 7010 2030. There is a charge for non-members.

Police

Emergencies, call 112
Service number, call 114

Stolen Property

If your property is stolen, you can file a report at your local police station. Call 114 for addresses and further information. Unfortunately, a number of students in previous semesters have been pick-pocketed either attending evening activities or shopping in town. If you have withdrawn a large sum of money and you do not want to carry it around, you are welcome to keep it at the safe at the International Office. You need to bring some ID when you retrieve the money again. The money can only be retrieved during regular opening hours. You may want to take out additional insurance that covers liability and personal belongings during your stay, CBS cannot cover any losses which may occur.

Lost Property Offices**General**

Copenhagen Police
Slotsherrensvej 113
2720 Vanløse
Tel: 3874 8822
Mon, Wed, Fri 9am-2pm,
Tues, Thurs 9am-5.30pm
Sat and Sun closed

Planes

Ask for a specific airline or Copenhagen Air Services
Tel: 3247 47 25, daily 8am-9pm

Buses

Movia tel: 3613 1400, daily 7am-9.30pm

Trains

Call 70131415 or go to a train station.

Mobile Phones

You will find it almost impossible to do without a cell phone while in Denmark. It is a great way to keep in touch with your new friends.

If you have brought a phone, it has to be SIM-unlocked and should work with GSM 900 and 1800/triband networks, in order to be used here.

Copenhagen has a lot of different companies that offer great deals, where you can buy more minutes online with international credit cards. This is the option that most Danish students choose.

You may also want to buy a new (SIM-unlocked) phone in Denmark, and then get the same kind of deal as mentioned above. You can get a new phone from around 600 DKK.

For students staying here for more than 6 months, you may want to look into getting a subscription. A subscription is for a minimum of 6 months and you need a Danish CPR number in order to sign up for one.

For a thorough explanation of your options, please go to one of the many mobile phone shops in Copenhagen. The closest one to CBS is located on the first floor in the Frederiksberg shopping centre by Solbjerg Plads Campus.

Money, Banks and Credit Cards

The Danish currency is the "*krone*" (crown); 1 "*krone*" equals 100 "*øre*". A "krone" is abbreviated "kr." or "DKK". Coins in the following denominations are in circulation: 50 øre, 1 krone, 2 kroner, 5 kroner, 10 kroner and 20 kroner. In addition, we have 50 kroner, 100 kroner, 200 kroner, 500 kroner, and 1000 kroner notes. 1 EURO is a little more than DKK 7.

Exchange rates can be found on the Internet at the following address, where you can also find a convenient program for the conversion of currency: www.oanda.com or www.xe.net

Bank Accounts

In order to open a bank account in a Danish bank, you need to have a CPR number. The 2 largest banks in Denmark are Danske Bank and Nordea.

Cash Machines / ATM

These are found outside almost all banks as well as in shopping centres. Please note that you normally pay a fee when withdrawing money from your account card. Check the fees for with your credit card company.

Money Orders

These can be dispatched and received at all post offices. The money order always has to be made out in DKK. Western Union International Service offers instant outbound-inbound money transfer. Please see www.westernunion.com

Credit Cards

Most shops accept all major credit cards when shopping, **but a few do not.**

Practicalities

Lost Credit Cards

American Express Gold Card and American Express cards, tel: 7020 7097
Diners, tel: 3673 7373
Eurocard, tel: 3673 7100
MasterCard, tel: 4489 2750,
Visa Card (Kash), tel: 4355 6798
Other credit cards 24-hour hotline, tel: 4489 2929

Post Offices

The opening hours of the post offices vary from place to place. Normally, they are open 9.30am-5pm on weekdays and 9.30am-noon on Saturdays. Some are closed on Saturdays. There is a local post office located just inside the shopping centre by Solbjerg Plads Campus.

Please see www.postdanmark.dk for further information on addresses, postal rates, track & trace service etc.

You can have your parcels from home sent to the International Office. As soon as we receive it, we will send you an e-mail, so you can come to the office in order to pick it up. Please bring some kind of ID with you. Please make sure that your name is clearly stated on any parcels sent to the International Office.

Cheap Hair Cuts

We are frequently asked where to go in order to get a cheap haircut, so here is a suggestion from former students at CBS:

Frisørskolen (CPH WEST)
(School for Hairdressers)
Glentevej 61
2400 Copenhagen NV

Both men and women are welcome. In order to make an appointment, call 3818 1099.

A haircut is DKK50. Highlights, coloring and perms are DKK100. Light cosmetic treatments are between DKK50-250. Expect to spend some extra time there, as those doing the work are students and their work has to be viewed and judged.

Free newspapers in English

The Copenhagen Post is the Danish news in English. It is published once a week. You can pick up a copy from the International Office, or you can read it at www.cphpost.dk

The CBS Observer is the CBS newspaper. Part of it is in English. It is published once a month and can be picked up from our office.

Book Swap

If you have read your books and need "new" ones, you can swap books at the International Office. We have a selection of books in English (mainly fiction) which you are more than welcome to look through.

Supermarkets

Supermarkets are found on most main streets in Frederiksberg and Copenhagen. Some are pricier than others, so shopping in discount supermarkets is a good way of saving money. Please be aware that **some supermarkets do not take international credit cards**, so check before shopping.

Discount supermarkets are Aldi, Fakta, Netto and Lidl.

Ordinary supermarkets are Føtex, Kvickly, SuperBrugsen and SuperBest.

Irma is also a supermarket, but its carefully selected goods can sometimes be a bit pricey.

Most bottles are recycled in Denmark. You pay a small deposit when you buy your soft drink or beer, and when you bring the empty bottle back to a supermarket, you put it into the bottle recycling machine. You get the deposit returned when you present your receipt to the till assistant.

General Opening Hours

Large supermarkets like Føtex, Kvickly, Netto, Fakta close at 8pm on weekdays.

On Saturdays, they close at 4 or 5pm. On Sunday, most shops are closed, apart from kiosks, bakeries and a few smaller supermarkets. On the first Sunday of the month, many shops and supermarkets are open.

For natural food stores, halal butchers and shopping areas in the city, please see your residence handbook and www.cbs.dk/timeout

The first few times, shopping may be difficult, as you probably do not know all the Danish terms for the things you want to buy. Therefore, we have made a small dictionary covering the most common groceries:

Shopping for Food

Dictionary

Dairy Products

Skimmed milk	Skummetmælk (0.1% fat)
	Minimælk (0.5% fat)
Low fat milk	Letmælk (1.5% fat)
Whole milk	Sødmælk (3.5% fat)
Cheese	Ost
Cream	Fløde
Butter	Smør
Whipping cream	Piskefløde

Meats, Poultry & Fish

Beef	Oksekød
Chicken	Kylling
Ham	Skinke
Herring	Sild
Minced meat	Hakket kød (beef or pork, check for variety)
Pork	Svinekød
Salmon	Laks
Sausages	Pølser
Shrimp	Rejer
Tuna fish	Tun (tunfisk)
Veal	Kalvekød
Æg	Eggs

Shopping for Food

Vegetables & Fruits

Apples	Æbler
Carrots	Gulerødder
Cucumber	Agurk
Green beans	Grønne Bønner
Onions	Løg
Oranges	Appelsiner
Peas	Ærter

Other

Curry	Karry
Coffee	Kaffe
Detergent	Vaskepulver
Flour	Mel
Oil	Olie
Olive Oil	Olivenolie
Rice	Ris
Soft drinks	Sodavand
Sugar	Sukker
Tea	Te (The)
Thyme	Timian
Tomato Puree	Tomatpuré

Getting around Town

A very popular way of getting around in Copenhagen is by bicycle. Most Danish students use the bike as their main means of transportation. However, if you are not a regular cyclist and do not feel confident on a bike, you should not make an attempt at being a first-time-cyclist in Copenhagen. Some car drivers and cyclists drive recklessly with little regard for other people or traffic regulations. One of the most typical accidents happen at traffic crossings, when lorry drivers and car drivers turn to either the left or the right and overlook cyclists, who are going straight ahead. It is recommended to wear a bicycle helmet.

The City Bike

City Bike is a system by which you can use a specially designed bicycle to ride around in the inner city. You collect a bicycle from one of the 100 City Bike racks by depositing a 20 kroner coin in the bicycle, and you get your money back, when you return the bike to a rack. Please note that there is a DKK1,000 fine if the City Bike is taken out of the Inner City. Please see www.bycyklen.dk for more information.

Getting a Bike

Second Hand Bikes

You can buy cheap second-hand bikes at the auctions held approx. every second Saturday by the police at:

Københavns Politi
Slotsherrensvej 113
2720 Vanløse
Tel: 39 62 02 72

Transportation

Please check www.topauktioner.dk for dates and times. You may have to get your buddy to help you at the site, as everything is in Danish. Only cash and the Danish credit card Dankort can be used as payment at the auction.

Used bicycles are also often sold by other students. Check CBS notice boards and on www.e-campus.dk. After you have logged on, you look for the "Buy & Sell" section.

New Bicycles

You may also want to buy a new bike. Large supermarkets like Bilka, Føtex and SuperBrugsen carry bicycles, and prices range from around DKK1000 and up.

Bicycle Lights

You are required to have lights on your bicycle from sunset to sunrise. If not, you will get fined DKK500, if you come across the police. A set of bicycle lights can be bought in most supermarkets for around DKK50.

Public Transport

Buses and Metro

The city has an efficient public transport system which runs 24 hours a day. Getting from CBS to the Inner City by Metro takes 3 minutes. Tickets for the Metro are also valid on the bus or S-train (local trains), as long as you have bought the right amount of zones.

The ticket fare depends on how many zones you are going through. A standard ticket covers 2 zones and costs DKK24. If you are going by public transport on a regular basis, you might consider buying a 10-trip card or even a monthly card.

Transportation

For a full overview of the public transport system along with prices and zones, please see the brochure in your welcome package or check out www.visitcopenhagen.com, click on the "Plan & Book" section, then choose "Transport in Copenhagen".

Tickets for Local and National Public Transport

Tickets and cards for public transport including national trains can be purchased at the DSB Ticket Sale Counter at Frederiksberg Shopping Center (on the ground floor near the centre's information booth).

Taxis

You can hail one in the street, check to see if the "Fri" sign in the front wind screen is illuminated. You can also call Taxi 4x35 at tel: 3535 3535. Taxis can be expensive in Denmark.

How to Get from A to B

If you need to find out how to get from one address to another by public transport, you can use the journey planner at www.rejseplanen.dk, which provides you with a full description of the journey including timetables, prices and maps.

Going to other Parts of Denmark, Scandinavia & Further Away

The link above can be used for information on public transport all over Denmark. The "Plan & Book" Section on www.visitcopenhagen.com also contains information about this. The cheapest way of getting around in Denmark and southern Scandinavia is by bus.

What to See

There are plenty of things to do and see both in and outside of Copenhagen. Take the chance to explore the city as well as the rest of Denmark while you are here.

The City's official tourist information "Copenhagen Right Now" has a very extensive website, where you can find information on anything from shopping and nightlife to a Top 10 of sights and how to see Copenhagen when on a low budget. It is also possible to book hotels, Bed & Breakfasts and youth hostels online.

Copenhagen Right Now
Vesterbrogade 4A
1577 Copenhagen V
Tel: 7022 2442
www.visitcopenhagen.com

For tourist information on the rest of Denmark, please see the site of the Danish Tourist Board www.visitdenmark.dk



**Copenhagen
Business School**
HANDELSHØJSKOLEN

THE INTERNATIONAL OFFICE

TEL: +45 3815 3006

