GUIDE TO SMOOTH STUDIES AT CBS 2017-2018

PRACTICAL INFORMATION FOR GUEST AND FREEMOVER STUDENTS AT COPENHAGEN BUSINESS SCHOOL
# Table of Contents

**Welcome, p. 3**

**Registration in Denmark, p. 4-7**
- Residence permit
- Civil registration (CPR)

**Academic and Administrative aspects, p. 8-11**
- IT resources & facilities
- Student ID card
- Student Hub
- CBS Library
- Academic books
- Maps and floor plans

**Information specifically for Guest and Freemover students, p. 12-15**
- The International Office
- Semester dates
- Course enrollment
- Confirmation of courses
- Exams
- Special needs exam arrangements
- Grades & transcripts
- Travelling during your stay

**Health & Emergencies, p. 16-21**
- Danish national healthcare
- General practitioner
- Emergency medical treatment
- Helpline 1813
- Emergency 112
- Emergency rooms
- Dentist
- Emergency dental treatment
- Pharmacy
- Student Counselling Service
- Police
- Theft

**Practical information, p. 22-33**
- Lost and found
- Money, banks & credit cards
- Public transportation
- Bicycle
- Grocery shopping
- Post office & pakkeboks
- Mobile phone
- Public library
- Haircut
- Tipping
- Taxi
- News & blogs
- Leisure time
- Student associations
Welcome

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

Copenhagen Business School is a Danish university with an international environment. We welcome more than 5,000 international students from over 50 countries each academic year, and our international students are an important aspect of our campus life and a valuable addition to the internationalization of CBS’ own academic environment.

This semester is the start of a brand new educational experience. Denmark is a country driven by individuality and self-responsibility, and we believe that it is extremely important for you to be prepared for your time here in order to get off to a smooth start when settling into your studies at CBS.

To help you, we have compiled this guide to advise you about the practical aspects of studying at CBS. We have tried to anticipate the questions and concerns you may have as an international student at CBS.

You can also find valuable information about studying at CBS and living in Denmark in our “Anticipating Arrival at CBS Guide”. Our Anticipating Arrival Guide provides you with information not found in this Smooth Studies guide, including finding housing, working in Denmark, and the Danish language.

All the best for a smooth start to your studies at CBS!

Best regards / Venlig hilsen

The CBS International Office
Registration in Denmark

Residence permit in Denmark

Apart from citizens from the Nordic countries, everyone staying in Denmark for more than three months must apply for a residence permit. Please read this section carefully in order to be informed about the steps you must take to be able to live in Denmark legally during your studies.

- **Non-EU/EEA citizens:** Non-EU/EEA citizens studying in Denmark are supposed to have applied for, and have received, the residence permit before departing for Denmark. For any issues regarding residence permits for non-Europeans that remain unresolved at the time of arrival, please contact the immigration authorities at the following address:

  The Citizen Centre
  Njalsgade 72C
  2300 København S

  Please note that you must book an appointment before visiting the Citizen Centre. For more information, please see newtodenmark.dk

- **EU/EEA or Swiss citizens:** When staying in Denmark longer than three months, EU and Swiss citizens need a registration certificate. The permit must be obtained as soon as possible upon arrival in Denmark from the State Administration at the following address:

  State Administration
  Ellebjergvej 52
  2400 København NV
  Mon – Wed & Fri 8-14, Thu 12 noon-16

- **Nordic citizens:** Citizens from the Nordic countries do not need a residence permit for Denmark. For more information, please see norden.org/en.
Registration in Denmark

- Dual Citizenship: If you have dual citizenship and one of them is in the EU, we recommend that you apply for the residence permit with your European passport upon arrival in Denmark.

Civil registration (CPR)

Danish law requires everyone, apart from Nordic citizens, staying in Denmark for more than three months to register with the Civil Registration System. Nordic citizens may get a CPR number if they want to. Once registered, you receive a CPR number unique to your person. The CPR number is needed for many purposes, e.g. opening a bank account, accessing healthcare free of charge, and having a student job.

All international students (apart from Nordic students) can get a CPR number only when they have received their Danish residence permit. It may take several weeks for the authorities to process residence permit applications, so for this reason European students should apply for the residence permit immediately upon arrival.

How to register for a CPR number

The CPR number is issued at municipal citizen service centers called “Borgerservicecenter”. You need color scans of the following documents:

☑ Passport (or national ID-card if EU citizen)
☑ European Health Insurance Card (blue EU-card) if you have it
☑ Residence permit from Danish Agency for International Recruitment and Integration (non-EU) or EU registration certificate from State Administration (EU citizens)
☑ Proof of residence (rental contract or declaration of tenancy)
☑ Marriage certificate if married
Registration in Denmark

The application process is two-step:
1) Fill out form and upload color scans of documents online
2) Show up in person with original documents

- **Frederiksberg Municipality**
  If you are moving to Frederiksberg, you start the online process at
  https://notuseborger.scandihealth.net/eds/indrejse/Indledningdetaljer.aspx?kommuneid=147 (select English version in the upper right corner). Fill out the form online and print the receipt with your file number.

  Bring your original documents to:
  Citizen Service Centre
  Frederiksberg Rådhus (City Hall)
  Smallegade 1, 1. floor (back entrance on the 1. floor)
  2000 Frederiksberg
  Mon & Thu 9-17; Tue, Wed & Fri 9-13

- **Municipalities outside of Frederiksberg**
  If you are moving to one of the following municipalities: *Albertslund (only students living in Vognporten or Morbærhaven), Allerød, Ballerup, Brøndby, Copenhagen, Dragør, Fredensborg, Frederikssund, Furesø, Gladsaxe, Glostrup, Halsnæs, Helsingør, Hillerød, Holbæk, Hvidovre, Høje-Taastrup, Hørsholm, Ishøj, Kalundborg, Køge, Lejre, Lyngby-Taarbæk, Næstved, Odsherred, Roskilde, Rødovre, Rudersdal, Slagelse, Solrød and Stevns*
  You start the online process at ihcph.kk.dk.

  Bring your original documents to:
  International Citizen Service
  Gyldenløvesgade 11
  1600 København V
  Mon – Wed 10-15, Thu 11-15, Fri 10-14
Registration in Denmark

Please inform us about your CPR number
As soon as you have your CPR number, please send it to The International Office at receipt.intoff@cbs.dk from your CBS e-mail.

Changing address while in Denmark
You must inform the “Borgerservicecenter” in the municipality to which you move within five days from the move or four weeks prior to the move. If you move to another municipality than those listed below and are in doubt about where to go, please contact the staff at The CBS International Office.

Københavns Kommune
Nyropsgade 7
1602 København V
Mon – Wed 10-17
Thu 09-18
Fri 10-15
(be advised to arrive early)

Frederiksberg Kommune
Citizen Service Centre
Frederiksberg Rådhus (City Hall)
Smallegade 1, 1. floor
2000 Frederiksberg
Mon & Thu 9-17
Tue, Wed & Fri 9-13

Tårnby Kommune
Amager Landevej 76
2770 Kastrup
Mon – Wed 10-14
Thu 10-17:30
Fri 10-13:30

Gentofte Kommune
Bernstorffsvej 161
2920 Charlottenlund
Mon – Wed 08-16
Thu 08-18
Fri 08-14

Remember to notify the postal service of your move so your mail can be forwarded to your new address.
Academic and Administrative aspects

IT resources & facilities

Your CBS username and password are required for most IT resources and facilities. Keep your username and password secure and updated, as you will be using them in your everyday life as a CBS student. Your password must be updated every three months for security reasons. Beware of phishing attempts. CBS will never ask you to reveal your password.

E-mail
CBS sends all communication to your CBS e-mail while you are enrolled, so make sure your account stays active and does not go over quota or you will miss important information from CBS. Because your CBS e-mail is unique, communicating from your CBS e-mail will also be a great help to CBS staff.

Intranet
The student intranet my.cbs.dk is your portal to everything related to your studies. Here you can find links to other resources and information on everything from important deadlines, forms, exam dates and locations, exam rules and results, and course timetables to campus facilities and professional and social events.

Online Student Service
Through the Online Student Service, you find your course enrollments and your exam registration status and exam results.

Learn
Learn is where you can find syllabi, presentation slides, and other information relevant to your courses from your instructor or course secretariat.

Digital Exam
On Digital Exam, you find and submit your assignments and exams. You can also see if your assignment or exam has been graded.
Academic and Administrative aspects

Links to IT resources:
- CBS e-mail: http://webmail.student.cbs.dk/
- Student intranet: https://my.cbs.dk/
- CBS calendar: http://calendar.cbs.dk/
- Online Student Service: https://sb-cbs.stads.dk/
- Learn: https://learn.cbs.dk/
- Digital Exam: https://eksamen.cbs.dk/
- IT support: help@student.cbs.dk

Student ID card

Your student ID card can function as your library card or your print/copy card if you deposit money on it, but most importantly, your student ID card is necessary to enter and take part in your exams. Once you have had one made, you should make sure not to lose or damage it.

Student Hub

The CBS Student Hubs are located three places around campus:

**Solbjerg Plads 3**
- Mon – Fri 9-13

**Dalgas Have 15**
- Mon – Thu 9-16, Fri 9-13

**Graduate House** (for MSc EBA only)
- Mon – Fri 9-13

The Student Hub is your entry point for many of your basic needs. Staff members from different departments are available for inquiries about forms, services, guidelines, and procedures. They are also specialists within their respective fields, so visit any Student Hub to get qualified guidance.
Academic and Administrative aspects

**CBS Library**

The CBS Library is located four places around campus:

**Solbjerg Plads 3**  
Mon – Fri 8-23  
Sat – Sun 8-22 & public holidays 8-22

**Dalgas Have 15**  
2nd floor  
Mon – Fri 8-21  
Sat – Sun & public holidays closed

**Porcelænshaven 26**  
Mon – Fri 8-21  
Sat – Sun & public holidays closed*  
(*open 24/7 with updated student ID card)

**Graduate House**  
Mon – Fri 7-19  
Sat – Sun & public holidays closed*  
(*open 24/7 with updated student ID card)

Read about the CBS Library and its facilities, including how to update your student ID card or book a study seat or group room, at cbs.dk/library.

**Academic books – new and second-hand**

Academic Books has a bookstore at Solbjerg Plads. However, books are quite expensive in Denmark. Money-saving tips include borrowing your text books from the CBS Library (or any other public library), taking advantage of student discounts, and buying second-hand books from other students. Check the notice boards around CBS.
Academic and Administrative aspects

Maps and floor plans

An overview of the various CBS Campus buildings is available at http://www.cbs.dk/en/about-cbs/contact/maps.

Maps and floor plans of each CBS Campus building are available at http://www.cbs.dk/en/about-cbs/contact/floor-plans.

Evacuation plans for each CBS Campus building are available at https://studentcbs.sharepoint.com/CampusAndLibrary/Pages/Evacuation-plan.aspx.
Academic and Administrative aspects

Information specifically for International Guest (exchange, double degree, CEMS) and Freemover students

The International Office

While the Student Hub is the place to go for general CBS guidelines and procedures, The CBS International Office is here for everything specific to your exchange. Questions about changing courses, learning agreements, the possibility of sitting retake exams from your home university, etc., should be addressed to The International Office.

The International Office Reception
Porcelaenshaven 18A
2000 Frederiksberg
E-mail: rec.intoff@cbs.dk
Tel: +45 3815 3006
Mon – Thu 9:30-12 noon & 13- 15, Fri 9:30-12 noon
Sat – Sun & public holidays closed

Communication with CBS staff
CBS communicates only to your CBS e-mail, so check it regularly. Likewise, when you contact us, you should e-mail us from your CBS account. State your question clearly and communicate only to one person or one department at the time with the question relevant to that person or department. To involve more than one recipient in the same question is time-consuming for all of us.

Of course, you are also welcome to come by our offices in person. But regardless of your means of communication, please prepare all necessary information before contacting us so we can offer you the best guidance and options possible suited to your specific situation or need.
Semester dates

For general semester dates and holidays, please refer to the “Academic Calendar” at cbs.dk/exchange.

Course enrollment

By the time you arrive to CBS, your course enrollments should be settled. However, during the first week and a half of the semester, you will have one final opportunity to request a change of courses through The International Office.

Confirmation of courses

At the end of the final course application round, you will be requested to confirm your choice of courses. Even if you have been enrolled in the courses you originally requested and have made no change since then, you must reply to our request. This reply will be used when issuing your transcript of records.

Exams

At CBS, you have three attempts at passing an exam. You are automatically registered for each attempt, although some exam formats require an indication of intention prior to getting registered.

Through the Online Student Service, you can find your exam registrations and, eventually, your results. It is your responsibility to check that the courses you are enrolled in are correct so that your exam registrations will also be correct.
Academic and Administrative aspects
Guest and Freemover Students

At my.cbs.dk you will see your exam dates as soon as they are available. If any of your exams overlap, you should contact The International Office immediately so that alternative arrangements may be made if possible. However, The International Office has nothing to do with exam planning or administration, so if you have any questions regarding a specific exam, you should contact the appropriate exam coordinator.

**Special needs exam arrangements**
If you are a student with special needs, please contact The International Office as soon as possible – and no later than the start of the semester – to learn about any alternative exam procedures available at CBS. Make sure to submit any documentation you have from your doctor, etc., regarding your special needs.

**Grades & transcript of records**

Your grade will be announced immediately after an oral exam and six weeks after a written exam. When the respective exam assessors have uploaded your grades, they will be available in your Online Student Service.

We send two transcripts to your home university where you can retrieve your copy. If you are a Freemover, we send two copies of your transcript to your home address.

If you fail an exam attempt and want us to withhold your transcript until you receive the result from your second attempt, please contact us as soon as you see the failing grade is available in the Online Student Service.

Transcripts are usually sent out in mid-to-late July/January. If you need your transcript earlier to complete graduation, please contact us as soon as you see that all your results are available in the Online Student Service.
Academic and Administrative aspects
Guest and Freemover Students

Travelling during your stay

In case there is a family emergency or a terrorist attack and your family needs to get in touch with you urgently, please e-mail your itinerary and contact details during your travels to travel.intoff@cbs.dk. This mailbox is checked only in case of emergencies and is deleted at the end of each semester.
Health & Emergencies

Danish national healthcare

All registered residents of Denmark are entitled to free emergency treatment. Students registered with the Civil Registration System are covered by the Danish national healthcare scheme, which entitles you to free medical consultation from your general practitioner, medical consultation from specialists on referral from your GP, and subsidies for medicine and free hospitalization, among other things. However, you are not covered until you have received your Danish health insurance card ("Sundhedskort").

*It is strongly recommended for all international students to take out insurance that covers repatriation in case of severe illness.*

General practitioner (GP)

Your chosen GP’s contact information is printed on your health insurance card, which you receive a few weeks after registering with the Civil Registration System. Telephone hours are generally between 8 and 9 a.m., however, some GPs provide online booking and consultation (login credentials are issued by the GP). You must present it for every consultation and treatment, so **always carry your health insurance card on you!**

In case you need to see a doctor before you have received your health insurance card, the following GP has treated CBS students in the past:

**Inga Schlosser**
Finsensvej 3, 1st floor, left
2000 Frederiksberg
Tel. +45 38 88 80 05

Check the consultation fee directly with the clinic, and confirm with your insurance company if this fee is reimbursable.
Health & Emergencies

Emergency medical treatment

Helpline 1813
In the event of sudden illness or injury while your GP is closed, you can call Helpline (“Akuttelefonen”) at +45 1813. Lines are open 24/7. Specially trained nurses will assess your situation and advise you if further action is necessary.

Emergency 112
If you need urgent medical assistance with acute, life threatening illness or injury, you can call Emergency (“Alarm”) at +45 112. Lines are open 24/7. Calls are free of charge and can be made even from foreign mobile phones. A nurse or paramedic will assess your situation and, if necessary, dispatch an ambulance. 112 is the national emergency hotline for acute emergencies in which you need medical, fire, or police service.

Emergency rooms (“Akutmodtagelsen”/“Akutklinikken”)
In case of acute illness or injury or if treatment cannot wait, you can go to an emergency room at the following hospitals. Call Helpline 1813 in advance to be referred to the emergency room best prepared for your injury or with the shortest waiting time.

“Akutmodtagelsen” (open 24/7) – for serious and minor injuries

Bispebjerg Hospital
Bispebjerg Bakke 23, entrance 7C
2400 København NV
Tel. +45 3531 3531

Hvidovre Hospital
Ketegård Allé 30, dept. 536
2650 Hvidovre
Tel. +45 3862 2553

Herlev Hospital
Herlev Ringvej 75
2730 Herlev
Tel. +45 3868 3868
Health & Emergencies

“Akutklinikken” (open 7-22) – for minor injuries

**Amager Hospital**
Kastrupvej 63, entrance 17
2300 København S
Tel. +45 3234 3500

**Frederiksberg Hospital**
Nordre Fasanvej 57, vej 2, entrance 3A
2000 Frederiksberg
Tel. +45 3816 3522

**Gentofte Hospital**
Kildegårdsvej 28, entrance 2B
2900 Hellerup
Tel. +45 1813

**Glostrup Hospital**
Nordre Ringvej 57
2600 Glostrup
Tel. +45 3863 2533

**Dentist**

Dental care is only partly covered by the national healthcare scheme. Preventative dentistry pricing is regulated by the Danish Dental Association and somewhat subsidized. More extensive treatment receives almost no subsidy and can be quite expensive. However, you are not bound by any choice of dentist.

The following dentists have treated CBS students in the past:

**Peter Lund**
Søndre Fasanvej 39, ground floor, left
2000 Frederiksberg
Tel. +45 3887 9103

**John Orloff**
Tandklinikken Hausergaarden
Hauser Plads 20, second floor
1127 København K
Tel. +45 3315 1534

You can also apply for treatment at the School of Dentistry, part of University of Copenhagen. Treatments are part of the training for the students (carried out under the supervision of teachers), so expect competitive prices but longer treatment time. Read more at http://odontology.ku.dk/patient-info/.
Health & Emergencies

Emergency dental treatment

For emergency dental treatment while your dentist is closed, you can go to the Copenhagen Emergency Dentist (“Tandlægevagten”). You must show up in person and present your health insurance card. Emergency treatments are very expensive and must be paid for in cash or by credit card (Dan card only). Read more at http://tandlægevagten.dk/.

Tandlægevagten København
Oslo Plads 14 (by Østerport Station)
2100 København Ø
Every day 20-21:30, Sat – Sun & public holidays also 10-12 noon

Pharmacy (“Apotek”)

Pharmacies in Denmark are normally open weekdays from 9:30 to 17:30 and Saturdays from 9:30 to 14. The regular pharmacy most central to CBS is:

Frederiksberg Smallegades Apotek
Smallegade 46
2000 Frederiksberg
Tel. +45 3887 0478
Mon – Fri 9-17:30, Sat 9-13:30, Sun closed

There are a couple 24-hour pharmacies in the Greater Copenhagen Area. You pay a small fee for service outside regular opening hours. The nearest 24-hour pharmacy is:

København Steno Apotek
Vesterbrogade 6C
1620 København V
Tel. +45 3314 8266
Health & Emergencies

Student Counselling Services

Moving to a new country, even temporarily, is a big step. Be patient and give yourself time to settle into your new environment. Prepare yourself for the possible culture shock, and if you experience it, do not hesitate to talk to someone about it.

Student Counselling Service offers free individual or group counselling by experienced psychologists, psychiatrists, and social workers with an education in psychotherapy. They are bound by confidentially, but you can also contact them anonymously.

**Student Counselling Service**
Dronningens Tværgade 30, 2nd floor
1302 København K
Tel. +45 7026 7500
E-mail sek@srg.dk
Web www.srg.dk/uk

Lines are open Mon – Thu 9-12 noon & 12:30-15, Fri 9-13. You can get help over the phone or make a personal appointment.
Health & Emergencies

Police

Emergency 112
If you need urgent police assistance or intervention, call Emergency (“Alarm”) at +45 112. Lines are open 24/7. Calls are free of charge and can be made even from foreign mobile phones. Calls made for the police are transferred to specially trained police officers. 112 is the national emergency hotline for acute emergencies in which you need medical, fire, or police service.

Service 114
If you need non-urgent police assistance, call Service at +45 114. Lines are open 24/7. Specially trained dispatchers will assist you with any inquiry or advise you if further action is necessary.

Theft

Unfortunately, a number of students in previous semesters have been pickpocketed, either attending evening activities or shopping in town, so please take care to protect your belongings, not leaving them unattended, and keep valuables in a safe place. We advise you to buy insurance for home content (“indbøforsikring”) while in Denmark, so you have coverage for your personal belongings during your stay.

If you have been pickpocketed or mugged, you must file a report at your local police station. Call the police Service number at +45 114 for the address.

If you want to report a theft or damage, which does not require immediate intervention by police, you can do it online at www.politi.dk/en/Report/Theft+and+Property+Damage.
Practical information

Lost and found ("Hittegods")

**Air**
If you lost or forgot an item on board an aircraft, you should contact the airline. If you lost or forgot an item in the airport, you can try looking it up at https://www.cph.dk/en/customer-service/lost-properties/ or call Copenhagen Airport’s information at +45 3231 3231. Lines are open every day from 6:30 to 22:30.

**Taxi**
Call the taxi company and provide the relevant details (see your receipt) to identify the taxi or driver.

**Train**
If you lost or forgot an item on a train or at a train station, call DSB Customer Service at +45 7013 1415.

**Metro**
If you lost or forgot an item on a metro or at a metro station, you can make a claim to it via http://intl.m.dk/#!/customer+service/lost+property or call the Metro Customer Service at +45 7015 1615. Lines are open weekdays from 8 to 16.

**Bus**
If you lost or forgot something on a bus or at a bus stop, visit www.dinoffentligtransport.dk/kundeservice/hittegods/efterlys-hittegods/ (Danish only), select the bus icon, and input the bus line to get the contact information for the company that services that bus line. Otherwise, call customer service at +45 7015 7000.

**Other**
As a matter of practice, most public institutions, hotels, museums, theaters, etc., have a lost and found box at their reception or information desk. Items are usually turned over to the police’s lost and found offices regularly.
Practical information

**Københavns Politi, Hittegodskontoret**
Slotsherrensvej 113
2720 Vanløse
Mon – Fri 9-14

Inquiries are preferred in writing to kbh-hittegods@politi.dk or in person during office hours. For items with an identifiable serial number, inquiries are possible weekdays from 9 to 11 at +45 3874 8822.

**Lost/stolen credit cards**
Before your departure, you should contact your local credit card provider to verify the steps to take in case you lose your credit card.

If you have an online banking solution, you can usually close the card online. Otherwise, the following are Danish local emergency telephone numbers to some major credit card companies:

- American Express (UK number) +44 1273 696 933
- Diners Club +45 3673 7319
- Eurocard +45 3673 7150
- MasterCard +45 8001 6098
- Visa +45 8001 0277

Always remember to close your card as soon as you notice that it is missing or if you suspect fraud. If your card was stolen, you should also report it to the police.
Practical information

Money, banks & credit cards
Contact your bank about your options for withdrawing money while you live and travel abroad. Fees can vary greatly, so be sure to inquire specifically about that.

Bank accounts
It can be very useful to open a bank account in Denmark, which you can do as soon as you have your Danish CPR number.

Money transfers

Credit cards
Most major credit cards are typically accepted in Denmark. Remember to bring your PIN code and a photo ID. There is usually a 3.75% fee, and some supermarkets do not accept foreign credit cards at all. Thus, you may want to carry some cash for immediate expenses.

Cash points/ATMs
Cash points for cards with a PIN code are found outside most banks as well as in or outside most shopping centers. On campus, there is one located in Solbjerg Plads next to the Student Hub.

If you have withdrawn a large sum of money and you do not want to carry it around, you are welcome to keep it in the safe at The International Office. You will need to bring your ID when retrieving the money. The money can only be retrieved during regular office hours. CBS cannot be held responsible for any lost or stolen property that you leave at The International Office.
Practical information

Public transportation

Copenhagen has an efficient public transportation system. The transportation and ticket systems are fully integrated in the Greater Copenhagen Area, and one single ticket covers busses, trains, and the Metro, which collectively run 24/7. The current ticket system is based on fixed zones. The cheapest ticket or pass type depends on how frequently you travel.

If you commute regularly (more than three times a week) inside the same zones, a monthly pass is cheapest and most practical. It allows for unlimited trips within those pre-determined zones for 30 days. Monthly passes are sold at DSB ticket counters and a few independent kiosks (bring your health insurance card and a small passport-type photo).

If you only use public transportation irregularly, e.g. a couple of times a week or to changing destination in different zones, then single tickets or Rejsekort are the cheapest options.

For a thorough overview of prices, time tables and travel rules, go to www.visitcopenhagen.com/copenhagen/transportation/transport-and-around-copenhagen.

Rejseplanen
To find out how long it takes from point A to point B by public transportation, how much it costs, and where to transfer or turn, use www.rejseplanen.dk (Danish, English, and German).
Practical information

Bicycle
Biking is a very popular and cheap way of getting around in Denmark. Copenhagen is an especially bicycle-friendly city, and most Danish students use the bike as their main means of transportation. However, if you are not an experienced cyclist and do not feel confident on a bike, you should not make your first attempt in the fast-paced traffic of Copenhagen.

The fine for breaking the traffic laws for cyclists is DKK 700-1000 per violation. Danish Cyclists’ Federation offers information about bikes and bicycle regulations at www.cyklistforbundet.dk/english. Read especially about affixing safety reflectors and lights, when to turn on lights, signaling in traffic, and conduct at bus stops.

Bike rental
In March 2016, the 100th Bycyklen bicycle dock was installed in central Copenhagen. The Bycyklen city bike project allows tourists and long-term customers alike to rent high-tech bikes for a single trip or subscribe for a longer period. Read more at http://bycyklen.dk/en/.

New and second-hand bikes
When you stay in Denmark for a longer period, you might want to buy a bike. Nørrebro and the area around houses many shops that sell new and second-hand bikes. Some bike shops offer the option of buying back the bike when you leave.

Used bikes are also often sold by other students. Check the notice boards around CBS.

Regardless of whether you rent or buy a new or used bike, always lock your bike with a recommended lock (or two). In 2015, an average of 44 bikes were reported stolen in Copenhagen every day.
Practical information

Grocery shopping

You can find supermarkets, ranging from discount to high-end, on most main streets in the Greater Copenhagen Area. Be aware that some supermarkets do not accept foreign credit cards or debit card, so check before shopping and bring cash just in case.

Discounts supermarkets include Aldi, Fakta, Lidl, Netto, and Rema 1000. Mid-range supermarkets include Føtex, Kvickly, Menu, and SuperBrugsen. Irma is also a supermarket, but its carefully selected goods come at a price.

Organic food shops, halal butchers, and ethnic grocery shops are found all over Copenhagen, but especially in the neighborhoods of Nørrebro and Vesterbro.

Many beverages in glass and plastic bottles and cans are integrated into the Danish deposit and return system. Look for the labels “Pant A”, “B”, and “C” (depending on size) or the word “Returflaske”. A small deposit is pre-calculated into the price of these beverages, which is paid back when you return the empty container. Smaller establishments (like the CBS canteens) only accept containers from brands or products in their selection. Automated collection machines labeled “Dansk Retursystem” accept all returnable cans and bottles, regardless of brand.

For non-returnable glass, metal, and plastic containers, many apartment buildings have dedicated bins for recycling.

General opening hours
Supermarkets are generally open weekdays from 8 to 20 and Saturdays from 8 to 18. Some open earlier and close later, and the larger chains are open Sundays too. Most other types of shops are open weekdays from 10 to 17 and Saturdays from 10 to 14. Again, some open earlier and close later, but almost none of them, except kiosks and bakeries, open on Sundays.
Practical information

Glossary
Your first shopping trip may be a challenge because signs and packaging is in Danish. Below is a glossary for the most common items:

Fruits & vegetables

<table>
<thead>
<tr>
<th>Item</th>
<th>Danish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apples</td>
<td>Æbler</td>
</tr>
<tr>
<td>Beans</td>
<td>Bønner</td>
</tr>
<tr>
<td>Bell peppers</td>
<td>Peberfrugter</td>
</tr>
<tr>
<td>Carrots</td>
<td>Gulerødder</td>
</tr>
<tr>
<td>Corn</td>
<td>Majs</td>
</tr>
<tr>
<td>Cucumbers</td>
<td>Agurker</td>
</tr>
<tr>
<td>Garlic</td>
<td>Hvidløg</td>
</tr>
<tr>
<td>Ginger</td>
<td>Ingefær</td>
</tr>
<tr>
<td>Lemons</td>
<td>Citroner</td>
</tr>
<tr>
<td>Mushrooms</td>
<td>Champignoner</td>
</tr>
<tr>
<td>Onions</td>
<td>Løg</td>
</tr>
<tr>
<td>Oranges</td>
<td>Appelsiner</td>
</tr>
<tr>
<td>Peas</td>
<td>Ærter</td>
</tr>
<tr>
<td>Potatoes</td>
<td>Kartofler</td>
</tr>
</tbody>
</table>

Meats & fishes

<table>
<thead>
<tr>
<th>Item</th>
<th>Danish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beef</td>
<td>Oksekød</td>
</tr>
<tr>
<td>Chicken</td>
<td>Kylling</td>
</tr>
<tr>
<td>Eggs</td>
<td>Æg</td>
</tr>
<tr>
<td>Ham</td>
<td>Skinke</td>
</tr>
<tr>
<td>Minced meat</td>
<td>hakkekød</td>
</tr>
<tr>
<td>Pork</td>
<td>Svinekød</td>
</tr>
<tr>
<td>Sausages</td>
<td>Pølser</td>
</tr>
<tr>
<td>Turkey</td>
<td>Kalkun</td>
</tr>
<tr>
<td>Veal</td>
<td>Kalv</td>
</tr>
<tr>
<td>Cod</td>
<td>Torsk</td>
</tr>
<tr>
<td>Herring</td>
<td>Sild</td>
</tr>
<tr>
<td>Salmon</td>
<td>Laks</td>
</tr>
<tr>
<td>Shrimps</td>
<td>Rejer</td>
</tr>
<tr>
<td>Tuna</td>
<td>Tun</td>
</tr>
</tbody>
</table>

Dairy products & beverages

<table>
<thead>
<tr>
<th>Item</th>
<th>Danish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk 0.1-0.4 % fat</td>
<td>Skummetmælk</td>
</tr>
<tr>
<td>Milk 0.4 %</td>
<td>Minimælk</td>
</tr>
<tr>
<td>Milk 1.5-1.8 %</td>
<td>Letmælk</td>
</tr>
<tr>
<td>Milk 3.5 %</td>
<td>Sødmælk</td>
</tr>
<tr>
<td>Buttermilk (0.5 %)</td>
<td>Kærnemælk</td>
</tr>
<tr>
<td>Cream (8-19 %)</td>
<td>Fløde</td>
</tr>
<tr>
<td>Whipping cream</td>
<td>Piskefløde</td>
</tr>
<tr>
<td>Butter</td>
<td>Smør</td>
</tr>
<tr>
<td>Cheese</td>
<td>Ost</td>
</tr>
<tr>
<td>Beer</td>
<td>Øl</td>
</tr>
<tr>
<td>Carbonated water</td>
<td>Danskvand</td>
</tr>
<tr>
<td>Coffee</td>
<td>Kaffe</td>
</tr>
<tr>
<td>Red/white wine</td>
<td>Rødvin/hvidvin</td>
</tr>
</tbody>
</table>

Various other

<table>
<thead>
<tr>
<th>Item</th>
<th>Danish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Olive oil</td>
<td>Oliven olie</td>
</tr>
<tr>
<td>Sugar</td>
<td>Sukker</td>
</tr>
<tr>
<td>Vinegar</td>
<td>Eddike</td>
</tr>
<tr>
<td>Barley</td>
<td>Byg</td>
</tr>
<tr>
<td>Flour</td>
<td>Mel</td>
</tr>
<tr>
<td>Oat</td>
<td>Havre</td>
</tr>
<tr>
<td>Rye</td>
<td>Rug</td>
</tr>
<tr>
<td>Wheat</td>
<td>Hvede</td>
</tr>
<tr>
<td>Yeast</td>
<td>Gær</td>
</tr>
<tr>
<td>Detergent</td>
<td>Vaskemiddel</td>
</tr>
<tr>
<td>Fabric softener</td>
<td>Skyllemiddel</td>
</tr>
<tr>
<td>Conditioner</td>
<td>Balsam</td>
</tr>
<tr>
<td>Soap</td>
<td>Sæbe</td>
</tr>
</tbody>
</table>
Practical information

Post office & pakkeboks

Opening hours and services vary between post offices, many of which are located inside supermarkets. Read more at www.postnord.dk/en.

The nearest post office is inside Føtex supermarket across from Fasanvej metro station and is open weekdays from 10 to 18 and Saturdays from 10 to 14.

Letters are usually delivered to your address. However, if you’re not home at the time a registered letter or parcel has been attempted delivered, you will receive a slip with instructions on where and how to collect your letter or parcel.

If necessary, you may have letters and parcels sent to The International Office. Read more in our Anticipating Arrival Guide, section 5.9. Post and parcel.

Mobile phone

A mobile phone is a great tool to keeping in touch with your new friends, and you will find it almost impossible to do without one while in Denmark. Read more in our Anticipating Arrival Guide, section 2.4. Mobile phone.

SIM-cards
Pre-paid SIM-cards are easily available online and in almost any kiosk or supermarket. A popular option among international students is Lebara.

Wi-Fi
Free Wi-Fi to go online with your phone or laptop is available in public libraries, many cafes in Copenhagen, and on CBS Campus.
Practical information

Public library

Bring your Danish health insurance card with you to any public library, register as a user, and get free access to the library’s catalogue of books, online databases, magazines, movies, music, and games, etc.

Read about registration and rules of conduct at:
Copenhagen libraries    bibliotek.kk.dk/temaer/copenhagen-libraries-english
Frederiksberg libraries    fkb.dk/english

Haircut

For a cheap haircut, visit one of the hairdresser schools in Copenhagen. Treatments are part of the training for the students (carried out under the supervision of instructors), so expect competitive prices but longer treatment time. Both male and female models are welcomed.

**Frisørskolen CPH WEST**
Glentevej 61
2400 København NV
+45 3388 0000
Haircut DKK 70
Color and perm DKK 140-330

**Københavns Frisørskole**
Nordre Fasanvej 40
2000 Frederiksberg
+45 3324 0553
Haircut DKK 49-99
Color and perm DKK 149-469

**Københavns Frisørskole**
Valby Langgade 100
2500 Valby
+45 3324 0543
Haircut DKK 49-99
Color and perm DKK 149-469

**Københavns Frisørskole**
Vesterbrogade 28
1620 København V
+45 3324 0533
Haircut DKK 49-99
Color and perm DKK 149-469
Practical information

Tipping

Waiting staff, taxi drivers, etc., earn decent wages in Denmark, and tipping is only customary when service has been particularly good.

Taxi

Taxis are easily identified by the signs on the roof and behind the windshield (lit to show availability). You can hail them at most main streets in Copenhagen or at dedicated pick-up spots near train stations and hotels, or you can call to book the nearest available taxi or to pre-book for later. Taxi rides can be quite expensive and are mostly useful for getting home safely late at night or when travelling with a lot of luggage. Service is included in the fare, so you are not expected to tip unless the driver provides good service, e.g. helps you with heavy luggage.

Some taxi companies who operate in the Copenhagen area are:

- Amager-Øbro Taxi +45 2727 2727
- DanTaxi +45 7025 2525
- 4x48 TaxiNord +45 4848 4848
- TAXA 4x35 +45 3535 3535

Online news & blogs

Copenhagen Post offers news about Denmark in English. You can browse through it at public libraries or online at http://cphpost.dk/.

CBSLife is CBS’ student blog. Share your own experiences or participate in discussions at cbslife.dk.
Practical information

Leisure time

Copenhagen offers an exciting range of leisure activities, such as theaters, operas, museums, concerts, and festivals. Spectating or, even better, participating in different sporting activities is a great way to get to know people in Denmark, and you have many options available to you at CBS and in Copenhagen. Read more in our Anticipating Arrival Guide, section 2.9. Leisure time.

Student associations

CBS student associations
Joining one of the many interest organizations or student associations at CBS is a great way to meet new friends and develop your interests. They range from academic or career-oriented associations, social or political interest groups, religious associations, and sports clubs and can be found in the CBS Students Network Book booklet at cbs.dk.guides.

Studenterhuset
Studenterhuset is an independent organization supported and funded by University of Copenhagen. It is located in the city center and is the heart of the Copenhagen student community. Students come to study in the study hall, relax in the café, or have fun at the nightly events that span quizzes (in English, of course), swing dance, and live concerts. Wednesday nights are “Meet & Eat at Studenterhuset”, when you can get a homemade dinner (vegetarian option always available) with your fellow students for only DKK 25. Read more about opening hours, events, and membership at studenterhuset.com/en.
Practical information

To help you get settled into your new temporary home, we encourage you to get involved with the CBS and/or Copenhagen communities. Here are some great ways to do so:

- Learn some Danish!
- Join a CBS student organization or two
- Visit Studenterhuset
- Join a local sports club

We hope that you will take advantage of the many opportunities available to you and enjoy your time here at CBS!