

The CBS logo consists of the letters 'CBS' in a bold, white, sans-serif font. The background of the entire cover is a photograph of a modern glass-walled building with a large crowd of people in the foreground, all framed by a thin green border.

COPENHAGEN BUSINESS SCHOOL
HANDELSHØJSKOLEN

SMOOTH STUDIES GUIDE

CBS 2018-2019

**PRACTICAL INFORMATION FOR EXCHANGE AND FREEMOVER
STUDENTS AT COPENHAGEN BUSINESS SCHOOL**

WELCOME

Copenhagen Business School (CBS) welcomes more than 5,000 international students from over 50 countries each year. One of these students are now you!

Spending a semester abroad is the start of a brand new educational experience. To help you get through some of the practical aspects of staying in Denmark, we have compiled this Smooth Studies Guide with useful and practical information for studying at CBS. Hopefully this guide will help you off to a smooth start with your studies.

You can also find valuable information about studying at CBS and living in Denmark in our guide '[Anticipating Arrival at CBS](#)'. 'Anticipating Arrival at CBS' provides you with information not found in this Smooth Studies Guide, such as finding housing, working in Denmark and the Danish language.

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

Best regards,

Team Inbound
CBS International Office

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PHOTO BY: HECTOR FRANCISCO LLORÉNS, UNIVERSIDAD REY JUAN CARLOS

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.

- **Non-EU/EEA citizens:** Non-EU/EEA citizens studying in Denmark should have applied for and received their residence permit before departing for Denmark.

For any issues regarding residence permits for non-Europeans that remain unresolved at the time of arrival, call SIRI's Citizen Center at +45 7214 2002.

For submission of applications or recording of biometrics upon arrival, visit:

The Citizen Center

Njalsgade 72C
2300 København S

Please note that you must book an appointment in advance via nyidanmark.dk/en-GB/Contact-us/Contact-SIRI/Citizens-Centre

- **EU/EEA or Swiss citizens:** When staying in Denmark longer than three months, EU/EEA and Swiss citizens need a residence certificate.

The certificate 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 SV

Mon – Wed & Fri 8-14, Thu 12 noon-16, Fri 8-14

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

To apply for your CPR number you will need color scans of the following documents:

- Valid 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

You can find more information on documents to prepare on international.kk.dk/checklist-newcomers

Living outside Frederiksberg municipality you apply via: ihcph.dk. Fill out the form and upload color scans of the documents online. You should then receive an invitation letter. Next, you show up in person with the original documents at:

International House Copenhagen

Gyldenløvesgade 11

1600 København V

Mon – Wed 10-15, Thu 11-15, Fri 10-14

The International House Copenhagen is open on specific dates just for you! These dates will be announced to you via your CBS e-mail. If your CPR application is approved, you will get your CPR number straight away.

For students living in Frederiksberg municipality, you apply via:

<https://notuseborger.scandihealth.net/eds/indrejse/Indledningdetaljer.aspx>

Fill out the information and your receipt will state the relevant documentation you need to bring. Within 5 days, you show up in person at:

Citizen Service Center (Borgerservice)

Frederiksberg Rådhus (City Hall)

Smallegade 1, 1st floor (back entrance)

2000 Frederiksberg

Mon & Thu 9-17; Tue, Wed & Fri 9-13

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.



**PHOTO BY: LILY THI BUI,
MACQUARIE UNIVERSITY**

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, you are welcome to contact us at the CBS International Office for help.

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 Center

Frederiksberg Rådhus (City Hall)

Smallegade 1, 1st floor

2000 Frederiksberg

Mon & Thu 9-17

Tue, Wed & Fri 9-13

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





PHOTO BY: MAXIME COURJAU, IESEG SCHOOL OF MANAGEMENT

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. For IT support contact: help@student.cbs.dk

E-mail

CBS sends all communication to your CBS e-mail while you are enrolled. It is therefore essential that you use your CBS e-mail address and that you make sure your account stays active and does not go over quota. We recommend that you forward your CBS e-mail to your private e-mail in order to receive all the important information. You can access your account on webmail.student.cbs.dk/.

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, results and course timetables to campus facilities, professional and social events.

Online Student Service: Through sb-cbs.stads.dk/ you find your course enrollments, your exam registration status and exam results.

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

Digital Exam: On exam.cbs.dk/ you find and submit your assignments and exams. You can also see if your assignment or exam has been graded.

CBS Calendar: calendar.cbs.dk/ will show your time table for your registered courses, timings, course locations and room number.

PRINTERS INSIDE AND OUTSIDE CBS

CBS supports the idea of a green campus and as a result, there are a limited number of options for printing. The library at Solbjerg Plads offers print at the cost of DKK 1.50 per page. You do not need a print card or installation - you should simply go to one of the CBS Library computers and send your print to "Library Print DKK 1.50 per page". Prints are picked up and paid for in cash or by Mobile Pay at the "red information desk" inside the library. Please note that printing in colour is not available.

[CBS Students Print](#) is available with your laptop and with a valid CBS e-mail account. On [CBS Students Print](#) you download and install a driver on your laptop, create an account, top up the account via the website using a credit card. All you need to print is: your laptop, your Student-id and any Credit Card (or Dankort). You can find printers all

over the Campus and they are available during all the opening hours of CBS. CBS Students machines can also be used for copying and scanning.

Alternative print and copy services around Frederiksberg (* Distance in minutes on foot from Solbjerg Plads 3):

- **Frederiksberg Library** - Falkoner Plads 3 (2 min.*).
- **Vester kopi** - Falkoner Allé 8 (6 min.*).
- **Printstation** - Falkoner Allé 112 (12 min.*)

STUDENT ID CARD

Your student ID card functions as your library card or your print/copy card if you deposit money on it. Most importantly, your student ID card is necessary to enter and take part in your exams, so do not lose or damage it.

In order to obtain a student ID card, you must log on to studentcard.cbs.dk and upload a picture of yourself to your profile. Make sure the picture fits the standards required by the IT department. After 7 days, you can pick up your new CBS student ID card at the Campus Desk in front of the library at Solbjerg Plads 3.

COMPUTER FACILITIES

Wireless internet is available at CBS. Please make sure your laptop is covered by your own private insurance. Laptops are easy to steal, and we have experienced theft both at CBS and at the student residences. A laptop lock could be a good idea.

The Internet at some of the student residences requires a cable; the cable is not provided by the student residences. However, some residences have Wi-Fi as well.

CBS has computer rooms with computers available for students, but there is a limited number of computers available. On my.cbs.dk, you can read more about the IT facilities at CBS under the top bar menu called “IT AND TOOLS”.

STUDENT HUB

The CBS Student Hubs are located three places around campus:

Solbjerg Plads 3, ground floor. Mon – Fri 9-13

Dalgas Have 15, main entrance. Mon – Thu 9-16, Fri 9-13

Graduate House (for graduate students only). Mon – Fri 9-13

Contact details:

Tel.: +45 3815 2710

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.

Student Hub staff are specialists within their respective fields, so visit any Student Hub to get qualified guidance.

CBS CAMPUS

CBS is located at several locations on Frederiksberg, with the four primary buildings being:

Solbjerg Plads: Main campus building with a wide range of auditoriums, class rooms, group study rooms, the academic bookstore as well as home to the largest of the CBS Libraries.

Kilen: A few steps from Solbjerg Plads you find Kilen with teaching facilities and home to the President's office and top management at CBS.

Dalgas Have: Architected building with class rooms, study rooms, library and Student Hub.

Porcelænshaven: Former porcelain factory now housing the administrative location of the International Office as well as teaching and research facilities.

For further information of all the various CBS locations, an overview is available at: cbs.dk/en/about-cbs/contact/maps

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

Evacuation plans for all campus buildings are available at: studentcbs.sharepoint.com/campusandlibrary/pages/evacuation.aspx

ACADEMIC BOOKS

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.

You can also buy your books online on the website academicbooks.dk/en

CBS LIBRARY

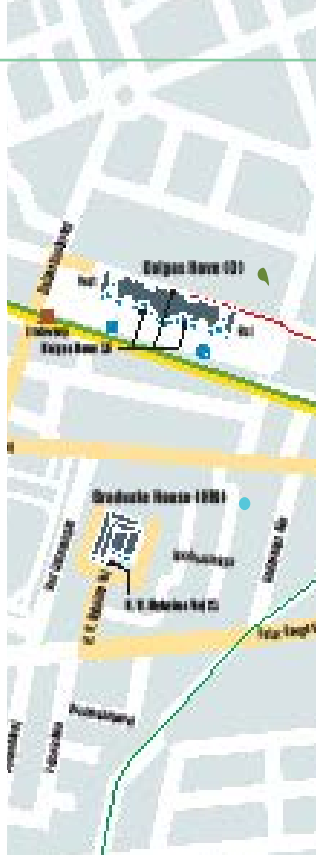
Read about the CBS Library and its facilities, including how to update your student ID card or book a study seat or group room, at cbs.dk/library. The CBS Library is located four places around campus:

Porcelænshaven 26 ●

Mon – Fri 8-21

Sat – Sun & public
holidays closed*

**open 24/7 with updated student ID card*



Dalgas Have 15, 2nd floor ●

Mon – Fri 8-21

Sat – Sun & public
holidays closed



Solbjerg Plads 3 ●

Mon – Fri 8-23

Sat – Sun 8-22 & public
holidays 8-22

Graduate House ●

Mon – Fri 7-19

Sat – Sun & public
holidays closed*



PHOTO BY: CHEN XU, FUDAN UNIVERSITY IMBA

CBS INTERNATIONAL OFFICE

While the Student Hub is the place to go for general CBS guidelines and procedures, the CBS International Office is for everything specific to your exchange.

Questions about changing courses, learning agreements, the possibility of doing exams from your home university etc., should be addressed to the International Office.

CBS International Office Reception

Porcelaenshaven 18A

2000 Frederiksberg

Tel: +45 3815 3006

E-mail: rec.intoff@cbs.dk

Mon – Fri 9:30-12 noon & 13-15

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. Regardless of your means of communication, please prepare all necessary information before contacting us so we can offer you the best guidance suited to your specific situation or need.

SEMESTER DATES

If you have any doubt when what happens when during your semester you can find general semester dates on the below main issues on the “Academic Calendar” at cbs.dk/exchange.

DANISH CRASH COURSE
INTRODUCTION WEEK
EXAM DATES PUBLISHED
SEMESTER START
ORDINARY EXAMS

SEMESTER END
HOLIDAYS
HOUSING MOVE OUT
1ST RETAKE EXAMS
TRANSCRIPTS ISSUED

COURSE ENROLLMENT

By the time you arrive to CBS, your course enrollments should be settled. However, until 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.

After 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.

At my.cbs.dk you will see your exam dates when they are available by first February/September. 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 & TRANSCRIPTS

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.

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 with accommodation 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.

This entitles you to free medical consultation from your general practitioner (GP), 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 that all international students take out private 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 8-9, 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:

Mette Skov & Tinne Nielsen

Finsensvej 3, 1st floor, left
2000 Frederiksberg
Tel. +45 3888 8005

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

EMERGENCY MEDICAL TREATMENT

Helpline 1813

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

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 until your GP opens, 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 3863 5000

Hvidovre Hospital

Kettegård Allé 30, dept. 536
 2650 Hvidovre
 Tel. +45 3862 2247/2552

Herlev Hospital

Herlev Ringvej 75
 2730 Herlev
 Tel. +45 3868 3868

“Akutklinikken” (open 7-21/22) – for minor injuries**Amager Hospital**

Kastrupvej 63
 Entrance 17
 2300 København S
 Tel. +45 3234 3500

Gentofte Hospital

Kildegårdsvej 28
 Entrance 2B
 2900 Hellerup
 Tel. +45 1813

Frederiksberg Hospital

Nordre Fasanvej 57, vej 2
 Entrance 3A
 2000 Frederiksberg
 Tel. +45 816 3524

Glostrup Hospital

Valdemar Hansens Vej 11
 2600 Glostrup
 Tel. +45 3863 2533

EMERGENCY 112

If you need urgent medical assistance with acute, life threatening illness or injury, you call **112**. Lines are open 24/7.

Calls are free of charge and can be made even from foreign mobile phones.

Calling from a Danish network and number, you do not need the +45 prefix to call 112.



TIP:

DOWNLOAD DENMARK'S OFFICIAL 112 APP.

WITH THIS APP YOU CAN CALL EMERGENCY AND EMERGENCY KNOWS YOUR GPS COORDINATES.

THIS WAY HELP IS FASTER ON THE WAY!



PHOTO BY: NEEA JOHANNA SALONEN,
AALTO UNIVERSITY SCHOOL
OF BUSINESS

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 odontology.ku.dk/patient-info/

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 tandlaegevagten.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

Pharmacies (“Apotek”) in Denmark are normally open weekdays from 9:30-17:30 and Saturdays from 9:30-14. 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 of 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

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 confidentiality, 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: 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.

POLICE

Emergency 112

If you need urgent police assistance or intervention, call emergency 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 police service at 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, so please take care to protect your belongings by not leaving them unattended, and keep valuables in a safe place. We advise you to buy insurance for home content (“indboforsikring”) 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 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 politi.dk/en/Report/Theft+and+property+damage/



PHOTO BY: FEDERICO DUGHERA, BOCCONI UNIVERSITY

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 cph.dk/en/customer-service/lost-properties/ or call Copenhagen Airport's information at +45 3231 3231.

Lines are open every day from 6:30-22:30.

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 intl.m.dk/#!/customer+service/lost+property or call the Metro Customer Service at +45 7015 1615. Lines are open weekdays from 8-16.

Bus

If you lost or forgot something on a bus or at a bus stop, visit dinof-fentligetransport.dk/kundeservice/hittegods/efterlys-hittegods/

(Danish only), select the bus icon, and search (Find) 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 (lost & found)
Slotsherrensvej 113
2720 Vanløse
Mon – Fri 9-14

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

Lost/stolen credit cards

We recommend that you 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)	+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.

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.

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.

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.





PHOTO BY: EDWIN TSUN-YUE,
UNIVERSITY OF HAWAII
AT MANOA

Money transfers

Read more about traveller's cheques and postal giro accounts in our Anticipating Arrival Guide.

Western Union International Service offers instant outbound-inbound money transfers. Read more at westernunion.com.

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.

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 buses, trains and the Metro which collectively run 24/7. The current ticket system is based on fixed zones. The cheapest ticket/pass 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 visitcopenhagen.com/copenhagen/transportation/transport-and-around-copenhagen

Rejseplanen

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





REJSEKORT - TRAVEL CARD

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Rejsekortet is a travel card for people with a permanent address in Denmark. The concept is that you buy a travel card, add money to it, and every time you travel, you check in and out by scanning the card. The price of your journey is then withdrawn from your card balance. We recommend you use the "Rejsekort Anonymous": rejsekort.dk/kob-rejsekort/voksen/rejsekort-anonymt.aspx?sc_lang=en

Rejsekort Anonymous can only be bought at various retailers and vending machines at Copenhagen Airport, Copenhagen Central Station and metro stations. The Rejsekort Anonymous cannot be bought online. Please check the Rejsekort website for a full list of retailers.

Cards purchased at a kiosk or a supermarket will cost DKK 180 – which is DKK 80 for the card and an extra DKK 100 for future travels.

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.

Danish Cyclists' Federation offers information about bikes and bicycle regulations at cyklistforbundet.dk/english. Read especially about affixing safety reflectors and lights, when to turn on lights, signaling in traffic, and conduct at bus stops.

New and second-hand bikes

When you stay in Denmark for a longer period, you might want to buy a bike. Nørrebrogade 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.

You can also check out the following links: copenhagenbikes.dk (also bike rental and arrange bicycle tours) and brugtecykler.dk.

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.

City bike

Bycyklen or the “city bikes” are electrical bicycles you can use for 30 DKK an hour in the inner city of Copenhagen. You have to create an account on their website in order to rent a bike. For more information about city bikes, you can visit their website at bycyklen.dk/en/.

DOS

GET LIGHTS FOR YOUR BIKE (WHITE FOR THE FRONT AND RED FOR THE BACK) TO USE FROM SUNSET TO SUNRISE

SIGNAL WITH YOUR ARM WHEN YOU TURN AND WHEN YOU STOP

ALWAYS STOP FOR RED LIGHTS. ALSO INCLUDES MAKING A STOP SIGN

ALWAYS USE THE BIKE LANE WHEN POSSIBLE. IF NO BIKE LANE - STAY AS FAR RIGHT ON THE ROAD AS POSSIBLE

DON'TS

NEVER BIKE ON SIDEWALKS OR THROUGH PEDESTRIAN CROSSINGS

NEVER LEAVE YOUR BICYCLE UNLOCKED

DO NOT TURN RIGHT ON A RED LIGHT. WAIT FOR GREEN BEFORE YOU TURN

NEVER RIDE AGAINST THE DRIVING DIRECTION

DO NOT WINDOW SHOP, USE YOUR PHONE OR LOOK AFTER PRETTY GIRLS/BOYS... KEEP YOUR EYES ON THE ROAD!

Dos and don'ts are also applicable when using city bikes! Keep in mind that fines for not complying with Danish bicycle rules can cause you a fine of DKK 700–1000.

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 or debit cards, so check before shopping and bring cash just in case.

- Discount 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 8-20 and Saturdays from 8-18. Some open earlier and close later, and the larger chains are open Sundays too.

A branch of Netto is “Døgn Netto”. They are open from 8-24 and some even around the clock. Fakta Q are also branches with longer opening hours but a smaller selection.

Most other types of shops are open weekdays from 10-17 and Saturdays from 10-14. Again, some open earlier and close later, but almost none of them, except kiosks and bakeries, open on Sundays.




PHOTO BY: ALEXANDRA GROSS,
GEORGE WASHINGTON
UNIVERSITY

Glossary

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

Fruits & vegetables

Apples - Æbler
Oranges - Appelsiner
Pears - Pærer
Beans - Bønner
Carrots - Gulerødder
Corn - Majs
Cucumbers - Agurker
Garlic - Hvidløg
Ginger - Ingefær
Lemons - Citroner
Mushrooms - Champignoner
Onions - Løg
Peas - Ærter
Potatoes - Kartoffler

Meats & fishes

Beef - Oksekød
Chicken - Kylling
Eggs - Æg
Ham - Skinke
Minced meat - Hakkekød
Pork - Svinekød
Sausages - Pølser
Turkey - Kalkun
Veal - Kalv
Cod - Torsk
Herring - Sild
Salmon - Laks
Shrimps - Rejer
Tuna - Tun

Various other

Olive oil - Olivenolie
Sugar - Sukker
Vinegar - Eddike
Barley - Byg
Flour - Mel
Oat - Havre
Rye - Rug
Wheat - Hvede
Yeast - Gær
Paper towels - Køkkenrulle
Detergent - Vaskemiddel
Fabric softener - Skyllemiddel
Conditioner - Balsam
Soap - Sæbe

Dairy products

Milk 0.1-0.4% fat - Skummetmælk
Milk 0.4% - Minimælk
Milk 1.5-1.8% - Letmælk
Milk 3.5% - Sødmælk
Buttermilk (0.5%) - Kærnemælk
Cream (8-19%) - Fløde
Whipping cream - Piskefløde
Butter - Smør
Cheese - Ost

Beverages

Beer - Øl
Draft beer - Fadøl
Carbonated water - Danskvand
Squash - Saftvand
Red/white wine - Rødvín/hvidvin
Coffee - Kaffe
Tea - Te
Non-alcoholic - Alkoholfri
Organic - Økologisk

POST OFFICE & PACKAGE BOX

Opening hours and services vary between post offices, many of which are located inside supermarkets. Read more at postnord.dk/en. The nearest post office is inside Føtex supermarket across from Fasanvej metro station and is open weekdays from 10-18 and Saturdays from 10-14.

Letters are usually delivered to your address. However, if you are 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.

You should under no circumstances have prescription drugs sent from your home country by post, as they will be stopped by customs.

MOBILE PHONE

You can bring your own mobile and simply buy a Danish SIM-card. Just make sure that your phone is “SIM unlocked” with your home mobile subscription.

Pre-paid SIM-cards are easily available online and in almost any kiosk or supermarket. A popular option among international students is Lebara. You can fill up your sim card in any regular supermarket or at 7-Eleven.

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.

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 or Frederiksberg libraries: fkb.dk/english

ONLINE NEWS & BLOGS

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

CBSLife is CBS' student blog. Share your own experiences on and participate in discussions at cbslife.dk.

Copenhagen City Guide is a free guide issued by the official tourist organization. Available from tourist visitor centers, hotels and cafes throughout the city or download a copy at cph-tourist.dk

TIPPING

Service staff, taxi drivers etc., earn decent wages in Denmark, and as such it is not customary to tip in Denmark, unless service has been exceptionally good.

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. Expected price level: DKK 49-99 and color and perm for DKK 140-469.

Københavns Frisørskole

Nordre Fasanvej 40
2000 Frederiksberg
+45 3324 0553

Københavns Frisørskole

Vesterbrogade 28
1620 København V
+45 3324 0533

Frisørskolen CPH WEST

Glentevej 61
2400 København NV
+45 3388 0000

Københavns Frisørskole

Valby Langgade 100
2500 Valby
+45 3324 0543

TAXI

Taxis are easily identifiable 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. You can also call to book the nearest available taxi or to pre-book for later.

On taxa.dk you can book and pay a taxi, get a price estimation or find their app. The most common taxi companies around Copenhagen are:

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

Using 'Uber' services is not available. According to Danish law 'Uber' operate illegally in Denmark and there is no certification or security check on Uber drivers.

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.

Approx. taxi fare prices per km

Weekends: Fri - Sun from 23-7 and all public holidays: DKK 19.15

Any other time of the day: DKK 15.25

Taxis accept credit cards.

LEISURE TIME

Making the most of your stay includes exploring Copenhagen and socializing with your new friends. 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.

On visitcopenhagen.dk you can search for the café, restaurant or disco of your taste as well as concerts, museums, art galleries and other attractions. You can also visit Copenhagen Visitor Service and let them suggest you things to do and see.

Copenhagen Visitor Service

Vesterbrogade 4A

1620 Copenhagen V

Tel.: +45 7022 2442

Web: visitcopenhagen.dk

The wide range of activities offered in Copenhagen should make it possible to find something for every taste... and budget! Although Copenhagen is one of the most expensive capitals to live in, do not despair. There are also a few free-bees to enjoy!

Join a guided walk, relax on the beach, enjoy the view over the capital from the tower of the parliament, or find the museums with free entry on specific weekdays.

Check Copenhagen on a budget... top 10 free things to do at [Visit Copenhagen](#).

LGBT venues and events

Copenhagen has a big and diverse social scene. If you are looking for LGBT-friendly venues and events, the “rainbow sticker” system is common, so look for the sticker at the entrance or look up activities and events on [out-and-about.dk](#) and [blus.dk](#).

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. Check out your options in the CBS Students Network booklet at [cbs.dk/guides](#).

Studerterhuset

Studerterhuset 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 Studerterhuset”, where 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 [studerterhuset.com/en](#).

USEFUL INTERNAL CBS LINKS

Learn (e-learning platform)

learn.cbs.dk: On Learn you find all about assignments, reading lists, slides from classes, messages from course instructors etc.

Online Student Service (STADS)

sb-cbs.stads.dk: On STADS you can see your course and exam enrollments as well as your grades.

my.cbs.dk (student Intranet)

my.cbs.dk: For information about exams, courses, facilities at CBS, academic information etc.

CBS e-mail account

outlook.com/student.cbs.dk: You need your CBS username and password to access the systems above. Please note that you will need the CBS e-mail for possible exam retakes, so keep checking your CBS e-mail account until you no longer are enrolled with CBS.

CBS IT Help

Register your personal contact information on help.cbs.dk. You will then receive a reminder when your password needs to be updated, and you will be able to reset it yourself.

Are you unable to log on to help.cbs.dk, and have you not yet registered your contact information? Please contact the IT Support at help@student.cbs.dk or call +45 3815 3575.

USEFUL LINKS AND READINGS

- Undergrad students at CBS: [cbs.dk/undergrad](https://www.cbs.dk/undergrad)
- Grad students at CBS: [cbs.dk/grad](https://www.cbs.dk/grad)
- Official website of Denmark: [denmark.dk](https://www.denmark.dk)
- The official guide to Denmark: [visitdenmark.com](https://www.visitdenmark.com)
- Travel site about Copenhagen: [visitcopenhagen.dk](https://www.visitcopenhagen.dk)
- Everything about Copenhagen (Alt om København): [aok.dk](https://www.aok.dk)
- Copenhagen Post: [cphpost.dk](https://www.cphpost.dk)
- Rejseplanen/Journey Planner: [rejseplanen.dk](https://www.rejseplanen.dk)
- CBS Student life on video: [studentlife.cbs.dk](https://www.studentlife.cbs.dk)
- Information on studying in Copenhagen: [studydcph.dk](https://www.studydcph.dk)
- Information on studying in Denmark: [studyindenmark.dk](https://www.studyindenmark.dk)
- CBS life student blog: [cbslife.dk](https://www.cbslife.dk)
- A humorous guide for foreigners: [howtoliveindenmark.com](https://www.howtoliveindenmark.com)
- Copenhagen: A simple travel guide: [whenyouliveindenmark.tumblr.com](https://www.whenyouliveindenmark.tumblr.com)
- 41 reasons why Danes are so strange: [uniavisen.dk/en/41-reasons-why-danes-are-so-strange/](https://www.uniavisen.dk/en/41-reasons-why-danes-are-so-strange/)
- Top 10 signs you've been in Denmark too long: [thelocal.dk/galleries/life-style/top-10-signs-youve-been-in-denmark-too-long](https://www.thelocal.dk/galleries/life-style/top-10-signs-youve-been-in-denmark-too-long)

ENJOY!

We hope that the information in this guide was useful to you and is helping you to a smooth start in Copenhagen.

To help you get settled into your new temporary home, we encourage you to get involved with the CBS and/or Copenhagen communities.

TIPS TO GET SETTLED

- Learn some Danish!
- Join a CBS student organization or two
- Visit "Studentarhuset"
- Join a local sports club
- Stay in touch with your buddy

On a final note: Best of luck with your exchange at CBS and have fun during your stay in Copenhagen. We sincerely hope you will enjoy it and that you will take advantage of the many opportunities available!

Should you face any challenges or need some advice, come see us at the International Office... we are here to help!

Best regards,
Team Inbound
CBS International Office

CBS



COPENHAGEN BUSINESS SCHOOL

HANDELSHØJSKOLEN

**CBS INTERNATIONAL OFFICE
PORCELÆNSHAVEN 18A
DK-2000 FREDERIKSBERG
OFFICES B1.149-152**

**TEL.: + 45 3815 3006 (RECEPTION)
WEB: CBS.DK/EXCHANGE**

**E-MAIL:
RECEIPT.INTOFF@CBS.DK
GRAD.INTOFF@CBS.DK
UNDERGRAD.INTOFF@CBS.DK**

COVER PAGE: ZING HUI CHIN, MELBOURNE BUSINESS SCHOOL

