

# Ahoy!

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**HERE IS YOUR ARRIVAL GUIDE  
FOR INTERNATIONAL GUEST  
STUDENTS.**

A photograph of three students sitting on a grassy lawn in front of a modern, white, tent-like building. The students are smiling and looking at each other. The background shows other people and trees, suggesting a campus setting.

# Good to see you.



**Welcome to HAW Hamburg!**

**Your time studying in Germany will be a new adventure for you. Most people find the first few days and weeks in a new country and culture daunting. Things can be difficult, especially if you don't speak the language.**

**Our buddy programme "weBuddy" is just one of the ways in which we try to help you feel welcome and supported during your time in Hamburg.**

**This guide is intended to help you with your first steps before and after arriving in Hamburg. It also contains useful information about living in our city and studying at HAW Hamburg.**

**Your faculty's Student Exchange Coordinator will be happy to help you with any other questions you may have.**

**HOCHSCHULE FÜR ANGEWANDTE  
WISSENSCHAFTEN HAMBURG**

Berliner Tor 5  
20099 Hamburg

Phone: +49 40 428 75 0

**STUDENT SERVICE CENTER**

Hochschule für Angewandte  
Wissenschaften Hamburg  
Studierendenzentrum  
Stiftstraße 69, 20099 Hamburg

Phone: +49 40 428 75 98 98  
studyabroad@haw-hamburg.de

**Do you  
need advice?  
Just let us  
know.**



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Berliner Tor 5 (room 9.25)  
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Stiftstraße 69 (room 116),  
20099 Hamburg, Germany



**Creating the  
future is  
what we do,  
every day.**

A person is shown in profile, wearing a VR headset and sitting on a motion platform. They are looking at a large projection screen that displays a virtual landscape of snow-capped mountains and a body of water. The person's hands are on a control device. The text "Now you're a part of it." is overlaid on the right side of the image.

**Now you're  
a part of it.**

Windows geförderter  
Rechner (4GB, 60 FPS, 1080p) erforderlich

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This hand shows you direct links to further online content.





# Checklists

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## BEFORE YOU COME TO HAMBURG

Here are some important things you need to think about before you set off for Hamburg.

- ☐ I have submitted ALL the required application documents.
- ☐ I have transferred the semester contribution.
- ☐ I have checked whether I need a visa to study in Germany.
- ☐ My health insurance covers my stay in Germany
  - ... because as a non-European student I registered with a German health insurance provider during the application process.
  - ... because I am an EU student and I have a valid European Health Insurance Card.
  - ... because I have my health insurance card or the E128 form from Switzerland or Norway.
  - ... because I have my AT11 form from Turkey.
- ☐ I know when I have to be in Hamburg and when the Welcome Week and my classes start.
- ☐ I know where I will be living and how to get there.
- ☐ I have researched some information about Hamburg and Germany.

- ☐ I have checked what the weather and climate are like in Hamburg and what clothes I should bring.
- ☐ I have learned some German words.
- ☐ I have booked my ticket to Hamburg.
- ☐ I know how to get from the airport / train / bus station to my accommodation or where I am staying.
- ☐ I have contacted my landlord and informed him / her when I will arrive.
- ☐ I have some cash in Euros.
- ☐ I have checked with my bank whether I can use my bank card in Germany to pay for purchases and withdraw money from an ATM.
- ☐ I have enough money to cover my expenses throughout my entire stay in Germany.  
Particularly if you are a non-EU citizen, you will need to prove that you have funds of around 720 Euro a month in order to get a residence permit, which you will need to apply for within 90 days of arrival (see page 21). You will also need to cover the 95 Euro / month health insurance fee.
- ☐ If I need special medicine, I have arranged to take adequate supplies with me or I have found out how and where to get it in Germany.

## AFTER YOU ARRIVE IN HAMBURG

You must complete the following steps within the first two weeks of your stay in Hamburg. Please ask your buddy to help. It is advisable to follow the order of steps suggested here.

### ☐ STEP 1

Change your temporary password and log into HELIOS (see page 40). Then download your proof of enrolment [Immatrikulationsbescheinigung](#), which you will need for the next steps.

You can find your user name and temporary password on the second page of your semester papers, which you will receive in Hamburg.



### ☐ STEP 2

Get an appointment for registering your Hamburg address with the local authorities within 7 days of arriving in Hamburg. When you have registered, you will be issued with a proof of address [Meldebestätigung](#), literally “confirmation of registration”.

Non-EU students who do not have a visa covering the whole semester must also apply for a residence permit within 90 days of arrival.

For further information and where to go, please look at [Visa & Residence Permit](#) on the next pages.





### STEP 3

Open a German bank account. This is not compulsory, but it makes paying rent, health insurance, etc. a lot easier, as you can arrange direct debit payments on a monthly basis. You will need your proof of address [Meldebestätigung](#) and your proof of enrolment [Immatrikulationsbescheinigung](#) for this, as well as your passport.



### STEP 4

Get your HAW Hamburg Student ID / Chip card: Go to the Chip Card Office and get your official semester ID. Please bring your semester papers and your passport with you.

**HAW HAMBURG  
CHIP CARD OFFICE**  
Stiftstr. 69,  
ground floor, Room 77

Office hours:  
Mon, Tues, Thurs, Fri;  
approx 10 a.m.–2 p.m.



### STEP 5

Complete your health insurance registration and get your health insurance card. This is only for non-EU students who have registered with the AOK for health insurance. Please bring your proof of enrolment [Immatrikulationsbescheinigung](#), your proof of address [Meldebestätigung](#), your passport, visa (if you have one) and bank account details. We have arranged a group appointment for you at the AOK. We will tell you the date and time after your arrival.

**AOK OFFICE**  
Schlüterstr. 22,  
20146 Hamburg

Phone:  
+49 40 20 23 22 12



### STEP 6

Finalise your Learning Agreement and class schedule: Speak to the student exchange coordinator or professor in your HAW Hamburg faculty to discuss what classes you want to take, to finalise a course schedule and sign your Learning Agreement.

# Visas and Residence Permits

Not everyone needs a visa to enter Germany, but everyone has to register their address when they move to Germany.

Students who do not have a passport from an EU or European Economic Area (EEA) country or Switzerland also need to get a residence permit (see next page).

PLEASE ASK  
YOUR BUDDY  
TO HELP YOU.

## 1. REGISTERING YOUR ADDRESS

All students must at least get an appointment for registering their address within 7 days of entering Germany.

You can do this at the Hamburg Welcome Center or at your district's customer service centre (may be called Einwohnermeldeamt, literally "resident registration office").

You will be given a proof of address Meldebestätigung, which you should look after very carefully, as you may need it later.

You will need to bring the following to your registration:

- official ID card or passport
- completed and signed registration form (download registration form and fill out help)
- confirmation from your landlord that you live at the address Wohnungsgeberbestätigung (download confirmation form)
- administration fee: 12 Euro

**HAMBURG  
WELCOME CENTER**  
Alter Wall 11  
20457 Hamburg

Phone:  
+49 40 428 54 50 01  
(Appointment  
necessary)

Mon 8 a.m.–5 p.m.  
Tues 8 a.m.–12 noon  
Weds 8 a.m.–12 noon  
Thurs 8 a.m.–6 p.m.  
Fri 7 a.m.–12 noon

### NEAREST DISTRICT CUSTOMER SERVICE CENTRE

You can find your nearest Einwohnermeldeamt by entering your address or postcode in the search field here:



YOU MAY NEED  
TO MAKE AN  
APPOINTMENT  
IN ADVANCE!

## 2. GETTING A RESIDENCE PERMIT

Students who don't have a passport from an EU or EEA country generally need to apply for a residence permit within 90 days of arriving in Germany.

If you come to Germany on a visa which covers your whole stay, you do not need to do this. But if your visa is only for three months, you will need to extend it by getting a residence permit.

Students from visa-waiver countries (e.g. Australia, Canada, Israel, Republic of Korea, USA) do not need a visa to enter Germany, but also need to apply for a residence permit within 90 days of arriving in Germany.

For your residence permit application you will need:

- an application form (download residence permit application form)
- your passport
- a biometric photograph not older than 6 months
- your proof of address [Meldebestätigung](#)
- proof of health insurance
- proof of enrolment at HAW Hamburg [Immatrikulationsbescheinigung](#)
- proof of adequate funds for the duration of your proposed stay (720 Euro a month; a bank statement counts as acceptable proof)
- administration fee: up to 100 Euro

### HAMBURG WELCOME CENTER

Alter Wall 11  
20457 Hamburg

Phone:  
+49 40 428 54 50 01  
(Appointment  
necessary)

Mon 8 a.m.–5 p.m.  
Tues 8 a.m.–12 noon  
Weds 8 a.m.–12 noon  
Thurs 8 a.m.–6 p.m.  
Fri 7 a.m.–12 noon

or at your local  
office for residents of  
non-German nationality  
(Ausländerbehörde)

**YOU WILL NEED  
TO MAKE AN  
APPOINTMENT  
BEFORE  
ATTENDING!**

**Let's  
discover new  
perspectives.**



# Accommodation

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## ROOM IN A STUDENT HALL OF RESIDENCE

If you have a room in a student hall of residence, please contact Studierendenwerk directly with any questions about your accommodation. You need to inform the hall manager or your welcome tutor a few weeks in advance about your date of arrival so you can receive the key and sign the rental agreement.

### POINTS TO NOTE DURING YOUR STAY:

- Rent must be paid by the 5<sup>th</sup> of each month. Please ensure that the money is transferred to the Studierendenwerk Hamburg account by this date, to avoid administration fees. This does not apply to the first month, if you are arriving after the 5<sup>th</sup>. You can pay the first month's rent in cash when you arrive.

### STUDIERENDENWERK

Beratungszentrum  
Wohnen  
Grindelallee 9,  
20146 Hamburg

Phone:  
+49 40 41 90 22 68

wohnen-  
beratungszentrum  
@studierendenwerk-  
hamburg.de

Office hours:  
Mon–Tues, Thurs–Fri  
9.30 a.m.–12.00 noon  
Thurs 2.00–4.00 p.m.

You can find contact  
details for your welcome  
tutor here:



YOU CAN  
ARRANGE WITH  
YOUR BUDDY  
TO HELP YOU.



IF YOU LEAVE A  
MESS, YOU WILL  
HAVE TO PAY FOR  
CLEANING.

- Your room should be clean when you arrive and when you leave. On departure, please do not leave any personal belongings, rubbish, etc. in your room.

- The keys should be given to the hall manager when you leave. This also gives you the opportunity to show him / her the room and make sure everything is in order before you leave so you will get your deposit back.

This can cost  
several thousand  
Euro. So:  
**DO NOT LOSE OR  
BREAK THE KEY!**

- The key to your room is also the key to the whole building. If it is stolen or lost, you will have to pay for all the locks to be changed, not just yours.

- If the hall manager leaves you a message regarding rent or any other matter, please get in touch with him or her immediately.

If you do not  
understand the  
message because  
it is in German,  
**DO NOT IGNORE  
IT, PLEASE ASK  
SOMEONE TO  
HELP YOU.**

- Please show consideration for your neighbours; parties are to be held in the bar of your hall of residence only.

## PRIVATELY RENTED ACCOMMODATION

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If we were unable to provide you with a room, or you are staying for a year and have to find a room for your second semester, these websites may be helpful in your search for accommodation.

### **MOST POPULAR:**

[wg-gesucht.de/en](http://wg-gesucht.de/en)

### **OTHERS:**

[wg-welt.de](http://wg-welt.de)

[studenten-wg.de](http://studenten-wg.de)

[wg-fuer-dich.de](http://wg-fuer-dich.de)

[studenten-wohnung.de](http://studenten-wohnung.de)

[suchezimmer.de](http://suchezimmer.de)

[wohnpool.de](http://wohnpool.de)

[wohn-hh.de](http://wohn-hh.de)

In Germany, it is very common for several students to share an apartment. This is called a [Wohn-gemeinschaft](#) or [WG](#).

Gustav-Radbruch-Haus, Rahlstedt and Kiwittsmoor offer rooms for short-term rent. Contact the hall managers directly to apply.

It is difficult to find a room in Hamburg, so please start your search early. As well as using the websites listed here, you can put a notice on the university notice boards or ask students who are going abroad if they are renting out their rooms while they are gone.

## **SECURITY DEPOSIT**

Landlords may request up to 3 months' rent as a [security deposit](#) [Kaution](#). Provided that there is no damage to the accommodation, you should get the security deposit back after you move out. This may take several weeks.

## **BEWARE OF FRAUD!**

Never transfer money in advance for an apartment you have not seen or without having signed a contract!

Viewing an apartment is always free if the landlord or agency is reputable. Do not go to any viewings for which you are required to pay a fee.



# Health

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## HEALTH INSURANCE

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### EU STUDENTS

Students from the EU and from countries with which Germany has a social security agreement can remain in their national health insurance scheme and will be covered by this. Please bring your European Health Insurance Card (EHIC) with you. You can go directly to the doctor or hospital with your card and get medical treatment.

### NON-EU STUDENTS

Non-EU students must be insured in the German national health insurance system. Foreign or travel health insurance policies are not recognised by the Ausländerbehörde or the university. You can register with a German health insurance provider as part of your enrolment. This insurance provides you with unlimited medical treatment and covers stays in hospital. The cost is about 95 Euro / month and must be paid monthly for a full semester (Sept–Feb or March–Aug). The health insurance company will provide you with a health insurance card once you have been to the registration appointment at the beginning of the semester. Your health insurance will be cancelled at the end of the semester by the International Office. As your health insurance cover will commence on 1 March or 1 September (whichever date is relevant to you), you will need to get travel health insurance if you plan to come to Germany before this.



## WHAT DOES THE NATIONAL HEALTH INSURANCE SYSTEM PROVIDE?

The national health insurance scheme covers the cost of medical treatment by a doctor or dentist as well as stays in hospital.

**IF YOU NEED A DOCTOR WHO SPEAKS A FOREIGN LANGUAGE** you can find one here. Select your required language in the "Fremdsprache" field.

## PHARMACIES AND MEDICINE

In Germany, most medicine is available only from pharmacies [Apotheke](#). If you have a prescription [Rezept](#) you usually have to pay only a prescription charge of approximately 5 Euro, and not the full price of the medicine. If you want a medicine that does not require a prescription, you do not have to go to the doctor first. Pharmacies are normally open Mondays to Fridays from 9 a.m. to 6 p.m. and Saturdays from 9 a.m. to 12 noon. Pharmacies rotate provision of an emergency service after hours, on Sundays and public holidays. Pharmacies at train stations generally have longer opening hours and may be open most of the time.

**IF YOU NEED  
AN AMBULANCE  
CALL 112!**

**TO FIND A DOCTOR  
NEAR YOU, CALL THE  
CENTRAL NUMBER  
+49 40 22 80 22 34 35**

## EMERGENCY

If you need a doctor during the night, at the weekend or on public holidays you can use the out-of-hours medical service [ärztlicher Not- und Bereitschaftsdienst](#).

If you need urgent medical attention at night or at the weekend, you can go to the emergency department [Notaufnahme](#) or [Rettungsstelle](#) of your nearest hospital, e.g. St. Georg Hospital beside the Berliner Tor Campus, the UKE in Eppendorf or Asklepios Klinik in Barmbek.

# On Campus

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## SEMESTER PAPERS

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Payment of your semester contribution gives you:

- a semester ticket for the public transport in Hamburg
- a HAW Hamburg email address
- your student ID card
- a personal HAW Account
- your library card

## PUBLIC TRANSPORT TICKET

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Your semester ticket allows you to use public transport for free everywhere in the HVV area. The HVV public transport network includes buses, under- and overground trains U-Bahn and S-Bahn, some regional services Regionalbahn, Regionalexpress, Metronom (2<sup>nd</sup> class only) and river ferries Hafenfähre. You can also use the express buses Schnellbus but you will have to pay a supplementary fee to the bus driver.

See the HVV map here:



**PLEASE  
CHECK YOUR  
EMAIL INBOX  
REGULARLY!**

All official correspondence from HAW Hamburg (information from professors, announcements, etc.) will be sent to your HAW Hamburg email address rather than to your personal one.



**HAW HAMBURG ID  
CHIP CARD OFFICE**

Stiftstr. 69  
20099 Hamburg  
ground floor, room 77

## HAW HAMBURG EMAIL ADDRESS

Every student at HAW Hamburg has an individual email address in the following format:  
[first name].[surname]@haw-hamburg.de.

The university uses this system to provide students with important information.

## STUDENT ID

Your student ID card allows you to prove that you are a student so you can get discounts at services and attractions such as museums etc. Your student ID card is also your library card. Additionally, you can use it to pay for your meals at the student canteen if you have enough credit on it. There are machines in your faculty building for putting money on your card. The card can act as a key to some laboratories and seminar rooms, but you will need specific authorisation to be able to do this. To get your card, you need to go to the [ID Card Office](#) [Chip-kartenbüro](#) and hand in your semester papers. The staff will take a picture of you for the card; you do not need to bring along your own pictures.



Log in using:



## HAW HAMBURG ACCOUNT

Your personal HAW Account enables you to access:

- your HAW Hamburg Mailer
- the university WiFi
- the campus computers
- the HELIOS and StISys information systems and the EMIL e-learning platform (see next page).

When you enter your account for the first time, you will have to use the temporary password which was automatically generated for you. This password consists of:

- HAW
- the third letter of your HAW username, written in small letters
- your year of birth (four digits)
- your month of birth (two digits).

For example:

You were born in March 1985 and your username is abc007 – your temporary password is HAWc198503.

Immediately after logging in you will be asked to change your password.

Your new password should contain:

- at least 8 and a maximum of 20 characters
- both lower-case and capital letters as well as numbers
- Do not include your name, surname or username in your password.

If you have any problems logging in, you can find instructions in German online, contact the user help desk, or come to the help desk in the Student Service Centre.

Every 180 days you will receive an email requesting that you change your password.

### USER HELP DESK

phone:  
+49 40 809 07 17 40  
Mon–Fri 9 a.m.–4 p.m.

### HELP DESK STUDENT SERVICE CENTRE

Stiftstr. 69  
20099 Hamburg  
Building G, ground floor



**Come and  
talk to us.**



## HELIOS

Students in almost all departments at HAW Hamburg have a student account in HELIOS, where they can download documents such as proof of enrolment and proof of semester contribution payment and update their contact details. For many degree programmes, students can also register for examinations and view their student transcript via HELIOS.

### DOWNLOADING A PROOF OF ENROLMENT

In HELIOS you can download your [proof of enrolment](#) [Immatrikulationsbescheinigung](#), which you will need for some of the items on the Arrival Checklist (see page 15).

- Log in to HELIOS using your HAW Hamburg account name and password
- switch to English (right of screen),
- click on Download Centre (left of screen)
  - > study reports for all terms
  - > relevant semester
  - > confirmation of enrolment.

## STISYS

Students in the Departments of Computer Science and Information and Electrical Engineering have a student profile in StISys rather than HELIOS. Students use this online system to register for examinations and lab practicals and to see exam and assessment results. Staff and examiners can generate candidate lists, mailing lists and lab groups.

## EMIL

EMIL e-learning at HAW Hamburg is a service for students and staff that supplements and complements face-to-face teaching. Functions include a download centre, forums and chats, tests and exercises, Wikis, glossaries, etc.



## LIBRARIES

Each faculty has its own library providing subject-specific books and other media. Your student ID card is also your library card.

The libraries are generally open Mon–Fri 9 a.m.–6 p.m. with librarian services and 6 p.m.–9 p.m. without librarian services. Check the exact opening hours here:



## CAFETERIAS AND CAFÉS

Each campus has its own cafeteria and often additional cafés and snack bars in the foyers. The cafeterias offer a choice of meals at lunchtimes, including vegetarian options and pasta and salad bars. Some also have a breakfast service. Meal prices range between 2.50 and 4.50 Euro.



You can find the sport card types and the list of available sports here:



You can find our academic calendar here:



## SPORTS AT UNIVERSITY

The university sports association [Hochschulsport](#) offers a wide variety of sport and leisure activities at reasonable prices. You can join in with team sports such as basketball and football, take individual courses or get fit in the gym. Look here for types of membership card and a list of the sports and activities on offer.

## ACADEMIC CALENDAR AND PUBLIC HOLIDAYS

The main holidays during the semesters in Hamburg are Easter and Christmas, and the university is closed for these holidays.

In May there are also a couple of public holidays on which the university is closed.

Shops, banks and post offices are closed on public holidays in Germany. Many Germans use these days for long weekends or short holidays, and so you can expect roads, trains and airports to be busier than usual.



# Choosing courses and registering for classes

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As a guest student you do not have to choose courses relating to one specific semester of study. You can generally pick classes in different semesters. However, please check first with your faculty's Student Exchange Coordinator. See page 5 for their contact details.

When you registered with HAW Hamburg, you sent us a Learning Agreement containing your choice of courses. Once you get to Hamburg, your Student Exchange Coordinator, Erasmus professor or buddy will help you put together your timetable for the semester. All students register for courses at the beginning of the semester, so do not worry about registering for classes before you get to Hamburg.

## LEARNING AGREEMENT

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Once you have finalised your choice of classes, please sign a (new) Learning Agreement and give it to your Student Exchange Coordinator. This is extremely important for your transcript of records at the end of the semester.



## TRANSCRIPT OF RECORDS

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Please inform your student exchange coordinator if you do not wish to take an exam from your list of courses. In general consult with your coordinator about all changes you want to make to your learning agreement. This will ensure that your final transcript of records is accurate. Also please make sure that your coordinator has the right address to send your transcript of records to.

## EUROPEAN CREDIT TRANSFER SYSTEM (ECTS)

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You can take courses worth a maximum of 30 ECTS credit points in one semester at HAW Hamburg. One ECTS point is generally considered to be equal to half a US credit.

## STAYING FOR A SECOND SEMESTER

If you applied to study at HAW Hamburg for two semesters, then you need to re-register for the second semester. You do this by simply paying the semester contribution for the next semester.

The deadlines for registration are 10 February for the summer semester and 10 August for the winter semester.

**IMPORTANT:** Please check the amount of the semester contribution due for the next semester with the Student Exchange Coordinator or the International Office, as it may change.

The semester contribution should be paid by bank transfer to:

Recipient: HAW Hamburg Bank: HSH Nordbank

IBAN: DE11210500000106666000

BIC: HSHNDEHH

Reference: YearSemesterMatrikelnummer.Surname,

First name (example: 201811839564Rosario, Maria)



The semester is  
"1" for the summer semester and  
"2" for the winter semester.

**IMPORTANT:** Please don't forget to give the reference on your bank transfer, as our system needs it to automatically find your payment.

## EXTENDING YOUR SEMESTER TICKET

Within a few days of transferring your semester contribution for the new semester, you can validate your ID card using one of the machines on campus, e.g. in the foyer at Berliner Tor 5. This will extend your semester ticket until the end of the next semester.

If you wish to stay for a second semester, but are only enrolled for one semester, you will need to speak to your Student Exchange Coordinator or Erasmus professor and ask them if it is possible to extend your stay. Please provide them with a new Learning Agreement with the courses you intend to take in the new semester. They will inform the International Office if an extension is approved. You also need to check with your home university whether it will approve your extension of your stay. Once you have approval, you can make the payment as described above.

# Living in Hamburg

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## PUBLIC TRANSPORT

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The Hamburg transport network (HVV) operates the buses and trains in the state of Hamburg. Some river ferries are also part of the public transport network. Your semester ticket entitles you to use the entire HVV network for free.

To check how to get to a particular place, use [hvv.de](http://hvv.de). The HVV has developed an app which we highly recommend.



## CYCLING

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Hamburg has lots of cycle paths and cycling is a good way of getting around. If you can't bring your own bike, you can buy one cheaply from a second-hand bicycle shop or the "ebay Kleinanzeigen" selling site.

You can take your bike on the underground from 9 a.m. to 4 p.m. and after 6 p.m. during the week and all day at the weekend.

Alternatively, you can register with "StadtRad Hamburg" and use the red public bicycles which can be found at public transport stations around Hamburg. The first half-hour is always free. As most of central Hamburg can be reached by bike within 30 minutes, you may rarely have to pay any charges for this service. From the 31<sup>st</sup> minute onwards, you pay 8 cents a minute.

Register here with StadtRad:



There is a registration charge of around 5 Euro, but you can use this money to pay for rides later.

It costs 12 Euro to rent a bike for 24 hours. There are plenty of stations where you can pick up or leave a bike or get a new one if you are running out of time.

## **ELECTRICITY**

The voltage in Germany is 220 AC. Plugs are two-pin continental size. Make sure to bring or buy an adapter if you need one for your devices.

## **TV AND RADIO LICENCE FEES**

formerly GEZ

In principle, every household has to pay 17.50 Euro monthly for radio and television, whether or not anyone in the household owns or uses a device.

## **PHONE**

Guest students generally get a German prepaid (pay-as-you-go, PAYG) mobile phone. Some supermarkets, such as Aldi and Lidl, offer prepaid packages. If you have a smartphone that you can use in Germany, it is a good idea to ask the mobile phone companies about PAYG rates; **O<sub>2</sub>**, **Telekom** and **Vodafone** are popular providers.

The country code for Germany is 0049

The area code for Hamburg is 040

## **INTERNET**

As a student enrolled at HAW Hamburg, you can use the university wifi by logging in with your HAW Account details. The halls of residence have internet in the rooms, although you may have to bring or buy a cable. Please note that download capacity is restricted and possibly a lot less than you are used to at home.

## SHOPPING

### SOME SUGGESTIONS FOR ...

#### ELECTRICAL EQUIPMENT:

Saturn (Mönckebergstr.); Conrad; MediaMarkt (Altona Station)

#### ART SUPPLIES:

Boesner (Lerchenfeld 7 and Harkortstraße 79 c); Jerwitz (Kleiner Schäferkamp 29)

#### DEPARTMENT STORES:

Karstadt; Kaufhof (Mönckebergstraße)

#### FURNITURE:

IKEA Moorfleet (S21 to Billwerder-Moorfleet, 3 stops from Berliner Tor); IKEA Altona (S-Bahn to Altona)

Hamburg is made up of various districts; each has its own shopping area, with small shops, chain stores and shopping centres.

The most variety for clothes, shoes, books etc. can be found in the city centre, on and around the main shopping streets [Mönckebergstraße](#) and [Spitalerstraße](#). Or you can try the big shopping centres such as [Hamburger Meile](#) (U3 Mundsburg) and [Wandsbek Quarree](#) (U1 Wandsbek Markt).

Opening hours in Hamburg vary depending on where you are and the kind of shop you want. The big shops in the city centre and the large shopping centres are open from 9/10 a.m. to 8 p.m., Monday to Saturday. Supermarkets usually open earlier, but some also close at 8 p.m. Smaller shops may close at 6 p.m. during the week and at 2 p.m. on Saturdays. Shops are closed on Sundays!

Hamburg's central railway station, Altona station, the airport and petrol stations have small shops which are open on Sundays and sell basic groceries, newspapers, etc.

## FOOD

There is a wide selection of supermarket chains with an equally wide range of prices, so it is worth looking around.

The cheapest supermarkets are [Aldi](#), [Penny](#) and [Lidl](#), each of which sells own-brand products. You will find a wider range of fresh fruit and vegetables in supermarkets such as [Rewe](#), [Real](#), [Kaufland](#) or [Edeka](#) – each of which has their own cheap range of own brands –, at local markets throughout Hamburg (usually held once or twice a week), or in the large number of small Turkish and Moroccan corner shops, for example on Steindamm or Lange Reihe near Berliner Tor. Hamburg also has African and Asian shops with their own ranges of specialities.

**Why don't you invite some friends or your flatmates to dinner and serve something typical from your country?**

**It's a great way to get to know people.**



## EATING OUT

### SCHANZE

Take the U3, S3 or S21 to Sternschanze. Here you can find all kinds of food – from Korean, Turkish and Indian dishes to Italian, Vietnamese and of course German cuisine.

### RESTAURANTS AND BARS IN HAMBURG HAVE A NO-SMOKING POLICY.

Some bars offer a separate smoking area

Hamburg is an international city, a fact reflected in its variety of cafés and restaurants serving food from around the world. You can also find places to try German food, including typical Hanseatic (Hamburg) cooking. A good place to start is the Schanze district, Hamburg's trendy area with lots of restaurants and bars.

In Germany, service in restaurants is not included in the bill. It is usual to round up the bill by at least 10% when paying (you tell the waiter or waitress the rounded-up amount you would like to pay) rather than paying the amount on the bill and leaving a tip on the table.

**“Zusammen oder getrennt?”** – This is the question waiters will ask when you are eating out as a group and they bring the bill. It means: Is one person paying for everyone or are you all paying separately? **“Getrennt”** means each person wants to pay separately – which is usually how you will do things when going out in a group.



### THERE ARE TWO SYSTEMS OF DEPOSIT.

**MEHRWEG:** If you find the word "Pfandflasche" or "Mehrwegflasche" on glass or plastic bottles, which are mainly sold in plastic crates, there is a deposit on both the bottles and the crate (if you are buying enough bottles to have one). These will be reused after returning.

### EINWEG:

If a plastic bottle or a can carries this sign, there is a deposit of 25 cents on it. These will be recycled after returning.

## PFAND

Deposit on bottles and cans

In Germany, you pay a deposit Pfand on almost all plastic and glass bottles (except wine bottles and some juice bottles), as well as aluminium cans. If you buy yogurt in a glass jar there is usually a deposit on the jar.

To get the deposit back, you need to return the bottles in special Pfand-rückgabe machines (which are mainly located close to the entrances of supermarkets) or to the cashier.

If you have any Pfand bottles that you don't want to carry all the way to the supermarket, it is common courtesy to leave them next to public waste bins. Please don't throw them in the bin! People who have little money collect and return bottles to earn some extra cash.

## WASTE AND RECYCLING

In Germany we help the environment and reuse valuable materials by separating waste. At first it can be confusing to remember which bin is for what.

### HERE IS A GENERAL OVERVIEW:

**GREEN BIN** Biotonne – compost (e.g. fruit and vegetable peelings, eggshells, flowers)

**BLUE BIN** Papiertonne – paper, card (but no milk cartons, because they have foil on the inside, these need to go in the yellow bin)

**YELLOW BIN** gelbe Tonne / gelber Sack – plastic, metal

**GREY/BLACK/RED BIN** Restmülltonne – sanitary protection, tissues, everything else that does not go in the green, blue or yellow bin

### SPECIAL BINS

Big bins for green, brown and clear glass, clothing, and electrical devices are placed at central locations in each neighbourhood.

Bins for batteries and light bulbs can be found in large supermarkets and drugstores.

If you need to dispose of furniture or large electronic devices (known as Sperrmüll), you will need to go to the recycling centre.





## LEISURE

### OUTDOORS IN HAMBURG

Hamburg is Europe's "greenest" city, with beautiful parks, such as [Stadtspark](#) and [Planten un Blomen](#) – ideal for jogging, cycling or just hanging out with a group of friends and a barbecue.

You can sail on the Alster Lake [Außenalster](#) in the middle of town or hire a canoe and row along the canals on a sunny day. The river Elbe flows into the harbour and has its own sandy beach [Elbstrand](#) and beach clubs which are "the place to go" in the summer.

### MUSEUMS AND FINE ARTS

Hamburg has around 50 museums and galleries with a wide variety of permanent and temporary exhibitions. For example, Art students get into the [Hamburger Kunsthalle](#) for free. In the [Museum für Hamburgische Geschichte](#) you can learn more about Hamburg's history, and for photography fans there are interesting exhibitions in the [Deichtorhallen](#).

## THEATRES & CINEMAS

Hamburg offers no end of choice for entertainment, from major classical theatre productions to musicals and fringe theatre, as well as a State Opera House and an internationally famous ballet.

If you like going to the movies, Hamburg has everything from big multiplexes to smaller cinemas showing arthouse productions. The [Savoy Cinema](#) on Steindamm near the Berliner Tor campus is one of the cinemas that shows films in English.

## NIGHTLIFE

Hamburg is famous for the [Reeperbahn](#) with its nightclubs, bars and people partying until the early hours of the morning. Rock and pop concerts are often held here in the [Docks](#) or [Große Freiheit](#), as well as in the [Stadt-park](#) in the summer months.

The [Schanze](#) is a popular area with students, with its multicultural image and wide range of pubs and bars and places to eat and meet with friends. On [Lange Reihe](#) you can find some queer bars.

At weekends Hamburg's public transport system runs through the night to help you get around and home again.

**DO NOT FORGET TO BE CAREFUL,** stay out of trouble and look after your valuables all the time.

## SAFETY

Hamburg is a safe place to get out and enjoy what the city has to offer, day and night. The public transport system of underground trains and buses will get you home safely.

Please read our safety guide for international students for a few tips and hints about staying safe.

## RELIGION

Living in Hamburg, you will notice many different places of worship.

Here is a link to a map that shows a selection of places of worship in Hamburg.







**Enjoy the  
Hamburg  
spirit.**

# Money and cost of living

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## MONEY

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The currency in Germany is the Euro. Banknotes are 5, 10, 20, 50, 100, 200 and 500 Euro. Coins are 1 and 2 Euro and 1, 2, 5, 10, 20 and 50 cents.

The following EU countries also have the Euro, which makes travelling easier: Austria, Belgium, Cyprus, Estonia, Finland, France, Greece, Ireland, Italy, Luxembourg, Malta, Netherlands, Portugal, Slovakia, Slovenia and Spain.

## BANK ACCOUNT AND MONEY TRANSACTIONS

We recommend that you open a bank account to make paying your rent and bills easier. A lot of students open an account with the [Hamburger Sparkasse \(HASPA\)](#). American students often choose [Deutsche Bank](#), as it is part of the consortium which includes the Bank of America.

As a student you will not be charged fees for your account. You can apply for an EC card (debit card and for withdrawing money at ATMs), which should take about 14 days to arrive.

The banks in Hamburg are open Monday to Friday, generally from 9 a.m. to 6 p.m.

Cash and EC cards are the usual forms of payment.  
EC cards are also used to withdraw money from ATMs.

Paying with credit cards is not quite as widespread in Germany as in other countries. Small shops and restaurants may not accept credit or debit card payments or may charge a fee. Check by asking *“Kann ich mit Karte zahlen?”*.

In Germany it is not possible to pay by cheque.  
There are various ways of conducting monetary transactions with a German bank account:

Bank transfers *Überweisung* are used to transfer money from your account to another account, e.g. to pay an invoice. You can fill in a bank transfer form and hand it in at your bank, use a bank terminal or online banking.

Standing order *Dauerauftrag*: If you have regularly recurring payments of the same amount, such as your rent, you can arrange a standing order with your bank, so that the money can be withdrawn automatically from your account on an agreed date and transferred to the account of the recipient.

Direct debit *Lastschrift*: This is a practical method of payment if you have recurring bills which vary in amount, such as your phone bill. You give the recipient a direct debit authorisation *Einzugsermächtigung* which allows them to withdraw the required amount from your account. Of course, you can cancel the authorisation and stop

the direct debit at any time. This method of payment may be new to you and you may be suspicious that it could be open to abuse. However, all direct debits are registered on your bank statement so that you can check them and revoke any incorrect debits.

## **COST OF LIVING**

Being Germany's second largest city, Hamburg is a relatively expensive place to live. You should therefore be prepared to have monthly expenses of between 600 and 800 Euros for rent, food, health insurance, leisure activities, etc. The actual total will depend on where you live and on your lifestyle, how often you go out at the weekend or if you plan to travel in Germany and abroad while you are in Hamburg.



# International buddy programme

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**REGISTER  
NOW!**

**HAW-HAMBURG.DE/  
WEBUDDY**

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**CONTACT**  
io\_services@  
haw-hamburg.de

**CHECK  
FACEBOOK**  
fb.com/groups/  
weBuddy

fb.com/  
HAWHamburg.  
Internationale  
Studierende

## **YOUR BUDDY**

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You will be matched with a German student, your buddy, who can meet you at the airport or railway station when you arrive and take you to your room. Your buddy can also help you with formalities such as registering your address and opening a bank account and with any questions you have about the university or city of Hamburg.

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**We hope that you will  
become good friends during  
your semester in Hamburg.**

## HAMBURG WELCOME WEEK

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The timetable will be sent to you by email before you get to Hamburg, so you know where to be and when.

During the Welcome Week you will have the opportunity to get to know the city and other students before classes start. You can look forward to events like:

- Meet and Greet
- Scavenger Hunt around Hamburg
- International Welcome Dinner
- Trips and parties

## WEBUDDY EVENTS

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Take a look at some pictures of our great events on our Facebook page. We'll keep you in the loop about events by email and in the Facebook group we will set up for you.



During the semester, the International Office and the weBuddy tutors will organise a range of cheap but fun events for you, like parties, cultural and sport events, leisure activities and meetings.

# Learning German

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HAW Hamburg offers German and other language courses. When you arrive at HAW Hamburg you can register for one of those courses. In the beginning there will be a test to estimate your level.

## OTHER LANGUAGE SCHOOLS IN HAMBURG:

UNS University Service:  
[unsgermany.de](http://unsgermany.de)

COLON Language Center:  
[colon.de](http://colon.de)

Volkshochschule Hamburg:  
[vhs-hamburg.de](http://vhs-hamburg.de)

**LEARN GERMAN ONLINE:**  
[deutsch-uni.com](http://deutsch-uni.com)



**All friends  
together.**

# Glossary

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Apotheke	Pharmacy
Ärztliche Not- und Bereitschaftsdienst	Out-of-hours medical service
Dauerauftrag	Standing order
Ebay Kleinanzeigen	Ebay small ads
Einwohnermeldeamt	Residents' registration office (now known as "customer service centre")
Einzugsermächtigung	Direct debit authorisation
Fachgebiet	Department
Fremdsprache	Foreign language
HVV	Hamburg transport network
Immatrikulationsbescheinigung	Proof of enrolment

Kunsthalle	"Hall of art" / Art museum
Lastschrift	Direct debit
Meldebestätigung	Proof of address (literally "confirmation of registration")
(Nach)Name	Surname
Pfand	Deposit on plastic and glass bottles and aluminum cans
Restmüll	Other waste
Schnellbus	Express bus
Sprechzeiten	Consultation hours
StadtRad	City bike
Straße	Street
Überweisung	Bank transfer
Vorname	First name
Wohngemeinschaft/ WG	Shared apartment
Wohnungsgeberbestätigung	Confirmation from your landlord
Zusammen oder getrennt?	Is one person paying the whole bill ("zusammen") or is each person paying separately ("getrennt")?



## USEFUL LINKS

Information about studying at HAW Hamburg, contact details of staff and more:

[haw-hamburg.de/studyabroad](http://haw-hamburg.de/studyabroad)



Download of forms for registration or residence permit application and general information about studying and living in Hamburg:

[english.welcome.hamburg.de](http://english.welcome.hamburg.de)



Studierendenwerk halls of residence, addresses of halls, pictures of and information about the rooms, contact details of hall managers and welcome tutors:

[studierendenwerk-hamburg.de/studierendenwerk/en/wohnen/aktuelle\\_infos](http://studierendenwerk-hamburg.de/studierendenwerk/en/wohnen/aktuelle_infos)



Public transport in Hamburg, timetables, connections and maps:

[hvv.de/en](http://hvv.de/en)

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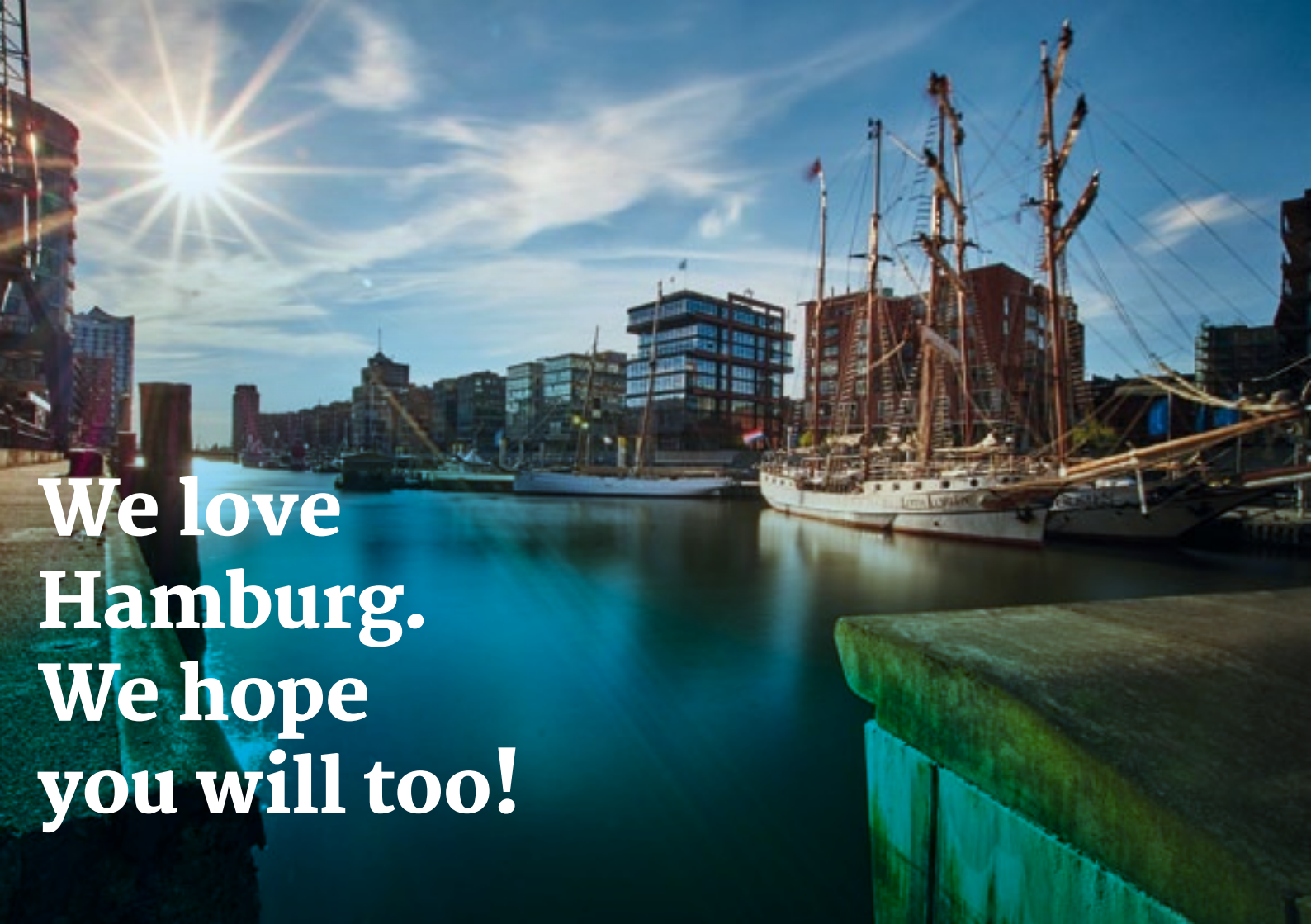
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**We love  
Hamburg.  
We hope  
you will too!**

**HOCHSCHULE FÜR ANGEWANDTE  
WISSENSCHAFTEN HAMBURG**  
Hamburg University of Applied Sciences

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