

Your First Steps in Heidelberg

General Information

F+U Academy of Languages
Hauptstraße 1
69117 Heidelberg-Altstadt
☎ +49 6221 912035
✉ languages@fuu.de



School Opening Hours

Monday – Friday (information desk closes at 20:00) 07:30-21:00
Saturday 10:00-16:00



Important Numbers

Emergency (health or fire): 112
Police: 110
Taxi: 30 20 30

School Telephone Numbers

(please call out of office hours only in urgent cases!)

Mon-Fri:	07:30-22:00	+49-6221-912035
Sat:	10:00-16:00	+49-6221-912035
Sat:	16:00-22:00	+49-162-2933326
Sun:	10:00-24:00	+49-162-2933326

Urgent requests can also be sent to our email address - languages@fuu.de. This email address is checked regularly even when the school is closed.



Where to find the ...

Information desk/reception
Accommodation department
Computer rooms
Student library

Near entrance
Room 10
Rooms 12, 31, 32
Room 21/22

For questions regarding courses, course/teacher changes, schedules etc., please go to **room 38** (after 12:30 p.m.)

Before Arrival



Have your documents ready (passports, visas, tickets, currency, insurance papers, etc.). Get a map of Heidelberg and the telephone number of a **local contact person** (e.g. host family, hotel or residence where you will stay).

Please take our online placement test so that we can place you into the correct course on your first day: www.fuu-heidelberg-languages.eu/level_test/

Arrival at Host Family / Student Residence (usually on a Sunday)



Host family: Please contact the host family – we will send you the family details approx. 1-2 weeks prior to check-in – and let them know at what time you will be arriving.



Student residence: Please inform us regarding your arrival time as early as possible (e-mail to rooms.hd@fuu.de). If you plan to arrive on a day other than Sunday, please double-check with us beforehand. Your accommodation details (e.g. which residence you will stay in) will be sent to you approx. 1-2 weeks prior to check-in. Please don't go directly to the residence but come to the meeting point specified in the e-mail that we will send you.



After landing in Germany you can take our transfer service to Heidelberg or take the train/bus by yourself (approx. 1 hour from Frankfurt Int. Airport).



If you take the bus / train: Get off at Heidelberg Hbf (Hauptbahnhof) / Heidelberg Main Station.

Main Meeting Point on Sundays: Kurfürsten-Anlage 64-68, opposite Heidelberg Main Station (for check-in on a Saturday, please refer to your accommodation details)



Proceed to the meeting point, from where F+U staff will take you to your residence and hand out your room keys.

Please note that the check-in procedure differs if you move in on any other day than a Sunday!

If you experience any problem (between 10:00-24:00), please call 0049 162 2933326. Please contact the accommodation department (rooms.hd@fuu.de) in advance if you plan to arrive at a different time.



No dishes are available in the kitchen of your residence. You can rent them from F+U (subject to availability) or buy your own. Please inquire in the accommodation department for further information about renting a set of cooking utensils.

Your First Day at School (usually on a Monday)



Please proceed to **Bismarckplatz** (easily accessible by tram or bus).

Enter **Hauptstraße** (pedestrian area) which is opposite Bismarckplatz and follow it for approx. 50 metres.

The first building on your left-hand side is **Darmstädter Hof Centrum (DHC)**.

Take the door at the right-hand side of DHC's main entrance and go to the 3rd floor. Please follow the displayed directions to sign in.





Please come to school at 8:00 (at 9:15 if you take English courses). If you have not submitted the online placement test prior to your arrival please look for the “*Placement Test*” sign, and enter the respective room. A teacher will hand out your placement test. Remember to bring a pen and paper.



You’ll receive your schedule with course information at the information desk. You may also buy your books here.



Have a look at the white board opposite the information desk to see which classroom you were assigned to, or ask staff for help.



There is a “My first day” orientation meeting in school on the first Monday of each month at 15:00. A teacher is going to give you information about living in Heidelberg. This is the perfect time to deal with any questions you may have about the city.

Your First Week in Heidelberg



If you intend to stay in Heidelberg for more than 90 days you will have to register at the *Bürgeramt* (Central Administration Office). Do not forget to take a valid passport with you. The address of the *Bürgeramt* is Bergheimer Str. 69, 69115 Heidelberg (tram 22, stop Römerstraße).

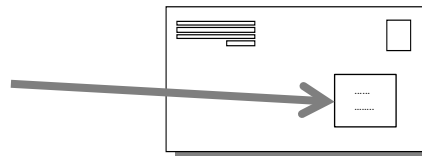


A student ID will help you get a discount on many occasions, for example in the theatre or cinema – but not for bus and train tickets, except if you stay at least 40 weeks and buy the annual ticket. You can get a student ID for free at our school. You need only bring a small passport photo of yourself.



Students who live in our residences may have their mail sent to the school since they cannot receive any mail in the residences. You may pick up your mail every day from 12:30 onwards in rooms 8 or 21/22. If you wish to receive letters and parcels then have them addressed like this:

Your name
c/o F+U Academy of Languages
Hauptstrasse 1
69117 Heidelberg
Germany



Please note that we store parcels and important letters separate from regular student mail – check the mail list at the office. **Parcels and important letters may be collected at these times: Mon, Wed, Thur 10:30-18:15 and 18:45-19:30; Tue, Fri 10:30-19:30; Sat 10-15.** Letters are stored in the student mail for one week. After that, mail will be stored for one month. Searching for mail in the archives is €5,- for the first item (letter or package) and €1,- for each further item if they are to be searched for at the same time. For any new search, we will charge €5,-.



Our school offers internet access for free. After agreeing to the terms of use for IT resources you can obtain the password at the reception at school. You will also receive the internet password for your residence by our accommodation department. If you forget your password please either ask a fellow student at your residence or inquire with the staff in the accommodation department (room 10).

A2→B1

It is possible to change your course level in your first week until 14:30 on Tuesday. After 14:30 on Tuesday, you may only change your course for the following week. Changes for the following week can be made until Thursday, 16:00. You may not change your course without permission from the administration.



Questions regarding your residence will be answered in Room 10. Our staff is available **Monday to Friday from 12:15-15:30**.



Current leisure activities are displayed on the white board opposite the information desk and are announced in class. Please do not forget the deadlines to sign up if you wish to participate. Most activities are free of charge. However, sometimes a small fee applies. Most activities take place even if only one student signs up.



It is possible to take two weeks of vacation per twelve weeks of course. These two weeks will then be added to your course in the end. If you have booked accommodation with F+U, please remember to extend your accommodation as it is not automatically extended with your course.



There are two trash cans in all class rooms. One is for paper (*Papiermüll*). The other one is for everything else (*Restmüll*). Please make sure to throw your trash into the right bin.

Your Last Week in Heidelberg



Check out from your residence

Please be sure to schedule an appointment for your room check. Without this, it is not possible to get your deposit back.

Do you want to extend your stay?

You need to extend the rental period of your room at least four weeks prior to the expiration of your contract in room 10 at the main office (Hauptstraße 1).

Applications received on short notice are subject to the following fees:

- Up to two weeks before expiration of contract: € 25
- Less than one week before expiration of contract: € 50

Please note that the extension of a rental period for a room or apartment cannot always be guaranteed. The course does not extend automatically with your residence. If necessary, the course must be extended separately.



On request, you may receive a Certificate of Participation. This certificate confirms the length and type of your course, the number of lessons you took and your final course level. Please sign up for receiving your Certificate of Participation at the Main Office, and no later than Wednesday before the end of your course.



Do not forget to deregister at the *Bürgeramt* (Central Administration Office) in Heidelberg.



Please inform everyone who might send you mail (insurance company, bank, online shops, universities, etc.) about your new address, so they do not keep sending your mail to the school. All mail arriving two weeks or more after a student's last day will not be accepted!

Feedback



Let everyone know about your stay at F+U Academy of Languages! You can post on our Facebook page (<https://www.facebook.com/AcademyofLanguages>), review us on Google, or send us pictures and comments to our e-mail address: languages@fuu.de. Thank you!

We hope you enjoyed your stay!