



WELCOME TO DENMARK

IMPORTANT INFORMATION
ABOUT YOUR STAY IN DENMARK

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WELCOME TO DENMARK

University College UCC (UCC) welcomes you to Denmark. This booklet aims to meet the most frequently asked questions about coming to Denmark as an international student. The structure of the booklet is organized in alphabetic order and we hope that you will find the information you need for a successful stay in Denmark. Please read this booklet carefully as it contains very important information about living and studying in Denmark.

We wish you a rewarding and educational experience at UCC.

UCC International

About University College UCC

UCC was established in 2007, and represents a unique blend of century old higher education institutions, and ambitious efforts to meet 21st century demands for innovative, and high quality graduate and post-graduate studies, applied research, and professional development.

UCC is one of Denmark's main providers of teacher education, social education and postgraduate and supplementary diploma degrees within related fields. We also educate nurses, physiotherapists, psychomotor therapists, sign language interpreters, and textile and handicraft designers.

International, professional and academic networking is at the heart of UCC's endeavours to enhance the quality of our study programmes, professional development activities and research. Besides student and staff mobility, UCC is engaged in research and development with a wide range of international educational institutions.

More than 10,000 full-time students and approximately 6,000 part-time students are currently enrolled at University College UCC, and our academic staff number more than 800. Bachelor programmes, post-graduate diploma studies and professional development courses are currently provided in three different locations in the Greater Copenhagen Area.

Campuses

UCC's educational activities have been brought together to create new, vibrant and attractive learning environments. UCC's campus in North Zealand was inaugurated in August 2012 and, in September 2016, all of UCC's study programmes in Greater Copenhagen moved into the new Carlsberg City District to create the new UCC Campus Carlsberg. This new campus is one of the largest study and research environments within the field of education in Northern Europe and offers state of the art facilities for both students and staff.

Read more about UCC at www.ucc.dk/international

ACCOMMODATION

The application for accommodation is included in your application for studies at UCC. You will receive an e-mail from UCC Accommodation when your study application has been accepted shortly after deadline. The e-mail will describe the accommodation process.

Accommodation for the spring semester will take place from early November until late December

Accommodation for the fall semester will take place from early May until late June.

UCC strives to find accommodation for as many incoming students as possible. However, due to a shortage of housing in the greater Copenhagen area, UCC cannot guarantee all students a room during their study in Denmark. Because of housing shortage, UCC Accommodation can only provide one accommodation offer per student.

Incoming students will be housed either in private homes with a family, at dorms, or in shared houses with other UCC students. **Please note that UCC dorms are not separated by gender. It means that you may share common facilities (kitchen, bathroom, etc) with people of another gender.** If you are offered a double room at one of the dorms you will always share room with a student of the same gender.

Travelling times up to one hour from your home to UCC must be expected and it is not unusual in the greater Copenhagen area. In general, housing in Copenhagen is expensive. Housing prices on rooms at UCC dormitories vary between DKK 15.000 and DKK 24.000 for a semester.

The rent in a private home is usually lower. The monthly rent in private homes is usually between DKK 2500 to 4500 per month, but if you want to stay in the centre of Copenhagen prices are most likely higher

Since UCC has a limited amount of rooms, UCC Accommodation will send **one** accommodation offer per student, only. If you reject the accommodation offer - or if you miss the deadlines for completing the process, the room will be offered to another student on the waiting list, and you may not expect to not receive another accommodation offer.

To secure a room offered by UCC Accommodation you must return your signed tenancy agreement to accommodation@ucc.dk and pay the rent according to the terms stated in the agreement. Rent is to be paid within one month after you have accepted the tenancy agreement. Please be aware that the tenancy agreement is a legally binding non-terminable contract and the rent is non-refundable.

Please note that UCC dorms are not separated by gender.

Housing Anywhere

UCC is a partner of HousingAnywhere.com the international student-to-student housing platform. You can find and book a student room via their website at www.HousingAnywhere.com. The rooms offered are offered by Danish students, who are going abroad for a semester or two. Using the platform itself is completely free for you as a student. When you make a concrete booking an administrative fee will be charged as a part of Housing Anywhere's secure booking system.

Other resources for finding accommodation on your own

PLEASE NOTE! You must ensure that you can register as resident at the address with the Danish authorities, before you enter into an agreement with a landlord.

UCC does not cooperate with any of the below mentioned sites. They are, however, popular websites for finding rooms.

- www.findbolig.nu
- www.boligportalen.dk
- www.findroommate.dk
- www.findhousingdenmark.com

If you find a room yourself be aware of fraud and please carefully study the following advice:

We recommend that you:

- Check the address at the following website www.krak.dk before signing a tenancy agreement or pay a deposit or rent to a private landlord.
- Please be absolutely certain that the landlord exists or the address is found before entering into any tenancy lease.
- Make sure that you are able to have your **registered address** at the accommodation (**Folkeregisteradresse**).

Visitors

Some students might have visits from friends or family during their stay in Denmark. Some hosts/landlords allow overnight guests or offer accommodation for friends and families for a short period. However, you cannot rely on this. Cheap accommodation can be found at hostels.

- www.generatorhostels.com - 10% discount as a UCC student (contact accommodation@ucc.dk for further information)
- www.danhostel.dk/content/us
- www.wakeupcopenhagen.dk

For more information, please refer to: https://ucc.dk/international/study-ucc/accommodation
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AIRPORT INFORMATION

Train and Metro

Tickets for train and metro are available from the DSB ticket office above the railway station in the airport Terminal 3. Tickets and travel cards (for the Copenhagen and Northern Zealand zones) are also available from ticket machines in the station area and at 7Eleven. You will find lifts and escalators between the platforms and Terminal 3.

Link to timetable: <http://www.dsb.dk/Om-DSB/In-English/>

The Metro station is located at the end of Terminal 3 (covered by the roof of the terminal). The Metro operates 24 hours and seven days a week at 4-6 minute intervals during the day and every 15-20 minutes during night hours. The travel time from Copenhagen Airport to the city centre, e.g. Nørreport Station is 15 minutes.

Copenhagen Airport website: <http://www.cph.dk>

For further information on public transportation in Denmark: <http://www.rejseplanen.dk>

BEFORE YOUR ARRIVAL IN DENMARK

Below you will find links with useful information before your arrival in Denmark:

- www.ucc.dk/international
- www.workindenmark.dk
- www.studyindenmark.dk
- www.nyidanmark.dk
- www.info.dk

CLIMATE AND WEATHER

Considering Denmark's northerly location the climate is relatively mild. It is also highly unpredictable. From May to August temperatures, vary from 16 to 30 degrees centigrade and daylight lasts almost 18 hours. In the coldest winter months of January and February, there are only 8 hours of daylight and the average daily temperature lingers around the freezing point but expect anything from 10 degrees Celsius below to 10 degrees Celsius above zero. As Denmark has a coastal climate, the weather is often windy, rainy and cold. If you arrive in the fall/winter season you need warm clothing – a warm coat and waterproof shoes or boots are advisable. It is also a good idea to bring a sleeping bag, if you intend to travel during your stay.

Link for weather forecast: <http://www.dmi.dk/eng/index/forecasts.htm>

COMMUNICATION

Most Danes speak English and they are generally very helpful, so do not hesitate to make contact if you have any questions.

Nearly all Danes own a mobile phone, and along with email, it is the most popular way of communication. If you bring a mobile phone from your home country, you are most likely able to use the phone. However, be aware that using a foreign mobile phone calling plan can be a very expensive experience due to roaming fees¹. We recommend, that you get a Danish sim card. Sim cards are for sale in places like Seven-Eleven, gas stations and other small convenience stores.

Information about mobile phone plans in Denmark: <http://www.forbrugseksperten.dk/english/mobile/exchange-student/>

The computer program Skype offers free communication between computers around the world. In addition, Skype offers cheap making and receiving calls to and from landline and mobile phones, as well as voicemail and call forwarding.

<https://www.skype.com/en/>

EATING OUT/EVENTS ETC.

In general, eating out in the Copenhagen area is expensive. However, you may find some good and cheap restaurants. In Denmark, tips are included in the bill.

Links to restaurants recommendations and events: <http://www.aok.dk/byen-rundt/guide/visiting-copenhagen>

EMERGENCY

In case of emergency, dial **112** to contact the police, the fire brigade or the ambulance. Emergency calls from mobile phones and public pay phones are free of charge.

If you need the assistance of a doctor outside the clinic's opening hours (after 4 pm on weekdays and during the weekend or public holidays), and if it is **NOT urgent, you need to call 1813** which is the number of the emergency service in the Copenhagen area. On <http://www.laegevagten.dk/> you can still find the phone number of your local emergency service and address and the closest "around the clock" pharmacy. It can also be found on the homepage

¹ Roaming is a general term in wireless telecommunications that refers to the extending of connectivity service in a location that is different from the home location where the service is registered.

of your municipal authority or in your local phonebook. However, **you must contact 1813 before you go to the emergency room**, so that you get the right help as soon as possible. 1813 may also indicate emergency rooms with a short waiting time.

Please remember always to contact your travel insurance company in order to clarify payment conditions when consulting a doctor, hospital etc. For UCC advice on insurance, please refer to: <https://ucc.dk/international/study-ucc/insurance>.

Emergency room (ER) The ER is a section/department at your local hospital responsible for dealing with:

- Accidents that occurred in the last 24 hours
- Acute, serious or life threatening diseases or situations.

Please note – that you must always call 112 in case of an emergency

MONEY AND BANKING

The currency in Denmark is the Danish Krone (DDK). 1 krone equals 100 øre.

Foreign credit cards, e.g. Visa, MasterCard, Euro-card and American Express, are widely accepted in Denmark, but not in all Danish supermarkets. Be aware that you may be charged with a service fee when paying with a credit card. Also, credit cards can be used in many cash points/ATMs available in Danish cities. Another option is to use traveller cheques that can be cashed in banks. If you stay for more than 3 months and thereby get a CPR number, you may open a Danish bank account and get the Dankort (Dan Card) which is a debit card accepted almost everywhere. Link to currency converter: www.oanda.com/convert/classic

Banks are open Monday to Friday between 9.30am - 4pm. Most banks have extended opening hours on Thursdays to 6pm. In smaller towns and villages, the opening hours may be shorter. The banks are closed on weekends.

Exchange bureaus e.g. Forex also operates during Saturdays.

The Forex bureau at Copenhagen Central Station (Københavns Hovedbanegård) has opening hours during Sundays as well.

For opening hours, please visit <https://www.forexbank.dk/en/>

It is possible to withdraw money from banks and ATMs. Most recognized international credit cards in Denmark are Visa card, Master card, Euro card and Diners card. Please check the fees for using your credit card in Denmark with your own bank.

Useful link: www.studyindenmark.dk

REGISTRATION AND MEDICAL TREATMENT

If you are staying in Denmark for more than three months, you must register at the local office of the National Registry on arrival in Denmark. To register you must bring a signed tenancy agreement, your passport and any other required documents, as listed on lifeindenmark.borger.dk

Please study the following website carefully before registering <https://lifeindenmark.borger.dk>

If you are a citizen of another Nordic Country or the EU/EEA, you may stay up to 6 months before you register.

<http://www.norden.org/da/hallo-norden/danmark/flytte-til-danmark/folkeregistrering-i-danmark>

When you register, you will be asked to choose a doctor or GP. Access to the public health service goes through the GP. The health insurance card will be issued within 6 weeks and is sent to your address. The card states your name, address and personal identification number (CPR number) and address of your GP, and must be shown at all visits within the health care system.

Before you leave Denmark you must return the national health insurance card to the National Registry and confirm that you are leaving the country.

PEOPLE ON A TEMPORARY/SHORT STAY IN DENMARK

The Nordic countries and the UK

Citizens from the Nordic countries and the UK are entitled to the same health care as Danish citizens if they need urgent medical treatment. Students from the Nordic countries are covered up to six months by the Danish health insurance. If you stay for more than six months, you have to bring the "Inter-nordiske flyttepapirer", obtained through the local authorities in your home country. The Danish health insurance likewise covers British students. However, if you require medical assistance before you have obtained the health insurance card, you will have to bring your passport and refer to the special agreement between your country (either a Nordic country or the UK) and Denmark.

The EU and EEA countries

Students from EU and EEA countries are entitled to the same health services as Danish citizens if they need urgent medical treatment. Please bring the European Health Insurance Card, if any.

Other countries

Students from countries outside the EU/EEA are not entitled to free medical care, before you have registered at the local office of the National Registry and received the yellow health insurance card. You are therefore strongly advised to take out a private health insurance before coming to Denmark.

PEOPLE HOLDING A RESIDENCE PERMIT FOR DENMARK

Students, who are registered with the National Registry in Denmark, are automatically covered by Denmark's health insurance scheme. You are therefore strongly advised to take out a temporary health insurance to cover any incidental medical bills in the period before you receive the health card. We recommend you to obtain private cover for 6 weeks before entering Denmark in the event that the Danish health service card should be delayed.

PRIVATE INSURANCE/LIABILITY

Please notice that the Danish health insurance scheme does not cover dental expenses. Neither does the insurance cover liability or loss of personal belongings. If you are involved in an accident that injures someone or damages their property, you may become liable for large sums payable in costs and damages. If you are not covered for third-person liability, we strongly advise to insure against it.

The public health insurance plan does not cover expenses connected to home transport in case of e.g. severe illness. We therefore advise you to consider taking out a private insurance. Should you become seriously ill or die, the insurance will pay for a family member to come to Denmark to bring you home. Finally, it is wise to insure yourself against theft.

Some insurance companies may extend their cover to other countries. Contact your current insurance company for further information.

Information on health insurance see: <https://www.workindenmark.dk/>.

For UCC advice on insurance, please refer to: <https://ucc.dk/international/study-ucc/insurance>

RELIGIOUS COMMUNITIES

The majority of the religious population in Denmark are protestant Christians. You will find Christian churches situated various places in greater Copenhagen. Usually, service takes place on Sundays at 10 am.

Please refer to the list below for other religious communities:

Catholicism

- Vor Frue Kirke, Herlevgårdsvej 14, Herlev:
Mass in English Sundays at 11.30am, and Thursdays at 9.30am.
- Sakramentskirken, Nørrebrogade 27 C, Nørrebro:
Mass in English on Sundays at 6pm and on Wednesdays at 5pm
Mass in French on Sundays at 11.15
- Sankt Annæ Kirke, Dronning Elisabeths Allé 3, Amager - København S:
Saturdays at 4.30pm and Sundays at 5pm

Islam

- Islamic Cultural Center, Horsebakken 2, 2400 København NV
- Muslim Cultural Institute; Islamic Moske, Ågården 55, 1. th.; 2635 Ishøj
- Muslim Cultural Institute, Amerikavej 19, 1756 København V
- Nusrat Djahan Moskeen, Islamisk Center Eriksminde Allé 2, 2650 Hvidovre

Judaism

- The Great synagogue, Krystalgade 12, 1172 København K, The service hour for Shabbat mornings is 9am.
Morning services: Monday and Thursday: 6.45am. Tuesday, Wednesday and Friday 7am, Sunday 7.30am, in the summer 8.30am. The service is in Hebrew.
- Chabad of Denmark, Ole Suhrs Gade 10, Copenhagen, 1352 Denmark
- Shir Hatzafon, Link: <http://shirhatzafon.dk/contact>

Buddhism

- Diamond Way Buddhism, Svanemøllevej 56, 2100 København Ø, Phone +45 39 29 27 11, link:
<http://www.buddha.dk>
- Kadampa Meditation Centre, Store Kongensgade 40H, st, tv 1264 Copenhagen K, Link:
<http://meditateincopenhagen.org/>

Hinduism

- Gurdwara Siri Guru Singh Sabha, Kirkebjerg allé 35 A, 2720 Vanløse
- Bhartiya Mandir, Vieholmen 5, 2740 Skovlunde, Denmark
- Iskcon, Skjulhøj Allé 44, 2720 Vanløse, Denmark

SHOPPING

The main shopping pedestrian street “Strøget” in the city centre of Copenhagen and the small surrounding streets offer major international retailers as well as smaller shops with “student friendly” prices. For grocery shopping the cheapest places to go are Netto, Fakta, Lidl, Rema 1000, and Aldi. They are situated all over greater Copenhagen area and Northern Zealand. Prices are low and the large turnover ensures fresh products. To buy more specific spices and specialties look for e.g. Turkish, Pakistani or Chinese shops.

SIGHTSEEING

The safe atmosphere, the well-developed infrastructure, the low level of pollution and the many cultural events all contribute to make Copenhagen one of the most liveable cities in the world. The waterfront and the many parks offer opportunities to relax away from city life. On weekends and during semester breaks, it is easy to get away to explore the castles and the countryside around the island of Zealand or cross Øresund to discover neighbouring Sweden.

Links:

- <http://www.visitcopenhagen.dk>
- <http://www.aok.dk/byen-rundt/guide/visiting-copenhagen>

If you wish to see more of Denmark, you may find information and links to regional tourist offices on:

<http://www.visitdenmark.dk>

TRANSPORT

Bus, metro and train

There is an extensive network of public transportation in Denmark, including trains, s-trains, Metro and busses. All of the different types of transportation use the same ticketing system. There is also a widespread bicycle network for those who prefer around the city this way.

Danish public transportation offers registered students a discount card, The Youth Traveling card (Ungdomskort). It offers up to 50% discounts off public transportation cost for students. Unfortunately the system primarily targets Danish students so the information on their website is only in Danish. The card costs 615 DKK per month.

Other ticket types are Monthly cards and the Rejsekort. pricing depends on how far you travel and how often. The monthly card is good if you travel more than 5 days a week in the same area/zones. The Rejsekort is good if you travel less or in many different zones. We recommend you check the below websites to check which type of card is best for you.

Therefore, we recommend that you read more about the various tickets at one of these sites:

- <https://www.rejsekort.dk/>
- <http://www.dsb.dk/>
- <http://www.visitcopenhagen.com/copenhagen/transportation/public-transport>

We advise you to carefully calculate your travel needs in order to find the cheapest ticketing option. For more information, contact your local DSB ticket office. Travel costs within the Copenhagen area are relatively high. To spend 500 – 700 DK pr. month on public transportation is not unusual.

For information about train, metro and bus services or tickets: www.rejseplanen.dk. The webpage operates in German and English. You can choose the preferred language at the flags in the right hand side corner. The price for transport varies according to the distance of the journey. At www.rejseplanen.dk you may obtain the information about the price of your journey.

Traveling longer distances within Denmark by train may be expensive. However, cheap bus lines operate between major cities, for example between Aarhus and Copenhagen as well as between Aalborg and Copenhagen. Euro lines offers cheap bus prices if you want to visit neighboring countries like Sweden, Norway or Germany.

Useful links:

- <http://www.rejseplanen.dk/>
- <http://www.abildskou.dk/en/>
- <http://www.eurolines-travel.com/>

Bicycle

Riding a bicycle is a very popular and easy way of getting around in Copenhagen. We recommend that you buy or rent a bike. Used bikes in good condition can be found at most bicycle dealers, or you may rent a bike.

www.brugtecykler.dk (Used bikes) offers used bikes in good condition. They have three outlets: in Copenhagen, in Rødovre, and in Skovlunde. If you wish to rent a bike, the best offers are at Baisikeli Bike Rental:

<https://baisikeli.dk/content/7-bike-rental>.

Lights on bicycles are compulsory after nightfall. Riding without government approved lights cost DKK 700,-. If you ride a bike in Copenhagen, we strongly recommend you to use a bicycle helmet. We also suggest that you buy a good lock in order to prevent the bike from being stolen.

Used bikes: <http://www.brugtecykler.dk/default.asp?Goto=English>

Adresses: Nøjsomhedsvej 5, 2100 København Ø,
Ravnsletvej 28, 2740 Skovlunde
Islevbrovej 25, 2610 Rødovre

Baisikeli Bike Rental: <http://www.cph-bike-rental.dk/>

Taxi

Transport by taxi is the most expensive means of transport in Denmark. The price depends on the time of the day and whether it is weekday, public holiday, or weekend. The start charge is typically between DKK 35 and 45. In addition, the charge is between DKK 11 and 20 for each kilometer. It is possible to use the most common credit cards in all Danish taxis. An administration fee for a foreign credit card may be charged.

UNIVERSITY COLLEGE UCC DEPARTMENTS

Departments of Teacher Education:

- Department of Teacher Education
Campus Carlsberg
Humletorvet DK-1799 Copenhagen V
- Department of Teacher Education
Uddannelsescenter Snorrebakken
Snorrebakken 66, DK-3700 Rønne

Departments of Social Education:

- Department of Social Education
Campus Carlsberg
Humletorvet 3, DK-1799 Copenhagen V
- Department of Social Education North Zealand
Campus Nordsjælland
Carlsbergvej 14, DK-3400 Hillerød
- Department of Social Education Bornholm
Uddannelsescenter Snorrebakken
Snorrebakken 66,-DK 3700 Rønne

Departments of Nursing Education:

- Department of Nursing Education North Zealand
Campus Nordsjælland
Carlsbergvej 14, DK-3400 Hillerød
- Department of Nursing Education Bornholm
c/o Bornholms Sundheds- og Sygeplejeskole
Ullasvej 6 DK-3700 Rønne

Department of Physiotherapy Education:

Campus Nordsjælland
Carlsbergvej 14, DK-3400 Hillerød

Department of Relaxation and Psychomotor Therapy:

Campus Nordsjælland
Carlsbergvej 14, DK-3400 Hillerød

Department of Textile Handicraft and Education:

Campus Carlsberg
Humletorvet 3, DK-1799 Copenhagen V

Department of Sign Language:

Campus Carlsberg
Humletorvet 3, DK-1799 Copenhagen V