



# **Summer Research Program 2019 Handbook**

**for students from  
Ontario**

**Prepared by the Ontario Program Office**

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ORA Academic Director**

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**[www.ora.ouinternational.ca](http://www.ora.ouinternational.ca)**

*This handbook is intended to assist the participants of the Summer Research Program by providing practical information regarding their internship in France.*

*Our thanks go to all those who have contributed to making this handbook possible:*

*Ministry of Training, Colleges and Universities (MTCU)*

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*Dagmar Todd, Program Administrator*

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*Attaché culturel, Consulat Général de France à Toronto*

*Peggy Harvey, Chargée de coopération universitaire et correspondante*

*Campus France, General Consulate of France in Toronto*

*Lyon 2 International office led by Jim Walker Vice-Président International*

*International Offices in Rhône-Alpes universities*

*Present and Past Participants*

***PLEASE NOTE: By mentioning particular commercial companies, the Program Office is in no way endorsing them.***

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# 1. INTRODUCTION

Congratulations! You have been selected to participate in the Summer Research Program, one of the programs offered by the Ontario/Rhône-Alpes (ORA) Student Exchange Program, a collaborative initiative between universities in Rhône-Alpes and the Ministry of Training, Colleges and Universities (MTCU). The Summer Research Program is an opportunity for you to benefit from a summer internship at a research laboratory of one of the participating universities in Rhône-Alpes and to experience working and living in a French environment.

The handbook gives you information that will help you make the most of your stay in Rhône-Alpes. You should also consult the website of your host university for further information and practical advice regarding your time in Rhône-Alpes.

**Be alert to this symbol: It signals key information worth noting and knowing!**



This Handbook focuses on **generic** rather than **specific** issues.

The information is based on the experience of the Program Office, official and unofficial sources, and the advice of former participants, to whom we are especially indebted.

The **Ontario Program Office**, housed at York University, is there to help you and to answer any questions you may have now and during your stay in Rhône-Alpes.



## Contact Information

Ontario Program Office  
Ontario/Rhône-Alpes Student Exchange  
270K&L York Lanes  
York University  
4700 Keele Street  
Toronto ON M3J 1P3

Fax: 416-736-5709

Website: <http://ora.ouinternational.ca/>

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## Expectations and Responsibilities

The Program Office will do all it can to assist you. In order to avoid misunderstandings, please be aware of, and hold to, the following list of expectations and responsibilities:

- 1) You are responsible for keeping the ORA Program Office and the International Office of your home university informed of your address, telephone number, and e-mail address during your stay abroad. (**Hotmail accounts are not accepted**)
- 2) You are responsible for **all aspects** of your participation in the Program, including, but not limited to, your health, safety, travel plans, legal status and financial obligations. The Ontario Program Office, your home and host universities, and their representatives and agents assume no financial or other liability arising from or related to your participation in the Program.
- 3) You are responsible for submitting a final report on your participation in the Program to the Program Office by the end of August, and for responding to requests for information from the Program Office during the year.
- 4) Credit for work done abroad is granted at the discretion of your home university. You are responsible for documenting work done abroad, and for applying to your home university for credit you wish to receive.
- 5) After you return home, we hope that you will stay in contact with us. We hope, too, that you will want to act as a mentor for Rhône-Alpes students coming to your home university and as an ambassador for the Program.

## 2. TRAVEL ARRANGEMENTS

You are responsible for making your own travel arrangements to France. The nearest international airport for all establishments in the Rhône-Alpes region is Aéroport Saint-Exupéry, formerly known as Lyon Satolas Airport <http://www.lyon.aeroport.fr/>. Inquire about the shuttle bus services and train from Saint-Exupéry to Grenoble and Saint-Étienne.

In travelling from Canada to Lyon, you will have to take a connecting flight either in Montreal, London (UK), Frankfurt or Amsterdam. It is also possible to have a stopover in Paris and either fly to Lyon or take the high-speed TGV train (for which you must reserve a seat) to both cities. It is 2 hours to Lyon, and 3 hours to Grenoble or Saint-Étienne. Check <http://www.voyages-sncf.com/leisure/fr/launch/home/>

Travel CUTS  
[www.travelcuts.com](http://www.travelcuts.com)



offers open return tickets and various insurance plans to Europe for students. They have offices in most Ontario universities. You should make sure in booking that you specify your student status and naturally the earlier you are able to make your booking the more choice you will have.



Excess baggage fees can be quite high.

If you plan to take luggage beyond your official allowance, check with the airline to find out its policy and rates on accompanied excess baggage as freight.

Also make sure you know the carry-on luggage latest rules.

Try to take only what you REALLY need. As it is, you might accumulate stuff while in France. Shipping stuff back to Canada is expensive.

We recommend you have an **International Student Identity Card (ISIC)**. It may be free for you depending on your university/faculty. It

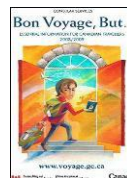
offers discounts abroad and in Canada. It can be bought at Travel CUTS. Also check with the International Office at your home university. <http://www.travelcuts.com/isic>



ISIC is also a student travel services confederation.

Check <http://www.isic.org/>

The Federal government has published a few booklets for Canadians travelling and/or living abroad. The *Bon Voyage, But...*, **essential information for Canadian travelers** published by the [Consular Affairs Bureau](#) of Foreign Affairs and International Trade Canada, is available online. It is an important publication, which encourages Canadians to educate themselves to travel the world responsibly.



This pocket-sized booklet offers essential guidelines and provides vital information on consular services and Canadian government offices worldwide.

This and other smart-travel publications, such as [Her Own Way](#), [Dual Citizenship](#) and [Traveller's Checklist](#) can also be downloaded at [www.voyage.gc.ca](http://www.voyage.gc.ca). Copies may be ordered, free of charge, online or by contacting the department's Enquiries Service by e-mail at [enqserv@international.gc.ca](mailto:enqserv@international.gc.ca). We hope that you will find these publications useful. They also have country specific Travel Reports. For France, consult: [http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=92000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=92000).

### 3. ADMINISTRATIVE FORMALITIES

#### Student Visas



For a short stay (less than 90 days), you do not need a visa; for a long stay (more than 90 days) you require a visa.

The French Embassy in Canada outsourced the collection of visa applications to **VFS Global**. VFS has offices in four Canadian cities including Toronto and Ottawa. VFS Global's call centre: +1 613 927 92 66 and online services: [Info.FranceCanada@vfsglobal.com](mailto:Info.FranceCanada@vfsglobal.com)),

**To apply for a student visa**, visit the official website **France-Visas** (<https://france-visas.gouv.fr/en>) You apply as a student trainee.

Fill in your visa application on-line (your visa application form will be automatically filled in and available for printing). Make an appointment. A service fee will be charged and will be payable online when making an appointment. You have to bring a completed printed visa application form to the appointment as well as all the supporting documents (including a letter of admission and the Internship Agreement.)

The **VFS Global Centre in Toronto** is located at **208 Bloor St. West, 4<sup>th</sup> floor, Toronto, Ontario, M5S 3B4**

The total length of the review process is about 30 business days. The applicant's passport **must** remain with the application file during the entire process.

### 4. EXPENSES

Your expenses may vary depending on your plans, your personal needs and interests, where you live, how much you travel, etc.

During your stay in Rhône-Alpes, your expenses will include accommodation, food, transportation, entertainment, personal expenses, and travels.



Substantial student discounts are available for many athletic events, cultural attractions, shows, transportation, etc.

#### Scholarships

The **ORA scholarships** are funded by the Ministry of Training, Colleges and Universities (MTCU). For the summer 2019, students will receive an ORA scholarship in the amount of \$1,500.

**International students are not eligible to receive the ORA scholarship.**

Students also receive a monthly stipend from the Lab in France called a gratification. Amounts may vary. The minimum monthly amount is approximately 426 euros per month or 3.75 euros per hour.



**STUDENTS ARE RESPONSIBLE FOR SECURING THIS STIPEND BY CONFIRMING WITH THE DIRECTOR OF THE LAB IN FRANCE**

You may try to obtain additional funding from your home or host universities and/or third-party sources.

According to French law, anyone, including a student research assistant, who works for 3 months or more must receive a salary. However, in exceptional circumstances, students who agree to accept an internship without payment can only work a total of 308 hours. This usually represents a two-month period. Students wishing to remain in France for three months must reduce the number of hours per week so as not to exceed 308 hours during the duration of their internship. These conditions must be accepted by the Director of the lab of the host university.

## Procedures to follow to receive an ORA scholarship:

- a. You will receive a *Scholarship Agreement* by email that you must fill out, sign and return to the ORA Office by mail.
- b. The scholarship will be deposited into your Canadian bank account. You will need to provide your banking information.
- c. On the scholarship agreement form, you will be asked to provide your Social Insurance Number. As the scholarship granting institution, we are required by Canada Revenue Agency (CRA) to submit the SIN numbers of all scholarship recipients. York University's financial office will process the scholarships on our behalf and will issue the T4A forms for tax purposes. Payment of the scholarship cannot be issued without your SIN number.
- d. York University students are also required to provide their student number on the scholarship form. ORA scholarships for York students will be deposited into the student accounts.
- e. The scholarship will be paid out after you have started your research in France.

Check with your home university for any travel scholarships for which you may be eligible. If these exist, they may be administered by the international/exchange office, by your department, by your home faculty, or by a central office such as Financial Aid.

## 5. ACCOMMODATION

You have already made a preliminary choice in your application as to your preference of accommodation. You should get a confirmation from your host university.

### SHORT STAY ACCOMMODATION

In the event that you decide to visit other parts of Rhône-Alpes before or after the Summer Program, these are some addresses.

#### LYON

- **Auberge de Jeunesse du Vieux Lyon**

41-45 Montée du Chemin Neuf 69005 Lyon - 04 78 15 05 50

<http://www.hifrance.org/auberge-de-jeunesse/lyon.html?page=article>

Métro Ligne D, arrêt Vieux Lyon

- **Auberge de Jeunesse de Vénissieux**

51 rue Roger Salengro 69200 Vénissieux - 04 78 76 39 23

[http://www.fra.cityvox.fr/hotels\\_lyon/auberge-de-jeunesse-de-venissieux\\_18525/Profil-Lieu](http://www.fra.cityvox.fr/hotels_lyon/auberge-de-jeunesse-de-venissieux_18525/Profil-Lieu)

Bus 36, arrêt Auberge de jeunesse.

- **Le Totem**

90 cours Tolstoï 69605 Villeurbanne - 04 72 65 19 19

Métro Ligne A, arrêt Gratte-ciel puis Bus 69 direction Sans Souci, arrêt Verlaine

- **Hôtel Formule 1**

16, Boulevard Irène Joliot Curie - Vénissieux - 08 91 70 52 90

Bus 36 ou 32 arrêt Viviani Etats-Unis.

<http://www.hotelf1.com/gb/home/index.shtml>

- **Chambres d'hôtes**

04 72 13 99 35

[https://www.chambres-hotes.fr/region\\_chambres-hotes\\_grand-est\\_795.html](https://www.chambres-hotes.fr/region_chambres-hotes_grand-est_795.html)

- **C entre International de Séjour de Lyon**

103 boulevard des États-Unis - 69008 Lyon  
33 (0) 4 37 90 42 42



<http://www.cis-lyon.com/>

Autres adresses utiles pour trouver un logement à Lyon :

- **L'Office de tourisme**

<http://www.lyon-france.com>

Place Bellecour 69002 Lyon - 04 72 77 69 69

- **Le site des étudiants lyonnais** (infos sur le logement et la vie pratique)

[http://www.lyoncampus.org/S-installer\\_r32.html](http://www.lyoncampus.org/S-installer_r32.html)

- **le site des étudiants de Lyon 2**

<http://etu.univ-lyon2.fr/>

It has lots of ads "For rent"

Le Petit Paumé <http://www.petitpaume.com/>

Then click on Lyon Pratique

## SAINT-ÉTIENNE

<http://www.fjtclairvivre.fr/>

## GRENOBLE

1) A request for accommodation can be made to Housing Services by sending a copy of your student card and the internship agreement as proof of an internship in Grenoble.



The request can be sent by email to the following address: [passager@crous-grenoble.fr](mailto:passager@crous-grenoble.fr)

or by mail to:

*CROUS - Pôle logement - Hébergement passager  
351 allée Hector Berlioz  
38402 ST MARTIN D'HERES  
Tél.: 04 56 52 88 43*

2) 10, Avenue du Gresivaudan  
38130 Echirolles  
phone : +33-4 76 09 33 52  
fax : +33-4 76 09 38 99  
E-mail: [grenoble@fuaj.org](mailto:grenoble@fuaj.org)

## General

### Youth Hostels *Auberges de jeunesse*

#### 1) **National Office Administration and Booking**

27 rue Pajol

75018 Paris

phone: +33-1 44 89 87 27 fax: +33-1 44 89 87 49

E-mail : [fuaj@fuaj.org](mailto:fuaj@fuaj.org)

<http://www.fuaj.org/>

To stay in a Youth Hostel in France, you will need a membership card, which you can obtain from the National Association of your home country. Please check the International Youth Hostel website for prices: <http://www.hihostels.com>.

In Canada, in Ottawa:

#### **Hostelling International - Canada**

205 Catherine Street, Suite 400 Ottawa Ontario  
K2P 1C3

Tel.: (1) (613) 237 7884; Fax: (1) (613) 237-7868

E-mail: [info@hihostels.ca](mailto:info@hihostels.ca)

[www.hihostels.ca](http://www.hihostels.ca)

#### 2) Studélites en Rhône-Alpes

<http://www.studelites.com/fr/logement-etudiant-residence-etudiante-courts-sejours.cfm>

#### 3) In most cities

<http://www.lamy-residences.fr/>

[www.residhotel.com](http://www.residhotel.com)

## 6. HEALTH INSURANCE

Health insurance is crucial.

Before you leave Canada, make sure you know exactly what coverage OHIP, (and / or your own insurance if applicable) provides and how you can be reimbursed.



Check what OHIP covers while you are abroad:

<http://www.health.gov.on.ca/english/pub-lic/pub/ohip/travel.html>

It is advisable to take an extended health insurance for the duration of your stay in France as well as travel cancellation insurance.

It is strongly recommended that you also purchase liability insurance (*responsabilité civile*). Since you will be working in a lab with expensive instruments and machines, this coverage is particularly important in case of damage, accidental harm to others or injuries and damages you may sustain as a result of an accident.

It is always better to have more coverage than less!

## 7. IMPORTANT DOCUMENTS TO TAKE WITH YOU

It is a good idea to make a check list well in advance of your departure to avoid a last-minute panic. You should also make photocopies of all important documents and cards (i.e. passport, credit cards, health cards, etc.). Take one copy with you and leave another with a friend or family member for safe-keeping.

- Please note that many countries, including France, require a passport valid three months after the expiry date of the visa. **If you are eligible for a European passport, you should definitely apply; it will simplify some procedures.**

### Please take with you

- The letter of acceptance/admission from your host university;
- The letter confirming your participation in the Program from the ORA Program Office;
- A copy of your Internship Agreement / *Convention de stage*;
- Medical prescriptions, eye-glass prescription (if required).

### STRONGLY RECOMMENDED

- A Youth Hostel card <http://www.hihostels.ca/en/home.aspx> or a European Youth Hostels Card or any similar card if you intend to travel
- An International **Student Identity Card (ISIC)**, available from Travel CUTS. It's useful for discounts in Europe
- A map of the city where you will stay

## 8. ACADEMICS

All arrangements have been made with the Lab where you will be doing your internship. You signed an Internship Agreement (*Convention de stage*) which is necessary to formalize your stay. If you intend to get credits for your experience in the lab, it is your responsibility to ask for validation of these credits at your home university.

## 9. COMMUNICATIONS

Phone numbers have 10 digits in France. The first two digits (01 to 05) represent the five divisions of the country. When calling France from another country **do not dial the zero**.

01 Paris and surroundings  
04 South East France (Rhône-Alpes region)  
06 is for cell phones

Calling France from Canada: dial 011-33 + 9 digits. **No 0**. Same rule applies for fax numbers and cell phones.

Calling Canada from France: dial 001 + area code + number.

You can call Canada from a phone booth (*une cabine téléphonique*). Phone booths have their own number so you can ask to be called back. No extra charge.

You can buy phone cards (*une télécarte*). They are sold in tobacco shops (*bureau de tabac*), newsstands (*maison de la presse*).

### Cell phones

You may decide that you need a cell phone while in France. Calls to and from cell phones are expensive. For a short stay, you may look into a plan with your provider in Ontario or you may buy a SIM card that you insert in your phone and pay as you go.

There are five major providers in France: SFR, Bouygues Télécom, Orange, Free, and Virgin. Check their websites and compare!

**SFR** <http://www.sfr.fr/> or <http://www.sfr.com>



**Orange** <http://www.orange.fr/>



**Bouygues Telecom**

<http://www.bouyguestelecom.fr/>



**Virgin**



<https://www.virgin.com/virgingroup/company/>

**free**

[www.free.fr](http://www.free.fr)

More and more students these days use **Skype** or **WhatsApp** to make phone calls. Taking your own laptop with you is an excellent idea.

[www.skype.com/intl/en/](http://www.skype.com/intl/en/)



<https://www.whatsapp.com>



WhatsApp

## 10. TAXES

**TVA (VAT)** There is only one tax called TVA (*Taxe à la valeur ajoutée*). It's **included** in price tags (service in bars and restaurants is also included in the check).

### 1. Tax Refund when you leave the EU (*détaxe*)

If you stay less than 6 months you are entitled under certain conditions to get a tax refund on what you bought in the EU and are taking with you back home when you leave the EU.

Please check which conditions apply and how you can get your refund

<http://www.douane.gouv.fr/page.asp?id=49>.

It's great but when you arrive in Canada you have to declare what you bring into the country... then you'd better check this website

<http://www.cbsa-asfc.gc.ca/travel-voyage/declare-eng.html>

## 11. ADVICE AND SUPPORT

A list of the contact people responsible for the Summer Research Program at the host universities is attached for your information. You should be able to get details on procedures, living arrangements and other aspects of academic life at these offices.

If you are interested in “what to do in Rhône-Alpes”, we leave it to you to discover what the region has to offer by checking the following websites.

Go to <http://www.culture.fr/> and then choose Rhône- Alpes.

There are great museums (the most recent, La Cité du design in Saint-Étienne, must not be missed. <http://www.citedudesign.com>), great ski resorts, theatres, festivals, small old villages, vineyards, etc.

## 12. SHOPPING

There are *hypermarchés* which are very large supermarkets.

Here is a short list of stores that offer good deals:

- Carrefour <http://www.carrefour.fr/>. It has everything, food included. It is similar to Wal-Mart.

- Les supermarchés et hypermarchés Leclerc <http://www.e-leclerc.com>

- Champion supermarkets

Lidl, discount supermarket chain.

<http://www.lidl.fr>

- For food: *les marchés* (open air markets) and *les Halles* (indoor markets). Don't miss them!



## ADVICE AND INFORMATION FROM PAST PARTICIPANTS

Ontario students who have studied in Rhône-Alpes universities have written pages of information and advice for you. Read them carefully. They have done **a wonderful job**. Their input is invaluable. You will find these reports on the ORA website at the following address

<http://ora.ouinternational.ca/ontario-alumni-reports>.

Also, you are encouraged to accept to join the ORA Facebook page. You will be able to communicate with current and past ORA students.

For the most part the success of your stay in Rhône-Alpes will largely depend on your attitude and actions. If you are trying to perfect your French, then avoid the habit of speaking English at every opportunity. Try to train yourself to speak French from the first day – even with your fellow English-speaking exchange students. This will become easier with practice.



HAVE AN INCREDIBLE SUMMER!



## APPENDIX A: COMMONLY USED ACRONYMS AND VOCABULARY (in alphabetical order)

- **ADSL or haut débit** (high speed Internet)
- **Restau U** sometimes **RU** restaurant universitaire (university cafeteria)
- **HT: Hors taxes** (before taxes) and **TTC Toutes taxes comprises** (taxes included)
- **QCM: Questions à choix multiple** (multiple choice)
- **SNC: Service non compris** (gratuities not included)
- **SNCF: Société nationale des chemins de fer** is France's national state-owned railway. Check <http://www.voyages-sncf.com/>



and [www.europrail.net](http://www.europrail.net)



- **TER: Train Express Régional** (regional trains run by SNCF)

<https://en.oui.sncf/en/ter>

Within Rhône-Alpes you will take TER, i.e. to go from Chambéry to Lyon



- **TGV: Train à Grande Vitesse** (fast train). You need a reservation <http://www.tgv.com/> train from Lyon to Paris
- Eurostar (to London); Thalys (to Brussels); Lyria (to Switzerland); etc.

### Transports urbains (Transit system):

in Lyon, **TCL** [www.tcl.fr](http://www.tcl.fr);

in Grenoble, **SEMTAG** [www.semitag.com](http://www.semitag.com);

in Chambéry, **la STAC** <http://www.bus-stac.fr/>;

in Annecy, **la SIBRA**

<http://www.sibra.fr/site/index.htm>;

in Saint-Étienne, **la STAS**

<http://www.reseau-stas.fr/>

**TVA:** stands for *Taxe à la valeur ajoutée* (VAT value added tax). In France it's always included in quoted prices. Check this website to find out TVA rates in EU

<http://ec.europa.eu/>

**UE:** Union européenne

**ECTS:** European Credit Transfer System (academic credits)

**FLE:** Français langue étrangère

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## EVERYDAY VOCABULARY (In alphabetical order)

**Un acompte or des arrhes:** a deposit

**Une assurance:** insurance

**Assurance maladie:** health insurance

**Une assurance responsabilité civile:** liability insurance

**Une attestation:** proof

**Une caution:** security deposit

**La cité or résidence universitaire:** student residence

**Composter votre titre de transport:** validate your bus, streetcar, subway, train ticket yourself.

**Coordonnées:** contacts

**Un département:** a division of the region (*see Appendix B*)

**État civil:** personal information

**Un exposé:** an in-class presentation

**Une location:** rental ; **un loyer:** rent

**Un médecin traitant:** your GP

**Une mutuelle:** extended insurance

**Un particulier:** an individual

**Un portable:** cell phone

**Un pourboire:** a tip. It's included in restaurant bills.

**La Préfecture:** *Département* administrative building

**Un récépissé / un reçu / un ticket:** a receipt

**Les Transports:** **train** (train), **métro** (subway), **tramway** (streetcar), **autobus** (bus).

## APPENDIX B: THE RHÔNE-ALPES REGION

### 1. The region

France is divided in regions. Rhône-Alpes is a region and its capital city is Lyon. Each region is divided in *départements* (French administrative divisions). They each have a number according to their alphabetical order. Departments are often referred to by their numbers, the way we refer to our own neighbourhood by using the phone area code. The French say, “j’habite dans le 69” the same as we say, “I live in the 905 area”. In Rhône-Alpes (RA) there are 8 departments as follows:

(01) Ain: capital city: Bourg-en-Bresse; has campuses of Lyon 1 and Lyon 3 Universities.

(07) Ardèche: capital city Privas; no university

(26) Drôme: capital city Valence; has campus of Université Grenoble Alpes

(38) Isère: capital city Grenoble <http://www.grenoble.fr>

(42) Loire: capital city Saint-Étienne <http://www.saint-etienne.fr/>; there is a campus of l’Université Jean Monnet in Roanne in the same department

(69) Rhône: capital city Lyon <http://www.lyon-campus.info/>

(73) Savoie: capital city Chambéry <http://www.chambery.fr/>

(74) Haute-Savoie: capital city Annecy; has a campus of l’Université Savoie Mont Blanc <http://www.annecy.fr/>

### 2. Postal addresses/Postal codes

These above-mentioned department numbers are used as the first two digits for Postal codes, which have 5 digits in total. For example: **38 000 Grenoble**, or **69 003 Lyon**. The postal code is placed in front of the city name on envelopes. In Lyon, the last digit indicates the *arrondissement*. Lyon is divided into 9 *arrondissements* (wards). (See List of Contacts for university postal addresses).

### 3. European Union: 27 countries

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland,

Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom. <http://europa.eu/>

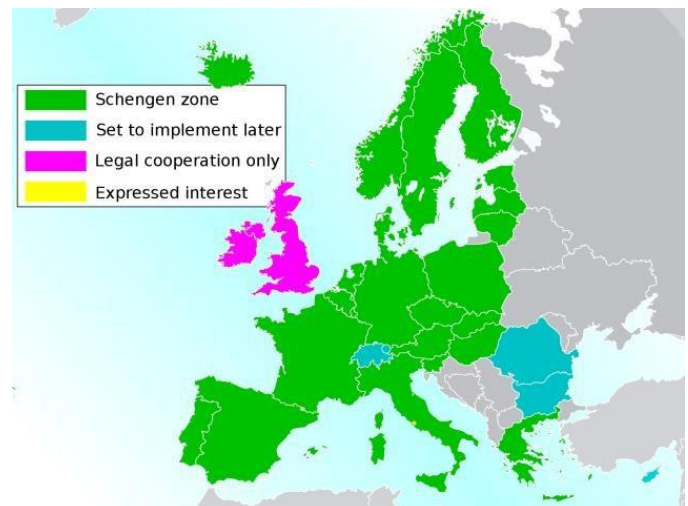


### 4. Schengen Space

The Schengen Area, named after “the Schengen Agreement” signifies a zone where 26 different European nations have officially abolished passport and all other types of border control at their mutual borders.

Check <http://www.schengenvisa.cc/apply.html>.

If you hold a Canadian passport you are exempted from a visa for the Schengen States for 90 days in a 6-month period.



## INTERNATIONAL OFFICES AND ORA CONTACTS

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