



International guide



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Dear students,

This brochure will be your guide to help you prepare your arrival at ISAE-ENSMA. It contains information about the administrative formalities to be completed but also useful advice to help you integrate the school and the city of Poitiers.

Thank you for choosing ISAE-ENSMA!

See you soon!

The International Office

WELCOME TO POITIERS AND TO THE FUTUROSCOPE



Poitiers and its urban area is home to 110,000 people including almost 30,000 students and more than 1,000 researchers.

The high-level educational and research activities are spread across 3 sites: the East campus the Futuroscope (North of Poitiers) and the centre of Poitiers.

Its vibrant industrial and service sector, the existence of all the major services of a large urban area in a small town, high-quality motorway links and the TGV high-speed train service make Poitiers a booming economic centre.

Tourism-related activities are also well-developed in Poitiers. With more than 2,000 years of history, the incredible heritage of this ancient “city” has been the focus of major development work and is attracting tourists in increasing numbers.

La Vienne, home of Futuroscope park: with almost 3 million visitors a year and gathering 1,500 jobs, Futuroscope has become the key feature of the regional planning strategy.

Its growth since 1985 is due to the introduction of new attractions developed each year by the *département* (county), further enhancing its international reputation.

In its 20 rooms, the “Parc Européen de l’Image” welcomes increasing numbers of visitors with surprising visual techniques, often unique of their kind worldwide. The training centre, which accounts for almost 8% of French public research, provides education in new technologies and attracts large numbers of high-tech companies.

Built with the aim of innovating, of meeting our need to discover and learn, to imagine and understand our future, Futuroscope is based on three main activities: leisure, training and work.

THE SCHOOL

Over its 70-year history, ENSMA, which has today become ISAE-ENSMA, created as part of the ENSI in 1948 and located on the Futuroscope site near Poitiers since 1993, has built up a solid reputation in the worlds of industry and research.

ISAE-ENSMA is an engineering school in which training and research are closely linked. The training has a significant “research and development” component and the research, which clearly embraces the “engineering sciences” sector, has close links with industry.

With its laboratories and engineers, for a long time, the school has carried out contractual activities for major firms, some of them also recruiting many of our graduates. These are mostly companies working in the aeronautical and space industries and more generally the transport, mechanics and energy sectors.

The training provided at ISAE-ENSMA enables young engineers to take up jobs in design offices and research and development positions, mostly in the aeronautical and terrestrial transport industries.

The education covers a wide spread of different fields including fluid mechanics, aerodynamics, energetics with its thermal, propulsion, combustion and detonics aspects, structural mechanics, materials and industrial IT.

Our training is also intended to provide our graduates with the capacity for autonomy and adaptation they'll need to make a career in engineering.

The first year is devoted to basic scientific training while the second year is focused on the various disciplines inherent to an engineering career.

In the third year, the students opt for in-depth training in ISAE-ENSMA's areas of expertise.

ISAE-ENSMA's graduates are mostly recruited by major national and international groups (SNECMA, Airbus, Dassault, Renault, THALES, PSA, FRAMATOME, etc.) or by the contracting companies associated with them (ALTRAN, Teuchos, etc.). In terms of employment sectors, our graduates have a major presence in the aeronautical and space industries (45%), although the fairly wide-reaching nature of the training also provides them with opportunities in sectors such as mechanics and land transport (25%), energy (10%) and industrial IT.

THE EXTERNAL RELATIONS OFFICE

ISAE-ENSMA's External Relations Service is composed of the Internship Office, Careers Service and the International Office.

Ms Aurélie Cotillon
Head of the External Relations Service
aurelie.cotillon@ensma.fr

The Internship Office and Careers Service

Mr Fabrice Pierre
fabrice.pierre@ensma.fr

Ms Tessa Delrez
tessa.delrez@ensma.fr

generic address: stages@ensma.fr

The International Office

Ms Anne-Laure Blouin
anne-laure.blouin@ensma.fr

Ms Maggy Sourisseau
maggy.sourisseau@ensma.fr

Ms Marylise Lebrun
marylise.lebrun@ensma.fr

generic address: international@ensma.fr



ADMINISTRATIVE PROCEDURES

YOUR ARRIVAL AT ISAE-ENSMA

You must provide the following documents

- ⇒ A copy of your student card from your home university
- ⇒ A copy of the most recent degree
- ⇒ The official transcripts of records from home university
- ⇒ A full copy of the birth certificate + a translation dated from within the last 3 months performed by a certified translator
- ⇒ A European Health Insurance Card (EHIC) for European students.
- ⇒ Your ISAE-ENSMA admission letter

If you have a certificate of attendance (Erasmus) to be signed in order to notify your home university of your arrival, this is the ideal moment to bring it.

Non-European students:

- ⇒ Passport + visa

Don't forget to bring along several (high-quality) copies of these documents as you'll need to provide them to different organisations (bank, CAF, OFII, etc.). We also recommend that you scan the documents and keep a copy in your e-mail inbox / USB flash drive in case they get lost or stolen.

Administrative enrolment:

A few days after your arrival, you'll finalise your enrolment during an appointment with an administrative assistant, who will complete your file. Don't forget to bring the required documents with you.

You'll be given the following documents a few days after arrival

- ✓ Your **IT account details** (username, password + ISAE-ENSMA e-mail address)
- ✓ Your **student card**. The student card enables you to:
 - Enter the school.
 - Pay for your photocopies and printing
 - Borrow documents in the university libraries belonging to the PRES.
 - Pay for your meals and drinks in university restaurants, cafeterias and distributors operated by the CROUS (IZLY card <http://www.izly.fr/>).
 - Benefit from reduced prices for students (cinemas, swimming pools, ice skating rink, museums, leisure parks, etc.)

VISA & CARTE DE SEJOUR (RESIDENCE PERMIT)

STUDENTS FROM THE EUROPEAN UNION




Students from the European Union do not need a visa. An identity card is sufficient.

NON-EUROPEAN STUDENTS

Non-European students wishing to stay for more than 3 months in France must apply for Long-stay student visa.

Students from the countries listed below must create an account on the campusfrance website <https://www.campusfrance.org/fr> before applying for a visa. This procedure is subject to a fee.

Algérie		Argentine		Bénin		Brésil	
Burkina Faso		Cameroun		Chili		Chine	
Colombie		Comores		Congo		Corée Sud	
Cote d'Ivoire		Egypte		Etats Unis		Gabon	
Guinée		Inde		Indonésie		Iran	
Japon		Liban		Madagascar		Mali	
Maroc		Maurice		Mauritanie		Mexique	
Pérou		Sénégal		Russie		Syrie	
Taiwan		Togo		Tunisie		Turquie	
Vietnam							

Non-European students from countries not listed above must contact the French consulate directly to apply for their visa.

The visa application must be started at least 3 months before departure. Payment is required for this application (approx.100 euros, please check with the French consulate)

The different types of visa:

Visa D – Dispensé temporaire de carte de séjour (court séjour)

Students who obtain this visa have no further formalities to complete upon arriving in France. However, it is not possible to extend the stay in France and the only solution is to return to the home country to request another visa if you want to extend your stay.

Visa D - CESEDA R311 6 Autorisé travail limité 60% durée légale = Visa Long Séjour Valant Titre de Séjour VLS/TS)

Students who obtain this visa must validate it online within a 3-month period after arrival in France via <https://administration-etrangers-en-france.interieur.gouv.fr/particuliers/#/> .

The students must pay a tax of €60 online. Once the procedure has been completed online, a confirmation of validation is to be downloaded. This document is important and has to be kept with the passport.

Carefully: you are not allowed to leave France until the visa has been validated online. If you leave France during this period, theoretically you will not be allowed to come back.

Applying for a Resident permit in Poitiers (for **students**)

Students staying for more than a year in France must apply for a residence permit (= titre de séjour) two months before their visa expires. The issuing of a residence permit is conditional on the student's academic results and financial resources.

This is the procedure to be followed:

1. Make an appointment with the Préfecture de Poitiers (by telephone, the line is often engaged but don't give up, keep trying)

Appointments made with the Préfecture de Poitiers take place at:

- Either the Préfecture in the city-centre (1 place Aristide Briand)
- Or at the Maison des Etudiants on East campus of the Université de Poitiers – mostly for appointments in August/September (1 rue Neuma Fehine Borges)

2. Prepare the following documents for your appointment (originals + 1 copy)

Please note: this list of required documents can be modified at any time by the authorities

– Please see the website of the Préfecture de la Vienne <http://www.vienne.gouv.fr/Demarches-administratives/Etrangers/Accueil-des-etrangers-a-la-prefecture-de-la-Vienne>

✓ **A valid passport** (copies of the pages concerning the civil and marital status, entry stamps and visas - all civil status documents will be controlled before the resident permit can be issued). Please note: The duration of the residence permit cannot exceed the validity date of the passport.

✓ **A full copy of the birth certificate or extract from the birth certificate stating filial relationship** translated into French by a certified translator

✓ **School registration certificate** (or pre-enrolment certificate) from a higher education or secondary or technical school (authorisations to enrol are not accepted)

✓ **Recent Proof of accommodation (dated less than 3 months)**: electricity bill (or gas, water, landline telephone, Internet access) or recent rental lease or a rent receipt (Please note that rent receipts issued by a private landlord cannot be accepted), or *taxe d'habitation* (local residence tax).

If you are hosted: a completed, dated and signed accommodation certificate (you can ask for a template at the préfecture) + identity card or residence permit of the person who is hosting you + his/her proof of accommodation (dated less than 3 months). A property deed may also possibly be provided.

✓ **Proof of sufficient financial resources**: 6150 euros when applying or 615 euros per month: salary slip or scholarship certificate from home country indicating the amount and the duration of the scholarship or certificate from a guarantor which will be checked on the following year. For students receiving scholarship from French government or European funding, please provide justification).

✓ **Proof of health insurance**

Student under 28 years old :

- higher education institution: the school certificate is a proof of registration to health insurance.



- Private higher education institution (not affiliated with Social Security: Proof of subscription to private insurance (except for Canadian students or employed students)

Students over 28 years old : proof of renewed health insurance or subscription to a private insurance or basic CMU (except Canadian students)

- ✓ **3 photos 3,5 x 4,5 cm**, naked head, recent & similar (accurate)

3. **Your appointment at the Préfecture de Poitiers**

If your application is complete, you will be given a “récépissé” valid for 6 months at the end of this interview. You will then be contacted a few weeks or months later to collect your residence permit (carte de séjour) from the Préfecture. You have to pay for the carte de séjour. Please consult the fees, which vary according to your status, on the Préfecture’s website.

If your carte de séjour is not ready after 6 months, you’ll need to make an appointment to obtain a new “récépissé”.

If you want to leave and re-enter France with a récépissé make sure you’ll be able to come come back.

- ✚ If you intend to stay for more than a year in France, it is possible to request **a multi-year “Talent passport” carte de séjour** subject to certain conditions.

Students staying more than one year in France can apply for multi-year residence permit (carte de séjour pluriannuelle) valid for a period of 2 to 4 years. You will not be given this document automatically and you’ll need apply specifically for it.

- ✚ Non-European students recently graduated (Master level) from a French school who wish to work in France following their higher education studies, may apply for **a temporary authorisation to stay called “titre de séjour étudiant en recherche d'emploi ou créant une entreprise”** valid for 1 year (non-renewable).

The “titre de séjour étudiant en recherche d'emploi ou créant une entreprise” (allows you to remain in France in order to:

- Follow up a training with some initial work experience,
- Or to create a company in a field matching the student’s education.

The student is allowed to look for a job and work during the period of validity of his “titre de séjour étudiant en recherche d'emploi ou créant une entreprise”,

The job must be related to his training (without being limited to a single job or a single employer, and the salary must be equal to at least €2,281,82.

The student is allowed to work under the same conditions as for a student residence permit (maximum of 964 hours/year that means an average of 20 hours a week). More information is available via <https://www.service-public.fr/particuliers/vosdroits/F17319>

- ✚ The procedures for requesting a residence permit can vary from one préfecture to another.

Applications for residence permits should be submitted to the préfecture in the area in which the student is a resident. For example, if the student is working on a final year project in Bordeaux and needs to renew his residence permit, the application should be submitted to the préfecture in Bordeaux (along with proof of domicile in Bordeaux).

It is sometimes possible to provide an accommodation certificate showing that the student lives in the town where he has submitted his residence permit application (in the case of Engineering Internships for example).

HEALTH INSURANCE

Students from the 28 countries of the European Union

They must request the EHIC (European Health Insurance Card) before they leave their home country and provide a copy to the International Office when they arrive at ISAE-ENSMA.



Non-European Union students (who are enrolling in a French higher education establishment for the first time)

Even though they may already be covered in their home country, students in this category must imperatively register with the French social security system online in France. The registration is free of charge.

Thanks to the French social security you can receive a refund of up to 60 or 70% of your medical costs subject to certain conditions (for example: declaration by a family doctor, etc.) Careful, some treatments are not particularly well-covered (dental care, glasses, etc.).

Have a look at: <https://www.ameli.fr/assure/actualites/etudiants-mieux-se-soigner-grace-une-protection-maladie-plus-simple-et-gratuite> .

You'll need to create a personal account and upload the following documents online:

- **Valid passport**
- **School certificate** for the current academic year, to prove your student status
- **Your bank details** (known as a “RIB” in France so that you can be reimbursed on your French bank account)
- **A full copy of your birth certificate** or **an extract of the birth certificate mentioning your parents** (or any document issued by a consulate), with a translation in French by a certified translator
- **Visa or resident permit**

The student then receives a provisional social security number and can print out his “attestation de droits”. The subscription is valid from the enrolment date onwards.

The student must then open a personal account at ameli.fr and apply for a “Vitale card”, and also declare the doctor he/she has chosen.

For any questions concerning the French social security, please contact:

CPAM (Caisse Primaire d’Assurance Maladie)
 41 rue du Touffenet
 86043 Poitiers Cedex 9
 Tel: 0811 505 633
 Tel: 3646 (service available in several languages)

Registration with French social security only becomes effective from the date of your administrative enrolment. **Consequently, you must have private insurance for the first weeks of your stay in France.**

Students from Quebec

They must request form SE401Q106 from the RAMQ before arriving in France to benefit from the agreement between Quebec and France concerning refunds for medical treatment once in France.

Students with dual nationality (European + non-European)

Please note: if you live in a non-European country and have a European passport, it does not necessarily mean that you qualify for the EHIC. For example, if you were born and live in Brazil and you have an Italian passport but you have never lived or studied in Europe, you will be obliged to enrol with the French student social security system.

The “mutuelle” (additional insurance)

Taking out additional insurance (mutuelle) isn’t compulsory but it is strongly recommended, particularly if you have serious health problems. According to the chosen option, the additional insurance can cover all costs not covered by the basic social security system. For a consultation with a general practitioner, here is the breakdown:



ISAE-ENSMA has a partnership with SMERRA <https://smerra.fr/>. They offer different types of additional insurance.

Civil liability and repatriation on medical grounds

It is compulsory to take out civil liability insurance (covering you in your place of study and in your private life) in order to study at ISAE-ENSMA. This insurance can be purchased when you open a bank account but also with any insurance company. It generally only costs a few euros per month. You'll need to provide an insurance certificate during your first days at ISAE-ENSMA.

You are also strongly recommended to purchase an insurance that includes repatriation on medical grounds.

MEDICAL RECOMMENDATIONS

Here are a number of recommendations concerning your enrolment at ISAE-ENSMA:

1 - Before leaving your country of residence you are requested to obtain a chest X-ray with a doctor's medical interpretation and to present both documents to the University Health Service (Médecine Préventive = Service de Santé Universitaire) upon arrival in Poitiers

- You can make an appointment at Médecine Préventive located at Building C4, 4 allée Jean Monnet (Tel: 05 49 45 33 54) E-mail address: infirmiers@univ-poitiers.fr

If you do not present the chest X-ray and its medical interpretation upon arrival you must obtain and present them within three months of your arrival in France.

- You are strongly encouraged to make an appointment at Centre de Lutte Antituberculeuse (CLAT) located in the main Hospital of Poitiers (CHU, 2 rue de la Milétrie, 86021 Poitiers Cedex, Tel : 05 49 44 37 60) to make a chest X-Ray for free.

2 - We recommend that you undergo a free medical check-up (medical consultation and blood test) within three months of your arrival in France.

- You are strongly encouraged to make an appointment by phone or by email with the Centre d'examens de santé

Centre d'Examens de Santé de la Caisse Primaire d'Assurance
Maladie
79 rue de St Eloi BP 20252
86006 Poitiers cedex
Telephone: 05 49 62 75 75
E-mail address: ces@cpam-poitiers.cnamts.fr



ACCOMMODATION



Accommodation with CROUS (public)

The CROUS (Centre Régional des Œuvres Universitaires et Scolaires) is a public office in charge of social assistance, welcome of international students, student accommodation, university restaurant facilities and cultural activities. The CROUS is part of a national network: CNOUS (Centre National des Œuvres Universitaires et Scolaires) <http://www.crous-poitiers.fr/>

ISAE-ENSMA has a partnership with two CROUS halls of residence located on the Futuroscope site. The prices shown below are those for 2019-2020. Thanks to this partnership, students arriving for the first time can book accommodation by contacting the halls of residence by e-mail instead of completing the online application.

Here is a short description of the residences:

Résidence Gemini (a 2-minute walk from the school)

8 avenue Blaise Pascal
BP 90176 - Téléport 2
Tel : (+33) 5 49 49 85 02
86960 Futuroscope/Chasseneuil
residence.gemini@crous-poitiers.fr

-T1 single studio (25 m²) for 1 person: € 373.60 per month (charges included).

-T2 for 2 people (45m² on 2 levels): €279.80 per month / person (charges included).

A T2 in this residence is a duplex including 2 beds: 1 bed is in a mezzanine and the other bed is located downstairs with the kitchenette & WC. The common shower room is upstairs.

→ if you choose this type of accommodation, you will automatically share it with another student.

Internet connection is to be paid separately (15 euros per month)

Prices inclusive of VAT (water, electricity and heating included).

It's possible to rent a space in the car park (underground) for 17 euros per month.

Virtual visit available on:

http://www.stockcrous.fr/visites/Gemini/residence_gemini_futuroscope.html

Please note: the Résidence Gemini has 3 different postal addresses! Be **very careful** when you need to provide your address in administrative documents.

The secretariat: 8 avenue Blaise Pascal, BP 90176, 86960 Futuroscope/Chasseneuil

Even-numbered apartments: 7 boulevard Nicephore Niepce, 86360 Chasseneuil du Poitou

Odd-numbered apartments: 8 boulevard des Frères Lumière, 86360 Chasseneuil du Poitou

Résidence Centre de Vie (a 20-minute walk from the school or 5 minutes by car)

20 Rue du Belvédère

86130 Jaunay Clan

Tel : (+33) 5 49 49 85 02

Residence.centredevie@crous-poitiers.fr

See a virtual tour at <http://www.crous-poitiers.fr/logement/residence-centre-de-vie/>

- T1 Bis room (35 m²) with mezzanine for 1 person: € 407 per month (charges included).

- T2 room for 2 people (65m²): € 313 per month / person (charges included).

A T2 in this residence is composed of a living-room downstairs and 2 separate bedrooms upstairs. Each bedroom has a private shower room

→ If you choose this type of accommodation, you will automatically share it with another student.

VERY IMPORTANT: IT IS STRICTLY ILLEGAL TO SUB-LET YOUR ACCOMMODATION OR TO HOST FRIENDS DURING THEIR STUDIES OR INTERNSHIP.

A T1 IS FOR ONE PERSON MAXIMUM AND A T2 IS FOR 2 PERSONS MAXIMUM.

There are other halls of residence in Poitiers city-centre or on the university's eastern campus but you'll need to take a bus or have a car.

<http://www.crous-poitiers.fr/logements/carte-logement/> Places are limited and ISAE-ENSMA students do not get priority.

Equipment provided in the accommodation (check before booking):

Refrigerator, kitchenette, electrical hobs, shower, wash basin, WC, a bed, a desk, a chair, a TV cable.

Launderette

Free Internet at Centre de Vie

Equipment NOT provided in the accommodation:

This accommodation **does not** contain crockery, kitchen utensils, a microwave, bedlinen (sheets, blankets, quilts, pillows), bath towels, toilet paper or shower curtains.

Internet at Gémini (€15 per month with Optline)

Electricity

The voltage in France is 220 volts. You'll probably need an adapter to plug in your electrical appliances. Naturally, you can purchase an adapter in France.

How can you book accommodation with the CROUS (Gemini and Centre de vie)?

1. Contact the chosen hall of residence by e-mail and specify the type of accommodation you want (with the housing form).
2. The hall of residence will send you a form to complete and you must pay a deposit to book the accommodation (by bank transfer or online payment <https://www.messervices.etudiant.gouv.fr/envole/>). The deposit is generally equivalent to one month's rent.
3. Documents to be supplied to book your accommodation:
 - Copy of your passport + visa (if applicable)
 - Housing insurance + civil liability insurance
 - French Bank details (RIB)
 - Copy of ISAE-ENSMA student card (or school certificate)
 - A passport photo
 - **VISALE GARANTEE**

Students aged between 18 and 30 must imperatively request a Visale guarantee and register online via <https://www.actionlogement.fr/la-garantie-visale>. This formality must be completed BEFORE arriving in France in order to be able to qualify for a free VISALE guarantee (on condition that the rent does not exceed 600 euros per month). The online application is valid for 3 months. You are therefore advised to apply around 15 days before arriving in France. For non-Europeans, you will need to upload your long stay visa when completing the online application. After the online registration, you'll need to print out your VISALE certificate. You must present this certificate on the day you arrive in your accommodation.

The rules are very strict: no Visale certificate = no accommodation.

The number of available apartments is limited and you are advised to book your accommodation as soon as possible. ISAE-ENSMA's International Office can help you.

→ **The secretariat of GEMINI and Centre de Vie is closed during summer. Make sure that you book your accommodation before they close and that you comply with the payment deadlines for the deposit.**

→ **You'll need to make an appointment online to collect your keys <https://mesrdv.etudiant.gouv.fr/fr> (don't turn up without notice at the hall of residence or you may be waiting for a long time and your accommodation probably won't be ready if you haven't told them your time of arrival).**

Private Accommodation

There are many private apartment residences next to ISAE ENSMA. Please note that these apartments are generally NOT FURNISHED (check beforehand). Please see below a non-exhaustive list.

Name of Residence	Address	Contact
Les Estudies (20 minutes on foot)	16 avenue du Parc du Futur 86130 Jaunay-Clan	actual-immobilier@wanadoo.fr
The Altaïr, Pégase and Morphée apartment complexes (a 2-minute walk from the school)	14 boulevard des frères Lumières Résidence Altaïr, Entrée A, Téléport 2 86360 Chasseneuil du Poitou	www.habitat86.fr
Résidence Eolia (10 minutes on foot)	Rue René Descartes Téléport 3 86961 Futuroscope	https://www.residence-eolia.fr/
Balladins (30 minutes on foot)	Site de Chalembert Rue Marie Curie 86130 Jaunay Clan	https://balladins-poitiers-jaunay-clan-hotel.hotelmix.fr/
Les Amandiers (40 minutes on foot)	6 rue du Grand Tillet 86130 Jaunay-Clan	Les-amandiers@wanadoo.fr

You can also find individual or shared accommodation in Poitiers city-centre, in private residences or with private landlords. Here is a selection of websites to help you find accommodation.

https://www.leboncoin.fr/annonces/offres/poitou_charentes/

<http://www.bedandschool.com/>

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

<http://logements.pourlesjeunes.com/>

<http://www.paruvendu.fr/immobilier/>

<http://www.appartager.com/poitou-charentes/vienne/colocation-poitiers>

<http://www.sejours-affaires.com/residence-hoteliere-aparthotel-poitiers-24.html>

Be careful of possible scams when dealing with private owners. You are advised not to send money to private owners before you arrive in France. Please feel free to contact the International Office for advise. It's always better to visit the accommodation before signing a contract.

If you're looking for temporary accommodation, there's a youth hostel in Poitiers (1 Allée Roger Tagault, 86000 Poitiers).

It's also possible but less frequent to live with local people, or share accommodation with elderly people etc. (<http://kolocsolidaire.org>). Contact ISAE-ENSMA's International Office for further information.

Some important information you need to be aware of before booking accommodation.

The deposit

The CROUS, real estate agents and private landlords will usually ask the future tenant for a deposit to confirm the reservation of the accommodation. The deposit cannot exceed two months' rent (excluding charges). The landlord gives it back to the tenant within a maximum of two months after the check-out and inventory, if no damage has been noticed in the accommodation. You will possibly need to pay this deposit by bank transfer before you arrive (especially for CROUS accommodation).

The guarantor

-Private accommodation:

The guarantor agrees to pay the rent in the tenant's place if the latter is unable to pay. Landlords (private agencies) usually demand that this person has French nationality. Among other things, the guarantor must provide their latest wage slips and their latest tax notice.

-CROUS accommodation:

As mentioned above, students aged between 18 and 30 wishing to stay in CROUS accommodation must register online via <https://www.actionlogement.fr/la-garantie-visale> before they arrive, in order to benefit from the VISALE rent guarantee (if the rent does not exceed 600 euros per month). Please see page 15.

Housing insurance

It's mandatory to purchase housing insurance to insure the accommodation in the event of an accident. The landlord will ask you to give him this document. Students often purchase housing insurance with their bank. There are several insurance companies in Poitiers. The insurance may cost between 3 and 12 euros per month, depending on the surface area of the accommodation. In case of accident, you must inform your insurance company within 48 hours. Don't forget to cancel this insurance a month before you leave, by writing to your bank/insurance company.

In the case of a joint tenancy, only a single insurance policy is established for the accommodation.

Paying the rent:

If you take possession of accommodation in the middle of the month, you must pay for the whole month. You are advised to request a receipt for the payment of the rent each time you pay it. It is called a "quittance de loyer".

Sometimes, private landlords will agree to be paid in cash but for Crous residences and private residence you'll need to pay by bank transfer or credit card.

Check-in and check-out

Don't neglect these key stages. They involve inspecting the apartment, drawing up an inventory of what it contains and checking its overall condition (wall paper, cupboards, toilet flush, locks, electricity sockets, etc.). Any anomalies must be carefully noted. You will then sign a document which will be used for the check-out. A similar inventory will be performed before you leave the accommodation. Any damage or deterioration noted in the accommodation which was not recorded in the first inventory will cause a deduction from your deposit. The accommodation must be given back in the same condition as when you took possession of it.

The CROUS (or the private landlord) may retain some or all of the deposit if they consider this is not the case (example: 1 hour of cleaning = 45 euros).

The Taxe d'habitation (local residence tax)

The *taxe d'habitation* is a local tax based on the rental value of the accommodation (surface area, number of windows, aspect, etc.) and the tenant's status. If you were living in the accommodation on January 1st you must pay the tax for the year. However, if your contract starts on January 2nd, you don't have to pay this tax.

Students living in a hall of residence managed by the CROUS or hosted by locals are not required to pay this tax.

If you have to pay this tax, a letter will be sent to you in the October following your arrival. The tax is payable to the Trésor Public (public treasury).

The TV licence

If you have a television, you will have to pay the TV licence (= redevance TV). You must pay it if you have a television in your accommodation, even if this has been lent to you or if you are renting it.

Giving notice to leave

In France, it is MANDATORY to provide (written) notice by recorded delivery with acknowledgement of receipt, at least 1 month before your departure for furnished accommodation and 3 months for non-furnished accommodation. Please note: if you fail to comply with this procedure, your deposit will not be given back.

Housing benefits (CAF)

CAF (Caisse d'Allocations Familiales) enables students to reduce their rent thanks to housing benefits subject to certain conditions. You'll need to apply online via <http://www.caf.fr/> when you take possession of your accommodation. To be eligible for the CAF, you'll need the following documents:

- Copy of your passport
- Copy of your visa
- Original birth certificate
- Translation of the birth certificate into French (an official translation dating from within the last 3 months)
- French Bank details (R.I.B - Relevé d'Identité Bancaire), CAF does not transfer money to an International account
- A copy of ISAE-ENSMA student card
- Written confirmation of the rent, signed by the landlord (this confirmation is to be printed out at the time you register online)



Following the online registration, CAF will request additional documents such as proof of financial resources and the European Health Insurance Card for the Europeans and social security attestation.

You may have to provide the same document several times as many controls are done.

Note:

- When you apply for CAF, you'll be given a registration number (= numéro allocataire) and password to be able to consult your online account at all times.
- CAF never gives money for the first month. Example: Your contract starts on September 1 or 15 = you will not receive any benefits for September but only from October onwards.
- For students accommodated in the university halls of residence, the benefits are paid directly to the hall of residence, which will then deduct this from your monthly rent.
- Processing applications can sometimes take a long time and the first payments may be processed 2 to 3 months after registering online, hence the need to register as soon as possible.
- You must imperatively inform CAF of your departure or of any change of address (via the web page "*Déclarer vos changements de situation ou coordonnées*" = declaring a change of situation or address)
- If you move to a new accommodation, you'll need to apply for housing benefit online for your new address.
- CAF number = 0810 29 29 29 (from Monday to Friday from 9:00 AM to 4:30 PM) but also by e-mail by logging into your account.
- If CAF accidentally gives you more money than you should receive (for example if they make a mistake when calculating how long you have lived in the accommodation), they may demand for a reimbursement.
- If you have a visa with "*dispense temporaire de carte de séjour*", you will not be eligible for housing benefit from CAF.

Don't forget to put your name on your letterbox as soon as you move into your accommodation!

USEFUL INFORMATION ABOUT ISAE-ENSMA

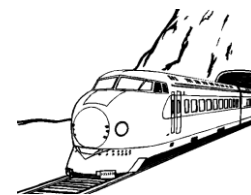
TRAVELLING TO POITIERS AND TO ISAE-ENSMA

Travelling to Poitiers

By train

You can catch a train directly at the SNCF train station at Roissy Charles de Gaulle (CDG) airport in Terminal 2 (a free shuttle service will drop you off there). This train stops at Poitiers train-station.

If no train is available departing from CDG airport, you'll need to go to Gare Montparnasse train station in Paris (to get there, take the RER B local rail service until the "Châtelet les Halles" stop and then take Metro line 4 to "Montparnasse Bienvenüe"). The ticket costs approximately €10 and is valid for trips by RER and Metro.



You have the possibility to take a shuttle from CDG airport to Gare Montparnasse (<http://www.lebusdirect.com/>). The journey lasts around an hour and it costs around €20.

You can purchase your train ticket in advance online: <https://www.oui.sncf/>. The journey from Paris to Poitiers takes around 1 hour 15 minutes. You can obtain the 12-27 card to benefit from reductions (€49).

It's possible to purchase low-cost tickets at <https://www.ouigo.com/> (watch out for extra fees to be paid for luggage, check first).

In cooperation with the town's higher education schools, the city hall of Poitiers organizes a welcome service at Poitiers train station during the last week of August and first week of September. If your train arrives between 10 AM and 8 PM, go to the main hall of Poitiers train station where you'll find two tutors with yellow T.Shirts. They'll give you a welcome bag containing a map of the city, a map of the bus network + 1 free bus ticket and will explain to you how to get to your accommodation. Please contact the International Office for more information.

By car

Via the A10 motorway, Paris is 3 hours 30 minutes away from Poitiers by road (exit 28)

→ The motorway tolls cost around €30.

Via the A10 motorway, Bordeaux is 2 hours 30 minutes away from Poitiers by road (exit 29)

→ The motorway tolls cost around €20.



It's easy to park on the Futuroscope campus. However, parking in Poitiers city centre is difficult and expensive! Keep this in mind if you plan to live in Poitiers.

You can also try car sharing!

<https://www.blablacar.fr/>

<http://www.co-voiturage.fr/>

By coach

- The EUROLINES coach company operates services to Poitiers departing from many European cities. The coach will drop you off next to Poitiers train station. You'll then need to take bus no.1 to get to ISAE-ENSMA (get off at the "Universités" stop). <http://www.eurolines.fr/fr/>
- The SNCF has a low-cost bus company <https://www.oui.sncf/bus>
- <https://www.flixbus.fr/>
<https://www.isilines.fr/?kard=1&gclid=CKvg063BktMCFc5sGwodxI0BNg>



Getting to ISAE-ENSMA

The SNCF train station in Poitiers is about 30 minutes by bus from ISAE-ENSMA (line 1 or line 1E). There is a SNCF train station at the Futuroscope, but please note that you'll need to take a taxi from there as there are no buses between this train station and the school.

To find out more about the bus network and the prices, please visit the following website <http://www.vitalis-poitiers.fr/>

Make sure you arrive during the opening hours of the university halls of residence to be able to get access to your accommodation on the day you arrive (after making an appointment online).

ISAE-ENSMA's opening hours

Opening hours of the main entrance: from Monday to Friday from 8:30 AM to 12:15 PM and from 1:30 PM to 5:15 PM.

Access via access card: from Monday to Saturday from 7:30 AM to 9 PM (buildings A and B)

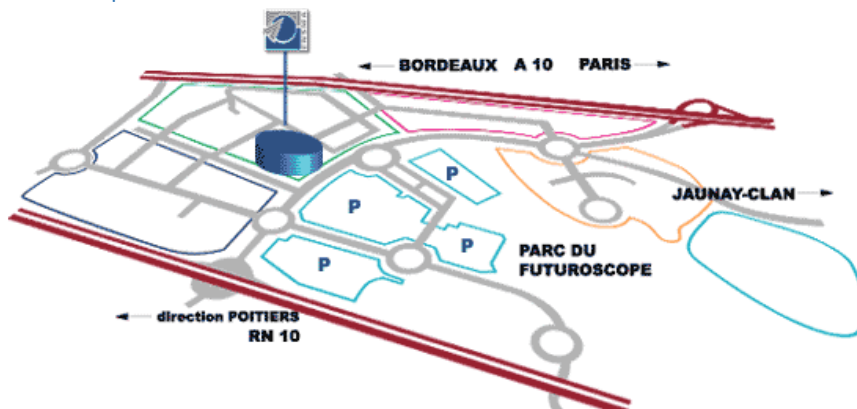
Opening hours of the computer rooms: from Monday to Saturday from 8 AM to 7:30 PM (the computer rooms are located in building B – rooms B025 to B028b, B032, B032b, B034, B037, B037b, from B301 to B305, B309, B372, B373, B460)

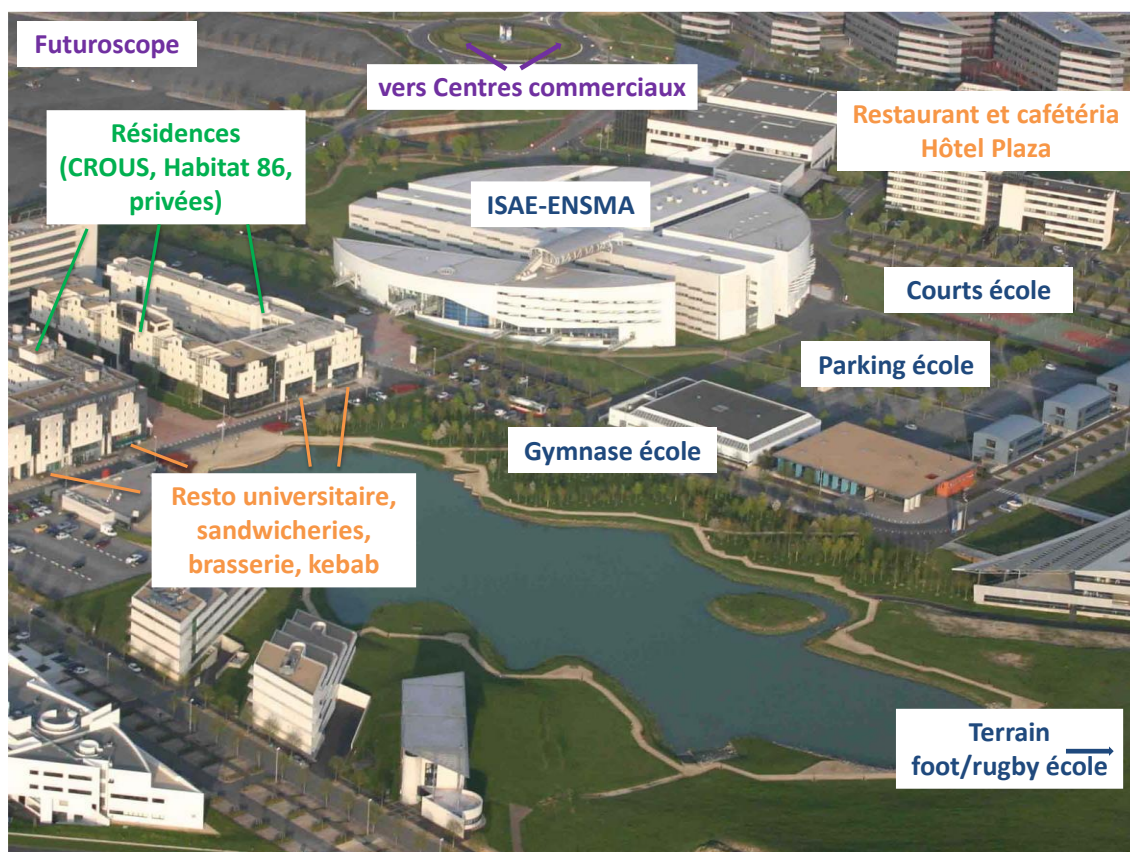
Opening hours of the library:

Monday, Tuesday and Thursday from 8:15 AM to 7 PM

Wednesday from 9 AM to 7 PM and Friday from 8:15 AM to 4 PM

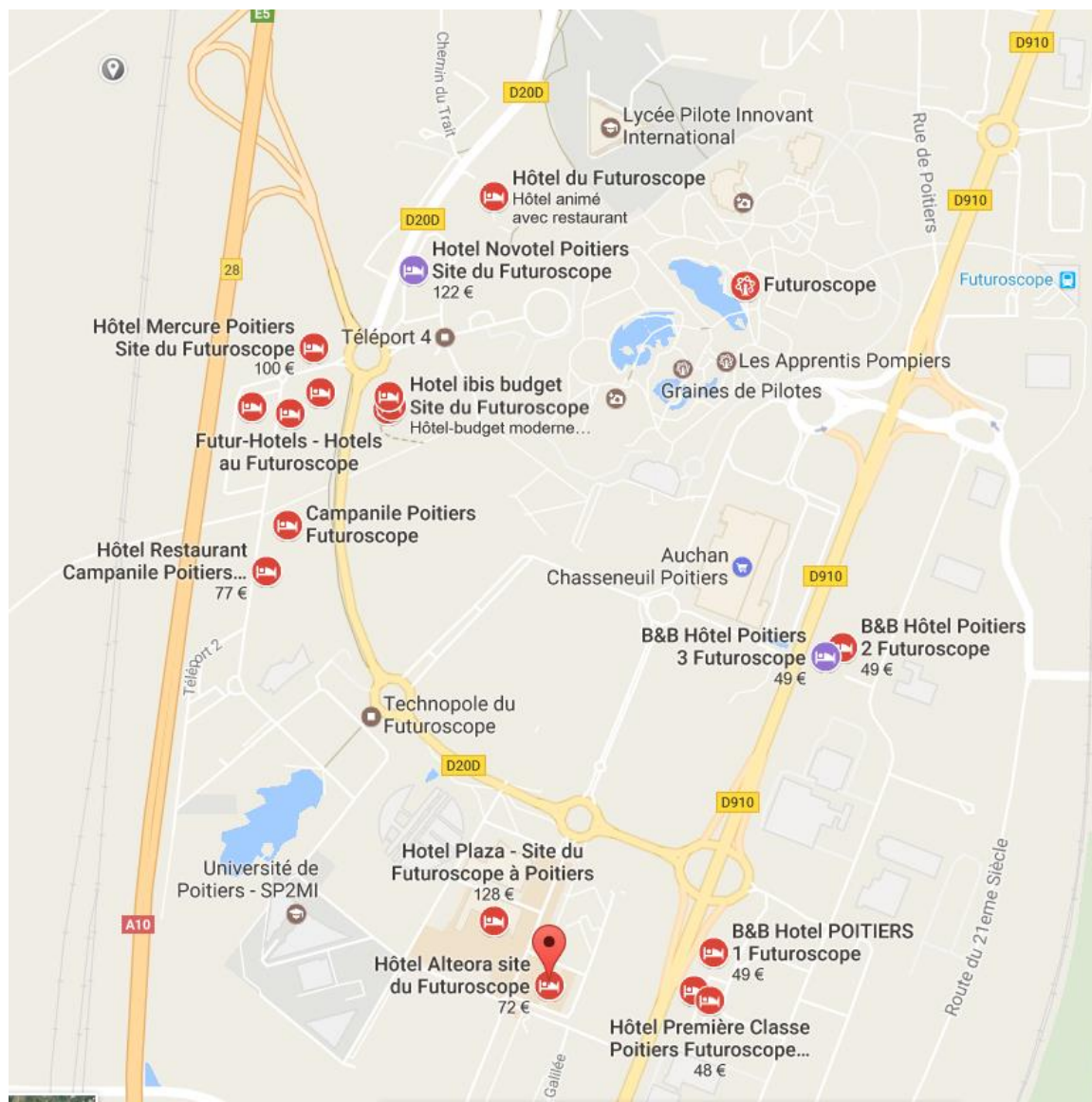
Photos and Maps



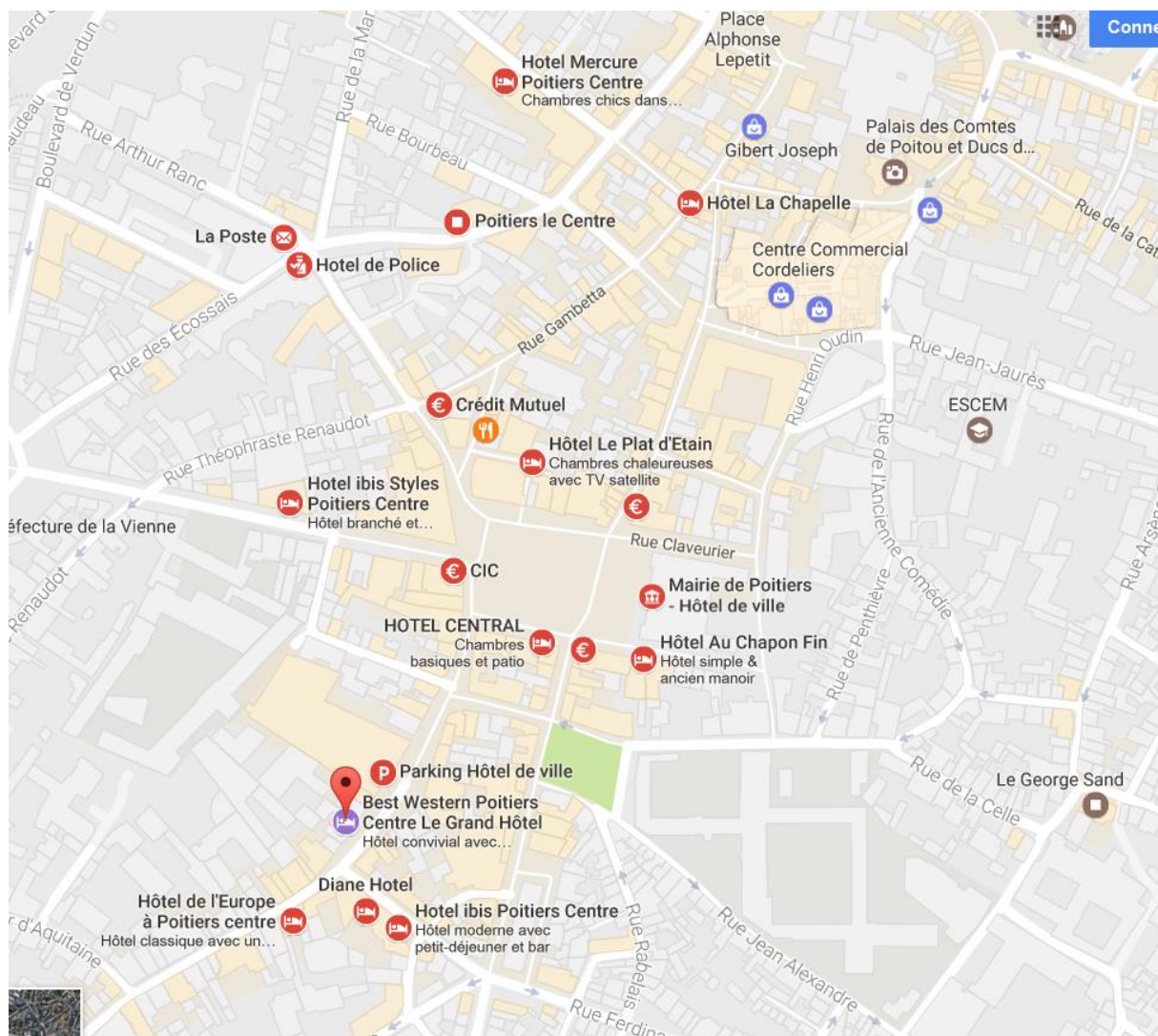


If you arrive outside the opening hours of the halls of residence or the school, you'll probably have to spend your first night in a hotel.

Hotels on the Futuroscope site:



Hotels in Poitiers city centre



ISAE-ENSMA'S I.T. RESOURCES

All computers in the computer rooms are connected to a printer (generally situated in the corridor near the rooms). It's also possible to photocopy, print and scan in the library in building A.

Year	PRINTING QUOTA (number of free pages)
1st year	400
2nd year	500
3rd year	600
<p>- colour photocopy = 2 pages - if quota exceeded = 5 cents per page</p>	

If you have any questions or encounter any problems with your IT account, please contact the International Office who will guide you to the IT Department.

SPORTS AT ISAE-ENSMA AND IN POITIERS

Physical and sporting activities have always formed part of the school's programme. Among these varied activities, you'll find:



- team sports: basket-ball, football, hand-ball, rugby, volley-ball.
- individual sports: tennis, weight training, swimming, badminton, golf.

For all of these activities, taught by two teachers and several assistants (basketball, football, rugby and tennis), the school proposes the following facilities:

- A gymnasium, where you can practice tennis on 3 courts, badminton on 9 courts, climbing on a climbing wall and an artificial structure. A weight training room situated nearby. The gymnasium is open every day except Monday mornings.
- 4 outdoor tennis courts;
- 1 rugby pitch

Enrolment for sport groups takes place via a survey sent to you by e-mail. Sport is compulsory at ISAE-ENSMA and all students must choose an activity among those proposed.

Students enrolled in the "diplôme d'ingénieur" cursus are assessed on their initial level but also their attendance, their progress and their commitment.

Car-sharing is organised for those activities which cannot be held on site.

No medical certificate is required for the classes (except for exempted students), but one is required for any student wishing to obtain a license to participate in the university competitions held on Thursday afternoons. International students must obtain a "*certificat de non contre-indication à la pratique du sport en compétition*" (medical certificate confirming aptitude for competition sport).

Competitions are organised each year:

- by the FFSU - French Federation of University Sports (Coupe de France des Grandes Ecoles),
- EAG (European Aerostudent Games), sports tournament including schools such as ISAE-SUPAERO and Enac in Toulouse, ISAE-ENSMA and various European aeronautical schools (Cranfield, Madrid, Barcelona, Milan, Stockholm, etc...)

The city of Poitiers also has a range of facilities (sports fields, gymnasiums, an ice rink, swimming pools, etc.) and sports associations. You can find all of this information and contact details (+ a directory of associations) at http://www.grandpoitiers.fr/c_151_Sports.html

COMMUNITY LIFE AT ISAE-ENSMA



The school's social area/bar, the KAÂRF, is located on the ground floor of building A. This is a key part of student life at ISAE-ENSMA. The "Ensmatiques" meet up here during breaks and organise many events in the evening. Students can also have lunch there during the week (pizza, croques monsieur etc.), and play pool or foosball, etc. Accessible 24 hours a day, it offers the possibility to use video and computers. Some festive events are also organised near the lake if weather permitting.

The *Cercle des Elèves* or *BDE* (Bureau des Elèves - Student Union) manages social life at ISAE-ENSMA and coordinates up to 56 associations. The BDE operates partly thanks to a voluntary membership fee requested from ISAE-ENSMA students at the start of the year. This fee is used to finance events, equipment and the organisation of the foot rally. It also makes it possible to benefit from discounts for many services (for example hotels during the EAG).

The amount of the fee varies depending on the duration of study:

3 years: 180 euros

2 years: 120 euros

1 year: 60 euros

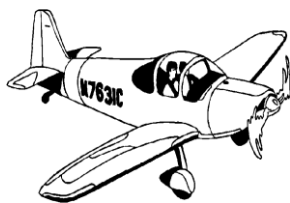
International students are encouraged to join one or several associations.

InternASSOnal is part of BDE and has recently been created by Ensmat International students for new International students. These students can provide a precious help before and during your arrival (advice about daily life routine, student life, administrative formalities). They also organise outings and events with BDE.

Facebook <https://www.facebook.com/internASSOnal/>

email address : internassonal.ensma@gmail.com

Here are a few examples of the other association at ISAE-ENSMA:



Cultural activities: each year CINISAE-ENSMASCOPE screens some of the cinema's greatest successes but also recent films, some of which are followed by a debate/conference.



Sports activities: ISAE-ENSMAIR offers its members the chance to discover the joys of flying, at reasonable prices.

ISAE-ENSMAREGATE participates in the EHEC race and the Coupe Armorica and proposes weekends at sea for both beginners and experienced sailors.

Humanitarian activities: CSF (Club Sans Frontière) works hard to improve living conditions in some towns in the Third World and to improve the way this part of the world is represented, by organising many events.

ENSMA-Contact:

ENSMA-Contact creates a link between the school's alumni and student engineers (networking and publication of job offers).

ENSMA Conseil: by providing their skills for the benefit of companies, ENSMA Conseil helps to create links between the school and businesses.

Further information: <http://www.ensmacontact.org> or by contacting contact@ensma.fr

You'll find further information about ISAE-ENSMA's associations at

<https://www.ensma.fr/campus/vie-associative/>

The Integration Weekend (W.E.I)

Each year Ensma students organise an integration weekend for new students. The location is kept secret until the last minute and the new students are taken by bus in the early morning to discover the place where they'll be getting to know one another better through a range of sporting and leisure activities during 2 days. This traditional event is very popular and enhance cohesion and spirit of comradeship between students

USEFUL INFORMATION

MEALS



You'll find all the addresses and opening hours of the university restaurants on:

<http://www.crous-poitiers.fr/restauration/carte-des-restaurants/>

GEMINI university restaurant is the closest one to ISAE-ENSMA and is located on the ground floor of the Gemini hall of residence.

Opening hours:

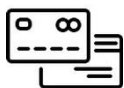
Self-service: from Monday to Friday from 11:45 AM to 1:30 PM

Mini Gem (pizzas): from Monday to Friday from 11:45 AM to 2 PM

The meals must be paid with IZLY card <http://www.izly.fr/> (= You have to put money on your Ensma access card via the application – you will receive an email explaining the procedure to follow). The university restaurants do not accept payment in cash.

Auchan shopping centre is just a 10-minute walk from ISAE-ENSMA, so it is easy to do your shopping there and cook at home.

There is also a market in Jaunay-Marigny every Friday morning from 8 AM to 1 PM



OPENING A BANK ACCOUNT

You will need the following documents to open a bank account:

- Copy of your passport + visa (if applicable)
- Proof of address
- Enrolment certificate / copy of your student card

It is imperative for students receiving a scholarship (or a salary) and those receiving housing benefits from CAF to open a bank account in France.

Banks often charge a high level of commission for withdrawals or payments using an international payment card.

You'll have a credit card but no cheque-book unless you specifically ask for one.

If you want to close your bank account at the end of your stay, you'll need to send a written letter by recorded delivery with acknowledgement of receipt, and return your credit card.

The banks generally propose housing insurance and civil liability insurance.

It is not recommended to travel with too much cash. France is part of the Eurozone. You can easily find ATMs near ISAE-ENSMA and in the towns around. Sometimes it's even possible to deposit notes in these machines.

Travellers' cheques are not always accepted in stores and you often need a French bank account to be able to exchange them. Check before arrival if you can use them in France. Credit cards and cash are the most popular means of payment in France.

TYPICAL BUDGET

Here is an estimated budget. Please note that some prices increase each year.

Accommodation	Between 250 and 500 euros per month in private accommodation Between 150 and 500 euros in CROUS accommodation
Food	Approx. 200 euros per month
Transport	200 euros per year
Visa validation via OFII website	60 euros
CVEC*	91 euros
<i>Mutuelle étudiante</i> (student additional insurance - not compulsory)	Between 5 and 35 euros per month
Housing insurance	Between 5 and 12 euros per month according to the type of accommodation
Miscellaneous	200 euros per month

*The CVEC (Contribution vie étudiante et de campus - Contribution to student & campus life) is a new tax collected by the CROUS. All degree-seeking students must pay the CVEC before

their administrative enrolment except EXCHANGE students (Erasmus, bilateral agreements, etc.).

The CVEC is to be paid online via the CROUS website:

<https://www.messervices.etudiants.gouv.fr>

The International Office will give you more information about this upon arrival.



TELEPHONING IN FRANCE

It is **imperative** to get a French telephone number as soon as you arrive in France. You will be asked to provide this number for many administrative formalities (CAF, social security etc.)

If you have a mobile phone, check if you can purchase a French SIM card. You need to unlock your phone beforehand.

The main operators are (non-exhaustive list):

- Orange,
- SFR,
- Bouygues telecom,
- Free

Read the contract carefully before signing. When you purchase a telephone you often must commit yourself for a minimum of 24 months. Also, you must inform your operator before leaving France (written letter by recorded delivery).

To call someone in France from abroad:

French telephone numbers are composed of 10 digits and always begin with 0 (for example: 05 49 12 22 55). Numbers beginning with 06 and 07 are generally mobile phone numbers.

When calling from abroad, you'll first need to dial the country code for France (33) and remove the first 0, i.e. : +33 5 49 12 22 55.

To call someone abroad from France:

You'll need to know the country code if you wish to call someone abroad. Please see the following list: <http://www.indicatif-pays.com/indicatif-telephonique.html>

WhatsApp, Skype, VIBER, etc. are probably more practical solutions for calling someone free of charge!

CULTURE IN POITIERS



The Tourism Office

The tourism office in Poitiers, located just next to the church of Notre Dame, can give you much information about monuments, visits and cultural events organised in Poitiers.

<http://www.ot-poitiers.fr/>

You can also find information about Poitiers and its surrounding area on the website of the city hall http://www.grandpoitiers.fr/c_152_Tourisme_et_patrimoine.html

→ Heritage days (Journées du Patrimoine): Created in 1984 by the Ministry of Culture, the European Heritage Days are held each year on the third weekend in September. More than 17,000 public and private monuments are opened each year during these days and many events and attractions are organised around a given theme.

La Maison du Tourisme

Situated in Place Charles de Gaulle, La Maison du Tourisme can give you many ideas for outings, visits and possibilities for accommodation in the Vienne area. You can also purchase souvenirs and small culinary specialities there.

<http://www.tourisme-vienne.com/fr/officetourisme/39/poitiers/maison-du-tourisme>

The Culture card

This card is free of charge and enables you to attend concerts, plays, shows, films, exhibitions in Poitiers with fee reductions.

You can obtain your culture card at the theatre (TAP), Le Confort Moderne, Espace Mendès France, in museums (see <https://www.facebook.com/CarteCulturePoitiers/>)

Cinemas

Le Castille CGR: Place Maréchal Leclerc

Le TAP Castille: Place Maréchal Leclerc

Le Méga CGR (Buxerolles) : Rue des Frères lumière <https://www.cgrcinemas.fr/buxerolles/>

Le Dietrich: 34 boulevard Chasseigne <https://le-dietrich.fr/>

Student tickets cost between 5.50 and 8 euros.

The Theatre

Le TAP (Théâtre Auditorium de Poitiers) 1 boulevard de Verdun

<http://www.tap-poitiers.com/>

Concert halls

This list is not exhaustive:

Le confort Moderne

185 Rue du Faubourg du Pont Neuf

<http://www.confort-moderne.fr/fr/>

La Hune

1 Avenue du Champ de la Caille, 86280

Saint-Benoît

<http://www.ville-saint-benoit.fr/hune/>

Le Pince oreille

11 Rue des 3 Rois

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

Le carré bleu

1 Rue de Nimègue

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

SOCIAL AND STUDENT LIFE IN POITIERS

In addition to the events organised by ISAE-ENSMA's associations, the city of Poitiers offers many events and activities specially for students, which are great opportunities to meet new people.

Here is a non-exhaustive list:

September: Le MA - Mois d'Accueil des étudiants - Student Welcome Month

Each year in September, the Mairie de Poitiers, the CROUS, the higher education schools and cultural organisations offer free festive and cultural events to welcome new students (shows, concerts, walks and exhibitions, etc.)

La Nuit des Etudiants du Monde (NEM) - International Students' Night

Launched by the City of Lyon 14 years ago, supported and encouraged by the Association des Villes Universitaires de France (AVUF - Association of French university towns) and the Erasmus Student Network (ESN), the NEM is a large-scale welcome evening for international students who come to study in France. It is organised by city halls working with the CROUS and the International Offices of the different higher education schools. This is held in October. The students are welcomed by the Mayor of Poitiers in the city hall where they can taste some

of the region's culinary specialities. The evening generally ends with several concerts at the Maison des étudiants.

Poit'étrangers

Poit'étrangers is a project which arose from a wish by the Mairie de Poitiers, the CRIJ*, the University, the CROUS, Sciences Po and ISAE-ENSMA to create links between international students and locals from Poitiers keen to meet people from other cultures. The aim is to facilitate contact through meetings, during the evenings or at weekends, including visits and walks, etc. Two meetings between students and families are organised each year. Please contact the International Office for further information.

*CRIJ = Centre Régional d'Information Jeunesse

Campus en Festival

Exhibitions, theatre, games, workshops, films, etc. A variety of activities are organised for and by students on the different campuses. A great opportunity to discover your campus from a new angle and to learn more about the activities of the different student associations.

<http://campusfestival.fr/ville/poitiers/>

Maeva

<https://fr-fr.facebook.com/etudiantdailleurs/>

Maeva association guides new students through all aspects of their new environment. How do you get around town? What's the address of this or that institution? MAEVA provides guidance for new students and guide them to the right people while at the same time advising them on the different procedures they have to carry out when they arrive in Poitiers.

ESN Erasmus Student Network

<https://esn.org/>

La Maison des Etudiants

Officially opened in 1998, the role of La Maison des Etudiants, located on the Université de Poitiers' Eastern campus, is to welcome students at the Université de Poitiers and to facilitate their integration within the university community. MDE can offer a programme of cultural and associative activities organised around get-togethers and other events intended to stimulate student life, working with the different campuses, institutional partners and other local participants. It also operates as an information centre by offering for example a one-stop shop. MDE is a great support for students helping them organising and implementing their projects, whether these are individual, collective or association-based.

Further information: <http://mde.univ-poitiers.fr/presentation/maison-des-etudiants/>

FRENCH CLASSES FOR INTERNATIONAL STUDENTS

Classes at ISAE-ENSMA are taught in French (except the MSc AME and the MSc Turbulence). A good command of French (B2) is therefore required to attend classes at ISAE-ENSMA (to enrol, you will be required to provide a certificate).

International students can benefit from free French classes at ISAE-ENSMA. (1 hour 30 minutes per week). The Université de Poitiers has a Centre Français Langue Etrangère and offers French classes in September <http://cfle.univ-poitiers.fr/stages/>

GETTING AROUND POITIERS

Bus

Vitalis bus company manages bus network in Poitiers. Full details of fees and schedules are available at <http://www.vitalis-poitiers.fr/>

Please note: the schedule changes every year and is different during school holiday periods. Some bus routes also operate at night (Noctambus).

You can purchase bus tickets (Vpass) at VITALIS, 6 rue du Chaudron d'Or.

There is a possibility to benefit from a very good discount for bus cards if your "quotient familial" is lower than 750 euros. Contact the international office to get the procedure to follow.

It is possible to purchase a Vpass individually from the driver but it's more expensive (1 ticket = €1.70). The bureaux de tabac (newsagents/tobacco shops) also sell the Vpass.

Bicycles

You can hire bicycles from the Espace Toumaï near Poitiers train station for around 10 euros per month.

You'll find further information at:

https://www.poitiers.fr/c_77_417_Velo_et_pieton.html

ISAE-ENSMA is a 20-minute car drive from Poitiers city centre and the main roads are not really ideal for cycling. However, having a bicycle can be handy if you live on campus.

Cars

Poitiers city centre is largely pedestrian and it's sometimes difficult to find your way around as many streets are one-way!

If you're arriving by car, you'll have no problem parking at the Futuroscope campus but parking in the streets of Poitiers is difficult and expensive!

Here is the traffic map for the town:

https://www.poitiers.fr/c_61_537_Plan_de_circulation_du_centre_ville.html

You can easily rent/share a car thanks to OTOLIS <https://otolis.citiz.coop/>

TAKING CARE OF YOUR HEALTH DURING YOUR STAY

Making an appointment with a doctor

The list of general practitioners in France is available at <http://annuaire.sante.ameli.fr/>. You should enter “médecin généraliste” and the town name. Chasseneuil du Poitou and Jaunay-Marigny the nearest towns to ISAE-ENSMA.

You can also find doctors' schedule on <https://www.doctolib.fr/>

You can also make appointments with the Service de Santé Universitaire (= médecine Préventive) on the university campus <http://ssu.univ-poitiers.fr/> .

Service de Santé Universitaire (University Health Service)

4 Allée Jean Monnet, bâtiment C4

86073 POITIERS CEDEX 9

Tel: 05 49 45 33 54

You can contact a nurse by email at infirmiers@univ-poitiers.fr

Consultations are free.

→ If you have a disability/health problem which has an impact on your studies, you can report this to the International Office. The Service de Santé Universitaire can welcome you and give you a certificate specifying that you require additional time to take your exams for example.

Emergencies

It's important to remember these emergency numbers:

15 = SAMU (*Service d'Aide Médicale Urgente*)

17 = POLICE EMERGENCY NUMBER

18 = FIRE BRIGADE

112 = EUROPEAN EMERGENCY NUMBER (it's sometimes possible to speak to a person speaking a language other than French)

114 = this number is for deaf and dumb and communication is done via SMS

These numbers are free and can be dialled even from a place with no network coverage.

05 49 38 50 50 = general practitioner (between 8 PM and 2 AM)

CHU de Poitiers (*Centre Hospitalier Universitaire* = Poitiers' public hospital)

La Milétrie

2 rue de la Milétrie

CS90577 – 86021 Poitiers Cedex

Tel : 05 49 44 44 44

The ER quickly fills up and you may be waiting for several hours if your problem isn't vital .

If you're hospitalised at La Milétrie, you will receive the invoice several months after your stay in hospital and you must pay to the Trésor Public.

The CHU's dental care centre: 05 49 44 36 50

If you have an urgent dental problem during the weekend, you can dial 15 and the doctor will give you the number of the dentist on duty (Sunday morning from 9 AM to 12PM). The fee for an emergency appointment is approximately €55. (Investigate about the price before confirming the appointment)

To find the name of the pharmacy on duty on Sundays, at night and on public holidays, dial 3237.

Making an appointment with a specialist

You normally need to see a general practitioner before you can make an appointment with a specialist, as you require a prescription, except for the dentist, the dermatologist, the ophthalmologist and the gynaecologist.

A consultation with a specialist costs a minimum of 28 euros. It can be very long to obtain an appointment (from six months to a year for an appointment with an ophthalmologist, and 2 to 3 months for a dermatologist!) You are strongly advised to have a medical check-up before your trip to France.

Buying medicines

You'll find many pharmacies in France. The pharmacies can advise you concerning any minor health problems. There's always a pharmacy on duty on Sundays, on public holidays and at night.

You'll need a prescription signed by a doctor to obtain antibiotics. With a prescription, you'll receive a full or partial refund if you're enrolled in the social security system or if you have the EHIC.

Medicines purchased without a prescription will not be refunded by the social security system. Please note that some prescribed medicines are also not refunded.

→ If you're receiving treatment for a chronic illness, if possible please bring your medicines with you to France and also an up-to-date prescription showing the name and dosage of the different substances. Careful: the authorised doses of medicines may vary from one country to another. Check with your doctor before travelling to France.

Consultation prices and reimbursements

A consultation with a general practitioner costs €25 (to be paid for in cash and by bank cheque).

A consultation with a specialist costs a minimum of 28 euros. The doctor will give you a *feuille de soin* at the end of the consultation.

Please note that some doctors are free to set the price of the consultation at whatever amount they wish (not refundable by the social security system). Don't forget to ask if the doctor is *conventionné* when making your appointment.

A consultation with the Service de Santé Universitaire is free, but you will need to show your student card and your EHIC (European Health Insurance Card). If you are non-European, your “attestation de droits” will be sufficient.

To receive a refund for a consultation or for medicines:

You must send the following documents to the CPAM de Poitiers (Caisse Primaire d’Assurance Maladie, 41 rue du Touffenet, 86000 Poitiers)

- Feuille de soin (it is a brown document which is the equivalent of an invoice)
- French bank details (RIB)
- Déclaration de choix de médecin traitant (This form has to be signed by the doctor during your first visit – if you want him to be your personal doctor)
- Prescription (if the doctor has prescribed medicines for you)

The refund may take a long time (especially if you send your documents by post)
European students may also obtain refunds in their home country.

Making an appointment with a social worker

A social worker visits ISAE-ENSMA each month (you’ll need to make an appointment in advance). You can also make an appointment with a social worker from the Service de Santé Universitaire (please see the address above)

Culture shock



Studying abroad is an extremely enriching and rewarding experience but one which can also generate a certain degree of anxiety. Any person finding themselves suddenly submerged in a new culture suffers culture shock, but to different degrees. Culture shock involves several stages and the person suffering it can experience several symptoms (psychosomatic effects for example).

We recommend that you read several articles or books on this topic to learn more about this phenomenon and to prepare yourself.

Feel free to speak to the relevant departments (International Office, Service de Santé Universitaire, social worker, etc.) if you have any integration difficulties in France or at the school. Don’t struggle alone with your problems.

Suggested reading:

http://www.lemonde.fr/campus/article/2017/03/28/etudier-a-l-etranger-attention-au-choc-culturel_5101856_4401467.html

<https://www.lonelyplanet.fr/article/choc-culturel-comment-le-gerer>

Other health-related websites

<https://www.santepubliquefrance.fr/>

<https://www.stopblues.fr/>

<http://www.tabac-info-service.fr/>

<http://alcool-info-service.fr/>

<http://www.drogues-info-service.fr/>

SECURITY IN POITIERS

Poitiers is not considered a dangerous city. But naturally, like everywhere else, you need to be vigilant. You are generally advised not to travel around with too much cash on you. Don't leave your bags unattended. If you go out late at night, it is recommended to be accompanied by a friend.

If you are the victim of an assault or a theft, if possible dial 17 right away. You have the possibility to report any crime to the police station (Commissariat de Police) or the Gendarmerie:

Commissariat de Poitiers (police station)

38 rue de la Marne

86000 Poitiers

Tel : 05 49 60 60 00

Gendarmerie de Jaunay-Clan

Rue de Grémont, 86130 Jaunay-Clan

Tel : 05 49 61 65 28

Don't forget to make copies of your identity documents (passport, visa, birth certificate, etc.) and keep these in your e-mail inbox (and on a USB flash drive) for example. If they are lost or stolen this will make it easier and faster for you to get new ones.

The International Office can guide to the relevant departments if you encounter difficulties of this kind. Feel free to contact them.

PUBLIC HOLIDAYS IN FRANCE

Offices, most of the civil service and some shops are closed on the following dates in France:

January 1: New Year's Day

May 1: Labour Day

May 8: end of WW2

July 14: Bastille Day

August 15: Assumption

November 1: All Saints day

November 11: Armistice

December 25: Christmas



Updated in July 2019

Easter Monday, Ascension Thursday and Whit Monday are also public holidays but the date varies each year.

When one of these dates falls on a Thursday or Tuesday, the weekends are usually extended depending on the company or the branch of the civil service concerned and people opt for an extended weekend by not working on the Friday or Monday.

USEFUL ADDRESSES AND WEBSITES

Mairie de Poitiers (town hall)

Place Maréchal Leclerc
CS 10569
86021 Poitiers Cedex
<https://www.poitiers.fr/>

Hôtel des Impôts (tax office)

15 rue de Slovénie
86000 Poitiers
www.impôts.gouv.fr

Préfecture de Poitiers

7 Place Aristide Briand
86000 Poitiers
www.vienne.gouv.fr

CRIJ Centre Régional d'Information Jeunesse (regional youth information centre)

45 place Charles de Gaulle BP 377
86000 Poitiers
www.pourlesjeunes.com

OFII Office français de l'immigration et de l'intégration (French office for immigration and integration)

86 avenue du 8 Mai 1945
86000 Poitiers
<http://www.ofii.fr/>

Office du Tourisme (tourist office)

45 place Charles de Gaulle BP 377
86000 Poitiers
www.ot-poitiers.fr

Guides (general information about Poitiers)

<http://www.poitiers-pratique.fr/>
<https://www.jeuneapoitiers.fr/>

Shops, restaurants etc.

<https://www.poitierslecentre.fr/>

Parks and public gardens

https://www.poitiers.fr/c_229_884_Parcs_et_jardins.html

CHECKLIST

Get prepared for ISAE-ENSMA!

Accommodation

- Create an account at <https://www.actionlogement.fr/la-garantie-visale> to have a free guarantor (you should do this before arriving in France) and print out your Visale certificate.
- Pay the deposit by bank transfer (if staying in CROUS accommodation)
- Inform the International Office of your arrival date
- Make an appointment online on the CROUS website to collect your keys (if staying in CROUS accommodation)
- Do a complete inventory of your accommodation as soon as you arrive in the accommodation.
- Sign the contract and provide the required documents to the residence's secretariat.
- Open a French bank account
- Purchase housing insurance + civil liability insurance
- Apply for CAF housing benefits the first week you arrive

Documents you must provide upon arrival

- Copy of your passport + visa
- Birth certificate
- Recent translation of the birth certificate (dating from within the last 3 months and performed by a certified translator)
- Your student card from your home university
- Your last transcripts & diploma
- Learning agreement / program of study
- European Health Insurance Card (European students)
- Your ISAE-ENSMA admission letter

And also....

- Make sure you get a French telephone number as soon as you arrive
- Attend the welcome meetings
- Finalise your enrolment with the Admissions Department
- Bring this guide

Before leaving ISAE-ENSMA

- Give notice one month before departure, by written letter (1 month before, for furnished accommodation and 3 months for non-furnished accommodation)
- Make an appointment online for check-out (Make sure the accommodation is empty and clean for the check-out)
- Give your bank details to the residence so that they can transfer the deposit + CAF if applicable
- Notify the CAF of your departure
- Cancel the accommodation insurance policy 1 month before departure
- Close the bank account (if necessary)

And also...

- Have your Erasmus certificate signed by the International Office (if necessary)
- Update your contact details on Ensmat Contact