



Liden & Denz
Intercultural Institute of Languages

ST PETERSBURG • MOSCOW • RIGA

STUDENT HANDBOOK

Edition 2015 v.5



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Добро Пожаловать!

Dear Student,

Welcome to Liden & Denz language centres! We hope you enjoy your stay with us and that your time here is unforgettable.

Our aim is to provide you with the best possible learning environment at our schools and in your host family. We also do all we can to help you to familiarise yourself with life in Russia and Latvia. In addition to your classes, we organise several excursions each week to help you get to know the country and its people. Any of our destinations offer perfect opportunities to enjoy world-class cultural performances and events – simply ask us for advice. Rest assured - we will ensure you have plenty to do in your free time, from our regular Friday informal meetings to boat trips and weekend picnics. You'll never be bored with us!

But don't forget the main reason for your visit: language learning also involves discipline and hard work. We ask you to attend classes regularly, to be punctual and to do your homework - all essential to your progress. All our teachers are qualified and suitably experienced. Although the tuition takes place in Russian, most of our teachers also speak a foreign language. If you do not understand something, or would like to know the exact translation of a word, please don't be frightened to ask your teacher.

We hope your stay will be both fascinating and exciting. If you have any questions or concerns, please contact your teacher or one of our staff, who will be happy to assist.

I wish you success in your studies!

Julia Voevodina
(Managing Director of Liden & Denz)

Our language centres

St. Petersburg

Our centre is easily accessible by Metro (Nevsky Prospekt/ Gostiny Dvor stations) or by bus/trolleybus using any line along Nevsky Prospekt or Sadovaya Ulitsa. The centre is located in a historic 19th century building on Italienskaya ulitsa - the premises are called "boutique business-centre Passage" - next to the same-named historical shopping arcade. Follow the signs on the street to find the building №17, then enter the arch and in the inner-yard go into the main entrance with Passage sign (Пассаажъ).

Our centre is located on the first floor. It is a purposely-built language school with the latest technologies implemented including LED lighting throughout, efficient sound insulation, state of the art ventilation in all rooms, and a super fast WiFi network.

The school features 13 spacious and bright classrooms, all suitable for group or mini-group classes. The school further operates a booking desk for excursions, theatre tickets and onward travel.

Postal address:

Liden & Denz Language Centre
Italienskaya ulitsa 17
191186 St.Petersburg Russia

Tel./fax: +7 812 334 07 88

You do not need to dial the country code (7) or city code (812) if using a stationary phone in St.Petersburg.

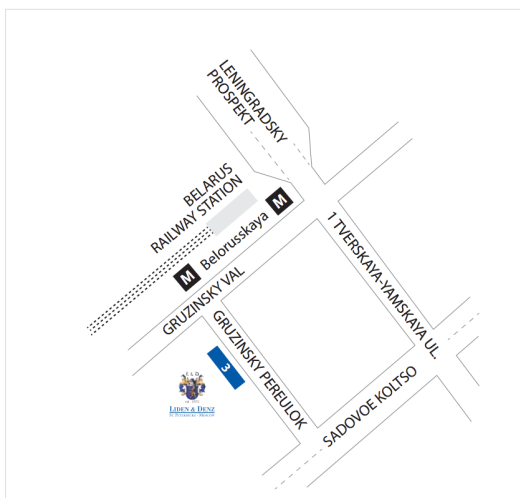
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Moscow

Our school in Moscow is located in the central part of the city, a short walk from the Belorusskaya Railway Station, terminus for trains from Berlin and Warsaw. Our premises are on the ground floor of a building that belongs to the Russian Ministry of Foreign Affairs. Most of the office space is used by foreign diplomats and accredited correspondents of the international press. The closest metro station (*Belorusskaya*) can be reached by foot in less than five minutes.

Our school features 11 classrooms, a WiFi-Zone, a library and is equipped with the latest technology (several ipads for our students, LCD TV and DVD sets in all classrooms). At school we offer hot and cold drinks. Moderately priced places for lunch can be found around the corner from the school.



Take the metro to Belorusskaya (circle line) and use the exit Belorussky Voksal (Belarus Railway Station), then turn right and walk down Gruzinski Val for about 300 Meters. Gruzinsky pereulok is the second street to the left. House number 3 will be the second building on the right side of the pereulok. The building is a very long 9-floor-block dating back to the Seventies. Do not walk along the building but turn right into the courtyard where you will see gates and guards controlling access to the area. Tell them that you are visiting Liden & Denz – that is enough to be let in. We are on the ground floor of entrance number 6, office 181, door code 66 <key> 9864.

Postal address:

Liden & Denz Language Centre
Gruzinsky per. 3-181
123056 Moscow Russia

Tel./Fax: +7 499 254 49 91

If using a stationary phone in Russia, please dial 8 499 254 49 91.

Emergency number +7 916 577 72 11

Riga

Our school is located on one of the inner city boulevards right between the national Opera and railway station. There are plenty of cafes, bars and restaurants in the school area. To reach the historic centre of the city, you just need to cross the small canal on the other side of the boulevard.

The school occupies the second floor (no lift) of a historical building and features 10 spacious classrooms. There is a nice lounge area with vending machines and a computer lab. Wifi is free of charge. Adjacent to the school there is a small but popular student residence. Outside, the inner courtyard provides another great place to hang out and is frequently used for barbecues in the summer.

Our language center is located on Raina Bulvard (Raina Bulvāris), very near Riga Pasazieru Railway Station. When exiting train terminal, go down into a pedestrian crossing and go through it, under the Satekles old town in the side of the hotel Opera.

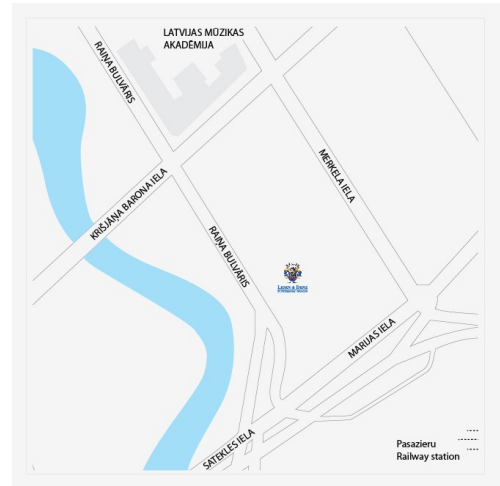
We are located in the next building to the left, our neighbour is Tiger Hostel. Entrance to the Liden & Denz Riga centre will be through the entrance arch, the code is 486.

Postal address:

Liden & Denz Language Centre
Raina Bulv. 31-5/6
LV-1050 Riga, Latvia

Tel./Fax: + 371 67844499

Emergency number + 371 29284480



Administrative Information

Discipline

Both teachers and students must attend classes punctually. We may refuse to issue a course certificate to students who persistently arrive late. Absences cannot be compensated with extra classes later on. Our teachers expect students to arrive for tuition rested and alert.

No Smoking area

Our schools enforce a strict no smoking policy. Smoking is allowed only outdoors. Use of soft and hard drugs is strictly forbidden and constitutes a serious criminal offence in Russia and Latvia.

Arrival day

You must arrive on a Sunday as all courses start on a Monday. Private accommodation (host-family or shared flat) is always booked from Sunday to Sunday. Extra days can be booked only on request and are charged according to our price list. All students are met at the airport/railway terminal and driven straight to their booked accommodation (only if accommodation has been booked with us).

The first day

It is important that you arrive **on time** on your first day at school (normally Monday), so that placement in groups can proceed promptly. Any delay will affect the whole day and interrupt the normal tuition schedule. Everyone, including beginners and students who have booked individual tuition, should be present for group placement and take our assessment test, which is made for all levels.

On your first day, you will be accompanied to school by somebody from your host-family (not applicable for students sharing a flat). After a written and oral evaluation test, you will be assigned to a group of students sharing a similar level of knowledge (unless you have booked a one-to-one course). Before tuition starts, you will be given a tour through the school and will be introduced to key school staff. On the same afternoon, or second day at the latest, you will be taken on a guided tour of the city (free of charge).

Time to be at school on your first day (complete beginners may come 30 minutes later):

- 9.00 in St.Petersburg (08.30 during high-season)
- 9.00 in Moscow
- 8.30 in Riga

General Timetable St.Petersburg (Standard Group Course):

10.00 - 11.40 (2 lessons of 50 minutes, followed by a short break of 20 min)

12.00 - 13.40 (2 lessons of 50 minutes)

Afternoon shift (Intensive Course Supplement, Language Plus or Additional One-to-One Modules) starts at 14.00-15.00 - to be confirmed on your first day at school.

General Timetable Moscow (Standard Group Course):

10.00 - 13.50 (4 lessons of 50 minutes, each followed by a short break of 10 min)

Afternoon shift (Intensive Course Supplement, Language Plus or Additional One-to-One Modules) starts at 14.30-15.00 - to be confirmed on your first day at school.

General Timetable Riga (Standard Group Course):

09.00 - 10.40 (2 lessons of 50 minutes, followed by a short break of 10 minutes)

10.50 - 12.30 (2 lessons of 50 minutes)

Afternoon shift starts after 1 hour break at 13.30.

Teaching materials

Textbooks and copies are included in the course fees. Additional material can be obtained either at the school library or at a specialised bookstore.

Certificate

At the end of your course you will receive a graded certificate (in Russian) issued by the school according to the European portfolio, stating course type, course dates, number of hours and level of Russian achieved.

Course extensions

Provided you have a valid visa for Russia or Latvia (if you need any), you may extend your stay after you arrive. Staying in the host family without extending your course is possible only in exceptional cases.

Mid-course crisis

Russian is a comparatively difficult language to learn. More hours of tuition are needed to reach an equivalent level than for languages like Spanish or English. Students from outside the Slavic region find it much more difficult to remember words, since the stems of words (other than loan words) are completely unfamiliar. This can sometimes have a demotivating effect. If your course lasts more than four weeks, you will undoubtedly go through a crisis or two. There will be days when you are convinced that you are making no progress at all. You will feel unable to learn any more or sort out what you have already learned in your head. We know from experience that these crises pass as quickly as they arrive, and that you should not blindly trust your own subjective perception of your lack of learning success. Every crisis ends with something new learned. Never give up!

Russian Visa Registration

All foreign visitors must register with the Russian authorities within one week after their arrival at the local office of the Ministry of the Interior. Registration of a visa normally takes two working days. It is essential that all students provide us with their passport and visa document on their first day at the school. A copy of your passport and visa are enough for everyday use. Remember to carry these copies with you at all times. Visas not sponsored by Liden & Denz, must be either registered by the organisation who issued the invitation or – if registered by Liden & Denz – will involve extra costs of EUR 40.

Living in a Russian Family

All host-families where we accommodate our students are directly contracted by us. We operate a system of transparent selection criteria in terms of geographical location, cleanliness, room size, bathroom, etc. Our accommodation officer then visits the family and fills out a check-list. We interview the family members and inspect the apartment (with yearly re-inspections). While all our families live in clean and cosy apartments, the common areas (staircase, lift and yard) of most of the buildings are sometimes in need of repair.

The maximum travel time from home to school and vice versa is 50 minutes for St. Petersburg and Riga, and 70 minutes for Moscow.

We pay special attention to social integration and ask our families to communicate with our students in Russian only.

You will be provided with a separate room in the flat of your host-family. Bed linen is changed once every 2 weeks. You will receive your set of flat keys. Please note that if you lose the keys, **the host will have to change the lock at your expense.**

Bathroom and laundry

If in your host family there is no separate bathroom for guests, please don't forget that all family members use the same bathroom. Especially in the mornings, check with the other family members for a convenient bathroom time slot.

Your host family may be willing **to do your washing and ironing**, provided they have a washing machine, **for an extra fee**. Alternatively, you can take your laundry to one of the many laundrettes/dry cleaning services in the city. Our secretariat will be happy to provide more information.

Food

You should be prepared to eat Russian everyday cuisine. It contains little you are not already familiar with, but be aware that Russians eat potatoes, beet-root, and cabbage in rather large quantities but, as a rule, have very little green salad or different fruits, as these are expensive, especially in winter and spring. **Ask what time the family eats and try not to be late**. Tell your host what you like and what you don't like. Let your host know if you are planning to eat out. You will also get your own space in the fridge, where you can keep your own food. Please don't use the rest of the food in the fridge without permission of the host. **If you have booked breakfast only, you are allowed to prepare your own dinner** in the kitchen and with the equipment of your host-family.

Guests

It is uncommon to invite your friends to your host family, but if you really have to do it, **please ask your host for explicit permission**.

Drinking water

Unfortunately the tap water in St. Petersburg and Moscow is not drinkable (In Riga and it's suburbs you can drink tap water). You may brush your teeth with tap water, but please drink only boiled or bottled water bought from a store. **If your host-family has a water filter installed, it is safe to drink tap water**.

Hot water supply during Summer

A long story why this still happens, but be prepared in the months of July and August that the hot water supply in your host family may be cut off for up to three weeks.

Staying out

If you are planning to come home late or spend the night somewhere else, please inform your host family in advance. **If you are not back by next morning, your host will inform the school and our accommodation officer will inform your consulate, the police and your emergency contact**.

International telephone calls

Local calls are free and therefore unproblematic (except calls to mobile numbers). **For your international calls, please use IP calling cards, sold in the school**. You can make your calls at the school reception or from your host family/shared flats with this card.

Internet

Quite a few families have broadband internet; exact information about conditions at your family will be provided in your accommodation confirmation. But all our schools offer free Wi-Fi (which is also available in most of cafes in the cities) and furthermore you can buy an inexpensive USB modem from a local provider.

The safety of your belongings

We ask you not to keep big amounts of cash at home. We trust our host families but we can not guarantee the decency of people who visit the host family as guests or hired workers.

Problems with your host-family

If you feel uncomfortable in the host family and you think you cannot discuss this with your host, **please address your issue to our accommodation officer without delay**. If you have serious reasons to ask for a change of host family, we will try to find another family for you as soon as possible. Please understand that you can only change your family at the weekend. Otherwise we would have to charge you the equivalent of one week accommodation fees.

Living in a Shared Flat

If you prefer independent living but at the same time wish to experience a student atmosphere, you can choose our shared flat option. Our flats have single bedrooms (usually 2-4), a shared bathroom and kitchen. Bed linen, cutlery and dishes are provided. The flats are all equipped with TV set, telephone, washing machine and vacuum cleaner. The shared-flat option is no more expensive than staying in a host family, but no board is provided.

Below you will find a couple of rules that will make your stay in the shared flat more comfortable and the time spent with the other students there more pleasant.

- **Equipment:** You can use all the equipment provided for you in the apartment. Please use it carefully only for the purpose intended and do not cause any damage or loss. Please report any damage or necessary repairs to the accommodation manager immediately. If you fail to do so, you could be held liable for any consequential damages even if the original defect was not caused by you.
- **Cleaning:** Cleaning of the flat is carried out once every two weeks and after the departure of each student. Please keep communal areas clean and tidy: clean the fridges and bathrooms regularly and clean cookers, washing machines and dryers immediately after use. Please look carefully through the instructions of each of the electrical devices in order to ensure their safe use. If you have any questions concerning their use, ask the students already living in the shared flat or contact the accommodation manager. You are responsible for cleaning your room and regularly taking out the rubbish.
- **Phone:** You can use the telephone in the apartment for local calls only. Intercity and international calls can be made with a telephone card, which you can purchase at the school or kiosk.
- **Guests:** You are allowed to invite guests to the shared flat (but NONE for overnight stay). We reserve the right to charge a full week's rent as a fine if you have an overnight guest. Please keep in mind that according to Russian and Latvian laws no excessive noise is to be made after 10 p.m., so keep the noise after that time to a minimum.
- **Non-smoking policy:** Smoking is NOT allowed in the flat - please use the staircase if you wish to smoke.
- **Security:** When leaving the apartment empty at any time please switch off lights and electrical items, and close and lock the windows & outside doors.
- **Damage deposit:** A deposit of €200 is secured on arrival at the school, by freezing that amount in your account. On your departure, followed by an inspection of your apartment, we will unblock the deposit money the next working day. Costs incurred by damage, breakage or loss will be deducted from your deposit. **Please make sure you are able to provide a credit card with sufficient funds to cover the damage deposit. Please note that AMEX and Maestro cards are not accepted for this transaction.**
- **Handover:** Before the end of your stay in the shared flat, please contact the accommodation manager, who will inform you about the handover procedure. Please hand over your room cleared of any personal belongings, in a clean and tidy state and together with all keys.
- **Keys:** For the duration of your stay in the shared flat you will receive keys. Please take care of them, do not lend them to other people, and in case of loss or damage contact the accommodation manager. Please bear in mind that for each lost key €40 will be deducted from your deposit.

Complaints Procedure

Not happy with your classes?

All students are placed in groups according to the language level which we determine after the written and oral evaluation test. Given the different backgrounds and different mother languages of our students, it is impossible to create completely homogenous groups. But our relatively small group size should ensure that all our course participants receive the appropriate attention. **If you are not happy with the level of your group, please wait until the end of the second day of the course and then discuss this with your teacher.** If you and your teacher cannot reach an agreement about moving you to another group/level, please talk to the director of studies, or the centre director.

Not happy with your accommodation?

Please start by talking to your host. Many of our hosts have been working with us for many years and are very experienced in hosting foreign guests. If you have difficulties communicating or experience any kind of problems, please discuss this with our accommodation officer. Should you feel the necessity of changing your accommodation please inform us immediately! Please note that you can move to a new accommodation without being charged only on the next weekend. On request, you may move immediately, but you will be charged the equivalent of one week accommodation fees.

Not happy with your stay?

You will notice very quickly that many things abroad are quite different from life at home.

If you are generally unhappy with your stay in a particular Liden & Denz destination, please talk to the centre director.

Refund policy

If for any reason you need to cut short your course and return home earlier than planned, please note the following:

1. Bookings made through an agency

If you have booked your course through an appointed agent, the refund policy of your agent applies and your fees will be repaid to you by the agent and NOT by Liden & Denz. You need to check the booking conditions of your agent and we recommend you contact the agent immediately. Please also check your travel insurance policy.

2. Direct bookings

If you have booked directly with the school and you wish to terminate your course early, we will refund you some of the fees but will retain:

- course and accommodation fees for two weeks if you give at least one week notice
- course and accommodation fees for three weeks if you give no notice (stopping immediately)

Make sure you give notice in writing which must be handed to a member of the administration staff or by email to bookings@lidenz.ru.

3. Unusual Hardship

These conditions do not apply if you or your family back home suffers from unexpected and unusual hardship, such as death or a serious medical condition, which require you to fly home immediately. In those cases we will refund you for all unused full weeks.

Activities (culture and leisure)

We aim to put on an interesting and varied programme every week, so that our students can get to know their destination city and have the chance to relax away from the lessons, make friends or simply chill out. The activities depend on the time of year. In the summer, we try to do as much as possible outside, while cultural activities occupy more of the programme during the colder seasons.

Some activities are free, such as the city tour for new students. Other activities are charged for. The current programme is available at the Reception and is given to every new student.

Ticket service

We can book tickets for many different cultural events, from ballet to open-air concerts. A booking fee is payable. We also sell train and air tickets for weekend trips.

Important safety information

Although crime has become a problem in some countries of the post-Soviet space, foreigners in Russia and Latvia have nothing to fear provided they behave as they would in any major European city. Common sense rules. Negative reporting about this part of the world is often wildly exaggerated. Below are some basic safety tips.

Out and about: Only carry with you what you need for the day or evening, i.e. enough cash, and credit cards only if you plan to use them. Otherwise, leave them at home. In Russia you should always carry your passport and visa registration with you (at least on paper photo-copies).

Pickpockets: Keep a close eye on your possessions at all times and especially in restaurants and cafés. Bags and mobile phones are stolen even in the smarter places with security guards.

Taxi rides: School reception can provide you with telephone numbers of official taxi providers.

If you are staying in Moscow or Saint Petersburg, we recommend that you download the Yandex Taxi App. With this app you can accurately select where you want to be picked up and your destination. If you are not sure where you are, the app determines your location so that you do not need to input an accurate address. Once you have ordered a taxi, you will receive a text message with the model, colour and number plate of the car and the driver's details. On average, your taxi should arrive within 7 minutes. In St. Petersburg, a taxi ride costs 49R for the first kilometre and in Moscow a ten minute taxi ride will cost you no more than 199R. You can pay by cash or card. The app is available in English and Russian and is free to download from the iTunes App store, Google Play, and the Windows Phone Store.

Once you arrive to Riga airport, you will see lots of red and green taxis - official Baltic taxi. Same cars operate in the city of Riga and Jurmala - easy to notice.

FAQ about stays with Liden & Denz St.Petersburg, Moscow and Riga

On Booking and Classes

Can I choose to have lessons in the morning or afternoon?

If you book a one-to-one course, you can have your lessons in the afternoon. All group courses take place in the morning.

How do I get to school on the first day?

On your first day you will be brought to the school by someone from your host family. If you live in a shared flat, you can easily find your way to school on the city map following the instructions sent to you before your departure.

Can I change groups?

Yes, if you feel that you are in the wrong group, please talk to your teacher who will (after consultation with the Director of Studies) suggest you continue your studies in a group of a different level. If we find no suitable group for you, we will offer you an individual course with 75% of your booked group lessons.

What should I do if I do not understand a teacher during the lesson? Can I speak in English to him/her?

According to our method of teaching, all lessons are taught in Russian only. This immersion into Russian culture will ensure you progress. But please do not worry; if you do not understand something, the teacher will talk slowly and make sure you understand the task well. However, if it is still of great importance to have a teacher with foreign language knowledge, we may arrange individual lessons which meet your special requirements as far as possible.

How do you select your host families?

We operate a system of transparent selection criteria in terms of geographical location, cleanliness, room size, bathroom, etc.. Our accommodation officer then visits the family and fills out a check-list. We interview the family members and inspect the apartment (with yearly re-inspections).

Can I get accommodation in the historic city centre?

If you book early, especially for summer courses, we will try to take your wishes into account as much as possible. Living in the centre is certainly convenient. On the other hand - if you travel to St.Petersburg, many central buildings are in urgent need of renovation. Staircases and yards look worse in the centre than in the much greener residential areas, where the quality of air is also generally better.

Can I use my laptop in the school?

Yes, in all our language centres we provide wireless Internet for free.

Do I have to pay for teaching materials?

Textbooks and copies are included in the course fees. Additional material can be obtained either from the school library or specialised bookshops.

What kind of certificate do I receive at the end of my stay?

All participants receive a graded certificate (in Russian) issued by Liden & Denz, stating the course type, course dates, number of hours, and level of Russian.

On Travel and Arrival

Can I travel to Russia without a visa?

Just a few countries (e.g. most of Latin America, Albania, Serbia & Montenegro, Bosnia & Herzegovina, Israel, Macedonia, Turkey) have reciprocal visa-free travel agreements with Russia. However, even within this list the visa-free stay periods vary.

Students from most of the world need a visa even for short stays. Make sure you leave plenty of time for the process of obtaining a visa, as these things move at their own pace and not yours. The cost of the visa varies depending on the processing time. The quicker you need it, the more you pay.

Can I travel to Latvia without a visa?

Latvia is a **Schengen** country: most students will travel visa-free. If you need one - please check visa policies and costs in the nearest Latvian consulate.

Students requiring a Latvian visa (valid for stays up to 90 days within half a year) or a residence permit (for longer stays), will receive the respective support from Liden & Denz.

Are there any goods you are short of in Russia or Latvia that you recommend bringing?

The choice in the shops is now similar to what you have at home so just pack your luggage as if you were coming to any other European country.

Is there anything special I should bring?

Slippers: Russians always take their shoes off at home and wear slippers instead.

Small gifts for your host: some souvenirs from your home country, like chocolate etc., are always appreciated.

Electrical adapters: sockets take two thin pins (European jacks).

Will I freeze in Russia or Latvia?

We don't think so. In all our destination cities, summers are generally pleasant, sometimes hot, especially in Moscow, which has a more continental climate than St. Petersburg or Riga. Summers in Latvia are extremely favourable and you can enjoy Jurmala beaches and even swim in the sea. Though sometimes during summer in this part of the world, the temperature may suddenly drop to 10-15°C, so don't forget to bring a jumper and jacket. In winter the temperature can fall below -20°C and in January it will rarely rise above 0° C. Bring plenty of warm clothes. The traditional Russian fur hat (ushanka) can be bought here. You should bring heavy-duty shoes, boots and gloves.

Will I be picked up at the airport, railway or bus station?

We offer transportation from the airport or railway/bus station for free if you book your accommodation via the school. Upon arrival our students are met by a school representative carrying a "Liden & Denz" sign and taken straight to their host family or other point of destination.

How much money should I bring with me?

For your lunch you may need the equivalent of €7 to €15. The excursions organised by the school cost between €10 and €40 (full-day trips). Your personal expenses will range from €50 (going out once a week, no shopping, no souvenirs) to €300 per week. Please do not bring a lot of cash with you. There are plenty of ATMs around.

Which means of transport is better to use? What is the payment method?

The most suitable type of public transport in Russia is the metro, which does not depend on traffic jams and you can estimate your exact travel time. In order to use it you can purchase either a token (in St.Petersburg) or a travel card (in Moscow) for every single trip or, as a good alternative, you can buy a multi-pass which will allow you to travel several times. Otherwise, you may also use buses and trolleybuses but the timetable may not be exact. The system of payment is the same there; either a one trip ticket or a multi-pass. Another option is using a prepaid card, when you can put money on the card and use it up to the last rouble.

- Podorozhnik (St.Petersburg) - Can be bought at any metro station or at 32, Ulitsa Rubinshteina. This card can be used as a carrier for any regular transport card, or used to pay separately for metro and overland transport services.
- Troika (Moscow) - Can be bought at any metro station. Offers discounts on metro and bus fares and other transport cards can be added to the Troika.

In Riga an e-ticket system, called e-talons, covers the payment for trams, buses, minibuses and trolleybuses. A single fare covers a ride on any route irrespective of the distance. Single fares are €1.20 during the day and €1.50 at night, but there are discounts if multiple fares are bought at the same time.

Can I get around by bike?

We do not recommend this in Russia. There are no bicycle lanes and Russian car drivers are not very polite, to put it nicely.

While in Riga it is widely common, but you have to be careful when parking your bike. Don't leave it unlocked anywhere!

Can I purchase theatre and museum tickets with ISIC card at cheaper rate?

If you hold an ISIC card, you can benefit in all our destinations. In St. Petersburg and Moscow most of the museums recognize the ISIC, therefore you may buy the tickets at a cheaper price. Same for Riga. What is more, many restaurants also accept this card and provide a discount too. However, we recommend to check the list of places which recognize this card in advance.

More about ISIC discounts in Russia can be found here: <http://isic.ru/discount/russia/>

More about ISIC discounts in Latvia can be found here: <http://www.isic.fi/en/benefits/latvia/>

Can I buy a local SIM card?

It's a good idea, to avoid high roaming charges. Prepaid sim-cards are on open sale in numerous kiosks in any of our destinations.

Why are bridges raised every night in St. Petersburg?

To allow passage for cargo boats on their way to Moscow or the Volga region. From the beginning of May until mid-November, all bridges over the Neva are raised from about 1.30am until 5am.

Can I approach police if I am lost?

If you speak Russian, yes. Latvian police can speak at least 3 languages – Latvian, Russian and English, but in Russia you may meet an officer without any foreign language skills.

Does Vodka in the evening guarantee a hangover next day?

No, as long as you don't mix it with other alcoholic drinks. Never ever drink beer after vodka!

Some information about living costs expenses as of Winter 2015/2016:

	St.Petersburg	Moscow	Riga
Public Transport: 1 ride / pass for 10 / 20 rides	0,44 € / 4,2 € / 8 €	0,72 € / 5,15 € / 8,29 €	1,2 € / 5,7 € / 10,8 €
Entry ticket to a cinema	5 €	7,5 €	6,5 €
River boat trip	8,5 €	10 €	14,5 €
Espresso	2 €	3,5 €	1,5 €
Beer in shop / cafe	1 € / 3 €	1 € / 3 €	1 € / 3 €
Lunch in a cafe (from)	6 €	7 €	5 €
Dinner in a restaurant (from)	17 €	20 €	15 €

Discrimination and Bullying Policy

Liden & Denz aims to create a harmonious learning and working environment based on mutual respect and equality.

Liden & Denz does not condone any form of discrimination or bullying from either students, staff or host families. This includes any behaviour where an individual is unfairly treated due to their:

- gender
- marriage or civil partnership
- gender reassignment
- pregnancy and maternity leave
- sexual orientation
- disability
- race
- colour
- ethnic background
- nationality
- religion or belief
- age

Unacceptable behaviour can take different forms including:

Direct discrimination

Indirect discrimination

Harassment

Victimisation

Cyber-bullying

Some general examples of harassment may include:

- unwanted physical contact
- verbal and written harassment through jokes or gossip
- photos posted on the Internet
- bullying
- verbal or physical intimidation
- isolation or exclusion

Liden & Denz will take disciplinary action against anybody found to be involved in bullying or harassment.

In the case of students:

1. In the first instance, the class teacher will speak to the student and explain why the behaviour must cease. This will then be reported to the Director of Studies, who will inform the Centre Director. In the case of groups, the group leader will also be informed. The student will be warned that if this unacceptable behaviour continues, further steps will be taken. All of this should be recorded in the student's records.
2. If the behaviour continues or escalates, it may lead to dismissal or expulsion from the school. This must be made very clear to the student.

In the case of staff:

Discrimination and bullying of another member of staff or students is unacceptable and will be subject to staff disciplinary and grievance procedures.

In the case of host families:

If host families bully or harass students, this will be dealt with by the Accommodation Officer.