

VISITING STUDENT HANDBOOK

2021-2022



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About Dubai



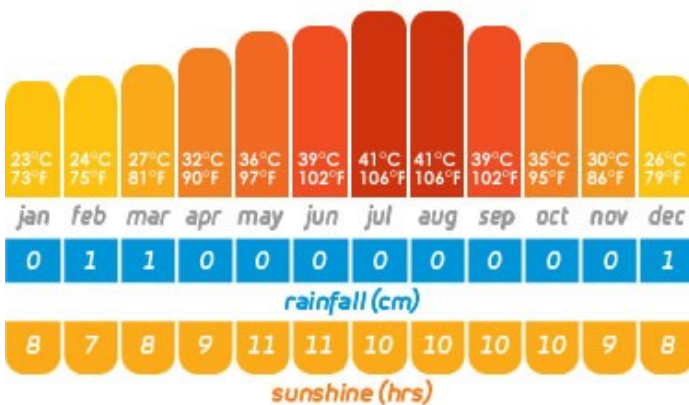
Dubai is a city of 3.1 million, the most populous city in the United Arab Emirates, located on the Eastern coast of the Arabian Peninsula, in the south west corner of the Arabian Gulf. It is extremely well known for its warm hospitality and rich cultural heritage, and the Emirati people are welcoming and generous in their approach to visitors.

With year-round sunshine, intriguing deserts, beautiful beaches, luxurious hotels and shopping malls, fascinating heritage attractions and a thriving business community, Dubai receives millions of visitors each year from around the world and is one of the world's most diverse, modern and cosmopolitan cities.

Learn more about Dubai [here](#).

The Weather & Time Zone

GMT + 4 hours



Language Spoken

Arabic is the official language of the UAE; however, English is widely spoken and understood.

Public Holidays

Fixed:

New Year's Day (January 1)

Commemoration Day (December 1)

National Day (December 2)

Varies*:

Eid Al Fitr

Eid Al Adha

Hijri New Year's Day

*All Islamic Lunar Holidays are fixed per announcement by the Government.

Workweek and Weekend

University Office Hours:

8:00 am - 5:00 pm

Sunday - Thursday

The weekend in the UAE is on Friday and Saturday.

Financial Info

Banks

Both local and international banks in Dubai provide the usual commercial banking services. Transfers can be made without difficulty as there is no exchange control and the dirham is freely convertible.

Visiting students are not eligible to open local bank accounts without residency in the UAE.

Currency

The local currency is the UAE Dirham (AED), split into fils (1 AED=100 fils).

Notes: AED 1000, 500, 200, 100, 50, 20, 10 & 5

Coins: AED 1, fils 50, 25, 10

US\$1 = Dh3.67



Credit Cards

MasterCard and Visa are widely accepted at hotels, and other retailers throughout the UAE.

Essentials

Visa Information for Visiting Students

International visiting students (Study Abroad/Exchange) who are accepted and enroll in AUD are eligible to be sponsored by the university and will be issued a **Student Residence Visa** valid for the duration of the enrollment (up to two semesters). All international visiting students are required to apply for a Student Residence Visa with AUD, except for GCC nationals. Students should apply for the visa 2 months prior to the start of the semester by contacting the Admissions Office at admissions@aud.edu.

As part of the visa process, students are required to enroll in the AUD-sponsored health insurance plan.

Required Documents and Process:

Required Documents:

- The Visa Application Form (available [here](#)).
- Colored photocopy of passport with validity page (min. 6 months validity).
- Copy of current visa, if applicable.
- Copy of tenancy contract (Ejari). Waived for those living in AUD Housing.

Additional Fees (Change of Visa):

These are applicable only to those students who enter the UAE with another type of visa (tourist, etc.) and apply for an AUD Student Residence Visa while they are in the UAE.

- Change of visa status: AED600
- Issue visa while in country: AED700

Visa processing usually takes 3 to 4 working days. Delays may occur at the Department of Naturalization and Residency Dubai (DNRD).

Visa Fees:

Residency Fees	One semester	<u>Two consecutive semesters or extended another semester</u>	Summer Term
Visa Fee	AED 1,000	AED 1,000	AED 1,000
Passport Deposit	AED 1,000	AED 1,000	AED 1,000
Health Insurance*	AED 1,600	AED 3,200	AED 1,200
Total	AED 3,600	AED 5,200	AED 3,200

* Insurance fees are subject to change.

Visa Processing:

During the first week of the semester, students should contact the Visa Officer, Mr. Bahaa El Sheikh, at +971 4 318 3128 or belsheikh@aud.edu for visa processing to process the Student Resident Visa and add it on the passport. Visa processing information and instructions are provided during admission process.

Additional costs will incur during this process as a medical test is required to obtain your Emirates ID. The cost for the medical test is approximately AED 310 and the cost for Emirates ID is approximately AED 375.

Check with the AUD Visa Officer 10 days after your medical test to confirm the transfer of your Student Residence Visa to the passport.

Health Insurance

Private health insurance covering care in the UAE is mandatory for all AUD sponsored students. In order to meet this requirement, students are charged a non-refundable fee to enroll in the AUD-sponsored health insurance plan. Health insurance fees are payable at the time of visa application.

Visiting students applying for an AUD residence visa are required to enroll in the AUD-sponsored health insurance plan as part of the visa process, the insurance fees are as below:

Terms	Fall	Spring	Summer
Coverages	September to December	January to April	May to August
Health Insurance Fees*	AED 1,600 (US\$439)	AED 1,600 (US\$439)	AED 1,200 (US\$329)

*Insurance fees are subject to change.

Visa Cancellation Fee

- **AED 200** (if the student is inside the country)
- **AED 300** (if the student is outside the country)

AUD-sponsored students who complete their semester(s) at AUD should contact the Visa Officer at +971 4 318 3128 to process their visa cancellation two weeks prior to leaving the UAE. **These fees are subject to change without notice by the UAE government authorities.**



Good to Know

The Dubai Code of Conduct, Decency Rules and Laws

This guide explains the standards for social ethics and conduct to be followed by all of Dubai's citizens, residents and visitors in respect of the Emirate's culture, religion and habits. **Dubai rules and laws are available at [here](#).**

Stay Up to Date

Three English Dailies to keep up to date with UAE and Dubai: [Gulf News](#), [Khaleej Times](#) and [The National](#).

*What to Wear Around Town**

Dubai is progressive and relatively liberal city. However, there are certain laws and cultural practices that you should be aware of and adhere to.

Respectfully, you should avoid short skirts, short dresses, short shorts, revealing tops, and shirts with offensive logos or language. If you plan to visit any of the souks or mosques, it is most appropriate to wear long skirts, shorts, or trousers, and loose tops that extend to the elbows.

**Please note: that many of above-mentioned suggestions regarding clothing are applicable to the emirate of Dubai only. For instance, Abu Dhabi and Sharjah are more conservative in terms of dress codes.*

AUD's Dress Code Policy

AUD, in accordance with the laws of the UAE, adheres to specific guidelines regarding appropriate attire. As a result, students are expected to dress properly while on campus.

Inappropriate attire is defined as, but not limited to:

- Tight or revealing clothing;
- Short shorts and short skirts;
- Low-cut tops or dresses;
- Sagging jeans or jeans with suggestive holes or markings;
- T-shirts with inappropriate logos or language; and,
- Midriff-baring, open-back or halter tops.

Pork

As a religious practice, Muslims do not eat pork. However, hotels and restaurants frequently have substitutes such as beef and veal on their menus. If pork is available, it is clearly labeled as such.

Alcohol

Alcohol is generally only served in hotel restaurants and bars. Restaurants that are not associated with hotels are not permitted to serve alcohol.

Alcohol is not permitted on AUD campus.

Drug-Free and Alcohol-Free Environment at AUD

As a matter of rigorous policy, AUD prohibits the manufacture and unlawful possession, use, sale or distribution of illicit drugs and alcohol by students on its property and at any university activity. Violation of this policy results in appropriate disciplinary actions up to and including dismissal, even for a first offense. **Violations of the law will also be referred to the appropriate law enforcement authorities.**

Students may also be referred to abuse help centers. Information on the school’s drug-free awareness program and drug and alcohol abuse prevention program may be obtained from the AUD Health Center.

Embassies

Most embassies are located in Abu Dhabi, the capital of the UAE. However, Dubai has several consulates that are accessible, if needed, during your stay. We recommend that you “register” with your local embassy/consulate shortly after your arrival, in order to receive important emails and information related to your stay in the region.

For a full listing of embassies and consulates in the UAE, please click [here](#).

Mobile Phones

There are four telecom providers in the UAE: [Etisalat](#), [du](#) and [Virgin Mobile](#). You can purchase the phone and/or (e-)SIM card from the airport upon arrival, or from convenient stores or any service provider stand/store in the malls.



What to Pack

Adaptors

The local electricity is 220/230 volts. You will need rectangular 3-pin adaptors.



Clothes

It's Cold Inside!

It is advisable to pack a shawl or a light jacket to wear over summer clothes, because it is often cold indoors due to air conditioning during the hot season (April-September).

Lightweight summer clothing is suitable for most of the year, but sweaters or jackets may be needed for the winter months, especially in the evening.

It's the Desert!

Good quality sunglasses are recommended, and photochromatic lenses for those who wear glasses. Sunblock, hats, and other protective gear is strongly encouraged if you plan to spend time outside.

Residence Hall Room Items

Students are expected to bring or purchase their own pillow, bed linen, duvet and toiletries.
Sheet size in dorm room: 1 meter x 2 meters (single size bed).

Cash

Foreign exchange services are available at the Dubai International Airport arrivals. ATMs can be found easily across Dubai, including one on the AUD campus.



From the Airport at AUD

Dubai Taxi

Upon your arrival at Dubai International Airport look for the taxi line. Inform the driver to take you to the AUD campus using the following address: *Dubai Media City, exit 32 on Sheikh Zayed Road*, then ask to be dropped off at the *Student Housing entrance gate*. Fare from Dubai Airport to AUD is around AED100.

Airport taxis accept major credit cards but it is always advisable to have cash on hand.

Dubai Metro

You can also use the Dubai Metro. The **Al Khail Metro Station** (previously Nakheel Station) is in front of AUD campus. Your journey starts at either Terminal 3 Station (only Emirates Airlines) or Terminal 1 Station (all other airlines).

You also check out this YouTube video for how to use the Dubai Metro [here](#).

Uber & Careem

You can also use car sharing apps such as Uber or Careem for your transportation from airport to AUD.



Dubai International Airport (DXB) FAQs are also available at: <https://www.dubaiairports.aelfaqs>.

Arriving at AUD

Give your name to the security guard who is available 24/7. The guard will call the Housing Controller who will escort you to your room, check you in and give you your keys.

There are Resident Assistants (RAs) on duty in both the men's and women's housing. Their contact details are available at the security gate of each housing building. Please feel free to contact them at any time upon arrival should you require any assistance.



At AUD

Campus Facilities

AUD Mini Mart

There is an on-campus mini convenience store located in the Student Center building which sells a variety of snacks, drinks, stationary, and toiletries. They also have laundry and dry-cleaning services.

ATM

There is an ATM located in the ground floor of the Student Center building.

Cafeteria/Food Court

The AUD Cafeteria serves daily menus from 8:00 am - 8:00 pm. There are Starbucks and other food outlets to choose from as well.

There are many restaurants around the AUD campus that are within walking distance. Please check with your RA upon arrival.

Health Care at AUD

The AUD Health Center is located in academic building A, room 116. Health services are available 24 hours a day. Minor and moderate cases are treated on the premises; serious cases are referred to hospitals.

The Health Center is open weekdays from 8:00 am - 7:30 pm during Fall and Spring semesters and 8:00 am - 5:00 pm for Summer terms.

For any medical emergencies after working hours, during weekends, and holidays, staff nurse, who reside on campus, provides health assistance. Staff nurse can be reached by calling the UNIVERSITY HOTLINE at +971 4 318 3555 (ext. 555 from a campus telephone) or via WhatsApp at +971 56 916 7761.

Beauty Salon/Barbershop

AUD has its own beauty salon and barbershop.

Printing Shop

There is a printing shop available on campus in the Student Center building.

Internet

Free wireless Internet access is available on campus. You can use your AUD computer login details to access the network.

Counseling

AUD provides a licensed Personal Counselor and services are available for all AUD students.

Disclaimer

The American University in Dubai offers short-term counseling services but does not provide psychiatric services. Students experiencing severe psychological problems or mental disorders are referred to qualified mental health professionals in the area. The Counselor is available for emergencies only during office hours. After hours, AUD does not provide any kind of emergency psychological assistance.

Campus Housing Facilities & Services

Rooms

AUD's non-smoking housing consists of four residential buildings that accommodate 520 students in total. All rooms are double occupancy and the bathroom is inside the room. Each room has two beds, two mattresses, 2 wardrobes and two desks.

Internet

There is complimentary Wi-Fi in all residence hall rooms.

Fitness Rooms

There are two fully-equipped fitness rooms in the residence halls.

Kitchen

Cooking is restricted to the kitchens available in each residence hall.

Bringing/buying your own kitchen utensils is recommended.

Cleaning Services

Rooms are cleaned on a weekly basis according to a floor schedule.

Room cleaning is provided and free of charge.

Others

- The men and women's student housing are separated.
- Only visitors of the same gender are allowed in and visiting hours are from 8:00 am - 11:00 pm.
- No pets allowed.

Housing Rules and Handbook

Details about Housing Rules and Housing Handbook are available [here](#).

Please also visit [Accommodation](#), [Campus Facilities](#) and [Student Life](#) for more information about AUD campus.

Student ID

Your AUD Student ID is your main identification for your time at AUD. You will need to keep it on you coming on and off campus. You may also use it to check out books in the Library and get discount from different outlets in Dubai.

AUD Discount List is available [here](#).

Getting Around Dubai

Taxis

Taxis are readily available at the airport, and throughout the city, and they offer efficient, relatively inexpensive service. Due to time and convenience, taxis are likely the best way for visiting students to get around the city and surrounding areas. Taxis can be flagged down on the street, or pre-booked by telephone or mobile app for pick-up. Taxi drivers are usually familiar with the main souks, shopping malls, hotels, and major landmarks.

To make a reservation, download mobile app or to learn more about Dubai taxis, please call +971 4 208 0808 or visit the Dubai Taxi [website](#).

Public Transportation in Dubai

Dubai Roads & Transport Authority (RTA) offers many great and convenient public transportation, such as Metro, Tram and Bus. AUD is fortunate to have a metro station right on campus (Al Khail Station). You can use public transportation travel around Dubai easily with a Nol Card.

To learn more about the public transportation in Dubai and Nol Cards, please visit [RTA website](#).

AUD Website and Social Media

The AUD website is very informative and extremely detailed. Please browse www.aud.edu to find out about activities, news, and read policies and procedures.

AUD is also very active on social media and we encourage you to like and follow us **@audubai** and Student Affairs on Instagram **@audstudentlife** for the latest student activities and events.



Many student clubs also have their own social media accounts, please contact the Office of Student Affairs for details.



Dubai, UAE

Contact List

UAE country code is +971

IMPORTANT NUMBERS

EMERGENCY

University Hotline	04 3183555
Ambulance	998
Dubai Police Department	999
Fire Department	997

GENERAL SERVICES

Fault Reporting	170/171
Roadside Assistance (AAA) Telephone	800 4430
Directory	180/181

HOSPITALS (PRIVATE)

American Hospital	04 3367777
Saudi German Hospital	8002211
Al Zahra Hospital	04 378 6666
Welcare Hospital	04 2827788

HOSPITALS (PUBLIC)

Dubai Hospital	04 2714444
Rashid Hospital	04 2192000
Latifa Hospital	04 2193000

AUD MAIN NUMBERS

Reception	04 3999000
Exit Gate	04 3183501
Health Center	04 3183200
IT Helpdesk	04 3183480
Lost & Found (Exit Gate)	04 3183501
Main Gate	04 3183500
Student Affairs	04 3183134
Residence Hall	
Gate	04 3183530
Study Abroad & Exchange	04 3183417

AUD (GENERAL SERVICES)

George Awkar Gents Salon	050 2737527
Be You Girls Salon	04 3995991
AUD Book Store	04 3998626
AUD Mini Mart	04 3992728

TRANSPORTATION

Dubai Metro	800 9090
Dubai Taxi	04 2080808
National Taxi	04 3399000

CAMPUS MAP

