

RUSSIAN LANGUAGE UNDERGRADUATE STUDIES LTD

RLUS is a non-profit-making company limited by guarantee. Company No. 2867380 Registered Charity No. 1028482

Patron: Sir Rodric Braithwaite G.C.M.G.

Web site: www.rlus.co.uk

FINAL BRIEFING DOCUMENT

This document contains a lot of very important information about your course. Please read it carefully. Please bear in mind that it was written three to four months before your departure dates. Before sending off for your visa, please check the RLUS website (www.rlus.co.uk) for any last minute advice. This document will, if necessary, be updated on the website and you will be informed of any important changes by e-mail. You should also read the document about the institution where you will be studying: this will also be on the website. You should also look at the following documents on the website:

- How to apply for a visa
- Accommodation
- Flight details
- RLUS Insurance
- Course dates and reading weeks
- The briefing document and map for the centre where you will be studying

It is also useful to check with the Foreign and Commonwealth Office website. Go to www.fco.gov.uk and follow the links, or use the direct link on the RLUS webpage.

1. CONTACT ADDRESS/E-MAIL

We will send your visa invitation to the home address that you put on your booking form about 3-8 weeks before departure. **IMPORTANT: If this has changed, please send your new contact address and phone number immediately to Dr Roy Bivon.** RLUS cannot be held responsible for the loss of your visa invitation if you have not provided RLUS with a current address. If you have not provided RLUS with an e-mail address, or it has changed, please let Dr Bivon have it, if you wish to be informed of any last minute changes.

2. PAYMENT

Invoices for tuition, administration and, if booked, travel will be sent to your University Liaison Officer. Invoices for autumn term courses are sent at the beginning of May and for spring term courses early in November. Some universities will pay RLUS directly and will subsequently ask for payment of part of the cost from the student. Others will expect the student to pay RLUS directly for all of part of the costs. Please check with your Liaison Officer what system your university uses. If you are due to pay RLUS directly for all or part of the costs of your course, please make sure that you do so by the date stated on the invoice (early July for autumn term courses and early December for spring term ones). Students will not be permitted to travel, if the invoice has not been paid. If air tickets are not paid for two months before departure, your air ticket is liable to be cancelled and your deposit lost.

3. TRAVEL

IF YOU HAVE BOOKED YOUR OWN AIR TICKET

It is essential that you inform Dr Bivon of your travel plans, as soon as you have them and let him know if you require to be met on arrival in Russia.

Your visa invitation will not normally allow you to travel even one day before the group travel date. Even if it does, you should not enter the country before the group travel date, as there may be problems with registration. Any official fines levied on course providers due to students not heeding this advice will be borne by the students themselves. Please also bear in mind that accommodation arranged by our partner institutions in Russia will only start on the day that the group arrives.

Unless you travel on the same flight as the group (or make arrangements to meet the group), you will either have to find your own way to your accommodation or pay to be met by the RLUS partner institution. Do not expect in these circumstances to be met by the RLUS representative. Our partner institution will arrange a taxi or a car to pick you up and take you to your accommodation. If you are making your own way to your accommodation, your RLUS representative will e-mail you your

address 24 hours before your departure. If you arrive after the group, you may miss the initial briefing by the RLUS representative.

IF YOU HAVE BOOKED A GROUP TICKET

Flight details for the autumn term should be available at the latest early in May and for spring term courses at the latest early in November. As soon as they are available, they will be on the website. All flights leave from Heathrow. BMI flights will leave from terminal 1. BA flights will leave from terminal 5. You will not be issued with paper tickets. You will be sent an e-ticket by e-mail. The tickets will be issued about 8 weeks before departure and cannot be cancelled after that date, although you may not receive them until about 3-4 weeks before departure. Please note that once you have flown to Russia, you cannot cancel the return half of your ticket. You should make your own way to Heathrow and check in. You will not be met by a RLUS representative at Heathrow.

Tickets are arranged by Study in Russia, a company owned and run by Dr. Bivon. If you are responsible for paying directly, please note that if payment has not been received for your air ticket by the date on your invoice, your ticket may be cancelled, you will lose your deposit and you will be responsible for purchasing your own ticket.

Flights to Moscow will be on BMI and cost £250. Flights to St. Petersburg will be on BA and cost £340. Please note that if the airlines impose surcharges or if taxes increase, you will be responsible for paying any extra costs.

We are aware that cheaper tickets are often available. However, we cannot use these, as there are unlikely to be sufficient tickets for the whole group. Furthermore, such tickets have to be purchased and paid for immediately and refunds are rarely possible. Bear in mind that a number of students change courses or withdraw altogether and they would not be willing to pay the full cost of the unused air tickets. Furthermore the return date of cheaper tickets cannot normally be changed. Study in Russia books tickets for the whole group well in advance and can cancel any unwanted tickets up to 8 weeks before departure. Please note that your deposit is not refundable, as this is the airline's cancellation fee.

Change of return date

You may make one change to the date of your return ticket subject to seat availability. You are advised to do this as soon as possible, as there are a limited number of seats available on each flight in the appropriate price category. You cannot change your ticket after the planned return date, nor can you change the departure airport in Russia. There is no refund if for any reason you decide not to use the return half of the ticket.

If you wish to change the date of your return journey from **St Petersburg**, please go to the BA office in St Petersburg and request the change. There will be a charge of about £55. St Petersburg tickets cannot normally be changed in the UK. The BA office address is Owental History Business Centre 6th floor office 701, ul.sotsialisticheskaya 14, St Petersburg 191119.

If you wish to change the return date of your flight from **Moscow**, please e-mail Dr Bivon (roy.bivon@rlus.co.uk) and ask him to change your ticket through our travel agent in the UK. Please make sure that you give him a choice of dates. Before Dr Bivon can make the change, he will need payment of £55. This can be by a cheque payable to Study in Russia or directly to Study in Russia via internet banking: Norwich & Peterborough Building Society, Sort code 08 60 81 Account number: 33195965. If neither of these alternatives is possible, you may pay the RLUS representative in Moscow.

4. ARRIVAL IN RUSSIA

On arrival at the Moscow or St Petersburg airport, you will first go through passport control. You should have been given a migration card on the plane. If they run out, you can find one at the airport on arrival before going through passport control. It is essential that you fill one out and have it stamped by the immigration official. You may be let through without one. However, if you do not fill one out and have it stamped, it will cause you serious problems when you register your visa. If you

cross the border by train or bus, please also make sure that you fill out the migration card and have it stamped.

The card is in two identical parts, "A" and "B". Fill out both parts. There is a sample on the website. Your passport and visa will be checked carefully and your passport stamped. You should also hand the immigration officer the migration card. S/he will keep part A of the migration card and stamp and return part B to you. Keep part "B" with your passport and show it, if necessary, along with your passport, to the police if they stop you for an identity check during your stay. Give part "B" to the Immigration Officer on your departure from Russia. There is a sample on the website.

You will then collect your luggage and go through customs. If you are taking any valuable equipment with you (such as a laptop or expensive camera), you are advised to bring a copy of the purchase receipt with you, so that if there is any query when leaving the country, you can prove that you did not purchase it in Russia. Russians may refer to the receipt as the article's "passport". Please note that Russia has a habit of changing customs rules without warning. Please check the Foreign Office websites shortly before departure for the latest information.

If your baggage is lost, please go to the lost baggage counter and report it. Let someone else in the group know, so that the representative meeting you knows that you have been delayed. British Airways or BMI should deliver the baggage to an address you choose: it is a good idea to have the address of the centre where you are studying to hand. If you don't have the address, you can exit customs, find the RLUS representatives, and they will return to the lost baggage counter and provide the address.

If you are on the group flight, after you have passed through customs, you will be met by a representative of RLUS and the institution at which you are going to study. Moscow and St Petersburg students will be taken directly to their accommodation. Students studying in Tver, Yaroslavl and Petrozavodsk can expect to be taken by bus. The journey can last from 2 to 5 hours. If you are going to Volgograd, you will be taken by plane or overnight train.

The cost of this travel has been included in your course fee, provided that you arrive with the group and are staying in accommodation provided by the Russian partner institution you are studying at. If you arrive separately from the group (or have found your own accommodation) and require meeting, you should expect to pay for this service and you should not expect to be met by the RLUS representative. (See Section 3 of this document "Travel".) When you arrive at your accommodation, your host family will explain how to get to the place you are studying at, or may even take you. There are maps of the St Petersburg halls and centres on the website.

5. WHAT TO TAKE WITH YOU

(a) **Clothes:** It is essential to take or buy a very warm coat (preferably not an army coat), a hat (e.g. fur hat or woollen ski-cap), scarf and gloves, warm woollen socks, strong waterproof shoes or boots. Buildings will generally be well-heated. However, temporary suspension of heating occurs increasingly frequently, so it is advisable to have sufficient clothing to dress warmly indoors during day and night. A sleeping bag and hot water bottle is a good idea, if you are on a winter course (space/weight permitting!). Take summer clothes if you will be there in May and June.

(b) **From the chemist's:** most medicines and contraception can now be bought at chemists in Russia, though they may be more expensive than in Britain. You may wish to take a sterile medical kit and a transfusion kit in case you need treatment in hospital. Consult your health centre for current advice on recommended vaccinations. Vitamin tablets are readily available in all towns. Other items might include: small medical kit with essentials e.g. plasters and antiseptic cream, and diarrhoea treatment. Earplugs are useful for train journeys and sharing rooms in hall. Bring any medicines which you obtain on prescription in UK.

(c) **General:** padlock for your case, adaptors/plugs (the Russian system is the standard continental 2-pin plug) a pocket torch, a universal bath plug (for halls), stamps for sending post back with visitors, Marmite, if required (this is not available in Russia).

6. THE COURSE

In most of our institutions each class lasts for 90 minutes and breaks may be fewer and shorter than you are used to in the UK. Courses will provide 8-10 classes per week (16-20 academic hours) to include oral, grammar and English-Russian translation. Teaching methods are relatively formal and the attitude of teachers to their students tends to be like that of British schoolteachers to the pupils. The Russian approach is to repeat material until it is mastered and no mistakes are made. Teachers are, however, usually willing to listen to students' suggestions of things which could be covered and also willing to help with dissertations and special interests. Teachers notice absences and may be offended by them, so make sure you apologise for any unavoidable absence from class. Attendance and performance percentages will be collected at the end of each course and sent back to your university departments in Britain. Very low attendance figures or marks could have a detrimental effect on your future university career. The extent to which performance marks may influence your degree award varies from university to university and you should ask your University Liaison Officer about this.

7. CORRESPONDENCE/PHONES

Letters can take anything from five days to five weeks or more each way. The first letter you receive from home is often particularly delayed and you should warn your correspondents that this is likely to be the case. Phone calls are very expensive. If you ring from a post office it is more expensive than from a private flat. You can also buy phone cards, which will give you cheaper international phone calls. At central post offices it is usually possible to send and receive faxes. It is also possible to receive faxes at many of the institutions. Parcels can take a long time to arrive and have to be claimed in person at the international post office; a rouble duty has to be paid on them. Valuable and perishable items should not be sent in a parcel. You should not on any account send money by post. E-mail is widely available, but it is not free of charge.

To phone Russia from the UK try going to

<http://callchecker.moneysavingexpert.com/intcallchecker/russia> and go to the section on "Simply Dial providers". You will currently be able to dial Russia for 2p per minute by selecting one of those listed in this section. One not mentioned is Telediscount (www.telediscount.co.uk). I have been using Telediscount for some time with few problems.

Mobile phones in Russia

Before leaving the UK, make sure your phone is unlocked. It can be unlocked in Russia, but it will cost a lot more. On arrival in Russia, you can buy a pay as you go sim card very cheaply. You will need your passport, so do this straight away before handing in your passport for registration, as you may be without your passport for some time.

ADDRESSES FOR CORRESPONDENCE/VISA FORMS

Please add the RLUS course code and student name at the end of the address.

Moscow (MLL13, MLL16, MLL18, MLL36):

your name, c/o Natasha Fevre, Language Link, Post Office Box 309, Moscow 125047, Russia). Or in Cyrillic script: Россия, 125047, Москва, а/я 309, Лэнгвич Линк, с/о Natasha Fevre, *your name*).

All parcels that are being sent to you express (i.e. DHL, FED-EX, UPS, Pony Express, EMS, US Post Office Global Priority, etc...), should be sent to the Language Link Central Office address (*your name*, c/o Natasha Fevre, Language Link, Ulitsa Chayanova, house 15, building 5, 1st floor, Moscow 125047, Russia). Or in Cyrillic script: Россия, 125047, Москва, ул. Чаянова, д. 15, стр. 5, этаж 1, Лэнгвич Линк, с/о Natasha Fevre, *your name*). Phone 495 258 9922

St Petersburg

State University (PST13, PST16, PST18)

RUSSIA, 199034 St Petersburg, Universitetskaya Nab.7/9, Center for Russian Language and Culture, Phone *your name* Phone 812 274 14 85

Benedict School (PBEN3, PBEN16, PBEN18, PBEN36)

Russia, St-Petersburg 190000, P.O. box 178, Benedict School, *your name* Phone 812 315 35 96 or 812 312 40 29

Petrozavodsk (PET13A, PET16A)

Tarasov Konstantin *your name*, Petrozavodsk State University, Department of Philology,
Pr. Lenina, 33-308, Petrozavodsk, Republic of Karelia, 185910 Russia

Tver State University (TV32)

RUSSIA, 170000, Tver, ul. Zhelyabova, d. 33, International Department (Tver State University) *your name*

Volgograd (VOL13/18S)

Russia, 400005 Volgograd, ul. Komsomolskaya 6, Language Link *your name*

Yaroslavl (Y13, Y16, Y18, Y32)

Russia 150000, Yaroslavl, ul. Sovetskaya, 14, Yaroslavl State University, International
Affairs (room 317) *your name* Phone 4852 79 77 46

If phoning from the UK, the code for Russia is 007.

8. MONEY

Please try to obtain some roubles before departure. Russian roubles have recently become generally available at many banks, exchange offices and post offices. Please note that you will need to order them. You should also be able to get them at an exchange office at Heathrow. Otherwise you might be able to change money on arrival but there is unlikely to be enough time for you to do so. The exchange rate in recent times has varied between 40 and 50 roubles to the pound. There is a link on the RLUS web page, which will give you an up to date rate. It is very important if you are travelling on from Moscow or are staying in hall that you have some roubles for your first day.

Take your credit and debit cards with you. If you can, take at least two cards and only carry one around with you. Leave the other locked in your bag. If it is stolen, you will still have a means of getting cash. Cash is readily available from cash machines and with your cards and passport over the counter in banks. Note that credit card companies charge much more for cash advances than banks do for obtaining cash from your debit card. Please check charges with your bank or card issuer before departure. All cash machines give roubles. Many will also give you US dollars and Euros. There is more detailed information in the notes for the centre where you will be studying. You will not be able to use your UK cheque books. You are also strongly advised to set up internet banking before you leave. This will allow you to transfer money and pay bills. It is strongly advisable to leave details of how to cancel your cards (phone numbers etc) with your family, to make life easier if they are stolen or lost in Russia. You are also advised to inform your bank or credit card company that you will be using your card in Russia, as some banks or credit card companies have blocked cards, if they are not informed.

You should take some cash with you. US dollars or Euros (clean notes only) can be changed everywhere. In Moscow and St Petersburg you will have little trouble changing pounds. In other centres you will be able to change pounds in some banks, though you may get a poor exchange rate. Please note that Scottish pound notes cannot be changed. Do not take too much cash, as in the event of it being stolen, you are not normally covered by insurance.

In the past some students have taken travellers cheques. However, many students find that they are difficult to change and are expensive, as you will not only pay commission in UK to purchase them, but also when you cash them in Russia. If you do decide to take travellers cheques, the best ones are from American Express in US dollars. In case of emergency, money can be transferred to you by firms such as Western Union.

The cost of living in Russia is rising and inflation is high. It is not as cheap as it once was and this is reflected in accommodation prices. However, you should still be able to eat and drink more cheaply than in the UK, provided you avoid the expensive bars, restaurants, etc. in Moscow and St Petersburg serving the foreign business community. Moscow is the most expensive city, St Petersburg is close behind and Volgograd is somewhat cheaper, Yaroslavl, Petrozavodsk and Tver are much cheaper

again. If you wish to travel during the reading weeks, you will need to bring extra money with you for this.

9. INSURANCE

It is a condition of your attending a RLUS course that you are fully insured. Birmingham, Manchester and UCL will provide students with insurance. Students at other universities must insure themselves and provide Dr Bivon with evidence that they are fully insured. This must show the dates of insurance cover and the outline of the cover. It is essential that you have full medical cover. Please read the separate [Insurance](#) document on this website.

10. RLUS REPRESENTATIVES

There will be two student representatives in Moscow and two in St Petersburg. They are based at Language Link. Their names and e-mail addresses are on the main page of the RLUS website.

If you are not studying in Moscow or St Petersburg, a group leader is elected from amongst the student group. The appropriate RLUS representative will be in regular contact with the group leader and will visit these groups about a month after the group arrives. It is expected that each centre will provide pastoral care and students should only need the services of the representatives in case of a problem that the institute or university cannot satisfactorily solve. In Language Link in Moscow the representatives are based at Language Link and provide pastoral care for the centre. Though it may appear that students studying outside of Moscow and St Petersburg do not need the services of the RLUS representatives, experience has shown that in the event of an emergency their help is invaluable. They will, if necessary, come to the centre and can arrange assistance by phone for the group from Moscow and St Petersburg.

While the RLUS representative will do their best to help you get the most out of your stay in Russia, it is not part of the representative's duties to arrange extra-curricular activities. They will of course give you advice on how to organise or get involved in such activities.

It is imperative that you keep your RLUS representative informed of any individual initiative that you may undertake, especially travel away from your course location. It is essential that you check visa regulations before you travel. The local organisers always regard visiting groups as collective entities and will probably expect to communicate with you on all matters via the RLUS representative, so dealings with them will be made slower and more difficult if you are not in touch with them. Equally, RLUS asks the representatives to take responsibility for the group's interests, particularly if any problem or emergency arises. If the representatives are to be effective in this role, they need your full support and cooperation and must be able to contact you, or at least know where you are at any time.

11. MEDICAL

You are advised to consult your health centre to find out what vaccinations are recommended before you travel to Russia. Make sure that you do this well before you travel, as some vaccinations need to be done well in advance to be effective. You can also find information on the internet: www.netdoctor.co.uk/travel/vaccines_index.shtml . Please note that RLUS is not qualified to give you medical advice.

12. THE BRITISH EMBASSY

The British Embassy's main building in Moscow is at Smolenskaya Naberezhnaya, 10. Its telephone number is (495) 956 72 00. The Consulate in St Petersburg is at Pl. Proletarskoi Diktatury 5, Smolninsky Raion, tel. (812) 320 3200. If you are studying outside Moscow your representatives will be able, if necessary, to contact the Embassy by telephone.

RLUS has been advised that the British Embassy cannot be involved in any medical or other consular contingency affecting non-British students. Students not holding a British passport are therefore strongly advised to make contact with their own embassies in London to establish that their embassies accept consular responsibility for them in Russia (which not all embassies are willing to do) and to find out whether it is necessary to register with them.

13. LIFE IN RUSSIA

You should take the same precautions for your safety as you would in a Western city. In particular:

- Be careful and alert on public transport and in the streets, avoid eye contact and try not to draw attention to yourself, especially if you are out after dark. You should avoid going out alone at night, if at all possible. This applies both to women and men. Taxis are usually safe in the daytime, but never get into a taxi if there are any other passengers already in it. Always agree on a price in advance or check that the meter is working. If you are seeing a friend into a taxi, try to make a mental note of the registration number or write it down as soon as possible.
- A personal security alarm is strongly recommended.
- Remember to lock away your valuables, or to carry them on your person in a zipped inner pocket or money belt worn **under** clothes. Be sure to take a case with a lock, or a bag with a padlock.
- You are advised to carry with you at all times your passport, visa, registration slip and migration card, or at least photocopies of these documents, as well as any Russian student ID you have been given. In Moscow you are required by law to carry the original documents rather than photocopies, and the police tend to be stricter about this in Moscow than in other cities. If you are travelling out of town, you must have your passport (and not a photocopy) with you. You must also take your migration card with you. It is a good idea to leave one photocopy of your passport and visa in the UK. If you were to lose your passport and visa, you will have all the necessary reference numbers to make getting a replacement easier.
- Many of the problems that RLUS students have faced are caused by being out late at night in a drunken state. If you wish to drink, it is safer to do it in private.
- Homosexual activity was until recently illegal in Russia and although there have been very slight improvements in attitudes in recent times, students should still be aware of the strong homophobic attitude of many Russians.
- Although racism is officially banned in Russia, there is no escaping the fact that racial prejudice and anti-Semitism is widespread among Russians. Black and Asian students in particular have encountered verbal abuse on the streets and, occasionally, physical harassment. RLUS takes this situation very seriously and monitors the experiences of its students through its representatives and pastoral visits. There have been a number of racial attacks in St Petersburg. None of them have involved RLUS students. Each year RLUS sends to Russia a number of black and Asian students, some of whom have expressed concern about their safety, but the overwhelming majority of these students have had no problems and enjoyed their stay in Russia. It is, nevertheless, clear that black and Asian students need to be especially vigilant. If you are at all concerned, you can contact the RLUS representatives before you go and they may be able to put you directly in touch with black and Asian students currently in Russia. The representatives will of course be there to help you when you are in Russia. You can find the e-mail addresses of the current representatives on the "How to contact RLUS" page on the RLUS website.
- You will of course be subject to local laws and be expected to observe them. You should remember that being drunk on the street, as well as being dangerous, is an offence and you can be arrested for it. **Taking drugs is illegal, as elsewhere, and penalties for drug offences are especially severe.** (Possession of drugs can bring a prison sentence of up to five years and British students are not above the law. On the contrary, they are obvious suspects as they have the money to buy drugs.) **Under no circumstances** should any narcotics be bought, sold or used while you are in Russia.
- You are liable to pay for any damage you do in hall or in homestay accommodation.
- **Travelling outside Russia has now become very difficult for two reasons: cost and visa regulations.** Most of the republics, which used to be part of the Soviet Union, are now quite separate and have visa regulations for people wishing to travel there. Most students are now given multi-entry visas, when their visas are registered. Otherwise you will need 2 visas: an exit and re-entry visa for Russia, as well as, where applicable, an entry-exit visa for the other country. For some countries, such as Belarus, you must have a transit visa to even pass through the

country. You should also not travel anywhere against the advice of the British Foreign and Commonwealth Office. RLUS cannot be held responsible for your safety if you ignore this advice. There is a link on the RLUS website to the Foreign and Commonwealth Office website giving advice for travellers to Russia.

- It may be possible to obtain visas for friends and relations who wish to visit you. Please check with your RLUS representative and your host organisation before making any definite plans.
- When you arrive, you are registered with OVIR, the Russian organisation that registers all foreigners living in Russia. Rules relating to where you can and can't live, where and when you can and can't travel, etc., vary from one city to another. Your course organisers will explain what is and what is not allowed. Please make sure that you conform to the rules, as otherwise both you and the course organiser can be subject to large fines. Please note that it is not the course organisers who make the rules: they will try to help you in any way they can.

14. SAFETY

RLUS is assured that all teaching accommodation and accommodation in halls complies with local fire and safety laws. RLUS is also assured that all homestay accommodation is inspected by the host organisation. Few countries are as stringent as the UK in setting general standards for safety, hygiene and fire precautions and the local authorities in Russia may not have adequate resources to monitor and enforce standards. We suggest that you familiarise yourself with the lay-out of halls of residence and teaching buildings and the means of escape in the event of an emergency. In particular it is common practice for fire exits in Russia to be kept locked with a key being available with a nominated official. This is to alleviate the serious security threat posed by emergency exits being left open. In homestay accommodation, please obey all safety instructions given to you by your host family.

15. STAYING ON/VISITS BY PARENTS/FRIENDS

It is unlikely that you will be able to stay on for any significant period after the end of your course. As the situation can change without notice, the best advice is that if you think that you would like to stay on after the end of the course, please inform the Russian course organiser, when you arrive. It is normally not possible to extend your stay at a later stage.

It is not normally possible for course organisers to issue visa invitations for parents and friends. Warn your parents and friends not to book air tickets to Russia until they have organised a visa. It is usually possible to obtain a visa invitation from tourist organisations in Russia. Please ask your RLUS representative for advice. Alternatively they can book a package covering travel and a hotel in the UK. In this way they will easily be able to get a visa.

16. ACCOMMODATION

If you want accommodation arranging for you, you will need to fill in an accommodation form. There are individual ones for each centre on the website. The form is passed on to the Russian university or institute where you are studying. Accommodation is not arranged by RLUS. The information about accommodation in the documents on the website has been provided by the Russian university or institute where you are studying and RLUS cannot be held responsible for any inaccuracies. RLUS will assist in sorting out any problems.

RLUS has not invoiced your university for your accommodation. You should take enough money with you to pay for it directly. The precise accommodation provided by each host institution and the costs are given in the Accommodation file on the website. Please note that standards of accommodation, both in halls of residence and in homestays are lower than you would expect in the UK. RLUS's partner institutions make every effort to provide the best accommodation possible.

Do not expect to know the details of where you will be staying until you arrive in Russia. It is often necessary for our Russian partners to make last minute changes to where you will be staying, making it impossible to let you know in advance of the details.

Please note that RLUS cannot guarantee that homestay accommodation in Moscow and St Petersburg will be close to where you are studying. In Moscow, you should expect a commute of at least 45

minutes. Accommodation in or near to the city centre in Moscow or St Petersburg is often very expensive and beyond the means of most students. You should also note that it is quite likely that homestay accommodation at all of our centres may be with a single elderly lady, as it is they who are most likely to have a spare room.

If you cancel your accommodation less than one month before your course begins, you may be liable to pay a cancellation charge. Some students decide on arrival in Russia to move out into accommodation they have found for themselves. Please note that you should give a clear month's notice in writing of your intention to leave accommodation provided by the RLUS partner institutions. If you fail to do so, you can expect to have to pay a month's rent in lieu of notice. It is not sufficient to say that you are looking for your own accommodation and thinking of moving out.

You should satisfy yourself that any accommodation you find for yourself is safe. RLUS will not be liable to provide transport to non-approved accommodation and the RLUS representative will not be available to deal with any problems that may arise from your choice of accommodation. RLUS will ask you to inform the RLUS representatives of your address in Russia. You will also need to inform your University Liaison Officer.

17. FACEBOOK

Some students have set up a facebook page inviting other member of the group to contact them. This could be dangerous and has resulted in some threatening e-mails from Russians reading the page. You are advised not to do this. RLUS will only reveal student lists to the Russian university or institute where you are studying and to the RLUS representatives. If you receive any threatening e-mails, please report this immediately to RLUS or to your liaison officer.

18. COMPLAINTS PROCEDURE

1. Queries or complaints affecting any aspect of a RLUS course should in the first instance be addressed to the RLUS representative, who will liaise as appropriate with the host institution or organisation.
2. If the query or complaint cannot be adequately resolved within a reasonable period of time by this means, the student should refer the query or complaint to the RLUS Operations Consultant, Dr Roy Bivon.
3. Should the above steps fail to resolve the query or complaint within a reasonable period of time, the student should contact his/her departmental Liaison Officer in the home university/college to request him/her to take the matter up with the RLUS Operations Consultant.
4. No complaints will be accepted on return from Russia, unless the above procedure has been followed while the student is on placement in Russia.

19. EMERGENCY CONTACT

In exceptional circumstances your parents may need to contact you urgently: if they fail to contact you directly, they should contact Dr Roy Bivon, the RLUS Operations Consultant (phone and fax 01366 501445, mobile 07894 221834, e-mail: roy.bivon@rlus.co.uk). Please remember that Dr Bivon only works part time for RLUS. If he is not available, please leave a message on his answer phone and he will get back to you as soon as possible.

19. RLUS WEBSITE

Please make a note of our website address: www.rlus.co.uk. It contains copies of all the documents that you will need and any last minute information.

Dr Roy Bivon,
Operations Consultant,
RLUS Ltd, Flint House,
Lynn Road, Stoke Ferry,
King's Lynn PE33 9SW,
phone and fax: 01366 501445 mobile 07894 221834
e-mail: roy.bivon@rlus.co.uk
website: www.rlus.co.uk