Arrival Guide

FOR VISITING INTERNATIONAL STUDENTS

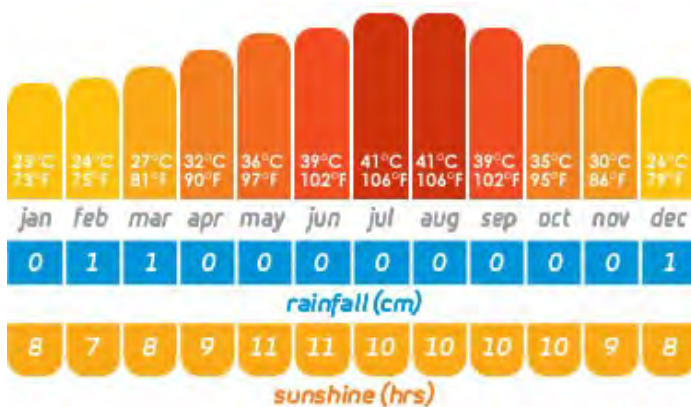# Table of Contents

About Dubai

Dubai is a city of 3.5 million, the most populous city in the United Arab Emirates, located on the Eastern coast of the Arabian Peninsula, in the southwest 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

	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
°C	23°C	24°C	27°C	32°C	36°C	39°C	41°C	41°C	39°C	35°C	30°C	24°C
°F	73°F	75°F	81°F	90°F	97°F	102°F	106°F	106°F	102°F	95°F	86°F	79°F
rainfall (cm)	0	1	1	0	0	0	0	0	0	0	0	1
sunshine (hrs)	8	7	8	9	11	11	10	10	10	10	9	8

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 the announcement by the Government.

Workweek and Weekend

University Office Hours:
Monday to Friday 8:00 am - 5:00 pm

The workweek in the UAE is Monday to Friday (half day on Friday 8:00 a.m. - 12:00 p.m. for public sector workers).

Financial Info

Banks

Both local and international banks in Dubai offer standard commercial banking services. Transfers can be executed seamlessly, given the absence of exchange controls, 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 (1AED=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, Contactless Payment and Apply Pay

Credit cards such as *MasterCard* and *Visa* as well as contactless payment and *Apple Pay* are widely accepted at hotels, and other retailers throughout the UAE.

Essentials

Visa Information for Visiting International Students

Visiting International Students who are accepted and will enroll at AUD with full-time status have to be sponsored by the university and are required by the UAE government to apply for a **Student Residence Visa** valid for the duration of the enrollment (up to two semesters). All visiting international students who plan to study at AUD for more than two months are required to apply for a Student Residence Visa with AUD, except for GCC nationals. Students should apply for their visa at least 2 months prior to the start of the semester by contacting the Office of Admissions at admissions@aud.edu.

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

Summer Sessions:

Visiting students who are joining only for one of the summer sessions (7 weeks), should check with the UAE embassy in their home country for the visa requirement. Depending on the type of passport the student holds, there are different types of visas available to visit the UAE. Students must provide proof of insurance, that covers them in the UAE during their entire stay. Please submit your insurance details to healthcenter@aud.edu.

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 apply 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 the 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	Two consecutive semesters or extended another semester	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**

* Passport Deposit is refundable upon cancellation of visa.
** Health 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 to the passport. Visa processing information and instructions are provided during the admission process.

There will be additional costs during the process such as a medical test, approximately AED 325, and the cost for Emirates ID, approximately AED 286.

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. 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 prior 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 conducts 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 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 a 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 the above-mentioned suggestions regarding clothing are acceptable 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 the 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, 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 three major 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 convenience 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 are for those who wear glasses. Sunblock, hats, and other protective gear are strongly encouraged if you plan to spend time outside.

Residence Hall Room Items

Students are expected to bring or purchase some items to the residence halls, please see the list of items here.

Cash

Foreign exchange services are available at the Dubai International Airport arrivals and throughout Dubai. 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*. The 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** is in front of the AUD campus. Your journey starts at either Terminal 3 Station (only Emirates Airlines) or Terminal 1 Station (all other airlines).

We also recommend you check out some tutorials on YouTube for how to use the Dubai Metro.

Uber & Careem

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

Uber   **Careem**

Dubai International Airport (DXB) FAQs are also available at: https://www.dubaiairports.ae/faqs.

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, stationery, and toiletries. They also have laundry and dry-cleaning services.

ATM

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

Cafeteria/Food Court

The AUD Cafeteria serves daily from 7:00 am till 5:30 pm (hours may vary during summer terms). There are Starbucks and other food outlets to choose from as well.

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

Health Care at AUD

The AUD Health Center, located in academic building A, room 116, is open weekdays (Monday - Friday) from 8:00 am - 5:00 pm and can be reached by phone at 04-3183200. Health services are available for minor and moderate cases and are treated on the premises; serious cases are referred to hospitals.

For any medical emergencies after working hours, during weekends, or holidays, please contact 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 weekly according to a floor schedule.

Room cleaning is provided free of charge.

Others

- The men's 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 the 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 discounts 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 the mobile app or 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 to travel around Dubai easily with a Nol Card.

To learn more about public transportation in Dubai and Nol Cards, please visit the RTA website.
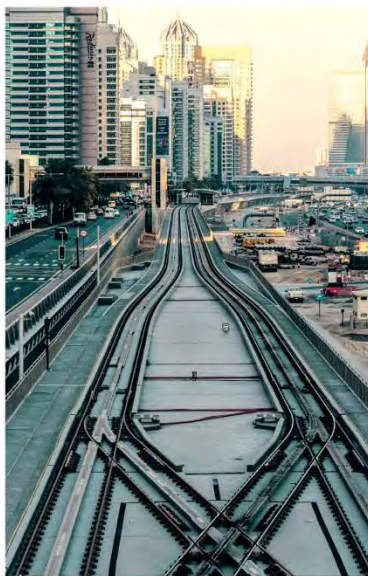
AUD Website and Social Media

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**, **@audstudentlife** and **@audstudyabroad** on Instagram for the latest student activities and events.

@audubai

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

Dubai, UAE

Contact List

The 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)	800 4430
Telephone 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

Faculty Housing

Student Housing

Green Field

Engineering (E)

Faculty Housing

Student Center (C)

Outdoor Sports
Facilities

Pool

EMBA

Architecture
Interior Design
Visual Communication

Administration

Business
Administration B