



Liden & Denz

Intercultural Institute of Languages

STUDENT HANDBOOK

2021 Edition

Central Booking Department Email: bookings@lidenz.ru
Ulitsa Zhukovskogo 3 191014 St Petersburg Russia



Table of Contents

Our campuses	3
St. Petersburg	3
Moscow	3
Riga	4
Irkutsk	5
Administrative Information	6
Staying in a Russian Family	8
Staying in a Shared Flat	9
Complaints Procedure	10
Refund policy	10
Activities (culture and leisure)	11
Important safety information	11
FAQ about stays with Liden & Denz	11
On Booking and Classes	11
On Travel and Arrival	12
Information about living costs and expenses (as of Spring 2021)	14
Discrimination and Bullying Policy	14

Добро пожаловать!

Dear Student,

Welcome to the Liden & Denz Intercultural Institute of Languages! Thank you for joining us!

The past year was tough for all of us, and the pandemic is not over yet. However, we have survived and adapted to the new conditions.

We believe that after the world fully returns to normal life, there will be an increase in demand for live communication, travelling, learning languages and cross-cultural exchange. Therefore, we are sticking to what we do best, which is to provide you with the best possible learning environment at our schools and in your host families. We also do our best to help you become familiarised with life in Russia or Latvia. In addition to your classes, we organise several excursions every week for you to get to know your host country and its people. Each of our destinations gives you the perfect opportunity to enjoy world-class cultural performances and events – simply ask us for advice. Rest assured: we offer numerous things to do in your free time, from our regular informal meetings to boat trips and weekend picnics. You'll never be bored with us!

Those students who are already able to join us in person need not worry about safety: we are taking all the necessary measures to ensure a healthy and secure environment and minimize the spread of Covid-19.

During the period when there was an international travel ban and in-person tuition was prohibited, we developed our online services. We have expanded our range of online courses, adding a variety of group options with convenient timetables, even for remote time zones, and affordable pricing. As the borders began to open up again and our schools resumed in-house classes, we launched hybrid teaching, i.e. combining online and offline students in one group. This innovative teaching technique has proven itself to be very efficient and is here to stay. Moreover, to make the learning process as interesting as possible for those who cannot come to us physically, we have introduced online extra-curricular activities.

No matter how you are studying, offline or online, do not forget that language learning involves discipline and hard work. We ask you to attend classes regularly, to be punctual and to do your homework – these are all essential steps to making progress in your target language. All our teachers are qualified and experienced. Although tuition is conducted 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 hesitate to ask your teacher.

We hope your studies with us will be pleasant and worthwhile. If you have any questions or concerns, please contact your teacher or one of our members of staff, who will be happy to help you.

I wish you every success in your studies!

Julia Patasheva, CEO of Liden & Denz

Our campuses

St. Petersburg

Our campus is conveniently located one block from Nevsky Prospect within walking distance from three metro stations:

- Metro Ploschad Vosstania (red line): walk along Nevsky Prospect, take the first right to Ulitsa Mayakovskogo, then first left and walk about 200m.
- Metro Vladimirskaia (red line) and Metro Dostoevskaya (orange line): walk along Vladimirsky Prospect, cross Nevsky Prospect, continue on Liteyniy Prospect, take the first turn right and walk about 70m.
- Metro Mayakovskaya (green line) – *re-opening in December 2021*: cross Nevsky Prospect, walk straight up Ulitsa Mayakovskogo, take the first turn left and walk about 200m.

Buses (3,7,22,24,27,181, and 191) and trolleybuses (1,5,7,10,11, and 22) all stop at the intersection of Nevsky and Liteyniy Prospect.

Our campus is located on the third floor of a yellow neo-classicist building with impressive white columns. Enter the courtyard through the arch. Our door is the first to the left. The door code to enter the building is [199219](#).

Our purposely built language centre extends over 780 m², featuring 17 spacious classrooms (all with natural light), a large lobby (including our own café!), and dedicated chill-out and self-study areas. LED lighting, large screens with Apple TV compatibility, and super fast WiFi are all part of our state-of-the-art learning environment.

Postal address: Liden & Denz Institute
Ulitsa Zhukovskogo 3
191014 St.Petersburg Russia

Phone number: +7 812 602 03 99

Emergency number: [+7 921 975 22 41](#)
(for mobile calls)

If using a landline in St. Petersburg, please dial [8 921 975 22 41](#)



Moscow

Our campus in Moscow is located in the central part of the city, a short walk from the Belorusskaya Railway Station, the 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 international press correspondents. The closest metro station (*Belorusskaya*) can be reached on foot in less than five minutes.

Our campus features 6 classrooms, a lounge, a small kitchen and a WiFi zone, and is equipped with the latest technology (there are several iPads available for our students, as well as Smart TVs in all classrooms). We also offer hot and cold drinks. Moderately priced restaurants and cafés for lunch can be found around the corner from the school.



Take the metro to Belorusskaya (circle line) and use the exit to Belorussky Voksal (Belarus Railway Station), then turn right and walk down Gruzinskiy Val for about 300 metres. Gruzinskiy Pereulok is the second street to the left. House number 3 will be the second building on the right side of the lane. The building is a long 9-floor block dating back to the 1970s. 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 Intercultural Institute of Languages
Gruzinskiy per. 3-181
123056 Moscow Russia

Tel./Fax: [+7 499 254 49 91](tel:+74992544991)

If using a landline in Russia, please dial [8 499 254 49 91](tel:+74992544991).

Emergency number: [+7 916 577 72 11](tel:+79165777211)

Riga

Our campus is located on one of the inner-city boulevards right between the National Opera and railway station. There are plenty of cafés, bars and restaurants in the 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 campus 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 are several shared flats – these are a very popular accommodation choice among our students. Outside, the inner courtyard provides another great place to hang out and is frequently used for barbecues in the summer.

Our campus is located on Raina Bulvard (Raina Bulvāris), very near Riga Pasazieru (the main railway station). When exiting the train terminal, use the underpass crossing number 13 (Janvāra Street) in the direction of the National Opera. We are located in the building adjacent to the Opera Hotel (to the left) sharing an entrance with Tiger Hostel.

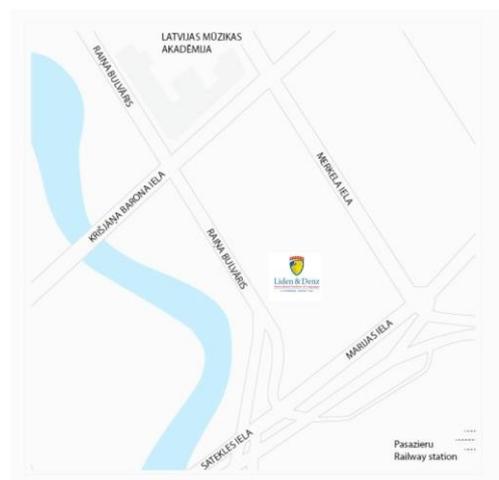
To find Liden & Denz Riga, go through the archway. To enter the archway press 5B or 6B on the gates. Alongside the archway you will find the entrance to the building. Enter [486](#) on the keypad to open the doors and proceed to the second floor.

Postal address:

Liden & Denz Intercultural Institute of Languages
Raina Bulv. 31-5/6
LV-1050 Riga, Latvia

Tel./Fax: [+371 67844499](tel:+37167844499)

Emergency number: [+371 29284480](tel:+37129284480)



Irkutsk

Liden & Denz Irkutsk is located on Gryaznova Ulitsa 1, and the entrance is on Karl Marx Ulitsa next to The Don Otello Cinema Club. This recently renovated building dating back to the 19th century is a true landmark of the street.

The Decembrist museums (Trubetskoy and Volkonsky Mansions) are easily accessible by public transport, with the nearest bus stop situated directly in front of the school. Our spacious, bright, naturally lit classrooms are fully equipped with modern technology (including WiFi) and are all fully soundproof.

In 2021 we will be teaching Russian in Irkutsk in two intakes for group lessons: winter (February to March) and summer (June to September).

From the airport: Take bus number 20, and get off at the stop called 'Economics Academy' (Экономическая академия). From this bus stop, walk back 50 metres to the pedestrian crossing. Cross the street and enter the building through the door to the left of Bierhaus restaurant.

From the railway station: Take bus number 20, and get off at the stop called Philharmonia. From this bus stop, walk along Ulitsa Dzerzhinskogo (Dzerzhinsky Street), take the third turn left to Ulitsa Gryaznova (Gryaznova street), go straight to the end (Karl Marx street), turn right and enter the second door on your right (door to the left of Bierhaus restaurant).

Postal address:

Liden & Denz Intercultural Institute of Languages
Ul. Gryznova 1,
664003 Irkutsk, Russian Federation

Tel./Fax: [+7 395 220 02 19](tel:+73952200219)

If using a landline in Russia, please dial [20 02 19](tel:+73952200219).

Emergency number: [+7 983 445 27 52](tel:+79834452752)



Administrative Information

Discipline

Both teachers and students must attend classes punctually. We may refuse to issue a course certificate to students who consistently 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 only allowed outdoors. Use of soft and hard drugs is strictly forbidden and constitutes a serious criminal offence.

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 only be booked at homestays on request beforehand and will be charged according to our price list.

Important: before your trip, thoroughly check the specific regulations for travelling from your country to Russia/Latvia. Some foreign citizens are only allowed to enter Russia/Latvia by direct flight, or by a connecting flight transiting through a specific country.

To enter Russia, a negative PCR test done no earlier than 72 hours before arrival is required, and some nationals or holders of certain visas are obliged to self-isolate on arrival.

In Latvia a list of countries with related entrance restrictions is published here

<https://www.spkc.gov.lv/lv/valstu-saslimstibas-raditaji-ar-covid-19-0>. Vaccinated travellers will be able to avoid quarantine – a document with further details is expected to be released soon.

Group placement

In order to get a preliminary idea of the distribution of students between groups, we test all non-beginners in advance: an online test on the website should be done at least a month before arrival, or immediately after receiving a booking confirmation, if enrolling later.

During the 2020 Covid-19 pandemic, we launched hybrid teaching, i.e. combining offline and online students in one group, in **Moscow** and **Saint Petersburg**. Regardless of the chosen learning mode, for accurate group placement every student must attend one of the online placement sessions a couple of weeks before the start of their course (times and links are sent in the booking confirmation). Otherwise, we cannot guarantee that you will be placed in a group suited to your level.

If you are planning to attend our **Riga** school, an oral test will be held via telephone or Skype. To this end, please make sure you provide correct contact details when booking. One of the teachers will call you on a weekday (Monday-Friday) within the following time intervals: **12:30-13:30** or **15:45-17:00** (Latvian time). If there is a day which is preferable for you, or, on the contrary, when you prefer not to be disturbed, please let us know beforehand.

In **Irkutsk** an oral test is normally conducted on the first day, right before the start of your course.

Settling disputes and complaints regarding group placement

Although we trust our placement procedure and believe it is credible, transparent, and efficient in securing the most accurate group placement, it is not absolutely flawless.

Placement procedures can be stressful for new students. Some may have rehearsed statements and perform better in the oral test than they would have in other circumstances.

Please also be aware that non-beginners will often join a group that has been running for some weeks beforehand and it can take some time to settle in.

However, if you feel that the group is too challenging or too slow for you, you should talk to your school's Director of Studies (DoS) about changing group.

If you feel your group is too challenging: you might notice this yourself, or your teacher will notice and notify the DoS. You may need a bit of time to revise and revive your passive knowledge, or you might be lacking some essential vocabulary, or have some grammar gaps. Perhaps you simply feel it is hard to keep up with the pace of the class.

Another important indicator is the weekly progress test - if you score less than 65% your teacher will suggest you talk to the DoS.

An obvious solution would be to switch to a group one step below your current level for a bit of consolidation. There are other options as well, such as buying some extra individual hours or joining an intensive mini group, but in any case, your academic wellbeing is our concern.

If your level is more advanced than your group's: please talk to your teacher and/or DoS and analyse your

written placement test together. It is possible that you have covered the current topic and feel confident about it but have gaps in other areas. Alternatively, your school/university may have a syllabus very different from ours. We aim to place you in a group that will teach you new things without ignoring the basics. If you strongly believe that you'll benefit from a more advanced group, you may be required to do our end-of-level test, an assessment tool we use to transfer students to a higher group. You may also have another interview with the teachers of the group you want to join.

Changing groups is not impossible; however, the group placement decisions are made at the DoS's discretion. The school in general and the groups in particular follow the school's syllabus and study plan and there are a number of academic and non-academic criteria for a certain placement decision. Although the school and its academic management intend to do the utmost to meet every student's needs and expectations, we must adhere to the highest academic standards for **all** participants.

First day at school

It is important that you arrive on time on your first day at school (normally Monday). 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 an introduction.

On your first day, someone from your host family will accompany you to the school (students sharing a flat should come on their own using the directions from the map sent together with the booking confirmation). Before tuition starts, you will be given a tour around 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).

When to arrive at school on your first day:

- 9.45 in St. Petersburg
- 9.45 in Moscow
- 8.30 in Riga
- 9.30 in Irkutsk

General Timetable St. Petersburg (Standard Group Course):

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

11.00 - 12.40 (2 lessons of 50 minutes)

Afternoon shift starts after 1 hour break at 13.30.

General Timetable Irkutsk (Standard Group Course):

10.00 - 11.40 (2 lessons of 50 minutes, followed by a 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.

Teaching materials

Textbooks 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. Your certificate will state your course type, course dates, number of hours and level of Russian achieved according to the Common European Framework of Reference for Languages (CEFR).

App

Shortly before arrival, you will receive log-in details to the Liden & Denz mobile app, where you can access the details of your stay.

Course extensions

Provided you have a valid visa (if you need one), you may extend your programme after you arrive. Staying with a host family without extending your course is possible only in exceptional cases.

Mid-course crisis

Russian is a rather difficult language to learn. If you compare it to, say, Spanish or English, many more hours of tuition are needed to reach an equivalent level. Students from outside the Slavic region find it far 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

Any foreign citizen who travels to Russia for more than 7 working days must register their visa.

- If accommodation is arranged by Liden & Denz (except for hotels), we provide the registration service free of charge;
- Otherwise, students should register independently with the owner of their accommodation;
- In other cases, if needed, we can offer a registration service for €40.

Staying 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 checklist. 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 (average – 25-30), 70 minutes for Moscow (average – 35-40) and just 30 minutes in Irkutsk (average – 20).

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

Covid safety measures

All surfaces in common areas (kitchen, bathroom, etc.) will be regularly cleaned and sanitized.

Every family has a thermometer.

If showing any signs of a respiratory disease, every family member or guest student must wear a mask.

Whilst staying with a host family, you should abide by the following rules:

- Sanitize hands regularly (hand sanitizer to be provided by the family).
- Use only your own personal set of towels, including a towel for hands (provided by the host family).
- When at home, change out of the clothes you have been wearing outside.
- If running a temperature or showing signs of Covid-19, take a test as soon as possible (please ask the front desk managers to make an appointment) and in case of a positive result – leave the family and stay in a hotel or apartment. All expenses incurred will be covered by the student.

You will be provided with your own room in your host family's flat. Bed linen is changed every 2 weeks. You will receive your own 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 there is no separate bathroom for guests in your host family, please don't forget that all family members use the same bathroom. Check with the other family members for a convenient bathroom time slot (especially in the mornings!).

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

Food

You should be prepared to eat everyday Russian cuisine. It contains little you are not already familiar with. However, be aware that Russians eat potatoes, beetroot, and cabbage in rather large quantities but, as a rule, have less green salad or different fruit, especially in winter and spring. **Ask what time your 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 - 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 unusual to invite your friends over whilst staying with a host family, but if you really need to have a friend over to stay, **please ask your host for explicit permission.**

Drinking water

Unfortunately, the tap water in **Russia** is not drinkable. 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.**

In **Riga** and its suburbs, you can drink tap water.

Hot water supply during summer in Russia

It is a long story as to why this still happens, but be prepared that in the months of July and August, 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 notify your consulate, the police and your emergency contact.**

International telephone calls

Local calls are free when calling from a landline and therefore unproblematic (except calls to mobile numbers).

For international calls, please use IP calling cards, sold in kiosks in the city. You can make calls at the school reception or from your host family/shared flats with this card.

Internet

Normally all families have broadband internet; the exact information about conditions at your family's flat will be provided in your accommodation confirmation. However, all our schools offer free WiFi (which is also available in most cafes in the cities) and furthermore you can buy an inexpensive USB modem from a local provider if needed.

The safety of your belongings

We ask you not to keep large amounts of cash at home. We trust our host families but we cannot 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 your 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 families on the weekend. If this is not possible, we will have to charge you the equivalent of one week's accommodation fees.

Staying 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 (there are usually around 2 to 4 bedrooms in each flat), a shared bathroom and kitchen. Bed linen, cutlery and dishes are provided. The flats are all equipped with a TV, telephone, washing machine and vacuum cleaner. The shared flat option is no more expensive than staying with a host family, but no meals are provided.

The **travel time** between the flats and the school is as follows:

- **Saint Petersburg:** maximum – 30 minutes, minimum – 4 minutes;
- **Moscow:** school building;
- **Irkutsk:** 20 minutes;
- **Riga:** maximum – 25 minutes, minimum – school building.

Covid safety measures:

Whilst staying in a shared flat, you should abide by the following rules:

- Use only your own personal set of towels, including a towel for hands (provided by the school).
- Use only your own dishes and cutlery and thoroughly wash them after every use.
- When at home, change out of the clothes you have been wearing outside.
- If showing any signs of a respiratory disease, wear a mask.
- If running a temperature or showing signs of Covid-19, take a test as soon as possible and in case of a positive result – leave the flat and stay in a hotel or apartment. All expenses incurred will be covered by the student.

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 lose anything. Please report any damage, losses 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 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 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.

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 laws no excessive noise is to be made after 10 pm, so keep the noise after that time to a minimum.

Non-smoking policy: Smoking is NOT allowed in the flats and in the building.

Security: When leaving the apartment at any time please switch off lights and electrical items, and close and lock the windows and outside doors.

Damage deposit: A deposit of €200 is secured on arrival at the school by freezing that amount on your account. Upon your departure, after inspecting 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 your stay in a shared flat you will receive your own set of 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 determined following the written and oral evaluation test. Given the different backgrounds and different native languages of our students, it is impossible to create completely homogeneous 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 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 it is necessary to change accommodation please inform us immediately. Please understand that you can only change accommodation on the weekend. If this is not possible, we will have to charge you the equivalent of one week's 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 will 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 given to a member of the administration staff or by email to bookings@lidenz.ru.

3. Unusual Hardship

The above 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 circumstances 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 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 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 in the post-Soviet space, foreign citizens in Russia and Latvia have nothing to worry about provided they behave as they would in any major European city. Common sense is important. Negative reports about this part of the world are often 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/debit 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.

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

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

If you are staying in one of our campuses in Moscow, Saint Petersburg or Irkutsk we recommend that you download the Gett 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. You can pay by cash or card. The app is available in English and Russian and is free to download from the Apple App store, Google Play, and the Windows Phone Store.

When you arrive at Riga airport, you will see lots of red and green taxis – these are official Baltic taxis. The same cars operate in the city of Riga and Jurmala, so they are easy to notice.

FAQ about stays with Liden & Denz

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?

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. However, if it is important to you 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 checklist. 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 campuses we provide wireless internet for free.

Do I have to pay for teaching materials?

Textbooks 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?

At the end of your course, you will receive a graded certificate in Russian, issued by the school. Your certificate will state your course type, course dates, number of hours and level of Russian achieved according to the Common European Framework of Reference for Languages (CEFR).

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) 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 can travel visa-free. If you do need a visa for Latvia, please check visa policies and costs at your 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 that you are short of in Russia or Latvia that you recommend bringing?

The choice in the shops is now similar to what you will 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 in Russia take two thin pins (the same as European plug sockets).

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 and Irkutsk, which have 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. However, the temperature can still sometimes suddenly drop to 10-15°C, even during summer, 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.

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.

What kind of transport is best for getting around the city? How do I pay for public transport?

The best type of public transport for getting around in both Moscow and St. Petersburg is the metro, which of course is not affected by traffic jams, meaning you can estimate your exact travel time. In order to use the metro you can purchase either a token (in St. Petersburg) or a travel card (in Moscow) for each 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, which you can put money on and use up to the last rouble. The travel cards available are:

- **Podorozhnik** (St. Petersburg) – this 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 for individual trips on the metro and overland transport services.
- **Troika** (Moscow) – this can be bought at any metro station. It offers discounts on metro and bus fares, and other transport cards can also be added to the Troika.

In Irkutsk you pay for all means of public transport (trams, buses, minibuses and trolleybuses) in cash. One ride is cheap - only 15 RUB. There are plenty of routes available and you can even monitor precise timetables online at: <http://irkbus.ru> or with an app.

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 €1.15 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, though you can rent a bike in many places throughout the cities. There are no bicycle lanes and Russian car drivers are not very polite, to put it nicely.

In Riga it is much more common to cycle, 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 have an ISIC card, you can use it in all our destinations - most museums recognize the ISIC, therefore you can buy tickets at a cheaper price. Furthermore, 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 buy a SIM card to avoid high roaming charges. Prepaid SIM cards are on open sale in numerous kiosks at all of our destinations.

Why are the 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 5.00am.

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 the 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 Spring 2021:

	St. Petersburg	Moscow	Riga	Irkutsk
Public Transport: 1 ride / 1 day	0,7 € / 2.7 €	0,7 € / 2.7 €	1,15 € / 25 €	0,25 € / --
Entry ticket to a cinema	5 €	6 €	7,7 €	4 €
River boat trip	12 €	19 €	15 €	6 €
Espresso	2 €	3,5 €	2 €	2 €
Beer in shop / cafe	1 € / 4 €	1,5 € / 4,5 €	1,5 € / 3 €	1 € / 3 €
Lunch in a cafe (prices starting from)	5 €	7 €	8 €	4 €
Dinner in a restaurant (prices starting from)	18 €	20 €	25 €	16 €

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.