

SURVIVE IN VALENCIA AS AN ERASMUS STUDENT

*The guide with everything you need to know
to live your experience
to the fullest.*



Erasmus Student Network
València UPV

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01 Welcome to València!

Located on the shores of the **Mediterranean sea** and surrounded by lush farmland, **València** (spelled with an “accent obert”!) is the **capital of the Valencian Community**. Also known as “el Cap i Casal” or the capital of the Turia river, it's a vibrant city with more than 800,000 inhabitants (around 1.5 million people counting the whole metropolitan area).

Originally founded as a small **Roman colony** on a river island, València has always been a key population hub. Over the centuries, it's become a melting pot of many different cultures, and you can notice this rich history in the **architecture, traditions and cuisine**, among others. Must-see historical spots include the Almoína Museum, the Banys de l'Almirall, the Cathedral and its iconic Micalet bell tower, the Lonja de la Seda building, and the Serranos and Quart Towers. You'll also find more recent gems like the Mercat Central, the iconic Estació del Nord, Plaça Redona, and the iconic and futuristic City of Arts and Sciences.

Full of **history, art, and culture**, València was even named the **best city in the world to live in by Forbes in 2023 and 2024**. These days, it's buzzing with life and packed with things to do. You can stroll through the Turia Gardens, take a dip at Malvarrosa beach, wander the lively neighbourhoods of Russafa or El Carme, dive into the city's vibrant nightlife, enjoy a real paella in the Albufera, explore local food markets, or tune into some live music.

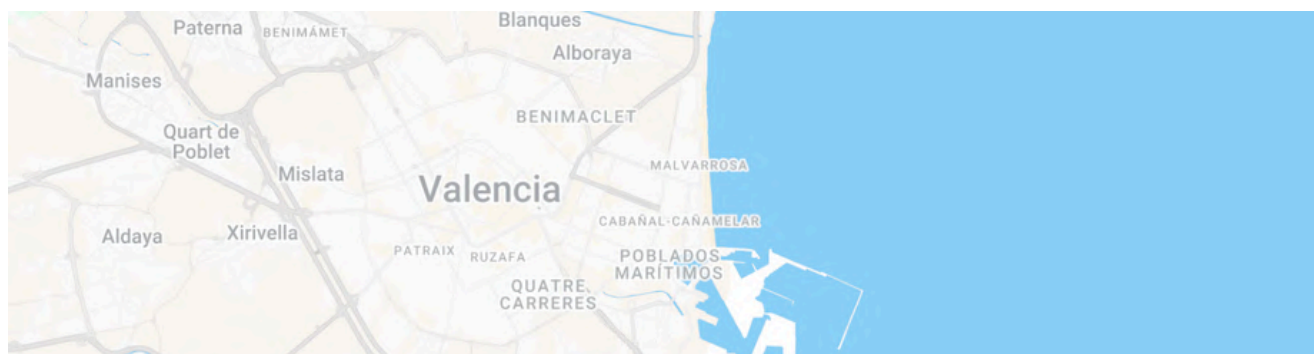
Whatever you're into, **València has something for everyone**. Trust us, it will turn into the perfect backdrop for all the unforgettable memories waiting to be made during your Erasmus adventure.

Something to consider: València has a **Mediterranean climate**. The average temperature in the coldest month of the year (January) oscillates around 7 °C, while in the hottest month (August), temperatures rise up to 35 °C on some days. Consider this when packing!



02 What to visit

This is an **interactive map**: it contains what we believe are the main places of interest around the city. Enjoy exploring around! <3



03 What to eat

València offers a rich and diverse culinary scene that reflects its vibrant culture and Mediterranean roots. The city's gastronomy is a **delightful journey through local flavors and centuries-old recipes**.

Among the **most typical savoury dishes**, you need to try:

- Paella valenciana (I).
- Arròs al forn (II).
- Other rice options: arròs a banda, arròs del senyoret, arròs negre...
- Fideuà (III).
- All-i-pebre (IV).
- Esgarraet (V).
- Titaina (VI).



València's **sweet delicacies**:

- Orxata and fartons (VII).
- Bunyols de carabassa (VIII).
- Churros/porras and hot chocolate (IX).
- Coca de llanda (X).



04 What to do

Valencia is a dynamic city with a **thriving cultural scene that offers something for everyone**. Throughout the year, it hosts a wide range of activities and events that celebrate its **rich heritage, contemporary creativity, and vibrant community life**. Whatever your personal interests are, the city's cultural calendar is always full of opportunities to explore and connect.

Some **activities** we recommend you to look into:

- Going to the **opera**.
- Visiting the **theater**.
- Experiencing a **football match** (or any other main sport event).
- Attending **concerts** (both small or big).
- Checking out some **music festivals**: Big Sound, Festival de les Arts, Festivern, Festardor...

Main festivities taking place in the city:

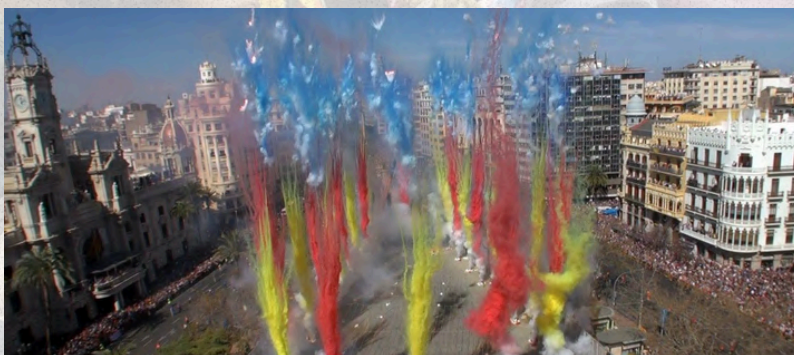
- **Saint Joseph's "Falles"** (most popular festivities, taking place from the 1st to the 19th of March).
- **Sailor's Holy Week** in Cabanyal (starting on the first Sunday after the first full moon following the spring equinox).
- **Nou d'Octubre/Sant Donís** (Valencian Community Day and local Lover's Day, 9th October).
- **Batalla de les Flors** (last Sunday of July).
- **Patron Saint festivities** for each and every neighbourhood.



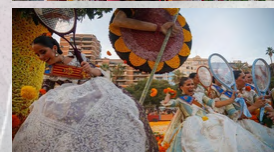
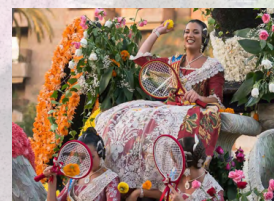
Saint Joseph's "Falles"



Sailor's Holy Week



Nou d'Octubre: Diada del País Valencià



Batalla de les Flors



05 Before your arrival

Student-Tutor Program.

The UPV's Office of International Exchange Programmes provides multiple services for incoming exchange students. One of them is a **Student-Tutor program** that matches each Erasmus student with a **local mentor/buddy**.

These mentors will:

- Help you understand your **schedule** and choose the **right courses**.
- Explain how the **Spanish academic system** works (classes, exams, assignments, internships...).
- Support you in the **search for accommodation**.
- Inform you about **transportation and everyday life in the city**.

The office will **assign you a mentor automatically**, and it is managed through the **AIRE platform** on the Intranet. The assigned mentor will contact you via email, introducing themselves and providing a **channel to ask any questions**. They will typically study in the **same faculty as you**, so they can better understand your doubts and offer the most relevant support.

If by any chance you haven't been assigned a mentor before your arrival, you should **contact your faculty's International Relations Office** (as mentioned [further on](#)).

How to find housing.

València has become a popular city for students, so **rental prices have greatly increased** in recent years. Nonetheless, the **average monthly rent for a room is around 450€**, but it can range from **200€ to 500€** depending on the area, size, and conditions.

Utilities (electricity, water, heating, etc.) usually cost **around 100€ per month total**, which means **20€ to 80€ per person when shared**. You can check estimated living costs in València on [this webpage](#) (know that it's geared towards adults, so costs may be lower for students following a simpler lifestyle).

Most landlords require a **deposit** when signing the rental contract. This is a sum paid upfront as a **guarantee in case of damages or unpaid rent**. The standard deposit is 1 or 2 months' rent, but for temporary stays like Erasmus, it's usually just 1 month. The deposit **should be returned at the end of the rental if the apartment is in good condition**. We recommend taking photos or videos of the apartment at the beginning of your stay and keep written proof (emails, messages) to document its original state.

If you're renting through an **agency**, they often charge a **commission fee**: typically **1 month's rent + 21% VAT (IVA)**. Some online platforms include listings from both private landlords and agencies. It is important to keep in mind **private landlords should not charge you any commission fees**, as it goes against the current law.



Spotahome is a renting house platform that focuses on **students and young people**. ESN provides a **25% discount**. Their service offers a full online system that is divided into 4 steps:

1. **Find and choose your ideal home** with detailed photos, videos, and neighborhood info. **Check the owner's terms before booking.**
2. **Book the property:** The owner has 24 hours to accept. Your initial payment is charged automatically and held until 48 hours after your move-in. A **small service fee** applies.
3. **Confirmation:** Once accepted, you'll be contacted to **arrange key collection** and submit **required documents**.
4. **Move-in day: Pick up keys, sign the contract, and start your stay.** Initial payment transfers to the owner 48 hours after move-in. A **deposit and any extra fees must be paid at contract signing.**

For the discount, use the promotional code **"ESN25"** at checkout.

Live4Life is a rental platform tailored to **students and young people**, offering a streamlined **three-step procedure**:

- **Online process:** Huge database of available houses submitted by owners. Each house profile includes **location, price, availability, equipment** (appliances, heating, utilities fees...), **rules, requirements, photos, 360° tour, and an assigned advisor** to assist you.
- **Reservation:** Once you choose your desired house, you reserve it by paying the **first month + management fees**.
- **Acceptance + Contract:** The owner has **48 hours to accept the reservation**, then paperwork begins. If rejected, Live4Life will offer similar options or refund all your money if you don't find a suitable one.

MiCampus is one of the biggest student residence companies in Spain, offering **modern housing in excellent locations**.

InLife is another housing platform with a fully online process, ideal for Erasmus students booking from different countries. The process has **2 steps**:

- **Search:** Find your dream house in the database, with help from online operators.
- **Reservation:** Reserve or contact the owner and make the first payments. If rejected, your money is fully reimbursed.

Other popular platforms in Spain include **Uniplaces**, **Idealista**, **Fotocasa**, **Erasmusu**, **Habitelle**, **Cuvi**, **Badi**...

ESN València UPV also runs a **WhatsApp community** to help Erasmus students find roommates in the same situation. To join, message us on **Instagram** at **@esnvalenciaupv**, and we will send you the link.



Some tips to ensure you don't get scammed:

- **Never send money before seeing the apartment** in person or via videocall.
- **Be cautious with very cheap listings or ads without real photos.**
- **Always ask for a written rental contract**, even for short stays.
- **Take pictures at the beginning and end of the rental period as proof of the apartment's condition.**
- If possible, **speak to previous tenants or look for reviews** of the landlord or agency.
- Use **secure paying methods like bank transfers**, and make sure to keep all the receipts.
- If a landlord claims to be “abroad” and offers to **send keys through a third party**, it's likely to be a scam.

Additionally, València has a wide range of **student residences**, offering a **strong sense of community** and **personalized services** for students.

- [Micampus Galileo Galilei](#): oriented towards UPV students.
- [Livensa Living Marina Real](#): oriented to EDEM students.
- [Ausiàs March](#): close to UV “Tarongers” campus and UPV “Vera” campus.
- [Rector Peset](#): oriented to UV students.
- [La Concepción](#): close to Universidad Europea, ESIC and UV “Blasco Ibáñez” campus
- [Damià Bonet](#): close to the UV “Tarongers” campus and UPV “Vera” campus.
- [Los Centelles](#): close to the UV “Tarongers” campus and UPV “Vera” campus.
- [Mediterráneo](#): close to the UV “Tarongers” campus and UPV “Vera” campus (both 10 min), ESIC (5min) and Universidad Europea (15 min).
- [Reuniver](#): close to the UV “Tarongers” campus and UPV “Vera” campus.
- [San Francisco Javier](#): close to Universidad Europea, ESIC and UV “Blasco Ibáñez” campus.
- [Anunciata](#): oriented to UCV students.
- [M^a Inmaculada University Halls](#): oriented to UCV and Universidad Europea students.
- [Sagrado Corazón University Halls](#): oriented to UCV students.
- [La Asunción](#): intended for UV students.
- [La Alameda](#): intended for UV students.
- [Albalat](#): intended for UV students.

Writer's Note: even if a residence is **oriented toward students from specific universities**, you can **still apply** to them regardless of your hosting institution!



Micampus Galileo Galilei Student Residence



06 The Universities

Universitat Politècnica de València.

The **Polytechnic University of València (UPV)** is a **public Spanish university**, considered the best Polytechnic University in Spain, and among the very best in the world by multiple rankings. It is heavily focused on **science, technology, and fine arts**. It is made up of **3 campuses** and **14 schools and faculties**.

University life at UPV is full of surprises and fun activities. Throughout the academic year, you'll often find **exhibitions, games, festivals and food giveaways** to enjoy for free or even join in as an organiser.

You can check out **all upcoming events** across the three campuses in this [website](#).

Vera Campus (València)

This is the main campus, and it is located in the **north of the city of València**, in a **calm and green environment**. More than **60 buildings** surround the **Ágora**, the heart of the university, with green areas exceeding 108,000 m².

The **sport facilities** include an **indoor pool, sports pavilion, gym, athletics track**, “trinquet” (the field where “pilota valenciana”, the local sport, is played), **velodrome**, and multiple **tennis and paddle-tennis courts**.

Other facilities you might find are the many **cafeterias**, as well as **libraries, museums, printing services, ATMs, art supply and stationery shops, healthcare centre, pharmacy, optician's, hairdressers...** Everything you could possibly imagine to ensure your in-campus experience is as comfortable as possible!



All the **schools and faculties** at the Vera Campus:

- [School of Architecture \(ETSA\).](#)
- [School of Agricultural Engineering and Environment \(ETSIAMN\).](#)
- [School of Aerospace Engineering and Industrial Design \(ETSIADI\).](#)
- [School of Building Engineering \(ETSIE\).](#)
- [School of Engineering in Geodesy, Cartography and Surveying \(ETSIGCT\).](#)
- [School of Informatics \(ETSINF\).](#)
- [School of Civil Engineering \(ETSICCP\).](#)
- [School of Industrial Engineering \(ETSII\).](#)
- [School of Telecommunications Engineering \(ETSIT\).](#)
- [Faculty of Business Administration and Management \(ADE\).](#)
- [Faculty of Fine Arts \(BBAA\).](#)
- [Doctoral School \(DOCTORALS\).](#)

Contact information:

To contact the **International Office**, you can make an on-site appointment through the **PoliCita** tab in the “miUPV” app (Menu>poli[Cita]>Your Faculty or School>Internship and Academic Exchange), or you can reach out to the following phone numbers and emails:

Erasmus Studies

✉ opii@upvnet.upv.es
☎ [+34 963877785](tel:+34963877785) (Ext. 77785)

Erasmus Internships

✉ opii@upvnet.upv.es
☎ [+34 963877719](tel:+34963877719) (Ext. 77719)

International Erasmus - PROMOE

✉ opii@upvnet.upv.es
☎ [+34 963877021](tel:+34963877021) (Ext. 77021)

Pas/Pdi & Apicid Mobility

✉ ifvidal@upv.es
☎ [+34 963877000](tel:+34963877000) (Ext. 71024)

Visa & TIE Renovation

✉ extranjeria@upv.es
☎ [+34 963877000](tel:+34963877000) (Ext. 71028)



To contact the **International Affairs Office**:

- You can visit the office (NEXUS Building (6G) - 4th floor).
- You can contact this email: oai@upv.es or this phone number: [+34 963 87 78 32](tel:+34963877832).

To contact the **General Secretary**:

- You can visit the office (3A Building).
- You can contact this email: secret@upv.es or this phone number: [+34 963 87 71 08](tel:+34963877108).

To contact the **Sports Area**:

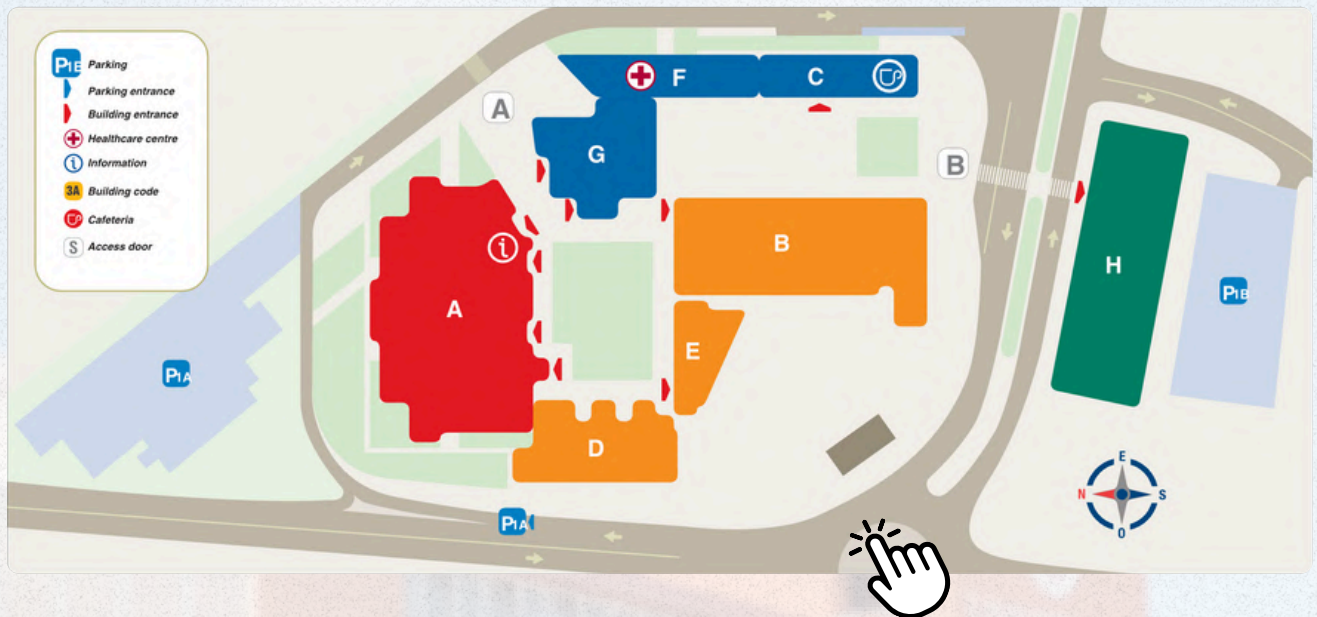
- You can visit the 7C (Sports Area) Building and ask at the Information Desk.
- You can make an appointment through Poli[Cita] in “miUPV” app (Menu>poli[Cita]>+>Sports Area>User Attention).
- You can contact this email: deportes@upv.es or this number via WhatsApp: [+34 670 20 20 32](tel:+34670202032).



Gandia Campus (Gandia)

Located in **Grau de Gandia**, close to the beach and the port, this campus offers **specialised laboratories** for a wide range of fields, such as **acoustic chambers**, **chemistry labs**, and **TV studios**.

It also features a building with **conference rooms** and the **Aula Magna** (Main Hall), which hosts **conferences and large-scale events**. Additionally, the campus provides **sports facilities** for various disciplines and the **Learning and Research Resource Centre (CRAI)**, which includes a large library and spaces for **research, teamwork, and language self-study**.



You can also find many facilities that will make your in-campus experience better, such as **cafeterias** with affordable menu options, its **main library** with individual cabins and group-study designated areas, **printing facilities**, **healthcare centre** and **sport courts**.

Schools and faculties at the Gandia Campus:

- [Higher Polytechnic School of Gandia \(EPSG\).](#)

Contact information:

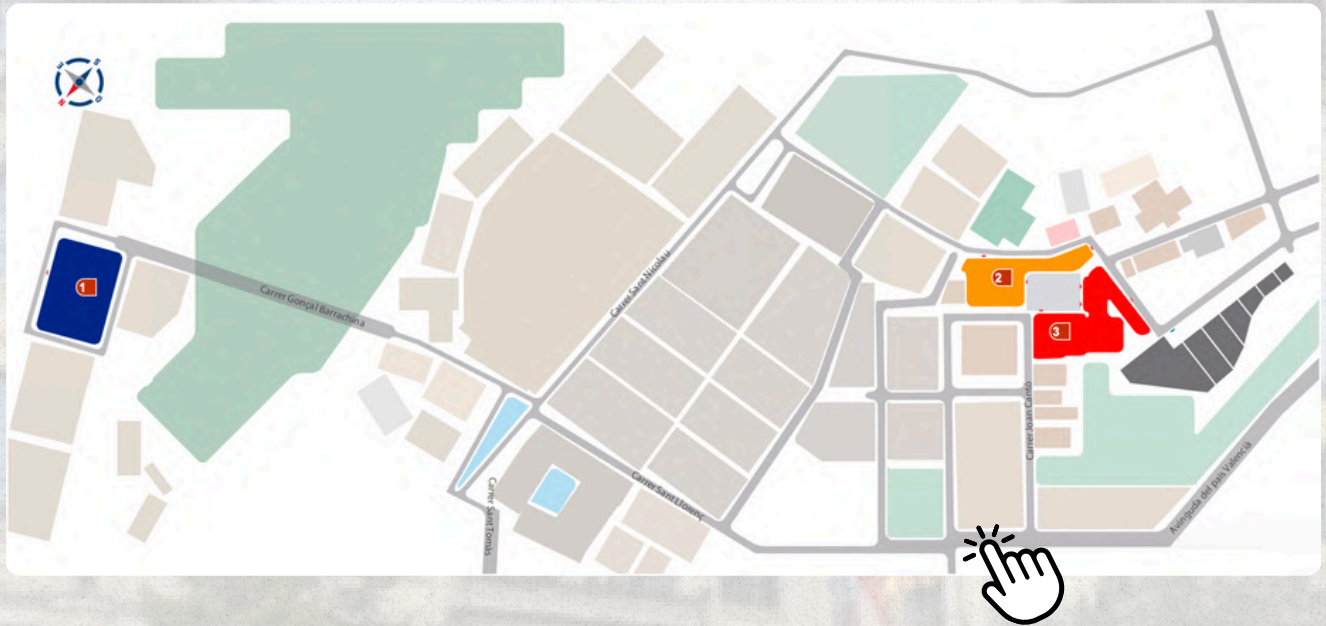
- You can visit the office (F Building, 1st floor).
- You can contact this email: epsg@upvnet.upv.es
- You can contact this phone number: [+34 962 84 93 02.](tel:+34962849302)



Alcoi Campus (Alcoi)

The **Alcoi Campus** is the last of the three campuses of the **Polytechnic University of Valencia (UPV)**, and it is **located in the historic center of the city of Alcoi (Alicante)**.

This Campus is mainly divided between the buildings of the former **Ferrándiz and Carbonell factories**. The **School of Engineering of Alcoi** stands out for its strong **engagement with the local social and business environment**, as well as its active participation in numerous **research, development, and innovation projects**.



Unlike other campuses, the **Alcoi Campus is integrated into the city centre**, giving students direct access to everything they might need. From **local cafés and restaurants** to **shops, libraries, and public transport**, everything is just a short walk away. In any case, the **Carbonell building** hosts the **Main Library**, while the **Georgina Blanes building** allocates the **sports pavillion, gym, and parking facilities**.

Schools and faculties at the Alcoi Campus:

- [Higher Polytechnic School of Alcoi \(EPSA\).](#)

Contact information:

- You can visit the office (Plaza de Ferrándiz y Carbonell)
- You can contact this email: dgutier@upv.es
- You can contact this phone number: [+34 966 52 84 00.](tel:+34966528400)



EASD: School of Art and Design of Valencia.

Velluters Centre

Its Campus is located in the Velluters neighborhood, within the **Valencia's old town**, near the Torres de Quart. Until the 19th century, this area was home to the **textile industry workshops**, where numerous artisans produced silk and especially velvet ("vellut" in Valencian), which gives the neighborhood its name. This historical legacy connects with the center's current role in **Higher Design Studies** and its **technological outlook toward the future**.

- **Assembly Hall:** with a capacity for over 120 people, used for **conferences, round tables...**
- **Library:** housing over 10,000 volumes on **design, art, and general culture**.
- **Photography Studio:** available **for students to rent** for assignments and personal projects.
- **Exhibition Halls:** two spaces that host **exhibitions** by professionals, students, and alumni.

Vivers Centre

Its Campus accounts for the original headquarters of the School (back in the day known as the School of Applied Arts and Artistic Trades). It is located in the **Vivers neighborhood**, on Pintor Genaro Lahuerta Street, named after a distinguished artist and former director of the school. This centre sits just across from the **Jardines del Real**, a large green space that once housed the Royal Palace of Valencia.

- **Assembly Hall:** a **multipurpose room with a capacity for over 100 people**, equipped with high-tech systems for optimal presentations.
- **Library:** features an extensive collection focused on **photography, cinema, applied arts, and jewelry**.
- **Photography Studio:** available **for students to rent** for completing assignments and personal projects.
- **Digital Manufacturing Lab:** offers students the ability to develop **physical prototypes** using **laser cutting, engraving, or 3D printing**.

Contact information:

- You can visit the facilities (Plaça de L'aigua, Poblados Marítimos, 46024 Valencia).
- You can contact this email: infoedem@edem.es
- You can contact this phone number: [+34 96 353 10 65](tel:+34963531065).

EDEM: School of Entrepreneurship.

The University Center offers 18,000 m² of unique facilities, **located in the Valencia Marina**, right by the sea. The campus includes a **computer room, printers, study rooms and lockers**. There's also a **designated area** to eat your home-made lunch, or you can enjoy the **wide variety of dining options** available around the campus.

Contact information:

- You can visit the facilities (Plaça de L'aigua, Poblados Marítimos, 46024 Valencia).
- You can contact this email: infoedem@edem.es
- You can contact this phone number: [+34 96 353 10 65](tel:+34963531065).



ESIC: School of Marketing, Business and Technology.

ESIC is a **private Spanish university** based in Pozuelo de Alarcón, focused on teaching **management, marketing, innovation, and digital skills** to professionals with a global and holistic vision throughout their careers. It has campuses in Madrid, Barcelona, Valencia, Zaragoza, Pamplona, Bilbao, Seville, Málaga, Granada, Medellín, and Curitiba.

ESIC Valencia features an **urban campus located at Blasco Ibáñez Avenue**, an area known for its university atmosphere and easy accessibility. The campus is designed to provide a **high-level learning experience**, with classrooms equipped with **interactive digital tools and common areas that promote practical learning**. To support academic success, ESIC also offers a library and study area, ideal for both individual and group work.

Contact information:

- You can visit the facilities (Av. de Blasco Ibáñez, 55, 46021)
- You can contact this email: info.valencia@esic.edu
- You can contact this phone number: [+34 96 361 48 11](tel:+34963614811).

Barreira Arte + Diseño

Barreira Arte + Diseño has been a **leading art and design school in the Valencian Community** and throughout Spain for over 60 years. It offers official programmes in **Fashion, Graphic Design, Interior Design, 3D Animation, Video Games, and Cinema**, all based on a practical, hands-on approach. Located in a former brush factory on Gran Vía Fernando el Católico, the school provides a **creative and inspiring environment**.

The 3,000 m² campus includes:

- **State-of-the-art technical classrooms.**
- **Workshop and theory rooms.**
- **A multipurpose space.**
- **Common and study areas.**
- **La Cepillería**, a venue for events, talks, and exhibitions.

Contact information:

- You can visit the facilities (Gran Vía Fernando el Católico, 69, 46008)
- You can contact this email: barreira@barreira.edu.es
- You can contact this phone number: [+34 961 13 03 54](tel:+34961130354).



07 Important Paperwork

Immigration Documents

You will need to check whether you need a **visa or permit** to study in Spain. This depends on **your nationality** and, if applicable, the **terms and conditions of your current residence permit** from your home university. You can find detailed information in [this link provided by your to-be-host university](#). If you do need a visa, **your host university will assist you** with the necessary procedures that will most likely follow.

Medical Insurance

You must have valid medical insurance for the **entire duration of your stay in Spain**. You have two options:

- **OPTION 1:** European Health Insurance Card (**EHIC**), for students from EU/EEA countries. It grants free access to Spain's public healthcare system under the same conditions as Spanish nationals. Make sure your EHIC is valid through the end of your mobility period. Contact your national health provider to obtain or renew your EHIC.
- **OPTION 2:** Private Health Insurance, required for non-European students, or if you do not have an EHIC. The insurance document must include your name, be valid until the end of your stay, and clearly state coverage in Spain, Europe, or worldwide.

Minimum Coverage Requirements:

- **All students:**
 - Medical benefits: At least **€50,000** (accident, illness, medication, hospitalization).
- **Non-European students** additionally need:
 - Emergency medical transport to home country: At least **€50,000**.
 - Repatriation of remains to home country: At least **€50,000**.

Note for European Students:

Even if your university only checks for your EHIC, Erasmus+ also requires **civil liability coverage** and other **travel assistance services** (you should receive this information from your sending University). We would recommend you to take on some **travel insurance policy** that includes civil liability, medical repatriation, repatriation of remains and (ideally) coverage for a family member's travel expenses in case of hospitalization.



08 How to move around the city

Valencia is a **well-connected city**, making it easy to get around both locally and beyond. Its **public transportation system** (including buses, metro, and trams) is **extensive, affordable, and generally punctual**. The city is also **very walkable and bike-friendly**, allowing you to move comfortably and efficiently through its vibrant neighborhoods.

Assuming you arrive at València's airport, the most comfortable and cost-effective method to reach the city would be by metro. Following the signs you will arrive at **Metrovalencia's ticket machines**, where you will be able to get the ticket. Don't hesitate to ask for help at the desk. **A single ticket to the city center will cost you 4'80€.**

To move around the city using public transport, you have a **few options**:

- If you need to take **multiple means of transport**.

MOBILIS30: monthly youth card (for 15 to 30-year-old people). It includes **unlimited use of metro, metro-bus and EMT buses**, and has a **monthly cost of 14'90€**. To obtain it, you will need to upload the required documents [in this link](#). For foreigners temporarily residing in Spain, a **residency certificate** from the local police is required, which you can get at any local police station. We feel compelled to inform you, **the card takes a long time to arrive**.

- If you need to **only** take the **underground/tram**.

TUIN Jove: rechargeable metro youth card (for up to 30-year-old people). It **only includes metro service (no buses)**, and there's a **15% promotion** (by paying 4'25€ you will recharge 5€). **Each time you validate the ticket it will be 0'80€** (2€ if you are travelling from the city to the airport).

There's **other fares** as well: check out which one suits you best [here](#).

- If you need to **only** take **buses**.

EMT Jove: rechargeable bus youth card (for up to 30-year-old people). It **only includes bus service (no underground/tram)**, and has a **monthly cost of 12'50€**.

There's other fares as well: check out which one suits you best [here](#).

- If you want **more freedom** (or cost-effectiveness).

Valenbisi is a **bike rental service** that has **very good coverage** throughout the entire city. Since València is very flat and well provided of bike lanes, many spots that may seem pretty far away are reachable in less than 30 minutes, which is the time limit before having to refresh the rental in order to not get charged by the hour anyway.

Its **cost for an entire year is 29'21€**, and we highly recommend it as an **always-reliable, ecofriendly and healthy alternative** to other public transportation options. You can subscribe to the service [here](#).



Here are the **maps for every single method listed** before. We recommend downloading their respective official apps for daily use, though.

- [Metrovalencia](#) (tram + metro).



- [EMT](#) (buses).



- [Valenbisi](#) (bicycles).



09 Emergency contacts

You will see, València is an **overall safe city**, very much in line with the average crime rate of other spanish cities (which luckily is pretty low). Still, **moving to a new country comes with many challenges**, and we want you to feel **protected and informed** at all times. That's why we've put together this quick guide, with **key contacts and instructions** on what to do in case of **emergencies, health issues, or situations of vulnerability**.

Useful contacts:

- Valencia City Council: [010](#)
- Emergencies: [112](#)
- National Police: [091](#)
- Local Police: [092](#)
- Civil Guard: [062](#)
- Fire Department (València): [080](#)

Medical emergencies and health support.

Health issues.

If you have any health issue, the **European Health Insurance Card (EHIC)** will cover your expenses. If you come from outside the EU, make sure to bring your **private health insurance documentation**. Contact your provider to check which hospitals are covered under your plan. [Find the closest health centre here](#). For serious situations, call 112 or go to the nearest emergency room.

Sexual transmitted infections and medical testing.

If you wish to get tested for STIs or other infections, you can find a [list of local centers here](#). You can also visit [OpenHouse clinic](#) and get a **25% discount on all tests with your ESNcard**.

Mental health and psychological support.

If at any given point you're struggling emotionally, **please reach out**. Adapting to a new country, culture, or language can be overwhelming:

- The **Universitat Politècnica de València** offers [free online psychological counseling](#) for students in need.
- You can also contact "[El Teléfono de la Esperanza](#)", the **anonymous and free suicide prevention hotline** that will be available to anyone that needs it: [+34 717 003 717](#).



Lost or stolen documentation

If you lose your documents or they get stolen:

1. Go to the police station and file a report.
2. Include all missing items in detail.
3. Visit your embassy or consulate in València to get temporary documents or guidance. [Find your consulate here](#).

Sexual or anti-LGBTQ+ violence cases

Sexual assault.

If you are a victim of sexual assault, please follow these steps:

1. Call someone you trust and dial 112 for emergency support.
2. Do not wash your hands, change your clothes, or brush your teeth.
3. Go to a health center and ask for a medical report.
4. Follow the instructions provided by healthcare staff.

For specialized assistance, you can call [+34 900 22 00 22](tel:+34900220022), a 24/7 helpline for sexual violence survivors.

Gender identity or sexual orientation-biased assault.

Bias-motivated violence against LGBTQ+ people is considered a hate crime in Spain. If you or someone you know suffers such an attack:

1. Call the police immediately and file a report.
2. Go to a hospital and ask for a full medical examination.
3. Report all symptoms, even those that could seem minor.

You can also contact the LGBTQ+ association “Lambda” for legal and emotional support:

- Email: denuncia@lambdavalencia.org
- Phone: [+34 963 342 191](tel:+34963342191)



Some general guidelines:

At ESN València UPV, we strive to create a **safe, respectful, and inclusive environment for everyone**. To help make that possible, we have internal **roles and structures in place to ensure that our values are upheld and that everyone's well-being is protected**. If at any point you experience or witness any **situation or behaviour that goes against these values** (whether it involves another volunteer, an international student, or a partner) **we strongly encourage you to speak up**. Your voice matters, and **your comfort and safety will always be a priority** to us.

You can share any **concerns** you may be having **or report an incident you witnessed** through the following google form. Remember **you're not required to include your name**, it can be submitted anonymously if that makes you feel more comfortable:

[Report a case - Google Form](#)



And remember, if you see...

1. **Changes in mood or behavior** (withdrawal, anxiety, fear).
2. **Someone avoiding specific people, places, or activities**.
3. **Comments about feeling unsafe or being treated unfairly**.
4. **Visible physical injuries or distress**.
5. Witnessed **inappropriate behaviors** (unwanted touching, offensive jokes, pressure, insults, isolation).

Make sure to...

1. **Ensure the person's immediate safety**. Move to a safe space if necessary.
2. **Listen without judgment**. Show empathy, stay calm, and never minimize their experience.
3. **Do not force them to share details**. Let them decide how much they want to say.
4. **Offer options**: reporting the incident, contacting support services, or speaking to someone they trust.

Encourage the person to report the situation in the corresponding way of the ones listed above. **Offer to accompany them if they choose to report it** to the police, university services, or other organizations.

Don't ignore, delay, or downplay any situation. **Don't confront the alleged aggressor** yourself without coordination. **Don't promise outcomes you cannot guarantee**. The focus should always be on supporting the affected person and ensuring that the situation is handled with care, respect, and discretion.

Lastly, **we feel compelled to remind you: ESN volunteers are not qualified to attend emergencies**. If you have an emergency of any sort, please contact the numbers we provided above. We will always try to help you out, but **there are a lot of situations that fall completely out of our hands**. Please, **rely on true professionals** for these more complicated situations.



10 ESN València UPV

Let us introduce ourselves:

ESN València UPV is a volunteer association made up of university students who have been dedicated to supporting international students in València since 2009. Many of us joined after living our own Erasmus adventures abroad; others discovered ESN by chance and stayed for their love of intercultural exchange. Regardless of how we got here, we're all united by the same goal: to support the more than 1600 international students who come to València each year, and help them feel at home. We aim to create a welcoming space where they can participate, connect, and fully enjoy their experience abroad; both within the university and in local society.



Our motto, "*Students helping students*", captures the essence of who we are. It's what drives us, defines our purpose, and sets us apart from businesses that profit from international student experiences. We are not here to sell you a service: we don't get paid for this. We're here to support you, simply because we care. We work closely with the university and our amazing local partners to offer meaningful experiences at the most affordable prices, always ensuring the quality of the service we are providing. And thanks to the strength of the ESN network—locally, nationally, and across Europe—we can help you make the most of your Erasmus journey, not just in València, but far beyond our city.

Beyond day-to-day support, our work is guided by a strong commitment to six core causes that reflect the values of the Erasmus Generation, which align with the UN Sustainable Development Goals:

Culture  
We foster intercultural dialogue and promote local and international cultural exchange through events, language tandems, city tours, and more.

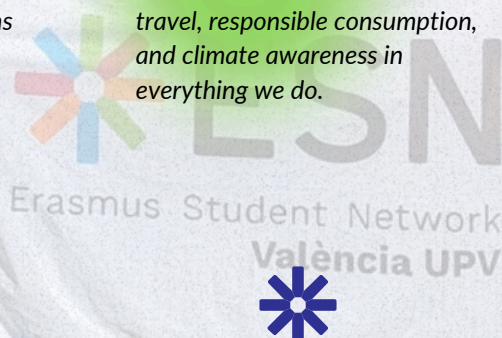
Social Inclusion  
We create welcoming and accessible spaces for students of all backgrounds, supporting diversity, equity, and active participation in society.

Skills & Employability 
We help students develop valuable soft skills and gain experience that enhances their employability through volunteering, teamwork, and leadership opportunities.

Education & Youth  
We believe in non-formal education and empower young people to become active citizens through learning-by-doing and youth-led initiatives.

Environment & Sustainability  
We are committed to eco-friendly practices, promoting sustainable travel, responsible consumption, and climate awareness in everything we do.

Health & Well-being 
We support both mental and physical well-being by promoting a healthy lifestyle, organizing sports activities, and raising mental health awareness.



Become a part of the Erasmus Generation: the ESNcard

The ESNcard is the official membership card of the Erasmus Student Network (ESN). It gives you access to all the **services, events, and discounts** offered by ESN València UPV, as well as by more than 500 ESN sections all across Europe. Some popular examples are **DHL, Eurosender, Alsa and Ryanair!**

Its main goal is to **support international students** by giving them access to **affordable and meaningful opportunities** during their time abroad. With your ESNcard, you become part of a wider community: the **Erasmus Generation**—a network of young people committed to **breaking barriers, building connections, and making the most of their international experience!**

How does it work?

Becoming a member of ESN València UPV is simple: all you need is your ESNcard. Once you get it, you'll be able to:

- Participate in all our **trips, activities, and cultural events**.
- Enjoy **exclusive discounts** on housing, food, transport, leisure and more, both locally and across Europe.
- Join **national and international events**, from parties and city tours to exchanges and full-on festivals.
- Temporarily **rent sports equipment from our office**. You can ask our volunteers there for more information.

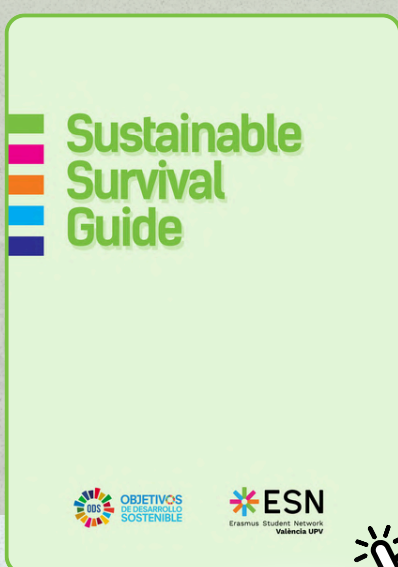
The **ESNcard is valid for 12 months**, and you can use it not only in València, but in any ESN section you visit during your stay abroad. To activate your card, just register at [ESNcard.org](https://www.esncard.org), enter your ESNcard number (under the barcode), and **unlock hundreds of deals and opportunities**.

You can get your ESNcard directly from us **once you're in València** (unfortunately, it is not possible to do it before), visiting us at [our office at Casa de l'Alumne \(4K building, 1st floor to the right\)](#) at our opening hours, which we publish on our instagram stories weekly. All our **activities and trips are also sold at the office**, and it's the perfect place to talk to us face-to-face if you need any help. Our volunteers will be there for you throughout your stay in València, ready to **answer any questions and to provide you with support** during your whole Erasmus experience!



11 Living sustainably in València

At ESN València UPV, we defend that exploring a new city **shouldn't come at the expense of the planet**. That's why we've created a **guide to sustainable living in València**—a practical resource to help you make more conscious choices during your mobility. From **eco-friendly transport and local markets to zero-waste tips and green spaces**, this guide is here to **help you reduce your environmental impact** while making the most of everything València has to offer. Small actions matter, and together, we can turn sustainability into a shared habit.



Click me!



Or scan this QR code...



..to access the full guide!

