



your
campus
guide

ALL YOU NEED TO
KNOW ABOUT STUDYING
IN SPAIN



Welcome to Les Roches

Dear student,

Congratulations on your acceptance to Les Roches International School of Hotel Management in Marbella, Spain!

We are delighted that you are preparing to join us here in Marbella. No doubt you have hundreds of questions about what you need to prepare and what life will be like on campus and in Spain, after all, it is a new way of life! To help you on your way, we have put together this Pre-Arrival guide with helpful information we think might be useful for your planning and hopefully will answer all your questions.

Our Admissions Department is also at your service for any other questions you might have, please do not hesitate in contacting them, they will be delighted to help out!

I would also strongly recommend that you join our Facebook group for new students (sign up details in this guide). This is a great way of networking with some of your future classmates and even making friends before your arrive! It will give you an excellent insight into what it is like to be part of one of the best schools in the world.

On behalf of all the Les Roches Marbella team, we wish you the best of luck with your preparations and look forward to welcoming you soon on campus!

J. Emmanuel Soler

Director of Student Services







Contents

ARRIVAL & CHECK-IN	7
ARRIVAL & TRANSPORT INFORMATION	8
▲ Early Arrivals	8
▲ Arrival to Malaga International Airport on Official Days - Between 09:30 - 18:00	8
▲ Arrival After Official Days.....	9
CHECK-IN, CHECK-OUT & INDUCTION SESSIONS.....	10
▲ Check-in	10
▲ Check-out.....	10
▲ Induction Sessions	10
.....	10
LIFE IN SPAIN.....	11
SPAIN OVERVIEW.....	13
▲ Traveling in Spain & Europe	13
WEEKENDS AWAY IN SPAIN, EUROPE, AND MOROCCO	14
MARBELLA OVERVIEW	17
▲ Activities	17
▲ Dining.....	17
▲ Shopping.....	17
▲ Skiing.....	17
PRACTICAL INFORMATION	18
▲ Languages.....	18
▲ Weather.....	18
▲ Time Zone	18
▲ Currency.....	18
▲ Population.....	18
▲ Government	18
▲ Religion	18
LIFE ON CAMPUS	19
CAMPUS FACILITIES	20
▲ Dining Facilities.....	20
▲ Dietary Restrictions	20
▲ Sports & Recreational Facilities	20
▲ Health & Well-being.....	20
LES ROCHES MARBELLA CAMPUS MAP.....	21
DRESS CODE & GENERAL APPEARANCE.....	22
▲ Female Casual Dress Code (Weekends & After 17:30 Monday - Friday).....	22
▲ Male Casual Dress Code (Weekends & After 17:30 Monday - Friday)	22
▲ Female Business Dress Code.....	23
▲ Male Business Dress Code.....	23
PROFESSIONAL ETIQUETTE.....	24

HEALTH & WELL-BEING	24
▲ Illness & Accidents	24
▲ Campus Well-Being	24
PRACTICAL INFORMATION	25
▲ Accommodation Assignment	25
▲ Room Regulations	25
▲ Laundry	25
▲ Electrical Appliances	25
▲ Security	25
▲ Money & Valuables	25
▲ Storage of Personal Belongings	25
▲ Private Mail and Parcels – Postal Address of the Campus	26
▲ Mobile Phones	26
▲ Telephone Calls	26
▲ Student Identity Card	26
▲ Post Bank	26
▲ Driving	26
▲ Car/Parking	26
PACKING GUIDANCE	27
▲ 3 pieces of packing wisdom	27
▲ What to pack?	28
LAPTOP REQUIREMENTS	29
PERSONAL LAPTOP REQUIREMENTS	30
▲ Bringing Your Own Laptop	30



ARRIVAL & CHECK-IN

TRANSPORT INFORMATION, CAMPUS CHECK-IN & INDUCTION WEEK





Arrival & transport information

In this section you will find information which helps you to plan your arrival to Spain and Marbella. If you arrive before the official arrival days, you may need to stay in a hotel and plan your route to the Les Roches campus. Here we provide all the information needed to make your first days in Spain as pleasant as possible. Please refer to the 'to do' documents to find out when your official arrival dates are and the actions you need to take.

EARLY ARRIVALS

Students arriving earlier than the first official arrival date may arrange accommodation at any one of the following Les Roches preferred hotels at their own expense. Please be aware that the campus will not be able to accommodate students arriving earlier than the official arrival dates.

HOTELS NEAR MARBELLA CAMPUS

Melia Banus

Calle Mario Vargas Llosa S/N, 29660 Puerto Banus, Marbella
Tel: +34 952 81 05 00
melia.marbella.banus@melia.com
www.melia.com

Hotel NH Marbella

Avenida Conde de Rudi, s/n, Marbella
Tel: +34 952 76 32 00
nhmarbella@nh-hotels.com
www.nh-hotels.com

*Ask for the Les Roches Marbella corporate rate when reserving your accommodation.

ARRIVAL TO MALAGA AIRPORT ON OFFICIAL DAYS - BETWEEN 09:30 - 18:00

TRANSFER ASSISTANCE

For new students only, we offer transfer assistance from Malaga Airport.

Upon arrival to Malaga International Airport, please proceed to the baggage claim area to retrieve your luggage. Continue through customs and exit into the arrival area where you will find your transfer service to Les Roches Marbella, according to the information offered in our attached Arrival Confirmation Form.

All students must complete the **Arrival Confirmation Form** and return it back to the Student Services Department by e-mail to arrivals@lesroches.es on the indicated deadline date.

Airport Shuttle Service - those students who require transfer assistance from Malaga International Airport must complete the flight details section on the Arrival Confirmation Form and return it back to the Student Services Department by email to arrivals@lesroches.es on the indicated deadline date. The transfer service is only available on the official registration dates.

Please find a copy of the Arrival Information Form enclosed with this booklet or please contact arrivals@lesroches.es for a copy to be sent to you.

LOST LUGGAGE

Should you lose your luggage, you should report this to the authorities within the airport immediately as per their standard procedure. You must provide them with the name, phone number and address of the school campus where you will be, so that they can deliver the luggage directly to you once it has been retrieved.

LOCAL CURRENCY

The local currency in Spain is the Euro (EUR / €). We recommend that you arrive with at least 100€ in cash to cover any immediate purchases that you would like to make before arriving to the School. There are cash machines at the airport as well as a Money Exchange Desk.

TRAVELLING COMPANIONS

If you arrive with persons who will accompany you to the campus, please be aware that the transfer service offered by the School is reserved exclusively for our students and their personal luggage.

PHONE CARDS, LOCAL SIM CARDS

After your arrival to Marbella, there will be local shops in the area where you can purchase calling phone cards and local SIM cards (pay-as-you-go), if needed. It is a good idea to call your parents / sponsors once you arrive to let them know that you have arrived safely.

ARRIVAL AFTER OFFICIAL DAYS

TRAVELING TO MARBELLA - BY PLANE

The closest airport is located at the city of Malaga. From there, you can arrive either by taxi or bus to Marbella. Please follow the instructions below.

Taxi service from Malaga Airport directly to Les Roches

Marbella Duration: Approx. 45 minutes. Cost: Approx. 75 Euros (Monday to Friday, daytime) or Approx. 85 Euros (Weekdays after 22.00 hours, Bank Holidays, weekends). Note: They may charge you a small fee for your luggage.

Bus service from Malaga Airport directly to the Marbella

Central Bus Station Location: You can find the bus stop just outside of the Arrivals Hall. Duration: Approx. 45-50 minutes. Bus Cost: Approx. 7.00 -8.30 Euros. Once you arrive at Marbella Bus Station, take a taxi to Les Roches Marbella Campus. Timetables are available at the following link www.avanzabus.com

TRAVELING TO MARBELLA - BY TRAIN

From Madrid to Malaga by train If your flight arrives in Madrid and you prefer to travel to Malaga city by train please find below a schedule of direct trains on the link:

<http://www.renfe.es/horarios/english/index.html>

From Malaga train station to Marbella

Marbella is connected with Malaga city center by bus. Malaga bus station is located just next to the Malaga Train Station "Maria Zambrano". If you choose this option, you will have to combine a bus from Malaga city to Marbella bus station and then take a taxi to the School. Please find below the bus schedule at the following link:

www.avanzabus.com

TRAVELING FROM MARBELLA CENTER TO CAMPUS - BY CAR

1. Please take the motorway N340, in the direction of Puerto Banus.
2. After approximately 3 km, you will find a Muslim mosque on your right hand side.
3. Just after the mosque, take the road exit to the right, indicated "Istán".
4. The exit Les Roches Marbella is about 1,5 km from the main road, on your left hand side.
5. You will pass through the arch Sierra Blanca, at the entrance of Las Lomas de Río Verde urbanization.
6. Once you pass the arch, take the first roundabout to your left. You will find us at the end of the road.

TRAVELING FROM MALAGA AIRPORT TO MARBELLA CAMPUS - BY CAR

The journey by car takes about 1 hour (around 70 km)

1. As you exit from Malaga Airport, take the ramp following direction Torremolinos / N-340 / Cádiz (white highway sign).
2. Take the E-15/A-7 towards Benalmádena/Algeciras.
3. Continue on the E-15/A-7 - E-15/ AP-7 towards Marbella / Algeciras for about 55 km (toll).
4. Take exit Nº 181A - A7 toward San Pedro de Alcántara / Estepona / Algeciras.
5. After the tunnel, take the exit number 176, indicated as Istan-Ma-427.
6. At the first roundabout, take the road to your right, and also to the right on the second roundabout.
7. After 1 km you will find, on your right hand side, the arch Sierra Blanca, at the entrance of Las Lomas de Río Verde urbanization.
8. Go under the arch and take the first roundabout to your left. You will find us at the end of the road.



CONFIRM YOUR ARRIVAL

Don't forget to confirm your arrival with our Admissions Team once your trip is planned.



Check-in, check-out & induction sessions

CHECK-IN

On official arrival dates room keys are provided. The student has to sign a content and inventory form indicating the condition of the room with the Residence Director. Please be aware that fees must be settled in order to be able to officially check-in to the school.

Check-in on campus is open from 9:30am-6:00pm on official arrival days. If you will arrive on campus outside of your official arrival day, please mention this when you complete your arrival information form and a member of our team will contact you.

Please come dressed in a white shirt (long or short sleeves), and gentlemen are also asked to wear a professional neck tie during the check-in process.

You will receive an info guide during the check-in process which will give you the necessary information regarding your schedule during the induction sessions, the facilities available on campus and how to get around the campus. Do not forget to join one of the campus tours.

All luggage and private parcels should be sent to the campus directly. The address of the Les Roches campus is as follows:

LES ROCHES MARBELLA INTERNATIONAL SCHOOL OF HOTEL MANAGEMENT

YOUR NAME (no nickname should be used)

Urb. Las Lomas de Río Verde

Carretera de Istán, Km.1

Marbella 29602 (Spain)

Tel: (+34) 952 76 41 45

Please note that if you arrive on campus after the check-in hours, security will assign you your room key, but you will only be able to officially check-in the next morning.

CHECK-OUT

At the end of each semester each student must have their room checked with the Residence Director. The room has to be in proper condition and must be completely emptied of personal belongings. Further details about check-out procedure will be given during the semester.

INDUCTION SESSIONS

The induction sessions for BBA1 & DIP1 and transfer (direct entry) to BBA3 / BBA4 students take place after registration days. These sessions are mandatory for all new students to Les Roches and inform students about many important topics including:

1. Scheduling.
2. Academic regulations & standards of excellence.
3. English placement testing (all students need to undertake this to confirm appropriate level of Les Roches studies).
4. Preparation for all classes in the first weeks.
5. Use of facilities.
6. Team building activities.
7. Introduction to faculty and students affairs, and welcome by Course Manager, Academic Director and Director of Student Services.
8. Welcome dinner.
9. Induction for parents (for BBA 1 / Dip 1 students only)

The sessions are designed to help students settle into the school very quickly, familiarize themselves with the surroundings and make new friends.

Please note that on Induction day students are required to follow the Business dress code as indicated later. Male students are to be cleanly shaven (no facial hair or beards) and hair duly cut.

Students can be accompanied by the parents/tutors during the Registration Process. However, parents/tutors are not permitted during the Induction Sessions. Please note the school organizes a separate induction for parents.

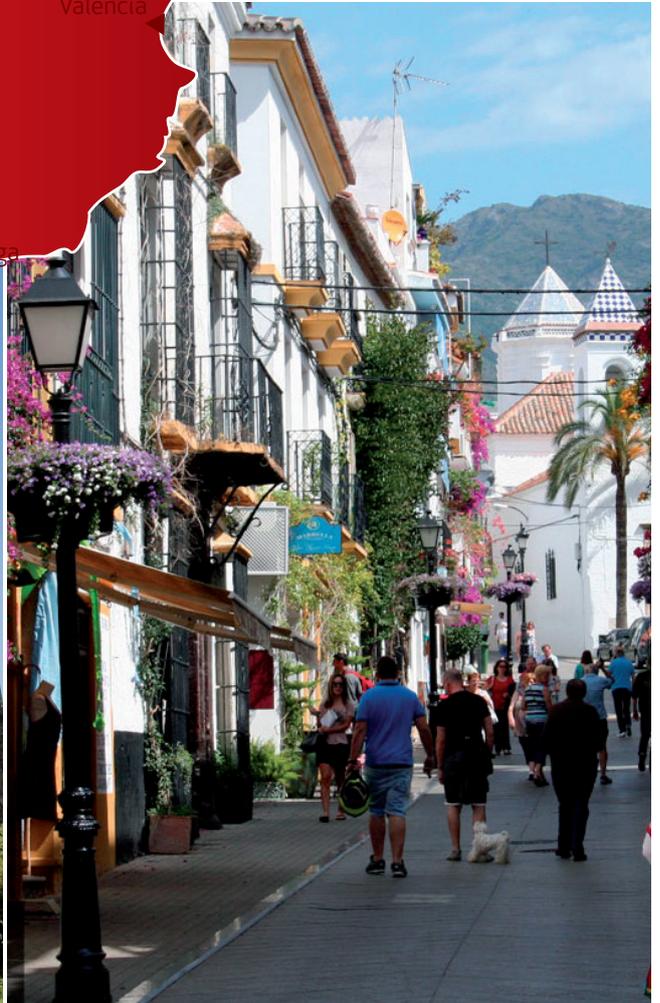
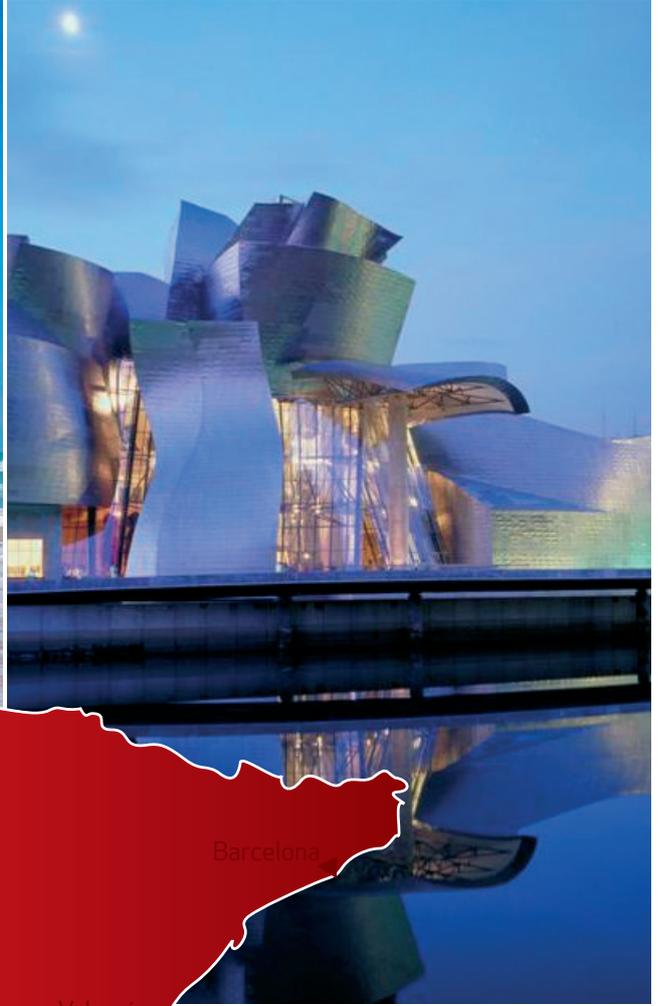
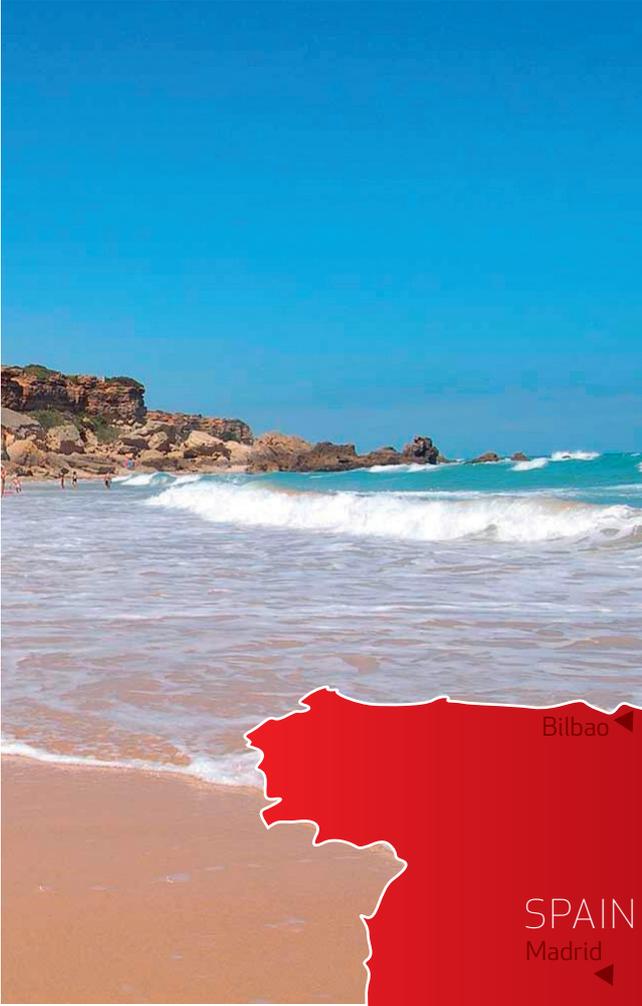
The mandatory sessions for BBA 3 & 4 (direct entry), BBA 6 & 7 (Completion) and PGD students take place over the days following registration and are based on the distribution of program information.



SPAIN

LIFE IN SPAIN

LOCAL CUSTOMS, LANGUAGES, WEATHER & CURRENCY





Spain overview

Spain, the second largest country in Europe, possesses a magnificent mix of art, culture and architecture. Beautiful cities show an extreme diversity of culture, language, climate and customs. Madrid, Barcelona, Valencia, Granada, Seville and Malaga, are some of the most popular cities, boasting some of the world's finest museums, monuments, majestic castles and palaces.

Spain is all about hospitality and openly welcomes millions of people from all over the world each year to enjoy our special way of life. The country has been a full member of the European Union since 1986, hosted the 1992 Olympics in Barcelona and the World Expo in Seville (1992) and Zaragoza (2008). With a population of 45 million people and a closely knit family-oriented society, Spain is a very safe country in which to visit and live.

Spanning its borders you can discover breathtaking beaches, vast plains, natural forests, deserts, and majestic mountain ranges (Spain is the second most mountainous country next to Switzerland).

Culturally, Spain is renown for its amazing gastronomical diversity, wine producing regions, and open air festivals.

TRAVELING IN SPAIN & EUROPE

In Marbella you are perfectly placed to travel extensively. You could jump on a high-speed train from Malaga to visit Madrid and Barcelona, or take a short flight to London, Paris and even Marrakesh. Closer to home, you can explore the culturally rich cities of Seville, Cordoba, and Granada.

In the Southern extreme of the country, facing Africa is located one of its most popular and well known regions: Andalusia.

Comprised of 8 provinces and a total of 8.4 million inhabitants, Andalusia is one of Spain's most important tourist destinations and a cultural melting pot that has been coveted by cultures dating back to prehistoric times.

Today, Andalusia is a modern region with a well developed infrastructure. While moving forward with the times, the region is also careful to conserve its roots by maintaining its important cultural heritage and monuments, together with its spectacular biodiversity.

Within this area and located in the heart of the Costa del Sol, Marbella is one of the world's leading tourist destinations. Its Mediterranean gastronomy, cosmopolitan environment, mild weather, glamour and safety make it a truly unique location to study. For more information visit www.spain.info

Meanwhile, Marbella and its surrounding areas offer all the water sports you can imagine: from jet skiing, water skiing and swimming to diving, fishing and kayaking. Close by, the beach town of Tarifa offers world-class wind and kite surfing, while during the winter months we have one of Spain's best ski resorts in nearby Sierra Nevada.



DISCOVER SPAIN

Spain is more than just beaches. Discover what else Spain has to offer here.



Weekends away in Spain, Europe and Morocco

Living in the south of Europe, means you will have endless opportunities to travel during the weekends and mid-semester breaks. From Malaga Airport, you can fly almost anywhere in western Europe in less than 2 hours. Here are some of our top ideas to inspire you...

1. SIGHT-SEEING IN LONDON

AGP > LHR: 3 HRS.

In London, history collides with art, fashion, food, and architecture. Enjoy spectacular views of this iconic city from the London Eye.



2. CULTURE IN BRUSSELS

AGP > BRU: 2 HRS. 45 MINS.

There's lots to see in Brussels from the bizarre comic strip to enjoying its café culture in the Grand-Place. A city of contrasts at the heart of Europe.



3. GO URBAN IN BERLIN

AGP > SXF: 1 HR. 45 MINS.

Berlin is a scene-stealing combo of glamour and grit that will fascinate anyone who loves history and culture, art and architecture, restaurants and nightlife.

4. SHOPPING IN MADRID

TRAIN: MALAGA > MADRID 2 HRS. 30 MINS.

Spain's capital, Madrid offers endless opportunities for chic shopping. From the high street to exclusive boutiques, Madrid has something for everyone.



5. HANG OUT IN MARRAKESH

AGP > RAK: 1 HR. 45 MINS.

Explore Marrakesh's maze of markets in the Medina, or visit the mosques and museums, before heading to one of the city's famous hammans to unwind.

6. FUN IN THE SUN IN LISBON

AGP > LIS: 1 HRS. 30 MINS.

With its world-class restaurants excelling in seafood, its reputation for style and long pedigree in art and culture, Lisbon remains high on every discerning weekend-breaker's hit-list.



7. FALL IN LOVE IN PARIS

AGP > CDG: 2 HR. 20 MINS.

Known throughout the world as the "City of Light," spend a few days in Paris to discover this beautiful city, its architecture, museums, cathedrals, shopping and elegant cuisine.

8. EXPLORE IN SEVILLA

TRAIN: MALAGA > SEVILLA 2 HRS. 30 MINS.

The largest city in Andalusia, Sevilla has a historical feel and cultural flair. Sight-see, or take in a traditional flamenco show in Triana.



9. RELAX IN BARCELONA

AGP > BCN: 1 HR. 25 MINS.

Marvel at Gaudi's architecture and stroll Las Ramblas while watching flamboyant street performers and eating tapas. All before hitting the beach!



10. CYCLE AMSTERDAM

AGP > AMS: 2 HR. 45 MINS.

Amsterdam is the most bicycle-friendly capital city in the world. From canals to world-famous museums and historical sights, Amsterdam is one of the most beautiful cities in Europe.







Marbella overview

The International School of Hotel Management Les Roches Marbella is located in the heart of Spain's Costa del Sol, one of the most dynamic and unique tourist locations in Spain and Europe.

Marbella offers year-round warm weather; there are beaches, golf resorts, and numerous outdoor activities to suit your lifestyle. With dance clubs, festivals, shows, restaurants, and live bands, you are never short on social options. It is the perfect environment for you to flourish academically, culturally, and socially.

ACTIVITIES

With an enviable mild climate Marbella is the perfect location to enjoy a multitude of outdoor activities all year round. If you are a fan of sports and the great outdoors, the area is idyllic for water sports, hiking, mountain biking, and golf. The Costa del Sol is home to a PGA golf school and famous courses such as Valderrama which has hosted the Ryder Cup, American Express Championships, and Volvo Masters. Also, just an hour and a half west of Marbella is Tarifa, the wind and kite surfing capital of the world.

You will find plenty of culture in Marbella too: from the traditional white buildings and narrow streets in the Old Town, to the Starlite Festival held every summer packed full of well-known international artists and fresh new talent. During summer months take the boat to the world famous harbor of Puerto Banus, or a day trip by catamaran in search of dolphins off the Costa de Sol and Gibraltar Strait.

Furthermore, Marbella is situated just 40 minutes drive, or bus journey, from Malaga, the province's capital. The Picasso museum and recently opened Pompidou Centre are just two of the many places to visit in the city. After a day sight seeing, watch a football match at Malaga Football Club or enjoy a delicious meal by the city's Cathedral.

DINING

The quality and quantity of gourmet-restaurants in Marbella and Puerto Banus are exceptional. Restaurants offering cuisine from around the world pamper the guest's palate with culinary delights. The choice of restaurants is really international: from Japanese, Thai, Lebanese and Chinese, to Argentinean, French and Italian there is ample choice depending on your preference. There are of course plenty of restaurants offering typical Spanish dishes and tapas.

SHOPPING

The school is located just 10 minutes from Puerto Banus, well known for luxury shopping. In the boutiques and shops surrounding the harbor, all the big designer names in fashion, watches and jewelry have established themselves in Puerto Banus. In Marbella there are also plenty high street brands, as well as sports shops where you can rent and buy the latest equipment for water and other sports activities.

SKIING

During winter months ski and snowboard enthusiasts can visit Sierra Nevada, the nearest winter sports resort, just two and a half hours drive east from the school. Further information will be given on campus. For more information visit www.sierranevada.es.



EXPLORE MARBELLA

Explore what Marbella has to offer on the town's website.



Practical information

LANGUAGES

The four national languages of Spain are Spanish, Catalan, Galician and Basque. However, only the Spanish is used widely in all Spain.

The Les Roches campus is located in the Andalusia region of Spain where Spanish is spoken.

WEATHER

Located in the heart of the Costa del Sol, Marbella benefits from an exceptional Mediterranean climate, thanks to our privileged location. Winters are very mild, with temperatures that range between 10 and 25°C. Summers are hot, but softened by the sea breeze. The temperature will oscillate between 25 to 35°C.

TIME ZONE

Spain operates on Central European Time (CET), which is GMT+1.

CURRENCY

The monetary unit of Spain is the Euro (EUR), which is divided into 100 cents. While you are in Spain, currency can be easily converted at local banks, airports, railway stations and hotels.

POPULATION

Spain has a population of around 47 million inhabitants.

GOVERNMENT

Spain is a constitutional monarchy, with a hereditary monarch and a bicameral parliament, the Cortes Generales. The executive branch consists of a Council of Ministers of Spain presided over by the Prime Minister, nominated and appointed by the monarch and confirmed by the Congress of Deputies following legislative elections.

RELIGION

Freedom of worship is practiced in Spain. Of the population, 73 percent adhere to Roman Catholicism, with the remaining belonging to other faiths.



LIFE ON CAMPUS

SETTLING IN TO MEDITERRANEAN LIFE



Campus facilities

The Campus is situated in a residential area, between the city center of Marbella and Puerto Banus.

With its splendid facilities, the modern campus offers you all the necessary ingredients for a comprehensive education. You will feel as if you are living in a hotel rather than in a large university campus. Students are housed in the school residence which is adjacent to the main building and offers several types of accommodation.

DINING FACILITIES

- ▲ **Le Marche Restaurant** - the main dining room serving three meals a day. There are several food stations offering various dishes including a magnificent dessert bar.
- ▲ **El Olivo Restaurante** - a la carte and fine dining restaurant serving lunch and dinner. Students can enjoy a three-course meal (appetizer, main course and dessert).
- ▲ **House of Colors Bistro** - open for lunch and dinner this is an ideal place for students to enjoy a fast-food menu grab a quick sandwich or snack.
- ▲ **ONE Restaurant** - open for lunch, ONE which stands for Origin Nature Essence offers a sophisticated, elegant restaurant offering high quality comfort foods from around the world.

You can choose in which dining outlets you eat your meals. Depending on the meal plan purchased, students are entitled to the following:

- ▲ **Full board:** 1 x breakfast, 1 x lunch and 1 x dinner Monday-Friday, plus brunch and dinner during the weekends.
- ▲ **Half board:** 1 x breakfast, 1 x lunch Monday-Friday.

DIETARY RESTRICTIONS

If you cannot eat certain foods for medical or religious reasons, please inform the F&B practical program manager at the school during registration. To this effect, you must bring an official certificate from your doctor or relevant person.

SPORTS & RECREATIONAL FACILITIES

The official school sports centre is the Manolo Santana Racquet's Club; just 15 minutes walk from the School. Les Roches Marbella students are members while studying on campus. The Racquet's Club offers the following services and activities needed to keep fit and healthy:

- ▲ **Tennis and padel courts** - with tennis and padel school
- ▲ **Swimming pool**
- ▲ **Gym**
- ▲ **Bodyblitz, yoga and pilates**

Students are encouraged to organize sporting and recreational activities in collaboration with the Students Services Department.

HEALTH & WELL-BEING

- ▲ **Student counselor** - we have a dedicated counselor available on campus to support students who may be experiencing a range of different problems.



SEE LIFE ON THE CAMPUS

Discover the Les Roches Marbella campus through video with our students in classes.



SEE INSIDE THE CAMPUS

Navigate your way around the campus with our virtual tour.



STUDENT
PARKING

HOUSE OF
COLOURS BISTRO

RESTAURANT
EL OLIVO

RESTAURANT
LE MARCHÉ

MAIN ENTRANCE

ONE
RESTAURANT

STUDENT
CLUB

AUDITORIUM

CAMPUS

CLASSROOMS

RESIDENCE

RESIDENCE

GARDEN & RECREATIONAL AREA

LES ROCHES MARBELLA CAMPUS MAP



Dress code & general appearance

Students must adhere to a professional dress code (practical or academic) from 08:00 to 17:30 Monday to Friday in school buildings, during exams and on weekend duty.

Les Roches Marbella provides the practical uniforms for students. However, if you are a new student (Diploma, BBA or PGD) you should bring enough black trousers/skirts and white shirts for the first weeks of the program, as you will not receive their practical uniforms for service immediately.

For regular classes, you should bring your own business-style clothes as per the business dress code on the opposite page.

Members of staff can deduct points if your appearance is not up to the expected managerial standards. Information about the dress code is on the notice board outside the Marché restaurant.

FEMALE CASUAL DRESS CODE (WEEKENDS & AFTER 17:30 MONDAY - FRIDAY)

- ▲ Trousers, skirt, dress, casual shorts, jeans (not torn)
- ▲ Clean T-shirt, blouse, sweater, sleeveless T-shirt and jacket
- ▲ Track suit
- ▲ Heeled shoes, flat shoes, sports shoes for interior use

MALE CASUAL DRESS CODE (WEEKENDS & AFTER 17:30 MONDAY - FRIDAY)

- ▲ Trousers, casual shorts, jeans (not torn)
- ▲ Clean T-shirt, shirt, sweater, jacket
- ▲ Track suit
- ▲ Clean casual shoes, sports shoes for interior use only

All these items must be in good taste (hats and caps are not permitted, nor is wearing sunglasses inside buildings).

Personal hygiene is essential in service professions and it requires continuous attention. Hair must be well groomed. For males, hair no longer than the collar of the suit jacket or shaved head is accepted. During practical classes, beards are not allowed (except for religious reasons where a beard net must be worn in order to comply with hygiene regulations). In other periods, beards can only be accepted provided that they are regularly maintained in a conservative manner and have been grown outside of the semester.

Please note: Les Roches has a very strict general appearance and dress code. This reflects the very high standards in the hospitality industry and is an integral part of the education at Les Roches. For more information see the Standards of Excellence in the Academic Catalog.

FEMALE BUSINESS DRESS CODE



SUIT

- ▲ Business suit (dress, skirt or trousers and matching jacket) - NOT separates.
- ▲ Black, grey, navy or dark brown - pinstripe or plain.
- ▲ Suit trousers must be full length, classic in style & not skin tight.
- ▲ Skirt or dress length must be one credit card width above or below the knee.

SHIRT OR BLOUSE

- ▲ White or pastel color, tucked in - NO dark colors.
- ▲ No t-shirts.
- ▲ Round neck tops are allowed.
- ▲ Plain V-necked sweaters may be worn under the jacket.

TIGHTS & SHOES

- ▲ Skin color, black or dark grey fine tights to match the suit color.
- ▲ Socks may be worn with trousers.
- ▲ Black polished closed-in court shoes, with a heel - no more than 5cm high.
- ▲ Brown shoes with dark brown suits.
- ▲ No ballerina pumps, moccasins or boots.

ACCESSORIES

- ▲ Only discreet silk type business scarves allowed.
- ▲ Name tag to be worn at all times.
- ▲ One badge/pin on lapel.
- ▲ No more than 5 pieces of unobtrusive silver or gold jewelry (earring, watch, necklace & ring).

MALE BUSINESS DRESS CODE



SUIT

- ▲ 2/3 piece suit - NOT jacket and trousers
- ▲ Black, grey, navy or dark brown - pinstripe or plain

SHIRT

- ▲ White or pastel color (can have pastel stripes or checks), must be tucked in - NO dark colors
- ▲ All buttons on shirt have to be closed

TIE

- ▲ Darker color than the shirt - NO fancy motifs

SOCKS & SHOES

- ▲ Dark socks to match the suit color
- ▲ Black shoes with black, grey or navy suits
- ▲ Brown shoes with dark brown suits

ACCESSORIES

- ▲ Belts must be worn with trousers with belt loops and should match the corresponding shoe color above
- ▲ Plain V-necked sweaters and waistcoats (navy blue, grey or black to compliment the suit), may be worn under the jacket
- ▲ NO scarves, jumpers or patterned waistcoats
- ▲ Name tag to be worn at all times
- ▲ Handkerchief may be worn in top jacket pocket
- ▲ One badge/pin on lapel
- ▲ No more than 3 pieces of discreet jewelry (cufflinks, watch & ring)



Professional etiquette

Our campus community consists of over 500 students (over 65 nationalities). While the school has a policy of accepting cultural diversity and lives in accordance with their beliefs and cultural habits, we ask you to respect the diversity of cultures so that your views and personal presentation do not offend others.

You may have to adapt yourself to the demands of a service industry where the impact of your views and personal presentation may be inappropriate if not moderated.

The school seeks to help the students to understand these needs. To lead a decent and proper community life, but more importantly to develop qualities that are essential to hospitality and tourism professions, the management puts a very strong emphasis on student's professional etiquette during their entire length of studies.



Health & well-being

ILLNESS & ACCIDENTS

You can always ask for advice and assistance via our Student Services department, Residence director, reception, or security (available outside of normal working hours). If you suffer from a medical condition, any medical documentation must be sent with the medical certificate during the application process. Such information is kept confidential however it can be made available to the appropriate professionals, should the need arise.

CAMPUS WELL-BEING

In the interest of the health of all students, Les Roches is a non smoking campus with only certain areas set aside for smokers. According to Spanish law (28/2005), from 1st January 2006, smoking is strictly prohibited within the School premises. Students wishing to smoke must go outside the School premises

We have a strict no-drugs rule, as well as alcohol in moderation philosophy with the aim to keep the students in physical and mental well being and focused on their studies.



Practical information

ACCOMMODATION ASSIGNMENT

You will be assigned your bedroom upon successful completion of the check-in process once you have arrived on campus. Unless you have requested a single room, you will also have a roommate. Roommates are a great way to have cultural exchange and practice different languages and quite often, your roommate becomes your best friend on campus.

ROOM REGULATIONS

You are not allowed to cook in your rooms or to light candles. Failure to follow this rule will lead to points being deducted. Also for your own safety, and that of fellow students, we request you not to use portable heaters, kettles or coffee machines, in the rooms, as well as not to use hair dryers in the bathrooms or showers. No pets or animals are allowed on campus, nor do we tolerate weapons of any kind.

Please note that if you fail to follow the accommodation standards you may be asked to leave campus accommodation. Please refer to the standards of excellence in the welcome information booklet for future details.

LAUNDRY

A free laundry service is available for practical uniforms.

For personal clothing, laundry machines, dryers, irons and ironing boards are available in the common areas of student accommodation.

Bed linens and towels are provided and laundered by the school.

ELECTRICAL APPLIANCES

In Spain the electrical outlets require 220 volts. You may need a transformer and/or adapter to use electrical appliances. These can be purchased in any shop selling electric appliances.

When leaving the room, please make sure that all electric installations are switched off, including the lights. Saving energy contributes to saving the environment.

SECURITY

The school's Security patrols the school grounds from 24h00 until 08h00 hours. They are supported by a private security company. Both are there to ensure your safety.

MONEY & VALUABLES

The school accepts no liability for valuables left in bedrooms, public areas or in any storage place. We encourage students to put valuables in the individual safety deposit boxes in their room. You are strongly recommended not to keep large amounts of money in your bedrooms. Students living on the campus should keep bags in a safe place outside class hours. We would like to remind you that, for security reasons, when you leave your room, you should close all windows and lock the door. You also have to take special care of your laptop and never leave it unattended.

In case of theft or burglary of a students' personal belongings in and out of their permanent residence in Spain, you must inform the police and make a report immediately. On the school premises, insurance covers the students' personal belongings only if wardrobes, cloakrooms or studios are broken into with violence. The school declines all responsibility for any articles or money stolen.

All non-resident students are provided with a locker which will be allocated to them on arrival by the Residence Director.

STORAGE OF PERSONAL BELONGINGS

At the end of the semester, you can leave your luggage for storage. Any luggage, which is not in a suitcase or in a special box, will be refused. The School declines all responsibility for any loss or damage to belongings left in the storeroom.

The storage of personal belongings must be done by the student them self. The School declines any responsibility for left items in rooms after departure.

For each piece of luggage/box stored, you will be charged a fee of 10 Euros, for a six months period. The price for storing fridges TV sets, or music equipment will be of 50 Euros per semester.

The school reserves the right to dispose of any unclaimed luggage in storage after the completion of the internship period and the start of the following academic semester.

To collect luggage, you are required to make an appointment before coming to school and to provide the corresponding receipt on collection. If the you request that someone else collect your belongings, a written authorization must be sent to the Residence Director.

PRIVATE MAIL AND PARCELS – POSTAL ADDRESS OF THE CAMPUS

All private parcels and letters for students should be addressed as follows:

SURNAME + First name (no nicknames)
 Student number (provided upon arrival)
 Les Roches Marbella International School
 of Hotel Management
 Urb. Las Lomas de Río Verde
 Carretera de Istán, Km.1
 Marbella 29602 (Spain)

Tel (campus Reception): +34 952 764 145

MOBILE PHONES

You may have a personal mobile phone as long as it is switched off during classes, in study areas and at meal times in the campus restaurants.

Students have access to the different Spanish telephone companies. You will be able to add credit to your mobile phone (Spanish telephone companies) at Reception. For security reasons, when buying a mobile phone, it is obligatory that you inform us of your mobile phone number on arrival or during the semester, so that the School can reach you whenever it may be needed.

TELEPHONE CALLS

All rooms have been assigned a direct-in-dial telephone number. Callers may reach students living in the residence by dialing the following number):

(+34) 951 052 + room number (Example +34 951 052 +101, 102 ...)

Lines are available everyday from 08h00 to 24h00. Calls later than 24h00 are not accepted in order to respect sleeping hours of students. Calls through Reception won't be transferred from 24h00 to 08h00.

*Please note that students are not permitted to take phone calls when they are on duty or in the dining room.

STUDENT IDENTITY CARD

Upon check in, you will receive a Student Identity Card. This card will give you access to accommodation when living on campus and to restaurants for your chosen meal plan. Please note that you can also use this card with the cashless payment system for services on campus. Please carry this card with you at all times.

Through your Student Identity Card you will also benefit from special agreements with sports centers (golf schools, etc...) and other establishments (local restaurants, hotels, shops...).

POST BANK

It is advised that you should open a private account at the local Bank or the Post Office.

After your account has been set up (this process can take up to 2 weeks), all money (including most foreign currencies) and Travelers Cheques can be deposited safely. The Post Bank card can be used to withdraw money from the account as well as pay for services, just like a regular debit card, both in Switzerland and abroad.

DRIVING

You should drive carefully at all times, even on stretches of road you know well. All passengers must fasten their seat belts (front and rear seats) at all times, by law. Remember also that drinking and driving may lead to accidents and prosecution by the police. Spanish law is very strict concerning alcohol and speeding.

CAR/PARKING

You can bring your own vehicle to Les Roches, but you must register your car with the Residence Director on arrival. There is a fee for a parking space (please refer to our Fees, Terms and Conditions).

Please note that parking spaces are extremely limited and will be issued on a first paid, first served basis. Unfortunately, if all available parking is issued, it will not be possible for you to park your cars on campus.



MORE QUESTIONS?

Watch the Key Arrival Information webinar for answers to questions about arriving on campus and student life at Les Roches.



Packing guidance

Starting university is a big step for anyone, especially if it's a new country or city where you may be unsure of the environment and climate. One of the most popular questions students ask is, what should I bring with me? We have put together some tips for you to consider whilst packing to make sure you get the most out of what you bring, and we have even drafted a packing list to make sure you have all the essentials needed during your time in Spain.

3 PIECES OF PACKING WISDOM

1. **Layers** - pack clothes that can be layered up as the temperature - morning and afternoon, outside and inside - is often significantly different. So pack several layers of clothing, but nothing too heavy or bulky.
2. **Neutral and versatile** - by this, we mean bring classic clothing that can be dressed up or down to suit all occasions.
3. **Less is more!** - go with the basics and accessorize.

See the next page to get an idea of what you should pack...

28 CLOTHING

1. 5 white, long sleeved, button down shirts. You can put your initial or name tag on the collar to avoid any confusion when doing laundry.
2. 2 pairs of black trousers and/or skirts for Craft-Based Learning Service (CBL).
3. 5 ties (for men).
4. 2-3 business suits
5. 5 shirts: t-shirts, polos, blouses, etc.
6. 3-5 pants/skirts: trousers, khakis, jeans, skirts, etc.
7. 5 sweaters/sweatshirts: light sweaters and sweatshirts, v-necks to wear with suit.
8. 1-2 coats: one for rain or wind, one for colder nights.
9. Underwear: 10 pairs approximately.
10. Socks/stockings: 10 approximately (bring at least 5 black pairs for business attire).
11. Ladies: if you like to wear skirts, bring at least 5 pairs of neutral or black colored tights/pantyhose.
12. Sleep wear.
13. Sports wear.
14. Swimsuit/s.
15. Accessories: hats, scarves, belts, etc.
16. Formal wear: a dress or two for ladies, or nice trousers and a shirt for gentlemen.
17. Clothing for Cultural Night (traditional attire, or clothing representing your country).



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SHOES

1. 1 pair of comfortable black leather shoes for CBL.
2. 1 set of trainers.
3. 1 pair of nice high heels for ladies.
4. 1 pair of business shoes for men.
5. 1 pair of flip-flops or slippers for walking around your room/ accommodation building.

ESSENTIAL ITEMS

1. Personal bathroom supplier: toothbrush, toothpaste, deodorant, shampoo, conditioner, hair brush, gel, etc.
2. Hair dryer and adapter.
3. Prescription medication/allergy medication.
4. Extra contact lenses and saline solution or an extra pair of glasses.
5. Miscellaneous: small nail clippers, sewing kit, safety pins and ear plugs.
6. First aid: insect repellent, lip balm, sun block, blister band-aids and band-aids.

OTHER GOODS

1. Passport, 2 copies of passport, credit cards and ATM cards.
2. Euro currency.
3. Digital goodies: laptop, MP3/iPod player, camera, etc.
4. Sun cream.
5. Umbrella.
6. Small bag or backpack for weekend trips/carrying books etc.
7. Basic stationary: notebook, pens, pencil, USB drive.

See page 23 for more information relating to the school dress codes.

Don't forget, these are just guidelines so try not to go overboard or to pack things you might not need. There are stores in Marbella to buy anything you miss!



I.T.

LAPTOP REQUIREMENTS

I.T. CHECKLIST



Personal laptop requirements

Students joining Les Roches Marbella International School of Hotel Management will need to have individual access to our intranet website, which hosts student information, including support and teaching documents and other learning resources. You will also require access to the Internet which is vital for access to online library resources, email and project research.

You may bring your own laptop but it **MUST** meet the Institute's specifications as outlined below.

BRINGING YOUR OWN LAPTOP

SOFTWARE SPECIFICATIONS

1. Any version of Windows Vista/7/8/10 operating system (only genuine software licenses accepted) - IN ENGLISH ONLY - using a native installation (virtual machines are not permitted).
2. Apple Mac machines only if they have a full Windows operating system as required above using a boot camp installation and having minimum hardware specifications (see minimum technical specifications to the right).
3. Microsoft Office or 365 IN ENGLISH ONLY and meeting the specifications required by the Academics Department (Please, check these specifications before arrive on campus at laptop.lesroches.es).
4. Anti-Virus software licensed and with updating support during studies.

MINIMUM TECHNICAL SPECIFICATIONS

1. Any mid-range CPU with PassMark score higher than 1200 points. You may check it on www.cpubenchmark.net
2. 4GB Ram
3. 100 GB HDD space available
4. Wireless connection 802.11 a/b/g (54Mbps)
5. Operating systems as listed to the left

I.T. SUPPORT

It should be noted that Les Roches does not offer any hardware support for laptops. The responsibility of hardware maintenance, purchase of all Software, upgrades and support rests with the student. Les Roches can provide you with a list of local suppliers who offer these services.

Throughout the campus you will have Wi-Fi Internet and email access.

You are also encouraged to save your files on CD/DVDs, external hard disks or USB keys, which need to be checked for viruses on a regular basis.

It is important to check the latest IT requirements on our website:

laptop.lesroches.es



COMPUTER POLICY ONLINE

Read the computer policy online



your
future
starts
here.

10 WAYS TO CONNECT BEFORE YOU ARRIVE ON CAMPUS



Subscribe to our YouTube channel
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Find answers to your questions
contact our Admissions team
admissions@lesroches.es



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School of Hotel Management'



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