



Congratulations on your acceptance to Les Roches in Spain!



This guide is divided into five steps to help you arrive on campus safely and well prepared.

We advise you to complete the steps in sequential order. Each step contains a checklist of tasks, which you can cross off as you complete them.



Step 1

On receiving your acceptance letter

Step 2

In the weeks before you leave

Step 3

Getting ready for departure

Step 4

Your arrival to campus

Step 5

Succeeding in your studies



1

On receiving your acceptance letter

- Pay the fees according to the payment scheme
- Apply for your visa (if applicable)
- Book your accommodation

2

In the weeks before you leave

- Collect your visa when ready (if applicable)
- Book your flight/train ticket (if applicable)
- Complete your online arrival form so that we can come and pick you up (only if arriving on official arrival dates)
- Save emergency number mentioned in page 8

3

Getting ready for departure

- Bring your original official diploma, final transcripts and English certificate with you
- Make sure to bring your ID and passport (and visa if applicable)
- Bring 2 passport sized photos (only for students who require visa)
- Pack important items in your luggage
- Pack an international adapter (if applicable)
- 6 days prior to arrival: important apps to download as per

4

Your arrival to campus

- Pick up at the airport/train station in Málaga
- Arrival on campus & check-in
- Get comfy in your room
- Get ready for your orientation program

5

Succeeding in your studies

- Start your classes
- Learning resources
- Health, safety and wellbeing
- Academic support
- Concierge Service
- Student affairs
- Get involved in campus life (sports, clubs, houses, etc.)

Step 1

On receiving your acceptance letter

Pay the fees according to the payment scheme

Upon receipt of your acceptance package, make the necessary arrangements to complete the payments according to the proforma invoice received.

Please refer to the 'Invoice and payments' document.

Apply for your visa (if applicable)

Who needs to apply for a visa?

If you do not hold a valid European Union passport, you must apply for a Student Visa Type D to study at Les Roches Marbella.

If you are unsure whether or not you need to apply for a visa to enter Spain, please check with your Educational Counselor.

If you need to apply for a visa: please check the visa documents received in this acceptance package.

Please refer to the 'Visa' document.

Book your accommodation

The Lodging Department will send separate instructions by email in order to log on to our housing platform and make your choice among the available rooms.

Roommates are great for cultural exchanges, practicing different languages and quite often, your roommate becomes your best friend on campus.

Please refer to the 'Invoice and payments' document.



Step 2

In the weeks before you leave

Collect your visa when ready (if applicable)

Once you have presented all the documents for the visa, you will have to wait for notification before returning to the Embassy / Consulate to have the original entry visa (sticker) stamped on your passport and to ensure that all formalities have been completed. The final issuance of the visa remains at the discretion of the Spanish authorities regardless of an acceptance decision by the school.

You should receive the original entry visa at the Embassy / Consulate where you applied.

Please refer to the 'Visa' document.

Book your flight/train ticket (if applicable)

Please remember to book your flight/train ticket to arrive exactly on the date shown in your acceptance letter which is mentioned as 'Arrival/Registration date'.

Complete your online arrival form

Please complete the arrival form online maximum 10 days prior your arrival. If you need to be picked up, an organized bus will drive you to the campus. Please note this service is available only if arriving on official arrival dates.

Please refer to the 'Arrival information' document.

Campus registration hours

Campus registration is open from 9:30 am to 5.30 pm on official arrival days (see your acceptance letter). Students who arrive to campus after the official arrival date, will be handed keys to a dorm room upon their arrival and will need to complete their full check-in procedure the following day.

Phone: +34 952 76 41 45

Please take note of this emergency phone number for you to reach us in case of delays or difficulties.

Early Arrivals

Please be aware that the campus will not be able to accommodate students arriving earlier than the official arrival dates. Students arriving earlier than the official arrival date may arrange accommodation at their own expense.

Connect with us!

Meet your future classmates! Join the closed group on facebook!

Follow Les Roches on Instagram. Look for [@lesrochesspain](#)

In the weeks before you leave



Step 3

Getting ready for departure

Bring your original official diploma, final transcripts and English certificate with you

As is requested in your acceptance letter, please bring the **original documents** with you for compulsory verification of authenticity during registration on campus. If they are not originally in English, Spanish, Portuguese, Italian or French, a notarized/official English translation is also required. You will be asked to present the following documents:

For Undergraduates

High school diploma, final high school transcripts and English certificate.

For Postgraduates and Masters

University degree, final university transcripts and English certificate.

Make sure to bring your ID and passport (and visa if applicable)

Bring with you a valid ID and passport.

For students requiring a visa, make sure to have your visa properly stamped in the passport you are entering the country with. Your passport has to be valid at least 6 months after your entry in Spain.

Bring two passport sized photos

Non-European Union passport holders will need 2 passport sized photos for the residence permit (same as a passport picture; i.e. no facial obstructions including glasses; no smiling; etc.).

Pack important items in your luggage

- ID and passport
- Any medication you are taking
- Enough money in Euros for your first few weeks
- Pack appropriate clothing
- Pack your personal laptop

Pack an international adapter (if applicable)

Make sure to bring an international adapter because Spain might not have the same plug as your home. This is the Spanish plug format:



Recommended packing list



Clothing

- 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 Pair of black trousers and/or skirts for practical service courses
- 2-3 Business suit
- 1-2 Ties or bow ties (for men)
- 5 Shirts: t-shirts, polos, blouses, etc.
- 3-5 Pants/skirts: trousers, khakis, jeans, skirts, etc.
- 5 Sweaters/sweatshirts: light and warm sweaters and sweatshirts, V-necks to wear with suit
- 1-2 Coats: one for rain or wind, one for colder nights
- Sleep wear
- Sports wear
- Swimsuit

Underwear

- 10 Approximately

Socks/stockings

- 10 Approximately (bring at least 5 black pairs for business attire)
Ladies: if you like to wear skirts, bring at least 5 pairs of neutral or black colored tights/pantyhose

Accessories

Hats, scarves, gloves, belts, etc.



Essentials

Towels

Two hand towels, two medium towels, and a towel for the floor will be provided by the school. Only towels for swimming pool or beach will be need it.

Personal bathroom supplies

Toothbrush, toothpaste, deodorant, shampoo, conditioner, hair brush, gel, etc.

First aid

Insect repellent and sun block.

If needed:

Prescription medication/allergy medication. Extra contact lenses and saline solution or an extra pair of glasses.

Miscellaneous

International adapter, hair dryer, small nail clippers, sewing kit, safety pins and ear plugs.



Formal wear

A dress or two for ladies, or nice trousers and a shirt for gentlemen.

All undergraduate semester 1 students will receive a full set of uniforms as part of their practical arts apparel which is to be worn during the entire first semester.



Shoes

- 1 Pair of comfortable black leather shoes for practical courses
- 1 Set of black trainers
- 1 Pair of nice high heels for ladies
- 1 Pair of business shoes for men
- 1 Pair of flip-flops or slippers for walking around your room/ accommodation building



Clothing for Cultural Night

Traditional attire, or clothing representing your country.



Other goods

- Passport, 2 copies of passport, credit cards and ATM cards
- Euros
- Umbrella
- Small bag or backpack for weekend trips/carrying books etc.

Digital goodies

Laptop, MP3/iPod player, camera, etc.

Basic stationary

Notebook, pens, pencil, USB drive.

Business professional attire Female student



Business professional attire Male student



Business professional attire Female student

✓ Allowed

Color

Colors may be worn but should be professional and color coordinated pinstripe, plain or plaid

Hairstyle, Make-up, Jewelry

Long hair must be kept neat and tidy

Make-up must be natural and discreet

Non-obtrusive jewelry

(Special rules may apply for Practical Arts courses)

Clothing

Jacket is mandatory unless specified by a formal communication from management

Blouses or tops with long sleeves, short sleeves, sleeveless tops, round and V-neck tops

Blouses should be fitted but not skin tight and no longer than the jacket

Pullover of plain and discreet color worn under a jacket

Fine neck-ties or business scarves worn around the neck

Business trousers full length or just above ankle

Skirts and dresses with a length no shorter or longer than one credit card height (8cm) above the knee

Footwear

Shoes must be polished, professional, closed and limited to two colors (black, brown, grey, navy blue, burgundy)

For Practical Arts, shoes must be professional and black

✗ Not Allowed

Color

Fluorescent colors

Obtrusive color combinations

Hairstyle, Make-up, Jewelry

Unnatural hair colors

No loose hair in Practical Arts; must be tied back in a bun

Bright unusual lipstick colors

Piercings and other face-jewelry (nose, tongue, lips, brow line)

No name badge for students

Clothing

Cardigan instead of a jacket

Tops with spaghetti straps, with midriff showing, deep V-neck either in front or in the back

Transparent blouses or tops with visible underwear, T-shirt

Woollen or other thick scarves

Skin tight trousers, jeans of any color or leggings, Bermuda shorts, shorts

Mini skirt, skin-tight skirts, long skirts or dresses

Blouse or top hanging below hem of jacket

Ankle socks

Footwear

Boots, sneakers, sports shoes, sandals, slippers, open shoes, flip-flops

Platform shoes or wedge heels

Business professional attire Male student



Allowed

Color

Colors may be worn but should be professional and color coordinated pinstripe, plain or plaid

Hairstyle, Make-up, Jewelry

If hair is short, it is to be cut above the collar. If hair is long, it is to be tied in a hair bun/pony tail. Hair needs to be styled and well-kept

Unnatural hair coloring

Facial hair must be maintained daily

Reasonable length beards, goatees and moustaches are acceptable as long as they show clear signs of daily up-keep (shaved sides, clear lines), and only if grown prior to the start of the semester

Clean shaven if no beard

No beard or ponytail in BBA1

Jewelry must be non-obtrusive, no more than 3 pieces (watch, ring, necklace or bracelet)

Clothing

Jacket is mandatory

Business tie or bow tie is mandatory

Shirt must be discreet pattern, long-sleeved, tucked in, cuffs buttoned, tie well-adjusted

Short sleeved shirts are allowed during hot period (according to communication from management)

Pullover with V-neck collar or a waistcoat worn over a shirt with a tie and under a jacket of plain and discreet color

Pocket handkerchief is allowed

Business trousers are mandatory

Footwear

Shoes must be polished, professional, closed and limited to two colors (black, brown, grey, navy blue, burgundy).

For Practical Arts, the shoes and socks must be black.

Mid-calf/crew socks are compulsory



Not Allowed

Color

Obtrusive color combinations

Fluorescent colors

Hairstyle, Make-up, Jewelry

Unnatural hair coloring

Ponytails/buns in BBA1

Facial hair must not be grown during the semester

Beards are not allowed at all when in BBA1

Stubble

Visible piercings

Earrings

Obtrusive jewelry

No name badge for students

Clothing

Cardigan instead of a jacket

Shirts or jacket with Mao collars

Shirts untucked; rolled-up sleeves

Fancy motif ties

Dockers, Bermuda shorts, skin-tight pants, jeans, three-quarter trousers, velvet or corduroy trousers

Turtle neck pullover

Footwear

Sport socks; socks with obtrusive patterns and colors

Boots, sneakers, sports and leisure shoes, flip-flops or sandals

Your laptop

Pack your personal laptop

Students joining Les Roches 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 need to bring your own laptop which must meet the specifications outlined below.

Bringing your own laptop

Software specifications

Windows

- Windows Vista 7/8/10 operating system English version (Windows 7 without using language's packages).
- Only Genuine Software Licenses are accepted
- For Windows machines, Microsoft Office or 365 all versions (preferably Office Pro 2010 to 2013)

Apple

- MacBook machines are supported only if Microsoft
- Windows has been installed using Boot Camp. You can find more details on <https://support.apple.com/en-us/HT201468>

All

- Internet browser (Internet Explorer, Mozilla Firefox, Google Chrome, Safari, etc.)
- Updated plugins (Java, Flash, Shockwave, etc.)
- Professional and updated Multi-Layered Anti-Virus protection (Kaspersky Anti-Virus, McAfee AntiVirus Plus, Norton Security, Bitdefender Total Security, etc.)

IMPORTANT: Les Roches does NOT provide any paid software (Windows, Office, etc). Free of charge, IT Help Desk offers BASIC and LIMITED support to students' machines only if operating system and software is in English.

Minimum technical specifications

Any Mid-range processor with PassMark score higher than 1.200 points. You may check it on www.cpubenchmark.net. School's recommendation is Intel i5 Processor (or superior).

4GBRAM

- 100GB HDD space available
- Wi-Fi 802.11 g, n (2.4, 5 GHz) IT support

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.

You are also encouraged to save your files on a cloud solution (Dropbox, iCloud, Google Drive, etc), external hard disks or USB keys, it is recommended that all devices are checked for viruses on a regular basis.

Your apps

6 days prior to arrival: important apps to download

- 1 International SOS app – Get medical and travel security information to prepare for the trip and benefit from 24/7 assistance anywhere
app.internationalsos.com
- 2 The Official Les Roches Marbella Student App – this is your must-have app to make the most of your studies with us. Features include
 - Where to eat on campus
 - Academic timetables
 - News and events
 - Moodle access
 - Absences and grades
 - People directory
 - Useful documents



App Store



Google Play

Download the Les Roches Marbella Student App on your smartphone. You will receive your individual login upon arrival in Les Roches Marbella.



Step 4

Your arrival to campus

Pick up at the airport/train station in Málaga

For new students only, we offer pick up service from Málaga-Costa del Sol Airport or María Zambrano Train Station, only on official check-in days.

Please note that you must register your arrival details as soon as you have your ticket confirmation (and no later than 10 days prior arrival) in order to benefit from this service. You'll find the form using the following link: <https://lesroches.edu/apply/accepted-student-information/>

Upon arrival at Málaga-Costa del Sol Airport, please proceed to the baggage claim area to retrieve your luggage. Then continue through customs and exit into the arrival area where you will see several welcome booths. If you are traveling by train, please go directly to the exit of the María Zambrano Train Station.

Please look for the welcome booth marked with Les Roches signage. Here you will be greeted by a member of the Welcome Team who will sign you in and assist you with marking your luggage for transfer to the school.

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. Should you need assistance, our Welcome Team will be happy to assist you.

Arrival on campus & check-in

On official arrival days, you will be guided through the necessary steps to complete the registration process when you arrive on campus. Please be aware that tuition and other fees must be settled in order to be officially registered for the semester.

Registration on campus is open from 9:30 am to 5:30 pm on official arrival days. If you will arrive on campus outside of your official arrival day, please mention this when you complete your arrival form and a member of our team will contact you.

You will receive an orientation guide during the registration process which will give you the necessary information regarding your orientation schedule, the facilities available on campus and how to get around the campus.

The orientation program is mandatory for all new students and is also a great opportunity to meet peers and make friends. Students are expected to be in smart casual dress code during the registration unless specified otherwise. For orientation activities, students will be required to follow the School dress code.

The local currency in Spain is the “Euro” (EUR).

We recommend that you arrive with at least EUR 100 in cash to cover any immediate purchases that you would like to make before boarding the shuttle at the airport.

Open a bank account

It is advised that you open a private account at the local bank.

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 Bank card can be used to withdraw from the account as well as pay for services, just like a regular debit card.

Get a Spanish phone number

We recommend international students to get a Spanish phone number.

Calls in Spain

The international dialing code for Spain is +34.

Time zone

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

Public transportation

Spain has a great network of public transportation allowing you to get pretty much anywhere in the country.

Get comfy in your room

Once you have completed your check-in, you can simply get comfortably installed in your room, unpack and explore the campus!

- Place your clothes inside the wardrobe, you will find some hangers inside.
- Keep your valuables inside the safe.

Get ready for your orientation program

Following your check-in you will embark on a fun filled sessions of orientation: you will get to know your peers, the school, the facilities, the programs and much more in a fun, interactive and collaborative environment.





Step 5

Succeeding in your studies

Start your classes

After the orientation program, you will start your classes in earnest and get your Les Roches journey up and running. We hope you will be as excited as we are!

Learning resources

Les Roches Marbella Learning Resources Center holds several subscriptions to support your studies and research.

Through our e-library you will find a great digital academic collection: e-books, articles, newspapers, trade journals, reports, statistics, country profiles, case studies, etc.

The printed collection also holds academic books, journals and newspapers related to your studies.

Research computers, team work rooms, study rooms (about 85 workplaces) are also at your disposal to study in a quiet atmosphere.

We'll always do our best to help you in your research, so please do not hesitate to ask for assistance by email: library@lesroches.es or by visiting the Learning Resources Center.

Health, safety and wellbeing

Health, safety and wellbeing are certainly the most important ingredients for a successful schooling and beyond!

Most of the time illnesses and accidents are unpredictable and happen anytime, anywhere and to anyone, resulting in days of absences, excessive fatigue and incapacity to focus on your studies.

We provide a free emergency medical service on campus with Helicópteros Sanitarios, you just need to request it at reception and the paramedics will come within minutes to the campus.

Medical care, counselling and guidance

Health & Wellbeing plays an important role in coordinating and planning medical care with the best health services nearby. Providing medical care, counselling and guidance about any health enquiries is our goal.

We value health promotion and preventive actions, therefore many activities are organised throughout the semester to help gain awareness about how best to maintain one's health and wellbeing.

Furthermore all our students are given a free membership to a sports club (Manolo Santana Racquet's Club) minutes away from the campus.

<https://manolosantana.es/en/gym/>

Student counselor's services

The Student counselor's services are available to all students in the Les Roches community. On occasion, we can all experience issues such as anxiety and stress. When facing difficult situations, the best advice is often given by someone who can look at the situation objectively. You will be given guidance and support with a sensitive approach and in a non-judgemental manner, whether the subject is of a personal or an academic nature. This service guarantees complete confidentiality.

Another contributing factor to students' success is a fair balance between social life and safety. The students' education in Les Roches expands beyond its academic requirements; discipline and professional conduct are also part of this journey and Les Roches wants students to lead by example by engaging in constant learning, self-reflection and develop resilience in order to maintain professional integrity. From arrival and up until their Graduation, students will be demonstrated with a series of awareness information on how to lead successfully a responsible and professional behaviour on and off campus and the Les Roches' Security Department will ensure this progression at its best.

Les Roches SOS app

It is highly recommended you download the Les Roches SOS app.

“Check-in” feature: allows you to register your current location (e.g. Spain when on campus or Seychelles when off-campus on internship)

In case of emergencies (for example terrorist attack abroad), you will receive a push notification from the school to “Check-in” and mark yourself as safe. This will allow you to quickly and efficiently communicate to the school that you are well, and the school to monitor the safety of our students abroad during emergencies.



App Store



Google Play

Academic support

Academic Support is available to students who have a diagnosed learning difference such as dyslexia, Students are requested to provide documented evidence of a learning difference to the school to access the specialist support when applying to Les Roches Marbella.

Special accommodations in exams such as extra time, use of a computer, separate room, can also be arranged.

The School Counselor also liaises with faculty to ensure that the relevant level of support is provided to students in class/lectures.

Concierge Service

We are very pleased to introduce you to a new service to better meet your needs: Les Roches Marbella Concierge Services, a new developed service in which you are able to book a variety of services such as transfers, rentals, beauty and wellness, leisure activities, entertainment, excursions, weekend plans, etc.

You can access the services through the Concierge Desk by Reception or through the LRM student APP.

Student Affairs

The Student Affairs team is here to guide you through your everyday life here in Marbella and assist in making each semester as interactive as possible. You can contact us via our email, phone, Facebook or of course by sitting down with us in our office.

We will assist you with everything relating to your Spanish residence permit for those students with study visa, as well as many other non-academic administrative procedures. We will keep you up to date about what is going on in school and its surroundings through regular newsletters and emails. We are also heavily involved in the various clubs and houses competitions as well as the many events, activities and outings that take place throughout the semester. So come in and see us any time!

Les Roches is not just a school, it's a way of life. It is a spirit of team work, solidarity and service.

Get involved in campus life

Actively participating in student life will greatly increase your experience on campus.

We boast a wide range of campus facilities as well as many clubs and houses creating events throughout the semester. We have different sports teams, individual sports, fun activities and cultural outings so you can never get bored. Joining the different clubs will increase your learning curve while sports and outings will give you the chance to wind down and give your brain a break.

Highlights on campus



Houses Sports Day

April & October

Each semester, Les Roches Marbella hosts the Houses Sports Day where students, staff and Faculty gather together in different sport activities and competitions.



Cultural Food Fair

May & December

Cultural night has been going almost as long as Les Roches. It's an amazing experience – a feast of the different cultures represented on campus. There's dance, music, color and, of course, delicious international cuisine.



Industry Presentations

All year round

At Les Roches Marbella we host different Industry Visits throughout the year. More than 80 international companies from all hospitality and experience economy sectors – retail, luxury, travel, tourism, real estate, digital & experiential – come and recruit Les Roches students. Students from all programs will join, looking for internships, management trainings, jobs or even management positions.



Volunteering Activities

All year round

For many years, Les Roches Marbella has been actively present in different social actions, volunteering services, donations towards the local community. We coordinate present actions, promote activities and listen to new initiatives and needs in the community. We will be a one stop point for any information regarding volunteering actions in the area and to help our community at Les Roches Marbella to develop our common goals and ideas, such as volunteering services, food collection, elderly centers invitations, circular zero-waste policy, etc.



April & October

Houses Sports Day



All year round

Volunteering activities



May & December

Cultural Food Fair



All year round

Industry Presentations

Marbella campus



In Marbella we have four seasons:

Autumn		September	October	November
	Avg High Temp C °	26	23	18
	Avg Low Temp C °	19	16	12
	Avg Monthly Rainfall (mm)	13	44	66
Winter		December	January	February
	Avg High Temp C °	16	16	16
	Avg Low Temp C °	9	9	9
	Avg Monthly Rainfall (mm)	70	63	49
Spring		March	April	May
	Avg High Temp C °	18	20	24
	Avg Low Temp C °	11	12	16
	Avg Monthly Rainfall (mm)	43	36	25
Summer		June	July	August
	Avg High Temp C °	27	29	29
	Avg Low Temp C °	18	20	21
	Avg Monthly Rainfall (mm)	10	3	3

Remember to dress comfortably for travelling. Bring something warm to wear for when you get off your flight, like a warm jacket and shoes – not sandals (for winter intake).

Examples of events in the region



December

Málaga Christmas Lights



Winter Season

Sierra Nevada Ski Station



August

Málaga Fair



July - August

Starlite Festival



July - August

World Polo Tour Grand Slam - Sotogrande

Don't miss

February - March
Málaga Carnival

March
Málaga Film Festival
World Padel Tour

April
April Flamenco Fair

May
White Night
Spanish Motorcycle Grand Prix

September
Luna Mora Festival

All year round
Concerts

Activities in Marbella

Outdoor activities

Walking routes for everyone

Water sports in the sea:

Wakeboard

Stand up paddle

Surf

Kitesurf

Windsurf

Kayaking

Rowing

Sailing

Canyoning and rafting

Paragliding

Paintball/ fun forest/ minigolf/ golf

Scooters/ dirt scoot

Beach volleyball



Winter activities

Skiing/ snowboarding

Ice skating

All year-round activities

Bowling

Tennis

Golf

Climbing center

Gym/ fitness

Skate park



Many activities will be arranged by the
Student Affairs Department throughout the semester.
For more details about these activities, please check the
Les Roches Marbella Student app.

Stay connected with Les Roches Marbella



Facebook
LesRochesMarbellaFanPage

Instagram
@lesrochesspain

Twitter
@lesroches_en

LinkedIn
Les Roches Marbella
Global Hospitality

Youtube
Les Roches Marbella

Print

All inks and varnishes used in this print are vegetable-based ingredients, free of harmful volatile organic compounds (VOCs), and are cured using ultraviolet (UV) light.

All our UV inks and varnishes are made from non-toxic, non-mutagenic, non-carcinogenic and non-reproductive-toxic raw materials, which are safe in all probable end-of-life scenarios.

UV inks and varnishes do not dry without UV light, so they are 100% recyclable when they are wet and you do not need cleaning procedures (no need for VOCs and no creation of waste).

Local Product