











Student Handbook



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Handbook Purpose

This handbook is your official guide to the ins and outs of the ESC and life in Germany, and we advise you to familiarize yourself with it to make your adaptation to life here easier. If you have any further questions that aren't covered in this handbook please don't hesitate to contact us. We look forward to having you here with us!

The UIW European Study Center & CEPA Europe

The European Study Center is a joint venture between the University of the Incarnate Word and CEPA Europe. CEPA (Customized Educational Programs Abroad) has been organizing study abroad programs and international internships since 1997. In 2012 CEPA partnered with the University of the Incarnate Word with the goal of providing meaningful and affordable study abroad programs for students to live and learn in a new and different cultural setting. We strive to provide a supportive and positive learning environment at the ESC, where every student has the opportunity to excel academically and to develop international communication and leadership skills. We believe the ESC experience fosters self-confidence, personal growth and impacts the future careers of our students.



Arrival

Your airport shuttle will meet you at the arranged time at Frankfurt airport and bring you straight to the ESC. Transfer time is roughly 1hr 30. The transportation from the airport is included in your fees.

TLS Heidelberg is the name of the Shuttle Company, which will pick you up.
Here's their logo:



Where do I go once I have arrived at Frankfurt International Airport?

Once you have picked up your baggage, proceed from the baggage claim area to the Hall and Terminal. Once you enter the Hall and Terminal (for example, Hall E, Terminal 2), locate the blue sign that says Treffpunkt: Meeting Point. There are several blue signs like this in the airport with directions to various places, but you only need to be concerned with the ones for the Meeting Point. Follow the arrows on the blue Meeting Point signs until you reach the blue box hanging from the ceiling that says Meeting Point or Treffpunkt; it should have 4 arrows pointing to a red circle on each side. Here you will meet your shuttle driver. The shuttle company is called TLS.

Here are pictures to help you be familiar with what to look for at the airport.



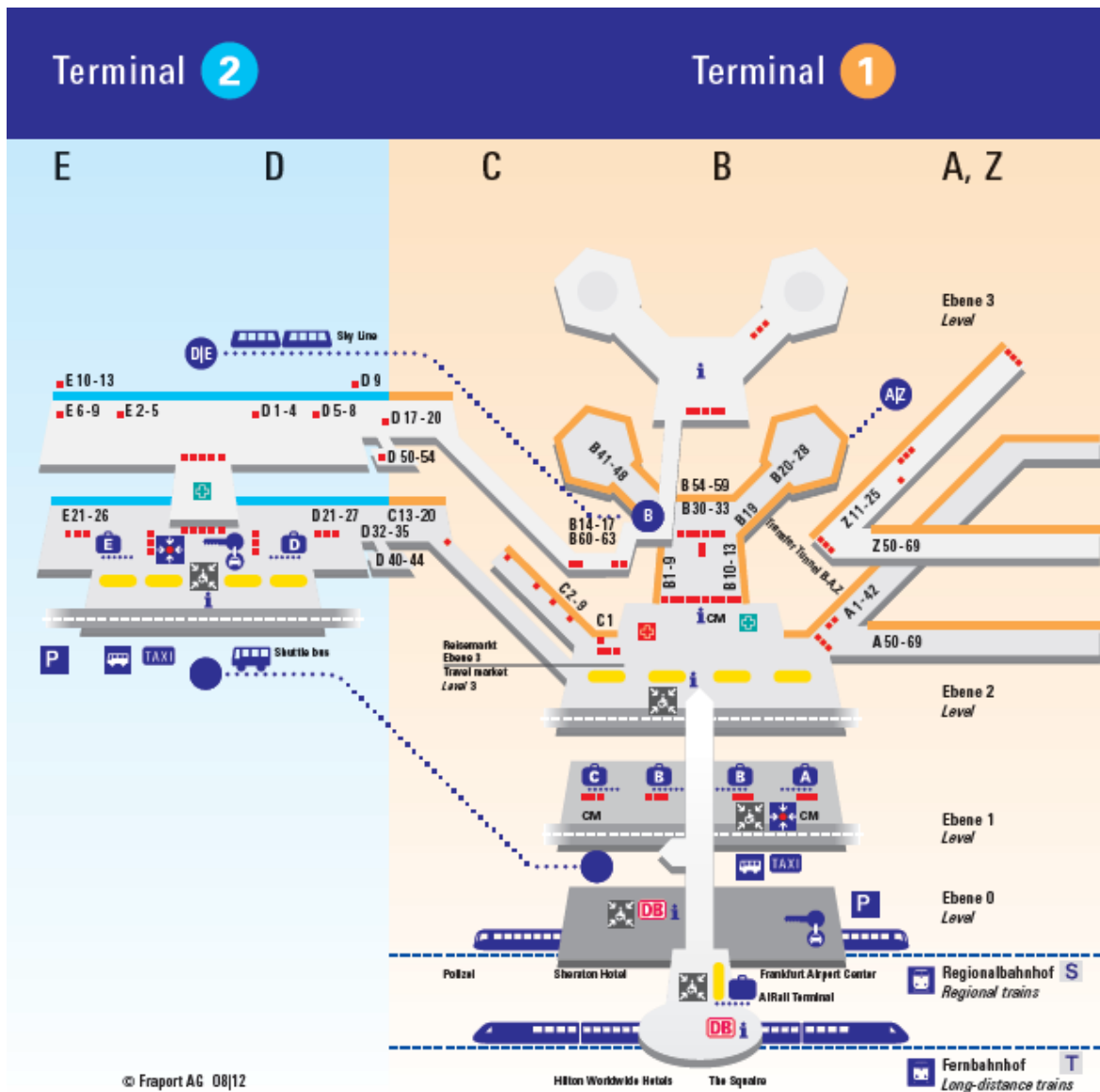
Orientation & Getting to Know Heidelberg

Getting to know a new city can be stressful, so the ESC provides a full orientation program upon arrival. The ESC conducts several information sessions to inform students about classes, student residences, excursions, and the German language and culture. Students will also receive guided tours around the neighborhood and learn how to use the public transportation, how to get Euros, and where local shops, grocery stores, and restaurants are located. The orientation program also includes a guided walking tour of the old town and a welcome dinner, which are, both, a great opportunity to get to know the city of Heidelberg, your fellow students, and the ESC staff.

The ESC staff will remain on hand to assist you for the remainder of your time in Heidelberg. You will also find a lot helpful tips and suggestions in the “ESC Heidelberg Guide, which includes information on everything in Heidelberg, from city events to where to find good German food!



Frankfurt Airport Map



- Kontrollstellen
Border or Security controls
- Gates A, B, C, Z
- Gates D, E
- Check-in

- Information
- Gepäckausgabe
Baggage claim
- Treffpunkt
Meeting point
- Pendelverkehr
Shuttle
- Zugverkehr
Railway
- Parken
Parking
- Busbahnhof
Bus terminal
- Taxi
- Mietwagen
Car rental

- Medizinische Dienste
Medical services
- Apotheke
Pharmacy
- DB-Information
German Railway Information
- Rufsäule für Betreuung
Help point
- CM
Company Meeting



The Rooms

Each room is equipped with:

- Two Beds
- Wardrobe & hangers
- A Desk
- A Lamp
- A Chair
- A Trash Can
- A Mirror
- A small Refrigerator



There are two students in each room, and you will each have your own bed. Single rooms are available for an additional fee. The European Study Center is locked at night, but there is a door code to enter the building. The dormitory area of the house is locked at all times. Students receive an electronic card to access this area and are expected to keep the doors to the dormitory areas closed and locked at all times.

Bedding and Towels

The center will provide you with blankets, pillows, linens, and 2 towels for your use during your stay with us.

Cleaning and Laundry

You are in charge of keeping your room clean and washing your own sheets. Periodic cleaning inspections may be carried out, with a two day notice. Upon



departure from the ESC you are expected to leave your room in a clean and tidy state. The ESC has washing machines that can be used at a fee of €3 per load. The dryer is free to use and we also have drying racks, an iron and an ironing board.

Bathroom and Shower Facilities

There are both men's and women's restrooms and men's and women's shower facilities located on each floor of the student residence.



Kitchens

Each floor has its own kitchen fitted with all the equipment and pots and pans you need. Any missing equipment should be reported to staff. There are refrigerators and cupboards in the kitchen for storing your food. Students are responsible for keeping the kitchens in order and cleaning up after themselves. Food stored in the shared refrigerators should be labeled with name and the date to avoid discarded. Please remove and dispose of your food before your departure from the European Study Center.

Visitors

Overnight visitors or guests are permitted provided there are rooms available. A room will need to be booked with our on-site staff and paid for in advance. Each guest needs to be registered at the reception and will cost €25/night. You will be responsible for your visitors, and any damages incurred will be deducted from your damage deposit.



Cellphones

For safety reasons, all students must have a working cell phone so that the ESC staff can reach you in case of emergency. Please be prepared to pay a refundable €20 or \$30 deposit and remember that calls and data are not included. The best ways to top up pre-paid credit is at a local phone shop named **O₂**. Staff will generally speak English and will assist you if you tell them that you wish to top up your phone:

O₂ Store :

Poststrasse 1-3 at Careé.

Mo-Fr: 10:00 am to 18:30, Sat. 10 am to 2:30pm

DM Store:

Sales pre-paid **O₂** Cards: Rohrbacher Straße 3, Bismarckplatz.

Mo- Sat: 08:30-20:00



One of the least expensive ways to contact home is to use data/Wi-Fi as opposed to cell phone calls and texts. There are many great apps and programs out there such as Skype, Facetime, WhatsApp, and Facebook messenger. Many German SIM card packages such as **O₂** Loop offer rolling monthly data packages for between €10 and €20 per month.



Internet Access

The ESC has Wi-Fi internet access everywhere on campus, and the cost is included in your program fee. There is a computer lab at the ESC with approximately 5 computers for academic use. It is not possible to install any software on the ESC computers. For personal use we recommend bringing your own laptop or tablet. You are able to use the printer and copy machine free of charge.

International Phone Calls

It is of course also possible for you to use your own cell phone over here, though we advise you to use a German SIM card as opposed to using your cellphone package, as the German pre-paid plan will be less expensive. Before calling internationally, remember the country code must first be dialed.

For the U.S. and Canada: 001 so you would dial 001 -123(area code)-456-7890 (number). If you are calling from a cellphone add the symbol “+”

The country code for Germany is 49. When calling from the U.S., generally 011 must first be dialed to signal that an international phone call is being made. When making an international phone call to Germany and if you are given the following German phone number: 07142 95 65 11, the first 0 in the number is omitted. And from the U.S. you would dial 011-49-71 42 95 65 11.

Important: When calling within Germany with an international cellphone, add the +, the country code 49, and then the number.

ESC Office: + 49 6221 91 59 612



Mai

You can have your mail sent to the ESC address and you will be notified when there is a package waiting for you in reception. The address is:

Herr (Mr.) or Frau (Ms) (Name)
C/o The European Study Center
Bergstrasse, 106
69121 HEIDELBERG
Germany

Cost of International Postage	
A postcard	€0.80
A large letter	€3.45
A package up to the weight of 2kg	€15.90
A package up to the weight of 5kg	€35.99
A package up to the weight of 10kg	€47.99
A package up to the weight of 20kg	€68.99
A package up to the weight of 31.5kg	€93.99

(www.portokalkulator.de, accessed on 26 Feb 15)

VAT and Tax – You may have to pay to receive packages!

While it is tempting for your relatives and friends to declare a higher value on packages they send you, keep in mind that personal packages with a value over €45 and any commercial package worth over €22 will be subject to VAT and tax. These values include the cost of shipping. In previous years we have had students asked to pay €100 to receive their care packages which were declared as having a value of €500, so please let your friends and family know of the VAT and tax rules here in Germany so you don't have to deal with a large fee!

For the nearest post office, please refer to the Heidelberg Guide on page 19.



Currency and Exchange Rate

The currency in Germany, as in much of Europe, is the Euro (€). 1 Euro is divisible into 100 cents.

What is the exchange rate?

Exchange rates are constantly changing, so please make sure you check the current rates daily if you want to exchange larger amounts of cash or charge items to your credit card. www.xe.com is a commonly used website where you can check exchange rates.

>> The chart on the right is an approximated cheat sheet, which you can cut out and keep in your wallet. It's nice to have a rough idea of the approximate costs/value of things compared to the USD, esp. when you just have just arrived in and don't want to whip out your calculator or end up paying too much for something.

1 EUR	=	1.13 USD
2 EUR	=	2.27 USD
5 EUR	=	5.67 USD
10 EUR	=	11.35 USD
15 EUR	=	17.03 USD
20 EUR	=	22.71 USD
25 EUR	=	28.39 USD

Converting USD (\$) to EUR (€)

There is no real need for you to set up a bank account in Germany unless you are staying for longer than 6 months. If you do need to set up one, please talk to ESC staff who will advise you on how to do so.

The best way for you to convert money is by using your debit card at an ATM or exchanging cash at a bank or airport. Students are advised to check the exchange rates, as cash exchange rates and fees vary. Banks usually have the best rates for cash. Travelers' checks are very difficult and not recommended in Europe any more.

We recommend using your ATM card. Some US banks or credit unions offer free withdrawals even abroad, and the local ATMs do not charge you to use them. It's also recommended to use debit/credit card with a 4 digit PIN and to notify your bank that you will be abroad.



Debit and Credit Cards

Most Germans prefer to use cash. Many shops only accept the German debit cards, and no credit cards, and even then there is usually a minimum payment required, so it's advisable to always carry cash on you. Carrying cash also makes it a lot easier to budget: we all know how easy it can be to simply put something on a card and forget about it!

The best way to obtain cash is at an ATM with your debit/credit card. It's a good idea to notify your bank before you leave to let them know you'll be using the account abroad, therefore hopefully avoiding any unnecessary holds being put on the account. It's also useful to ask them about fees for using the cards abroad and what the maximum withdrawal amount per day is.



Personal Expenses

We advise you allow for a budget of roughly €10 (\$11) per day to cover essential items such as food and toiletries. If you plan on traveling, you should also take these costs into consideration. Below is a table of other expenses that need to be covered on top of the program fee:



Expenses	Amount	When it should be paid
Housing Extension for early arrival or late departure (dependent upon availability)	25€/ night	This is to be paid upon arrival, but you must check availability of rooms with the program manager well ahead of time.
Books and supplies	will vary, but usually much less than at home	Depends on course selection. Please contact ESC staff for more information.
Cell phone deposit (<i>refundable at the end of the program</i>)	20€ or \$30	To be paid in cash when you receive your cell phone.
Room Deposit (<i>refundable at the end of the program</i>)	250€/\$300	To be paid upon arrival. To be paid in cash only.
Residence Permit (<i>Only necessary for students or faculty on semester programs</i>)	50€	To be paid upon arrival. To be paid in cash only.
Public Toilets	30-50 cents	General costs
Plastic Bags	10 cents-€1	General costs



Airport Transfers

A transfer from Frankfurt Airport to Heidelberg when you arrive is included in your program fee. We will organize the transfer for you and email you with the details one week prior to your departure. If you chose to fly to a different airport please let the program coordinator know as soon as possible.

If you decide to go travelling in your free time, you may end up also using the Frankfurt-Hahn airport, which unlike the Frankfurt Main airport, doesn't have a train station. The best way to reach Frankfurt Hahn is to use the shuttle bus which departs regularly from Heidelberg Main Station. You can find timetables and book a ticket on the bus via this link: www.hahn-express.de

You can easily reach Frankfurt Main airport using the train for a cost of around €20, you can find timetable information on: www.bahn.de

Each time you travel on your own, you must notify the program manager via email, writing travel dates, locations and where you will be staying; this is required so that we may contact you in an emergency.

Personal Travel

As the ESC tries to schedule classes from Monday-Thursday we highly encourage students to enjoy the weekends and travel independantly as much as possible! Please note that some courses at the SRH take place on a Friday and they are scheduled around a 5 week block, so we recommend students of SRH courses (Spring/Fall Students) to wait for their schedules before booking travel. Also the international business week will be Monday-Friday during the first or second week of October.



Our staff is always happy to answer any questions you have about traveling. Recommendations can also be found on the European Study Center website. Traveling within Germany in small groups can be done for a very reasonable price with the Schönes Wochenende Ticket which is valid for up to 5 persons traveling together. Note: this ticket is only valid on regional trains (RE, RB, IRE, S-Bahn) on either Saturdays or Sundays (one day only) between midnight and 3 a.m. of the following day. Tickets are just 56 € (for 5 people), roughly 11€ per person.

Public Transportation

In Heidelberg the best way to get around is by using the public transportation. The local transport system is called the VRN and you can access timetables on their website VRN.de. The trams 23 and 5 stop every few minutes at the tram stop *Blumenthalstraße* which is a two minute walk from the ESC, so it's always easy to get around town.



On semester programs, students are usually able to get a semester pass, which entitles you to use the VRN transportation (buses, trams, regional trains) for free for the duration of your stay here. Also included in this semester pass is the funicular railway at the castle, so don't forget to mention that you have a semester pass each time you visit the castle!

Summer and short term programs do not receive a pass, but the all transportation



costs associated with the program are included.

Driving

Germans drive on the right hand side of the road. Roads in Germany and throughout most of Western Europe are comparable to those in the U.S.; however roads in Europe can be quite narrow. The traffic rules are quite strict in Germany, so if you choose to drive you should pay close attention to the signs and lights. Germany is known for its “Autobahn” (highway) with no speed limits. However, this is only true on parts of the Autobahn, so make sure there you are aware of the speed limit signs and the speed cameras. NEVER pass another car on the right and always move back to the right immediately after passing. In areas with a lower speed limit, often times stop signs are not at intersections where Americans would expect them to be. In that case, the car to the right has the right of way and the car to the left must give way even though there are no signs indicating it. Navigating the roads can be very difficult without a GPS.

Remember that the cost of fuel is much higher in Europe than it is in the US. Further, many countries including most of Germany’s neighbors impose large tolls for the highways, so driving here can be considerably more expensive than taking a bus or a train.

TIP: Germans take Jaywalking pretty seriously, so when crossing the road always check that the little man on the traffic light is green, not red. Even when the road is completely quiet it’s best to wait for the green man to avoid being told off by the locals and receiving a fine from the police!



Visiting the Doctor

Germany has a very good healthcare system. Due to insurance, safety, and language reasons, you must always inform a coordinator if you need to go to the doctor and they will accompany you. Please notice that you will have to pay the provider upfront and you will have to fill out a claim form with our coordinators to get paid from your insurance company.

While there are doctors in Heidelberg who speak English, it's always best to have someone on hand to translate.

Some helpful vocabulary:

Apotheke = Pharmacy

Arzt = Doctor

Krankenhaus/ Klinik = Hospital

Notfall= Emergency

Schmerzen = Pain

Zahn= Tooth

Swollen= geschwollen

Prescription Medication

If you take prescription medications regularly, you should bring enough to last for your entire stay if possible. Your specific medication may not be available in Germany, or it may be available in different dosages. We suggest getting a letter from your doctor or pharmacist describing your medications, their dosage, a generic name for them, and the condition being treated. This letter could be helpful in an emergency. Please make sure all medications (prescription or over the counter) are in the original containers and are clearly labeled. Also, if possible, carry copies of the written prescriptions to avoid problems with customs.



What to do in an Emergency

There are two different numbers to take note of:

* Fire station & Ambulance: 112 * Police: 110

Upon arrival, each student will be issued an emergency contact card to carry at all times.

Emergency Information Card

General European Emergency Number: 112

HEIDELBERG

European Study Center

Bergstrasse 106

① +49 (0) 6221 915 960

Tram Stop:

Blumenthalstrasse

Trams 5, 23

ESC Emergency Phone Number: +49 (0) 176 211 34 8 25

CEPA Emergency Number +49 (0) 1 76 6139 06 13

Important note: You may need to dial 011 instead of +!

US Consulate Frankfurt

① +49 (0) 69 7535 0

US Embassy Berlin

① +49 (0) 30 83 05 0

The ESC staff will be available at all times in case of an emergency via the emergency phone number which you will receive during orientation. Please do not rely on Facebook as a mean of contacting us in an emergency; we are not always immediately available through Facebook. If parents wish to get in touch we ask that they contact us on any of these numbers.

ESC reception: +49 (0)6221 915 9611

ESC program manager: +49 (0)6221 915 9612

ESC director: +49 (0)6221 915 96 13

Other useful contacts:

Hospital

Saint Elizabeth Krankenhaus: Max-Reger-Straße 5, 69121 Heidelberg

Tel.: +49 6221 4880 Walkable distance from the ESC.

<http://www.sankt-elisabeth.de/>.



ER, Emergency

Heidelberg University Hospital Im Neuenheimer Feld 110, 69120 Heidelberg

Tel.+49 6221 56-6220 or +49 6221 56-6110

<http://www.klinikum.uni-heidelberg.de/index.php?id=106474>

ER Doctors during the weekend

Fridays from 7pm until Mondays at 7 am: +49 6221 192 92

Zentrale, Alte Eppelheimer Straße 35

Dentists

Dr. Cristina Ogniben Burgstr. 61 69121 Heidelberg <http://www.zahnaerzte-mannl.de/>

For other English speaking services, the U.S. Embassy has a list on their homepage at <http://germany.usembassy.gov/acs/lists/>. Heidelberg is located in the Frankfurt-Baden-Württemberg area.

Insurance

Each student is required by the German government to have international health insurance. An affordable Travel Health & Accident Insurance plan is available through UIW's partner CISI.

What do I do if I am sick or need medical assistance? How do I file a claim for my insurance?

Please inform the ESC program manager whenever you need to go to the doctor or the hospital. You will need to pay upfront and in cash for all of the treatments you receive at the doctor's office, hospital or pharmacy. In case of more significant expenses due to a hospital stay, for example, the CEPA staff will negotiate with the doctor/hospital to have the invoice sent directly to the



insurance company.

Please make sure, that you keep all receipts for any payments you make which relate to your insurance coverage! Without receipts, the insurance company will not be able to reimburse you. You must fill out and sign a claim form, and the ESC will mail your claim and receipts to the insurance company for you. Please be aware that processing the claim can take 6 weeks or longer, and the payments are usually made by check in USD.

Safety in Germany

Germany is one of the safest countries in the world for travelers, but nowhere is completely crime-free. You must be aware of your surroundings at all times and use your common sense. Never leave your belongings unattended or take items from strangers. Remember that by law you must have proper ID at all times, and in the case of non-EU citizens this is your passport.

Embassy of the United States Berlin

Neustädtische Kirchstr. 4-5
10117 Berlin
Telephone: +49 30 2385 174

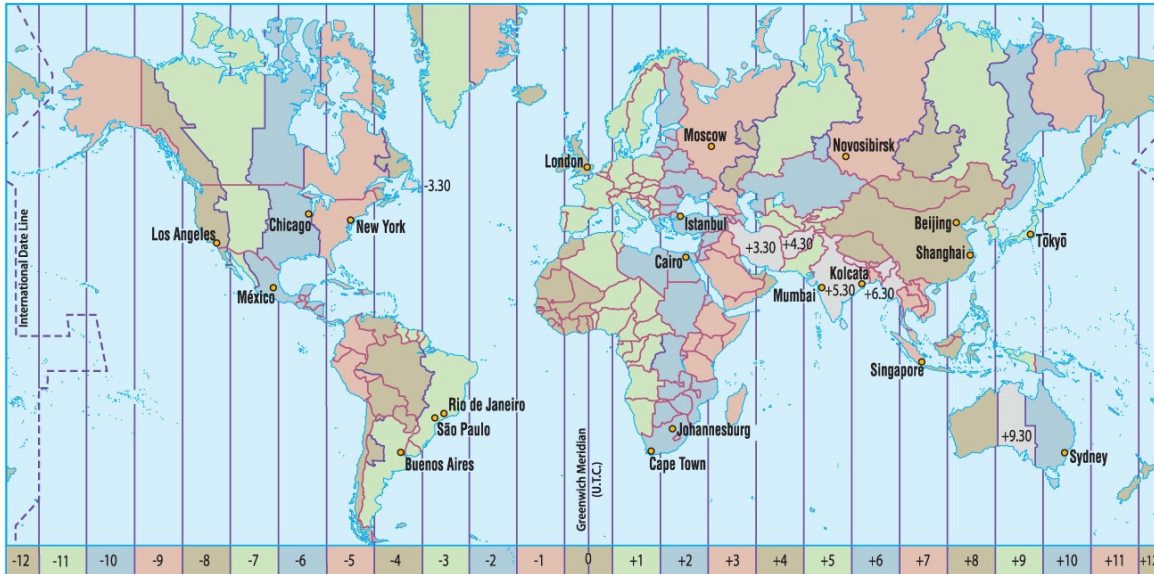
U.S. Consulate General Frankfurt

Gießener Str. 30
60435 Frankfurt am Main
Telephone: +49 69 7535-0

All students should have legally entered Germany. Students who plan to stay longer than three months need to obtain a residence permit. Whether you are just staying short-term or longer, the German police can ask for identification and for demonstrated proof of one's right to be in Germany at any time. Students should carry identification at all times - failure to properly identify oneself could result in legal detention. It is up to each individual student to decide whether or not they wish to carry their original passport and other important documents or copies of these items. You will find out more about this at orientation.



Time Difference



Germany uses the time zone GMT+1 between November and March (dates vary each year) and uses CEST+1 (central European summer time) between April and October. Most of the year the time difference is 6 hours for the East Coast and 9 hours ahead of the West Coast in the US.

Lost in translation?

Luckily Heidelberg is a very international town, so there is no problem with a language barrier as most people will speak at least basic English. It is, however, always good to know a few phrases in German, so we will give you a mini crash course on German upon your arrival!



Toilets are marked with "WC" and the words Männer/Herren/H (for men) or Frauen/Damen/D (for women). You will want to make sure you always have pocket change with you because in most public restrooms there is a small fee (30-50 cents) to use the restroom. Generally even fast food restaurants limit use of their restrooms to their customers (meaning you can't always just look around for a McDonalds to run into quickly) and even then you may be asked to leave behind some change in exchange for use of the facilities. Often times you will find someone sitting next to a plate or a bowl at the entrance of public restrooms. That person is responsible for keeping the restroom clean and their income depends on you paying to use the facilities. Some restrooms, particularly those you find at train stations, will have a turnstile entrance that you need exact change to pass through. Also, be aware that public restrooms at train stations often close for the night.

Cultural Differences

There are some cultural differences between Germany and other cultures. Germans may not appear very friendly to other cultures who are used to a lot of smiles and pleasantries from strangers in public. Many Germans will not start small talk with a stranger (meaning the cashier at the grocery store won't ask how you are today). However, once you get to know someone a bit better, Germans



are generally very open and giving. Also, do not be offended if you feel like a German is cold towards you; they are just much more direct people from other cultures. Another important cultural difference is punctuality. Germans stress being on time and feel that being late is a sign of disrespect. Make sure you are always on time. You will probably also notice that people in Europe generally do not speak or yell loudly in public, especially trains and buses. Observe your surroundings and be respectful of your host country and culture. Heidelberg is in the sunnier part of Germany and the weather is generally quite mild (depending on where you are comparing it to). Winter temperatures rarely drop far below freezing and 85° F is considered quite warm for a summer day. Rain is a possibility year round.

In Germany water from the tap is completely safe to drink! Often if you ask for water in a restaurant it will be sparkling and cost money, so if you want still water, be sure to ask and prepared to pay!

Taking Photos

In some of the museums or churches you are not allowed to take pictures or use a flash. Before you enter, just check to see if there is a sign with a camera crossed out, which means keep your camera in your bag.

Just as you wouldn't want strangers taking your picture without asking, we recommend you avoid taking pictures of people without their permission. Most



people do not want the uncertainty of whether or not their picture will be posted on the internet without their permission and we ask you to be courteous.



Shopping

Few stores give customers plastic bags free of charge. Department and clothing stores generally do, but grocery stores do not. You can either opt to pay for a plastic bag (starting at around .10€ - 10 cents) or bring your own reusable shopping bag with you. Reusable bags can be purchased in most stores for a couple of Euros. Some grocery stores also have a big bin full of cardboard boxes leftover from their incoming shipments available for customers to take their groceries home in. You are expected to bag your own groceries.

24-hour stores are nearly non-existent in Germany. Grocery stores and bakeries often open at 7 or 8am. Other stores may not open until 9 or 10am. Most stores (grocery and otherwise) stay open until 8pm, though you will likely find a few places that close at 6pm. Some grocery stores stay open until 10pm or midnight. Saturday most stores open later and/or close earlier than weekdays and all stores are closed Sundays and holidays. You will need to make sure that you have enough groceries at home to eat on Sunday or you will have to eat out.



Trash

The environment is very important to most Germans and throughout Germany you will find that trash is dutifully sorted for recycling, and is generally not thrown away until it is as clean as possible. Though it is certainly more work to sort things to the extent you will find most Germans do, we ask you to please be respectful and sort your trash when sorting bins are available. Not doing so can result in additional fees or for whomever the trash bins belong to. Also, the different types of trash are not picked up every week and the bin for trash that cannot be sorted into a category for recycling is generally the smallest. It is thus prudent to make sure that as much as possible is sorted. You will often find a “green dot” like the one pictured below on packaging indicating that it can and should be recycled. When in doubt, simply ask someone nearby which bin to use.



When you purchase beverages in a bottle or yoghurt in a jar, regardless of where you purchase them, you generally will pay a deposit of 0.15€-0.25€ on top of the listed price. You will want to always look for the word “Pfand” or one of the two symbols below to see whether or not your bottle should be returned for money. If a bottle says “Pfandfrei”, it means you did not pay a deposit and should recycle it yourself. Generally bottles are returned to grocery stores in machines which read the labels and give you a receipt which you then take to the cash register for a

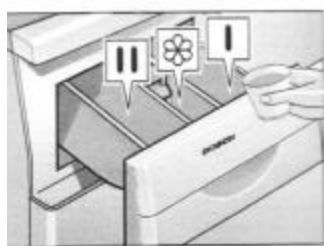


payout of cash or to use against the total amount of your purchase. Don't peel the labels off your bottles if you want your money back! If you purchased a drink in a deposit bottle at a café, you can return it at the cash register there.



Laundry

You will likely find that the washing machines here in Europe are slightly more confusing than in the US. You will also find that doing your laundry takes much longer. Washing machines are smaller than in the U.S. and few cycles run less than an hour. Most machines have a little drawer on the front with three slots as pictured below-One for prewash detergent (I line), one for the main wash detergent (II lines) and one for fabric softener (with a flower). If you don't plan on using the prewash, make sure your detergent winds up in the main wash area.



Picture courtesy of the Bosch Exxcel 1400 quick start guide

You will also need to choose a temperature and spin speed. To give you a general idea, 30° is cold, 40° is warm, 60° is hot. Spin speeds will generally range from



600-1200rpm.

Once you put your laundry in, close the door and push start, there's generally no turning back. The door will not open until the cycle is through, so make sure you check your pockets carefully for anything you don't want to get wet before starting each load. You will find a full description at the laundry room.

For more General Tips be sure to check out your Heidelberg Guide, which contains many handy tips on travel and the local area!

We hope you enjoy your stay here with us in Heidelberg.

