Insights of International Higher Education
London, United Kingdom
2023
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IMPORTANT CONTACTS

INTERNATIONAL PROGRAMS OFFICE
A5500 University Center
282 Champions Way
P.O. Box 3062420
Florida State University
Tallahassee, Florida 32306-2420

PHONE   (850) 644-3272
1-800-374-8581
FAX   (850) 644-8817
(850) 645-4659
EMAIL   IP-Info@fsu.edu
WEBSITE   international.fsu.edu
HOURS   8:00am - 5:00pm EST
Monday - Friday

THE LONDON STUDY CENTRE
Florida State University
99 Great Russell Street
London
WC1B 3LH
United Kingdom

PHONE
From US:  011 44 20 78133223
Inside UK:  020 78133223

WEBSITE
https://international.fsu.edu/studycenterlondon.aspx

HOURS   8:30am - 5:30pm GMT
Monday - Friday

Dr. Kathleen Paul, Director
kpaul@fsu.edu

Mark Wheatley, Theatre Academy London Director
TAL@admin.fsu.edu

Dr. Lisa Bowers Isaacson, Senior Associate Director
lbowersi@fsu.edu

Katie Behringer, Assistant Director
kbehringer@fsu.edu

Megan Griffin, Student Affairs Manager
mgriffin2@fsu.edu

Olivia Jaworski, Programs Officer
ojaworski@fsu.edu

EMERGENCY PHONE NUMBERS – LONDON
In emergency situations, the London staff may be called at the numbers provided. Please reserve these numbers for emergencies only.

Dr. Kathleen Paul
Cell Phone   011 44 (0)7793 504166
Home Phone   011 44 (0)1727 75 3133

Dr. Lisa Bowers Isaacson
Cell Phone   011 44 (0)7545 865637

On-site Staff
Katie Behringer   011 44 (0) 7869 519977
Megan Griffin   011 44 (0) 7753 212039

London Emergency Response Services
Fire, Ambulance, Police   999
Non-Emergency Police   101
Holborn Police Station   020 7404 1212

AMERICAN EMBASSY - LONDON
33 Nine Elms Lane
London
SW11 7US

PHONE   011 44 20 7499 9000
WEBSITE               http://uk.usembassy.gov/

INTERNATIONAL CALLS
Making international calls from the US to United Kingdom: First dial “011” (for international call), followed by “44” (the country code), then the specific area code (dropping the first zero) and location number.

Making international calls from the United Kingdom to the US: First dial “001” followed by the U.S. city area code and the seven-digit telephone number.

Time Differences: Greenwich Mean Time (GMT) is ahead of Eastern Standard Time by five hours, Central Standard Time by six hours, Mountain Standard Time by seven hours, and Pacific Standard Time by eight hours. Daylight Savings Time changes often occur on different dates in the UK than in the US.
LONDON STUDY CENTER MINOR
The London Study Center Minor enhances and focuses a student’s program in Britain. It requires 15 credits, 9 of which must be earned in London and include a cultural component. Students can choose from various disciplinary perspectives on British Studies. A maximum of 9 hours may be counted in a single academic discipline. A minimum grade of “C-” must be earned and a minimum grade point average of 2.0 must be maintained for all courses taken for the minor. Courses used toward the minor cannot be used to meet any other University requirements (general education, major, graduation, etc.). Contact IP-AcademicAdvising@fsu.edu for more information.

TUTORING RESOURCES
There are a number of tutoring resources available at Florida State University to assist you academically, both in Tallahassee and abroad. Online tutors in many subject areas are available through the following programs:

- Reading & Writing Center (RWC) - http://wr.english.fsu.edu/Reading-Writing-Center/RWC-Online
- Academic Center for Excellence (ACE) - http://ace.fsu.edu/
- University Libraries: Office of Distance Library Services - https://www.lib.fsu.edu/department/distance-learning

OFFICE OF ACCESSIBILITY SERVICES (OAS)
OAS provides reasonable and appropriate accommodations for students with documented disabilities. Documented disabilities and accommodations vary in nature, and though the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 do not apply extraterritorially, we do our best to accommodate our students. If you anticipate needing to request accommodations for a documented disability, please schedule an appointment with OAS by calling (850) 644-9566 (Voice) or (850) 644-8504 (TDD). For more information, visit https://dsst.fsu.edu/oas.

FSU ENHANCEMENT PROGRAMS RELATED TO STUDY ABROAD
FSU students are encouraged to get involved with the Garnet and Gold Scholar Society and the Global Citizenship Certificate program. These two resources provide special recognition as global-ready graduates.

The Garnet and Gold Scholar Society
- garnetandgoldscholar.fsu.edu
- garnetandgoldprogram@fsu.edu

The Garnet and Gold Scholar Society program facilitates involvement and recognizes the engaged, well-rounded student who excels within and beyond the classroom in the areas of:
  * Leadership
  * Internship
  * Service
  * International
  * Research

A student who has met the criteria in three of the five areas is eligible for consideration.

All study abroad programs organized through the International Programs Office qualify for the international experience portion of the International Area.

The Global Citizenship Certificate
- cpe.fsu.edu/globalcitizen
- globalcitizens@fsu.edu

The Global Citizenship Certificate program helps undergraduate students develop invaluable cross-cultural skills and global competencies needed to be a global-ready graduate.

Students who enroll in the certificate take 1 required course, Global Perspectives, and 5 electives. The required course counts toward FSU Liberal Studies X, E-series, and writing requirements. Students can choose from 500+ courses to fulfill the elective course requirement.

In addition, students participate in 8 intercultural events on campus and a sustained international experience abroad, which you are about to do!

Enroll in the Global Citizenship Certificate before you leave to ensure your study abroad experience counts toward the certificate.
Some countries may require COVID-19 testing and/or vaccination to enter the country or for other purposes. Even if a country does not currently have such requirements, FSU cannot guarantee these or other measures will not be implemented before or during your program.

Once you are notified by International Programs to book your travel arrangements, you must submit your flight itinerary through the IP Student Portal. All flight information will be provided to the London staff. It is important that they receive this information in order to monitor student arrivals.

We strongly advise you to purchase airfare and travel insurance directly with the airline when booking your flight; travel insurance typically covers flight cancellation fees, lost luggage, or other losses incurred while traveling, etc. Speak with your airline for details. Click here for more information about travel insurance and trip cancellation policies. Note: Airfare costs are not included in your program fee, and FSU will not reimburse any costs or fees associated with flight changes or cancellations due to COVID-19 should they occur.

- Keep your boarding pass until you have landed, cleared immigration and customs, and have collected your luggage.

- Have your passport accessible in your carry-on luggage.

- During your flight make sure to drink lots of water to stay hydrated. Get up and walk around once an hour to help your circulation. Do simple stretches while in your seat. Try to sleep; it will help you combat jet lag. Wear layers, as the temperature on the plane and in airports can vary.
ARRIVING IN LONDON

ARRIVING IN THE UK

ARRIVING IN LONDON

Note: Expect to take up to 90 minutes from landing to pass through immigration, baggage claim, and exit into the arrivals hall.

Arriving at Heathrow Airport

The cheapest and fastest route from Heathrow to the Study Center is to take the Underground into central London. If you have minimal luggage that you can handle on public transport, this is an advisable route.

Follow the yellow signs for the Elizabeth Line/TfL Rail. Use a contactless credit card or Apple/Google Pay at the ticket barrier; if you do not have these methods of payment, you can purchase a single (one-way) paper ticket to Tottenham Court Road from a kiosk in the station (approx. £11-13). Board any Elizabeth Line service; alight at Tottenham Court Road station. Exit to the street using the elevator located near the Petit Pret sandwich shop inside the station. Once on the street, cross New Oxford Street straight ahead towards the Dominion Theatre/Halifax Bank. Continue past the theatre, then turn right into the first street, Great Russell Street. The entrance to FSU London is halfway down the block on the left-hand side at number 99.

You can also travel into central London on the Heathrow Express. While this is slightly faster, it costs twice as much as the Elizabeth Line (approx. £22-25) to get you to Paddington station. To complete your journey to FSU London, you will still have to pay for and take the Tube to Tottenham Court Road station.

Arriving at Gatwick Airport

If your flight lands at Gatwick Airport, you can take a train into central London. Gatwick’s rail station is located in the South Terminal. Purchase a single paper ticket (approx. £12.90) at a kiosk for a ThamesLink service to Farringdon station. Ride the northbound ThamesLink train for around 40 minutes; alight at Farringdon station, using your paper ticket to exit. Follow the signs for the Elizabeth Line; use a contactless credit card or Apple/Google Pay at the ticket barrier (if you do not have one, you can purchase a single ticket to Tottenham Court Road at a kiosk for around £2.50). Take a westbound Elizabeth Line service for 1 stop to Tottenham Court Road. Follow the directions in the Heathrow section above to exit and walk to FSU London.

You can also travel into central London on the Gatwick Express or Southern Rail. Both services cost around £18-20 to get you to Victoria station, where you will still have to pay for and take two Tube trains to complete your journey to FSU London.

Should you prefer to take a cab, we recommend booking in advance with Addison Lee for a set fee. We strongly discourage hailing a cab at the airport, as the journey will be metered and can end up being very expensive.

If your flight is canceled, delayed, or you miss a connection on your way to London, contact International Programs staff via email or phone.

Your program housing will begin on the start date of your program and end on the end date. If you plan on arriving earlier or wish to stay later, you must make arrangements to stay in a hotel. Click here to view our recommended hotels lists. If your program requires a visa, you may not be permitted to arrive before the program start date. Consult your immigration introduction or visa packet in the IP student portal or contact IP-Visas@fsu.edu prior to planning independent travel before your program.

You may check-in to FSU London starting at 10:00am on the start date of your program. All orientation/welcome activities that take place upon arrival are mandatory.

For planning purposes, you must check out of program housing on the morning of the last day of your program. You will be responsible for getting yourself to the airport in time for your departure.
LONDON HOUSING
Students are housed in accommodation on-site or within close walking distance of FSU London. Some of the buildings that house students may not be exclusive to program participants. You may check-in to FSU London starting at 10:00am on the start-date of your program. Rooming assignments will be made based on a combination of factors as indicated in the information you provide on the housing questionnaire in the IP student portal. You will receive your roommate assignments during check-in at FSU London.

We are very fortunate that FSU London is located in the heart of central London, but please be aware that there are certain ‘quirks’ with all buildings as old as ours (17th century home registered on the National Heritage list for England). These differences are part of the experience of immersing yourself in another, much older culture. Rooms may be smaller than you are used to, there are many stairs, no elevators, and no air conditioning. On the plus side, you will be living in central London, just a few minutes’ walk from the British Museum, Covent Garden, West End theatres, and Trafalgar Square – just to name a few sites!

Come prepared to cook most of your own meals while you are in London. Cooking in your flat is a great way to:

- save money
- help keep you healthy by eating fresh food and vegetables
- develop relationships with your flatmates through communal cooking and meals
- add variety to your life as you try new dishes from the grocery store or learn new recipes from your flatmates

During your on-site orientation, you will be advised of the FSU London Housing Rules & Regulations. Violation of any of the housing policies is grounds for dismissal. It is your responsibility to familiarize yourself with the housing rules and regulations for your specific program. Refer to the FSU International Programs Contractual Agreement and the Housing Terms and Conditions for details. You are required to sign the FSU International Programs Contractual Agreement as it outlines your contractual obligations as a participant on our program.

A note on noise: The law in England forbids excessive noise after 11:00pm. The police and the local borough authority strictly enforce this rule. Quiet hours are in effect from 11:00pm until 8:00am, during which time no noise should be heard outside student rooms. At all other times residents should be aware of the effects of their noise on others and respond appropriately to requests to lower volume.

HOUSING AMENITIES
Housing will be fully equipped with everything you will need, including:

- one or two bathrooms
- kitchen
- living room area
- shower
- iron
- ironing board
- microwave
- oven
- dishes
- pots and pans
- two kettle
- refrigerator & freezer
- towels & linens
- wardrobe
- Wi-Fi
- access to a safe
- and more!

THINGS TO NOTE
- Cleaning products and toilet paper are your responsibility.
- The electrical current in Europe has two times stronger voltage (220 volts) than in the U.S. (110 volts). Do not bring anything electrical, such as hair straighteners, blow dryers, or curling irons. Hair dryers are provided free at your accommodation or you can obtain one from FSU London Reception. Hair straighteners and curling irons can be purchased at a low cost at local shops.
- Laundry facilities are available.
- You will be assigned two towels, a top sheet, a bottom sheet, a duvet, duvet cover, two pillows, and pillowcases. Linens will be changed every two weeks.
- Do not purchase any additional furniture or large furnishings, such as couches or TVs.
- Housing facilities are not air conditioned. This is standard across Europe, and we appreciate your accommodation of this difference. Fans may be provided, and we encourage you to purchase other personal fans/cooling mechanisms as needed.
- All off-site accommodations provide comparable facilities, however, we cannot guarantee that each residence will have the exact same amenities. Each student housing facility has safety and security measures. They may vary by location.

HOUSEKEEPING
Your flats will be cleaned every other week, but you must leave your flat in such a condition that the housekeeping staff can do their job. Housekeeping staff will mop the floors throughout the flat, wipe down surfaces, and remove one bag of trash per flat. Housekeeping staff will not clear away personal possessions, clean dishes left in sinks, or pick up dirty laundry left on the floors. Above all, you should remember that primary responsibility for the cleanliness of your flat remains with you and your flatmates. You are responsible for cleaning up after yourself when the kitchen or bathrooms have been used, making your own beds, and for keeping your room reasonably tidy. At the end of the program, the flats will be inspected. They should be neat, clean and in the condition in which they were found. If the flat is left in an un-fit state or if any damages are found upon your departure, additional charges may be assessed to your FSU account. Please note that housekeeping staff will not enter flats during any quarantine/isolation periods.
PERSONAL TRAVEL, CLIMATE & PACKING

PERSONAL TRAVEL
Due to the uncertain nature of the COVID-19 pandemic, all program elements including the program calendar, weekly schedule, classroom environment, course delivery method, housing arrangements, transportation policies, and international or in-country travel restrictions are subject to modification at any time in order to comply with local public health restrictions as well as the policies and practices of Florida State University.

FSU’s current independent travel policy allows students to travel independently commensurate with any local, national, or international guidance and restrictions.

FSU will continue to review its independent travel policy as conditions abroad change, but there is a possibility independent travel could remain restricted or limited during your program. Failure to adhere to the independent travel policy could have significant consequences, including potential removal from the program.

Please wait until you have arrived and received your class/program schedule before booking any independent trips.

Do not plan travel that will cause you to miss classes or other required programming; strict academic standards are maintained on programs. Your grade may be reduced by any unauthorized absence from class.

For safety purposes, you will be instructed by International Programs to fill out a mandatory online independent travel form each time you plan on traveling outside of your program. More information will be provided to you in the IP Student Portal prior to departure.

CLIMATE
The weather is going to play a large role in how you pack for your time abroad. Monitor the weather before departure and research climate trends for your location to pack accordingly.

The average temperatures in London in the fall, winter and spring are comparable to temperatures in northeastern states. The climate is generally damp, so it may feel colder than it actually is. You may need warm clothes (sweaters, etc.) and a raincoat because it often rains in London. The summer can be hot and most buildings, including our housing facilities, are not air-conditioned.

The buildings in England are sometimes not heated to the same level as they are in America. Therefore, do what the British do—wear warm clothes inside and outside. On the coldest days, we recommended you wear layers that will keep you warm while you’re outside, but can be removed to keep you cool if indoor spaces or public transport are well-heated. By the same token, buildings are generally not air-conditioned in the summer months, including student housing.

PACKING
All airlines have different policies regarding the number, size, and weight of bags allowed on domestic and international flights. Fees for having too many bags or exceeding size and weight limits are steep, and also vary by airline. It is important that you determine the restriction on your particular airline before you pack. Please be aware that you will be responsible for carrying your own bags, packs, etc. Restrictions regarding carry-on baggage are different for each airline and sometimes vary depending on your originating, transferring and/or terminating airport. Also, requirements change based on current events. It is imperative that you check your specific requirements prior to your departure and plan accordingly.

Ensure your bag has a luggage tag with your name, address, and final destination. It is recommended that you pack 1 or 2 outfits in your carry-on in case of flight delays/cancellations or lost luggage.

We recommend researching ways to access a textbook as an ebook (electronic book) through the FSU Bookstore, FSU Libraries, Amazon, or other online sites. Keep in mind that not all textbooks are available as ebooks. If you wish to ship textbooks or other course materials to your study abroad location, reference the Mail section of this document and contact the International Programs office with any questions. Plan to bring textbooks and other required course materials with you. You will receive information from the International Programs office when it is time to register for classes with details about textbooks. As a reminder, textbooks are not included in the program fee and will most likely need to be purchased prior to departure.

Make several photocopies of the pages in your passport that contain the issue date, your signature, and your photograph. Leave one copy at home with your family and take another copy with you in case your passport is lost or stolen. Carry a copy separate from your passport when you are traveling.

You should not bring any valuable or sentimental items such as jewelry, expensive watches, expensive cameras, or keepsake items you would regret losing.
COMMUNICATION & ELECTRONICS

COMMUNICATION & CELL PHONES

Staying connected to your family and friends while you are abroad is extremely important. Establish a communications plan prior to departure. Whether it’s setting up a virtual meeting every Sunday night, sending them messages over WhatsApp, or checking-in with them on social media, make sure you keep in touch!

Though it is not mandatory to use your cell phone abroad, consider one of the following options. Do your research to see which option is the best fit for you:

**Add an international plan through your current service provider**
This tends to be the most expensive option. Talk to your service provider for details. Each provider offers varying international plans.

**Use the Wi-Fi available in the Study Center and around the city while the phone is in airplane mode.**
Make sure to turn off roaming before you leave, just in case. Otherwise you might end up with a large phone bill when you return to the US. Apps you can easily use while connected to Wi-Fi include Skype, FaceTime, GroupMe, and WhatsApp. If you have a smartphone, download these apps before you travel so you will be able to activate the account. Note: Students who plan to purchase a sim card or phone abroad should use this option in the meantime...or to save on data use!

**Purchase a sim card in-country for your current phone**
You will need to unlock your phone and make sure your phone is GSM-capable before departure. You can buy a prepaid UK SIM plan, either for phone calls only or for calls and data.

**Purchase an inexpensive phone with a local plan in-country and pay for more minutes/data as needed.**
A pay-as-you-go Top Up phone, which can be purchased for as little as $20, can be used for local and national calls in the UK, calls to and from the U.S. and continental Europe, and calls within continental Europe.

We highly recommend only using your UK-based cell phone for emergencies while you are outside of the UK. We strongly suggest that you do not buy a pay-as-you-go cell phone in the U.S. to take to England. Students who have done this in the past have frequently found the phones do not work. It is far cheaper and more efficient to buy the pay-as-you-go phone in London. In addition, we strongly recommend against buying a contract phone while you are overseas. The costs associated with these contract plans are very hard to control and students might find themselves being billed for unexpectedly high amounts.

COMPUTERS

There are 24/7 computer labs at FSU London. Students should plan to bring a laptop or tablet with them for use in their residence, while traveling, or when required for health reasons. We recommend doing the following prior to departure:

- Bring a plug adaptor so your computer can charge on a UK outlet (laptops and cell phones do not require a voltage convertor, only a plug adaptor)
- Check your homeowner’s insurance to make sure that your computer is covered when you are away from your primary residence. If not covered by your homeowner’s insurance, you may look into insurance through http://www.safeware.com/, a worldwide insurance provider for all electronic devices (e.g. laptop, digital camera, iPod, etc.). They also have a provision for non-electronic personal property.
- Do NOT pack your laptop or laptop charger in your checked luggage.

MAIL

Please share the following information with those in the US who are interested in sending you mail while you are abroad. The Reception Desk will not accept FedEx packages for students so please ensure that any packages sent to you are sent through either UPS or the U.S. Post Office.

Airmail usually will take 7 days. People writing to you should be sure to buy and use airmail stamps; failure to do so will cause their letters to go surface mail, which will take about 6 weeks to deliver. Have mail sent to the FSU London address listed in the Contact Information section of this packet, with your name on the first line.

Shipments to the UK from outside the EU often incur IMPORT DUTY. YOU will have to pay these taxes unless the goods are labeled correctly. Be sure to let the person shipping you the package know the following rules:

1. DO NOT overestimate the cost of goods for insurance purposes; this will only drive up the cost of the import duty.
2. DO NOT ship alcohol, tobacco, or perfume, as these goods will incur extra import duty.
3. You can ship personal effects (clothes, school supplies, etc.) worth up to $25 tax free.
4. You can ship a GIFT worth up to $50 tax free. Other items may incur taxes, which can be very high.
5. Items like cheese or meat products are banned. A list of banned/restricted goods can be found online: https://www.gov.uk/duty-free-goods/banned-and-restricted-goods

You will not be able to receive your package at the Study Centre until any charges are paid in full. Any charges the Study Centre must pay on your behalf will be placed onto your student account.
EXPENSES WHILE IN LONDON
When estimating your financial needs abroad, calculate the amount of money you will need for meals for the entire period of your stay; costs for your personal entertainment and social activities.

A good way to estimate what you might need in London is to assume that whatever you spend here in the US (in dollars), you will spend the same (numerical) amount in pounds (which is considerably more dollars).

London is one of the most expensive cities in the world, with prices on par with those in Los Angeles or New York. However, you can find great bargains all over the city. Dining out can be cheap at a market or food hall, or more expensive at gastropubs or fine restaurants. You may want to splash out on outings such as an afternoon tea experience or shopping on Oxford Street. While some of these costs are high, many visitors find other things in London cheap, such as the cost of food in grocery stores, theatre tickets for West End performances, and ‘meal deals’ for lunch. Don’t forget that some of the best places in London are free, including most museums and its scenic parks!

Class-related excursions are included in the program fee for most classes. Occasionally, there are additional fees to cover expenses such as theatre tickets. This information is available in the textbook compliance section when you register for classes in myFSU.

CURRENCY
The unit of currency in Britain is the pound sterling (£ GBP). You may wish to exchange U.S. dollars for British bank notes prior to leaving for London (we recommend approx. $200). If you have old British paper bank notes, these are no longer accepted, as the UK has converted to plastic notes. Cashless and contactless transactions are the most common ways to complete payments in the UK. You can reference the current exchange rate online.

BANKING
We recommend you set up online banking for your bank account(s) prior to departure from the U.S. so you can monitor your account(s) while overseas. Students are typically not eligible to open a UK bank account.

You should bring two types of cards with you:

Debit Card
- A debit card can be used to access funds from an ATM or bank.
- Make sure your debit/ATM card is linked to a checking account, rather than to a savings account, so you will have access to your funds.
- If you have a pin longer than 4 digits or based on letters, you may have trouble using it abroad. You will need to change your pin before departure.
- You should contact your financial institution for information regarding ATM transaction fees. You can limit the fees if your U.S. bank has a ‘sister’ bank in the host country and/or if you limit your withdrawals, though we do not advise keeping large sums of money on your person or stored in your residence, even if a safe is provided.

Credit Card
- Credit cards are useful in the event of an emergency. If you need to visit a doctor or hospital, you will likely have to pay prior to the service, and then submit an insurance claim afterward.
- Credit cards are also useful for everyday purchases and offer excellent exchange rates. Mastercard and Visa are the most widely accepted credit cards overseas. A credit card with “chip and pin” technology is recommended, as this is the standard abroad.
- Consider applying for a credit card with no foreign transaction fees/international fees.

Before using an ATM or debit card overseas, we recommend the following:
- Contact your financial institution(s) before you leave the U.S. to make sure your ATM or debit card is activated for international use during the dates and in the locations in which you will be abroad.
- Keep a record of all credit/debit/ATM card numbers and the phone numbers you would need to call, with area codes, if they are lost or stolen. Keep this record in a safe place separate from your cards, and you should provide a copy to family at home.
HEALTH & WELLNESS

INOCULATIONS/MEDICAL CONCERNS

BEFORE DEPARTURE:
We encourage all students with underlying health issues that may increase the severity of infection should they contract COVID-19 to discuss their study abroad plan with their doctor/specialist.

Florida State University requires certain immunizations prior to your registration for classes. All newly admitted degree-seeking students (freshman and transfer) and non-FSU students will be asked to complete and submit the required Student Immunization Form through the IP Student Portal.

Familiarize yourself with the specific requirements and health matters in your program location. The FSU Health and Wellness Center offers a travel clinic which provides immunizations. Click here for additional information available through the Centers for Disease Control and Prevention’s site. Some countries have specific requirements for inoculations based on past locations the traveler has visited. It is the student’s responsibility to confirm whether or not the previous travel requires additional inoculations.

WHILE ABROAD:
Your program fee includes international medical and evacuation insurance coverage through Cultural Insurance Services International (CISI); Click here to access the policy online. The coverage will be effective for participants from the day the program starts until the day the program ends. It includes coverage for treatment of ill students, including those with COVID-19, as well as COVID testing for those who are symptomatic, or those who have had a known exposure to a person who tested positive. It does not cover preventative evacuation due to pandemics or preventative treatments such as vaccinations. There are Teleconsultation Services available. This policy is NOT intended to replace your domestic coverage.

The UK has an excellent health care system. Students in need of emergency care will likely be treated at the nearby University College Hospital, which is a 15-minute walk from FSU London. Emergency care is free at the time of service.

Less urgent situations should be treated in one of the many nearby general practitioner or walk-in clinics. GP visits will incur a fee, which students are responsible for paying upfront. Students can file a claim for reimbursement through CISI.

ALCOHOL AWARENESS & ILLEGAL DRUGS
The legal age for the drinking of alcohol in the UK is 18. This means that you will likely have the opportunity to buy and drink alcohol legally. It is in your interest to recognize that this right carries a great deal of responsibility. Should students violate the FSU London conduct code regarding drugs and/or alcohol, they will undergo a student conduct code process, where outcomes are appropriately assigned. In short, know your limits, and drink in moderation if you choose to do so, but not to excess.

Florida State University does not tolerate the possession, use, manufacture, production, sale, exchange or distribution of illegal drugs by students participating in FSU study abroad programs. Violation of this policy may result in immediate dismissal from the program and disciplinary action onsite or upon return to campus. For complete information on student judicial processes, victim rights, and appeals see the Student Conduct Code: https://sccs.fsu.edu/.

MAPPING YOUR IDENTITIES
Our Mapping your Identities guide will help you explore your identities and evaluate your overall wellness to aid in your preparation for a successful and enriching study abroad experience. It will also help you understand others on your program and be better allies for them.
POLICIES & SAFETY

RULES, POLICIES & PROCEDURES

SAFETY & SECURITY
Our highest priority is the welfare and security of our students, faculty, staff and facilities. We have emergency plans in place for each of our locations and work closely with our insurers and 24/7 emergency response providers to monitor and respond to all situations worldwide. It is our policy to follow guidance from the respective U.S. Embassies, U.S. State Department, as well as local officials and keep students apprised of any new information. For more information on IP's security policies and procedures, please contact our Director of Emergency and Risk Management, Tina Brooks, at 850.644.3786 or cbrooks2@fsu.edu.

- **Resources.** Even though you are not on the main campus, you have access to many resources should you encounter issues while abroad. Program staff members are available to support you in a variety of ways, including connecting you with other professionals locally and/or on the main campus.
  - **Victim Advocate Program.** The University takes very seriously all types of victimization, including sexual violence, relationship violence, and domestic violence. Advocates are available and on-call 24 hours a day to provide confidential support services, even for students who are abroad. For more information on the Victim Advocate Program, visit https://dsst.fsu.edu/vap.
  - **Counseling & Psychological Services at FSU.** Counseling and Psychological Services is a welcoming and confidential place to discuss questions and concerns such as homesickness, struggles with relationships, sexual identity, cultural issues, and more. Visit https://counseling.fsu.edu/ for more information.
  - **Center for Health Advocacy & Wellness.** The Center for Health Advocacy & Wellness encourages you to make healthy lifestyle decisions that facilitate academic success and lead to life-long health and wellness. For more information, visit http://chaw.fsu.edu/.

- **The U.S. State Department** maintains a web site of information for Americans studying abroad, including current travel advisory warnings, at: http://studentsabroad.state.gov/.

- **The Smart Traveler Enrollment Program (STEP)** is a free service provided by the U.S. Government to U.S. citizens who are traveling to, or living in, a foreign country. STEP allows you to enter information about your upcoming trip abroad so that the Department of State can better assist you in an emergency. We strongly recommend you register here: https://step.state.gov/step/.

- **Waivers.** All IP participants must sign and submit a general Waiver of Liability & COVID-19 Waiver through the IP Student Portal.

- Be aware that you are subject to the laws of the country in which you are traveling.

- Always carry a photocopy of the picture and signature pages of your passport with you. Keep another copy in your room separate from your passport. Leave one copy at home in the U.S. with your family or a relative.

- Use the buddy system—try to travel with friends as much as possible and always tell your roommates or friends where you are going and when you expect to return. Bystander intervention is a powerful opportunity and responsibility for those within our community.

- **Valuables.** Students should not take sentimental valuables on their program. Students should not leave cash, passports, or other items of value unattended in their rooms. If a locker or safe is provided, students are strongly encouraged to use it to store anything of value at all times. Students should plan regular visits to the cash machine rather than leaving large amounts of cash in their rooms. Students are responsible for ensuring their rooms are left secure at all times – do not prop open doors, do not leave doors and windows unlocked, do not give keys to anyone. If students notice others in the building leaving the main entrance door unsecured, they should notify FSU London staff immediately, even if there are others living in the building who are not FSU program participants. Students are strongly encouraged to purchase insurance that will cover their belongings while abroad, whether a standard homeowners or renters policy. The International Programs insurance policy does not cover loss or theft of participants’ possessions.

- **Pickpocketing.** In most large cities throughout the world, pickpocketing is the most common crime and can happen anytime, anywhere! We caution you to always be aware of your surroundings. Beware of strangers who try to distract you with papers, boxes, or strange gestures. Smartphones and purses are often stolen in crowded areas, cafes, restaurants, and pubs. Keep them close to you and within your own sight, but out of the reach of strangers. Secure your valuables when you use public transportation, especially if you are travelling on an overnight train/coach.

- **Weapons.** You are strictly prohibited from keeping or using firearms, knives, weapons (including pellet, air guns, paintball guns or other dangerous articles or substances). Weapons, such as guns, mace, pepper spray, and disguised or flick knives are illegal in the UK. It is your responsibility to know the laws regarding weapons in the host country if you intend to bring any item for self-defense.
TIPS & RESOURCES

TIPS FROM STUDENTS ON WHAT YOU SHOULD KNOW
These comments came from students who recently attended our study abroad program in London:

- There is NO elevator at FSU London.
- Bring comfortable shoes to wear. You will do a lot of walking!
- London weather is very changeable, make sure to pack accordingly for the season. Do not overpack – you will want to buy souvenirs.
- Plan to save money by being able to cook some of your favorite meals.
- There is no air-conditioning in the flats. Pack accordingly if you are on a summer program.
- Do not ship expensive items from the US (especially technology) as these will incur customs charges.
- The only place you need to tip in the UK is at a sit-down restaurant; you are not expected to tip in pubs, bars, or cabs.

ONLINE RESOURCES
The more information you find out about the country beforehand, the better off you will be once you get there. Here is a list of a few web sites that may be helpful as you begin your information search:

https://letsgo.com/ (online travel guide)
http://www.state.gov/travel/ (US State Department’s information for Americans living abroad)
https://nolesabroad.international.fsu.edu/ (FSU International Programs blog with articles from former program participants)

Looking for something to do in London? Check out these sites:
http://www.timeout.com/london/ (weekly magazine listing London events)
http://www.londonist.com (what’s on & events in London)
https://www.officiallondontheatre.co.uk/ (London theatre guide)

USEFUL APPS
CityMapper (Transportation app to help you navigate London like a local)
TFL Oyster (Manage your Oyster card travel on London’s public transportation)
TodayTix (Best prices and discounts on London theatre)
Open Table (Explore London’s vibrant restaurant scene)
Too Good to Go (Find heavily discounted surplus food daily)
Dark Sky (With down-to-the-minute forecasts, you’ll know exactly when the rain will start or stop, right where you’re standing)
Mobile Passport (Authorized by US Government to get through customs upon return to the US. Allows you to use the dedicated mobile passport line in 21 participating airports)

(Note: Florida State University is not responsible for the content of external internet sites.)

CONNECT WITH US ON SOCIAL MEDIA
International Programs Facebook
International Programs Twitter
International Programs Instagram
FSU London Facebook
FSU London Instagram

Last Updated 8/2022
FOODS TO TRY
Fish’n’chips  Cornish pasties
Mushy peas  Yorkshire pudding
Chicken Tikka Masala  Scones and clotted cream
Sunday roast  Steak and ale pie

LINGO
Awesome  Ace  Wait in line  Queue
Bathroom  Toilet / loo  Thanks / To toast  Cheers
Elevator  Lift  Thick-cut fries  Chips
Exhausted  Knackered  Trash  Rubbish
Chips  Crisps  Trash can  Bin
Cookie  Biscuit  Sketchy  Dodgy
To-Go  Takeaway

QUICK TIPS
1. The United Kingdom consists of four countries: England, Scotland, Wales, and Northern Ireland. The Republic of Ireland is a different country.
2. Never “jump the queue” (cut in line). Brits are particular about queuing etiquette, and many joke that queuing is a British national pastime.
3. Restaurants will not automatically split the tab for you, but they may let you put different amounts onto different credit cards.
4. You should tip restaurant waitstaff around 10%. Bartenders do not expect tips and may even be confused by your offer. Tip taxi drivers £1 per bag they help you with. Otherwise, taxi drivers do not expect tips—though many will round up to 10% for a tip.
5. No matter the time of year, bring an umbrella! Brits always have access to an umbrella regardless of the season.