Welcome Guide for International Staff
2016/2017
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# UNIVERSITY OF TARTU

## Faculties and academic units

<table>
<thead>
<tr>
<th>Faculties and academic units</th>
<th>Contact person for International Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FACULTY OF ARTS AND HUMANITIES</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **Dean's Office**; Jakobi 2; Phone: (+372) 737 5341
Web: humanitaarteadused.ut.ee | Lea Kivi
lea.kivi@ut.ee |
| **Institute of History and Archaeology**
Jakobi 2; Phone: (+372) 737 5651
Web: flaj.ut.ee | Ludmilla Meiel
ludmilla.meiel@ut.ee; Andres Andresen
andres.andresen@ut.ee |
| **Institute of Estonian and General Linguistics**
Jakobi 2; Phone: (+372) 737 5221
Web: keel.ut.ee | Tiia Margus
tiia.margus@ut.ee |
| **Institute of Philosophy and Semiotics**
Jakobi 2; Phone: (+372) 737 5314
Web: flii.ut.ee | Ruth Jürjo
ruth.jurjo@ut.ee |
| **Institute of Cultural Research and Arts**
Ülikooli 16; Phone: (+372) 737 5223
Web: flku.ut.ee | Liilia Lääneman
liilia.laaneman@ut.ee |
| **School of Theology and Religious Studies**
Ülikooli 18; Phone: (+372) 737 5300
Web: us.ut.ee | Heddy Haljak
heddy.haljak@ut.ee |
| **College of Foreign Languages and Cultures**
Lossi 3; Phone: (+372) 737 5357
Web: maaailmakeeled.ut.ee | Kätlin Lehist
katlin.lehiste@ut.ee |
| **Viljandi Culture Academy**
Posti 1, Viljandi; Phone: (+372) 435 5232
Web: kultuur.ut.ee | Liina Junolaine
liina.junolaine@ut.ee |
| **FACULTY OF SOCIAL SCIENCES** | |
| **Dean's Office**; Lossi 36; Phone: (+372) 737 5957
Web: sotsiaalteadused.ut.ee | Kristjan Vassil
kristjan.vassil@ut.ee |
| **Institute of Education**
Salme 1a; Phone: (+372) 737 6440
Web: ht.ut.ee | Kadri Eek
kadri.eek@ut.ee |
| **Johan Skytte Institute of Political Studies**
Lossi 36; Phone: (+372) 737 5583
Web: skytte.ut.ee | Olga Bogdanova
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| **School of Economics and Business Administration**
Narva mnt 4; Phone: (+372) 737 6310
Web: mtk.ut.ee | Kadi Köllamets
kadi.kollamets@ut.ee |
<table>
<thead>
<tr>
<th>Institute of Psychology</th>
<th>Marju Tammiste</th>
</tr>
</thead>
<tbody>
<tr>
<td>Näituse 2; Phone: (+372) 737 5902</td>
<td><a href="mailto:marju.tammiste@ut.ee">marju.tammiste@ut.ee</a></td>
</tr>
<tr>
<td>Web: psychology.ut.ee</td>
<td></td>
</tr>
<tr>
<td>School of Law</td>
<td>Merilin Kiviorg</td>
</tr>
<tr>
<td>Näituse 20; Phone: (+372) 737 5390</td>
<td><a href="mailto:merilin.kiviorg@ut.ee">merilin.kiviorg@ut.ee</a></td>
</tr>
<tr>
<td>Web: oi.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Institute of Social Studies</td>
<td>Maiu Reinhold</td>
</tr>
<tr>
<td>Lossi 36; Phone: (+372) 737 5188</td>
<td><a href="mailto:maiu.reinhold@ut.ee">maiu.reinhold@ut.ee</a></td>
</tr>
<tr>
<td>Web: yti.ut.ee</td>
<td>Margit Keller</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:margit.keller@ut.ee">margit.keller@ut.ee</a></td>
</tr>
<tr>
<td>Narva College</td>
<td>Inga Jaagus</td>
</tr>
<tr>
<td>Raekoja plats 2, Narva; Phone: (+372) 740 1900</td>
<td><a href="mailto:Inga.Jaagus@ut.ee">Inga.Jaagus@ut.ee</a></td>
</tr>
<tr>
<td>Web: narva.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Pärnu College</td>
<td>Henn Vallimäe</td>
</tr>
<tr>
<td>Ringi 35, Pärnu; Phone: (+372) 445 0520</td>
<td><a href="mailto:henn.vallimae@ut.ee">henn.vallimae@ut.ee</a></td>
</tr>
<tr>
<td>Web: pc.ut.ee</td>
<td></td>
</tr>
<tr>
<td>FACULTY OF MEDICINE</td>
<td></td>
</tr>
<tr>
<td>Dean's Office</td>
<td>Jarek Mäestu</td>
</tr>
<tr>
<td>Ravila 19; Phone: (+372) 737 5326</td>
<td><a href="mailto:jarek.maestu@ut.ee">jarek.maestu@ut.ee</a></td>
</tr>
<tr>
<td>Web: meditsiiniteadused.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Institute of Biomedicine and Translational Medicine</td>
<td>Eva Mõtte</td>
</tr>
<tr>
<td>Ravila 19; Phone: (+372) 737 4210</td>
<td><a href="mailto:eva.motte@ut.ee">eva.motte@ut.ee</a></td>
</tr>
<tr>
<td>Web: biomeditsiin.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Institute of Pharmacy</td>
<td>Jyrki Heinämäki</td>
</tr>
<tr>
<td>Nooruse 1; Phone: (+372) 737 5286</td>
<td><a href="mailto:jyrki.heinamaki@ut.ee">jyrki.heinamaki@ut.ee</a></td>
</tr>
<tr>
<td>Web: farmaatsia.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Institute of Dentistry</td>
<td>Trin Jägomaagi</td>
</tr>
<tr>
<td>Raekoja plats 6</td>
<td><a href="mailto:triin.jagomagi@ut.ee">triin.jagomagi@ut.ee</a></td>
</tr>
<tr>
<td>Web: hambaarstiteadus.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Institute of Clinical Medicine</td>
<td>Kerli Meister</td>
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<td>L. Puusepa 8; Phone: (+372) 737 5323</td>
<td><a href="mailto:kerli.meister@ut.ee">kerli.meister@ut.ee</a></td>
</tr>
<tr>
<td>Web: clinicalmedicine.ut.ee</td>
<td></td>
</tr>
<tr>
<td>Institute of Family Medicine and Public Health</td>
<td>Sirly Napritson</td>
</tr>
<tr>
<td>Ravila 19; Phone: (+372) 737 4190</td>
<td><a href="mailto:sirly.napritson@ut.ee">sirly.napritson@ut.ee</a></td>
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<tr>
<td>Web: tervis.ut.ee</td>
<td></td>
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<tr>
<td>Institute of Sport Sciences and Physiotherapy</td>
<td>Jarek Mäestu</td>
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<tr>
<td>Jakobi 5; Phone: (+372) 737 5360</td>
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<tr>
<td>Web: kk.ut.ee</td>
<td></td>
</tr>
<tr>
<td>FACULTY OF SCIENCE AND TECHNOLOGY</td>
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<tr>
<td>Dean's Office</td>
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</tr>
<tr>
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<td></td>
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<tr>
<td>Institute of Computer Science</td>
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<tr>
<td>J. Liivi 2; Phone: (+372) 737 5445</td>
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</tr>
<tr>
<td>Web: cs.ut.ee</td>
<td></td>
</tr>
</tbody>
</table>
Academic calendar 2016/2017

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn semester</td>
<td>29.08.2016–29.01.2017</td>
</tr>
<tr>
<td>Christmas holiday</td>
<td>19.12.2016–02.01.2017</td>
</tr>
<tr>
<td>The University’s anniversary and</td>
<td>01.12.2016</td>
</tr>
<tr>
<td>conferment of doctoral degrees:</td>
<td></td>
</tr>
<tr>
<td>Winter holiday</td>
<td>31.01.2017–05.02.2017</td>
</tr>
<tr>
<td>Spring semester</td>
<td>06.02.2017-25.06.2017</td>
</tr>
<tr>
<td>Summer holiday</td>
<td>26.06.2017-03.09.2017</td>
</tr>
</tbody>
</table>

## Public holidays

The University, like many other establishments, is closed on public holidays and has shortened working hours on the day before some holidays.

<table>
<thead>
<tr>
<th>Date</th>
<th>English Name</th>
<th>Estonian Name</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1</td>
<td>New Year’s Day</td>
<td>uusaasta</td>
<td>Shortened working hours on the day before (Dec 31)</td>
</tr>
<tr>
<td>February 24</td>
<td>Estonian Independence Day</td>
<td>iseseisvus-päev</td>
<td>National holiday – celebrates the Declaration of Independence in 1918. Shortened working hours on the day before (Feb 23)</td>
</tr>
<tr>
<td>Moveable Friday</td>
<td>Good Friday</td>
<td>suur reede</td>
<td>April 14, 2017</td>
</tr>
<tr>
<td>Moveable Sunday</td>
<td>Easter Sunday</td>
<td>ülestõusmis-pühade 1. piha</td>
<td>Commonly known as lihavõtted or munadepüha. April 16, 2017</td>
</tr>
<tr>
<td>May 1</td>
<td>May Day</td>
<td>kevadpiha</td>
<td>On the eve of May Day (April 30) students celebrate Walpur-gis (Finn Vappu, UK Beltane) Night.</td>
</tr>
<tr>
<td>Moveable</td>
<td>Whitsunday (Pentecost)</td>
<td>nelipühade 1. piha</td>
<td>June 4, 2017</td>
</tr>
<tr>
<td>June 23</td>
<td>Victory Day</td>
<td>võidupiha</td>
<td>Celebrates the victory in the Battle of Võnnu during the Estonian War of Independence. Shortened working hours on the day before (June 22)</td>
</tr>
<tr>
<td>June 24</td>
<td>St. John’s Day or Midsummer Day</td>
<td>jaanipäev</td>
<td>Jaaniohtu is celebrated in the night before Midsummer Day.</td>
</tr>
<tr>
<td>December 24</td>
<td>Christmas Eve</td>
<td>jõululaupäev</td>
<td>Dec 23 Free by UT Rector’s Decree in 2016</td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas Day</td>
<td>esimene jõulupiha</td>
<td></td>
</tr>
<tr>
<td>December 26</td>
<td>Boxing Day</td>
<td>teine jõulu-püha</td>
<td></td>
</tr>
</tbody>
</table>
TEACHING

Study Info System (SIS)

The Study Information System or SIS (Õppeinfosüsteem ÖIS) is the official database for administrating and storing information related to learning and teaching at the University of Tartu. SIS enables UT members to manage information on organising study and courses, as regulated by the university. SIS is used by students, administrators, academic staff and public users (with limited access). You can log in using your UT username and password (for information on how to become a user of UT’s computer network, see p. 18) or your ID card.

The website address of the SIS is: [ois.ut.ee](http://ois.ut.ee)

To fully understand deadlines and requirements for using SIS, one needs to know UT’s Regulation of Studies (õppekorralduseeskiri). Regulations governing UT’s academic life are available at: [www.ut.ee/en/university/documents](http://www.ut.ee/en/university/documents)

Students can use SIS to:
- register for courses and monitor their academic progress;
- register for tests, examinations repeat examinations, or resits;
- manage their personal timetables and examination plans;
- access and use teaching materials uploaded for a relevant course;
- give feedback on teaching, including compulsory evaluations of completed courses.

Teaching staff mainly uses SIS to:
- create a course syllabus as structured by the SIS format;
- enter course schedules and topics;
- upload readings and other teaching materials;
- access lists of course participants and registrations;
- send information to the course participants;
- create and upload exam reports;
- register students for exams, if necessary;
- view lecturer’s schedule and export data to calendar applications that support the iCal format and can be synchronised online;
- access other IT platforms for managing information on finances, vacations etc.;
- access results of student evaluations around the third week of the semester, following a course which has been evaluated. UT’s process of evaluating teaching and courses, and the feedback form currently in use is described at: [www.ut.ee/en/studies/study-regulations/evaluation](http://www.ut.ee/en/studies/study-regulations/evaluation)

Before you start using SIS, we kindly advise you to contact your faculty/college’s academic affairs specialist to introduce you to the basics of SIS, and enter the data described above. Please consult the person appointed as programme manager or your academic advisor before finalising your syllabus, to make sure that it complies with UT’s requirements.
Some deadlines are in place to guarantee that information is entered and updated in SIS on time.

For courses to be taught in the upcoming academic year, syllabi need to be entered in SIS: For courses not taught in Estonian by March 1 and for courses in Estonian by April 15. For those joining UT at times outside our academic cycle, please consult your faculty/college’s academic affairs specialist for further instructions.

Course schedules and topics to be covered need to be made available in SIS by May 2 for the Autumn semester and December 1 for the Spring semester.

Deadlines for entering student assessment results are given below, under “Examination results”.

As there are quite a few deadlines to keep in mind, please consult your faculty/college’s academic affairs specialist once you begin working with SIS.

SIS helpdesk contacts, at faculty level, can be found at: ois.ut.ee/koordinaatorid (currently only in Estonian); to request help from the central helpdesk, please either write to ois.tugi@ut.ee or call (+372) 737 6615.

Assessment

Grading

Assessment of students’ academic results in courses or parts of courses is either differentiated or non-differentiated. Differentiated assessment uses a six-point scale, A to F (with accompanying verbal counterparts and short definitions): A is “Excellent”; B – “Very Good”; C – “Good”; D – “Satisfactory”; E – “Sufficient”; and F – “Insufficient”. Grades A to E are regarded as passing grades; F is a failure.

In the case of non-differentiated assessment, the students are considered to have passed the course if all the requirements set forth in the syllabus have been fulfilled. Students may be given either a “Pass” or a “Fail”.

Credits

The system of credits in use (ECTS, European Credit Transfer and Accumulation System) is a cumulative calculation of credit points based on the workload of a student. It is a student-centred credit system for measuring the student’s workload. One ECTS credit corresponds to 26 hours of studies (lectures, seminars, practice, homework or independent work, assessment of learning outcomes) performed by a student.
Examinations and pass/fail evaluations

By registering for a course, the student assumes an obligation to take the final examination or pass/fail evaluation in the course during the semester it is taught. Students are allowed to take the final exam if they have (a) registered for the course and (b) fulfilled all the requirements for taking the exam.

The examiner (the instructor responsible for the exam or person nominated by him or her) bears the responsibility for checking fulfilment of the requirements established in the syllabus for allowing the student to take the examination. Syllabi are available in the Study Information System.

Students are given a choice between two regular examination times. Only exceptionally are more exam times scheduled than two.

Registration for examinations

All students who have registered for the course and have chosen one of the examination times are automatically considered as taking the examination. In general, students are not required to register separately for the examination.

With large groups, the instructor responsible for the course may ask for separate registration. In this case, students need to register themselves in the Study Information System three days before the exam date, at the latest. If the student wishes to take a resit, registration is obligatory. The registration for the resit ends one day before the resit takes place.

Examination results

Examination results from A to E are regarded as passing grades. Grades must be entered into the Study Information System within four working days after the examination takes place if the examination was taken by 50 people; within seven working days in the case of 51–80 people and within 11 working days if there are more than 80 people taking the exam. Regardless of the number of people having taken the examination, grades must be entered by two working days before the resit of the examination, and no later than the end of the semester.

If the student does not appear for the examination, a “not present” note is recorded in the examination minutes. In calculating an average grade, “not present” is equivalent to zero and one examination option is used up. The “not present” note is annulled if the student submits a document within 5 working days from the day the examination took place stating the reason(s) for the absence. During one semester, the student has the right to take the examination twice for one course (one regular exam and one resit). If both examinations earn failing grades, the student must re-register for the course and pass it again in one of the following semesters. A resit is not obligatory if the student decides to take the course for a second time. More detailed information and rules applying to students of Medicine can be found in the Study Regulations.
Academic Fraud

Academic fraud or plagiarism is taken seriously at the University of Tartu. If a student submits someone else’s ideas as his or her own without reference to the author, cheats at a final exam, or otherwise seriously violates academic norms, this is defined as academic fraud. Where a student has committed academic fraud, the Dean of the faculty is required to reprimand the student or make a proposal to the Vice Rector for Academic Affairs for the student to be deleted from the matriculation register (see Study Regulations at [www.ut.ee/en/university/documents](http://www.ut.ee/en/university/documents) > Study Regulations). In the case of short-term (visiting) students, their home universities will be notified if plagiarism or academic fraud has been identified.

Try these Estonian tongue twisters!

<table>
<thead>
<tr>
<th>Kuuuurija</th>
<th>Moon explorer/researcher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jääääär</td>
<td>Ice edge</td>
</tr>
<tr>
<td>Töööö</td>
<td>Work night</td>
</tr>
<tr>
<td>Kõueööaimdus</td>
<td>Anticipation of a thunder night</td>
</tr>
<tr>
<td>(7 vowels in a row)</td>
<td></td>
</tr>
<tr>
<td>Hauaöööudused</td>
<td>Terrors of the night in the grave</td>
</tr>
<tr>
<td>(7 vowels in a row)</td>
<td></td>
</tr>
<tr>
<td>Pagari piparkook</td>
<td>Baker’s gingerbread</td>
</tr>
<tr>
<td>Kummikutes kummitus</td>
<td>A ghost with rainboots haunted the chest of drawers.</td>
</tr>
<tr>
<td>kummitas kummutis.</td>
<td></td>
</tr>
<tr>
<td>Vanapagana rahatagavara</td>
<td>The Devil’s money reserve</td>
</tr>
<tr>
<td>Ulata õlu üle Ülo õela õe õla.</td>
<td>Pass the beer over Ülo’s mean sister’s shoulder.</td>
</tr>
<tr>
<td>Võib võid võtta või ei võid võtta?</td>
<td>May I take some butter or may I not take some butter?</td>
</tr>
</tbody>
</table>


Estonian R&D funding system

R&D national funding system

- Development Fund
- Research and Development Council
- Innovation Policy Committee
- Enterprise Estonia
- Ministry of Economic Affairs and Communications
- Other ministries
- Archimedes Foundation
- Ministry of Education and Research
- Research Policy Committee
- Estonian Research Council (ETAG)

Funding categories:
- Development funding
- National programmes
- Support for centres of excellence
- Baseline funding
- Competition based research funding
National research funding instruments

The system of research funding in Estonia is diverse.

Main national research funding instruments are:

- **Baseline funding** finances R&D institutions that have received positive evaluations with the aim of realising strategic development goals, co-financing foreign and domestic projects and opening up new directions for research.
- **Personal research** funding (up to 4 years) is a contribution to the costs of high-level R&D activities carried out by researchers or small research groups. Personal research funding comprises two categories of grants: exploratory research grants and start-up research grants.
- **National R&D programmes** are financed from the state budget through the expenditure of the particular ministry overseeing the programmes.
- **National centres of excellence** the measure funds research groups of internationally high repute, working under common leadership and with clearly defined common goals. The Minister of Education and Research designates the centres of excellence by a directive for seven years. Out of 9 Centres of Excellence, the University of Tartu leads three and participates as a partner in the rest of them.

Additional information on Personal Research Funding:  
siseveeb.ut.ee/en/studies-and-research/personal-research-funding-put  
Contact: Ms Katrin Kangur  
katrin.kangur@ut.ee  
Phone: (+372) 737 6189

Research and development funding can also be obtained for specific purposes from EU structural funds, including research infrastructure, preliminary and applied research, various mobility programmes, environmental studies and ICT development.

Additional information:  
siseveeb.ut.ee/en/studies-and-research/funding-0

The main International research funding instruments in EU level are covered by Horizon 2020 – research and innovation framework programme and other European Commission grants. Other international research cooperation and partnerships of the European Union include Joint Technology Initiatives (JTI), Joint Programming Initiative (JPI), ERA-Net networks, COST, COSME etc. In addition there are numerous co-operation schemes and instruments for funding international cooperation involving both the public and the private sector, pan-European initiatives and bilateral collaboration.
Mobility opportunities

Reseacher exchange under institutional agreements
UT researchers can make short-term (up to 10-day) visits to most of our bilateral partner universities in order to implement joint projects and establish new links for cooperation. UT researchers can also use the exchange programme to invite their colleagues from partner universities abroad to visit Tartu. Eligible costs: accommodation (covered by the host institution)

Erasmus Teaching Staff Mobility
Within the Erasmus programme, the University of Tartu collaborates with over 450 higher education institutions in Europe. Applications for teaching staff mobility for the 2016/2017 academic year can be submitted at any point, up to one month before the intended visit. Visits generally last for 2–7 days and the minimum scope of lectures given should be at least 8 academic hours. Faculty members must obtain consent on co-funding from their academic unit before applying for a teaching staff exchange.

Erasmus Staff Mobility
Erasmus Staff Mobility enables staff of higher education institutions to visit (minimum 2 days without travel days) an enterprise or organization in another European...
country for training, study visit, workshop, or work shadowing. The objectives of Erasmus Staff Mobility are: to allow the staff of higher education institutions to acquire knowledge and good practices as well as practical skills for their current job and their professional development, and to enable cooperation between higher education institutions and enterprises.

Additional information:
siseveeb.ut.ee/en/personnel-work/erasmus-staff-mobility
Contact: Ms Anneli Miljan
anneli.miljan@ut.ee
Phone: (+372) 737 5192

National Mobility Schemes

The Estonian Ministry of Education and Research and the Archimedes Foundation offer Kristjan Jaak short-term assignments abroad for study and teaching purposes. Stipends are provided for visits of 3–30 days. Target groups include young lecturers, researchers (aged up to 35 inclusive) and doctoral and Master’s students for participation in international conferences, seminars, working in a library or a laboratory, etc. Applications are accepted four times a year, on March 1, June 1, September 15 and December 1. The scholarships are managed by the Archimedes Foundation. Eligible costs: accommodation, travel, daily allowance.

Additional information:
archimedes.ee/stipendiumid/en/kristjan-jaak/
Contact: Mr Priit Kiilaspää
priit.kiilaspa@archimedes.ee
Phone: (+372) 697 9227

Dora Plus

Dora Plus Action 1 “Participation of young researchers and Master’s degree students in the international exchange of knowledge” aims to create conditions for current and future lecturers and researchers from higher education institutions in Estonia for international exchange of knowledge and experience, and new research-related contacts. Programme supports (1) Short-term mobility (up to 30 days) of young researchers and Master’s students to foreign countries and (2) Study mobility (1-10 months) of doctoral students to a foreign university or research institution.

Short-term mobility:
www.ut.ee/en/current-students/
dora-plus-sub-action-11-short-term-mobility
Doctoral students mobility:
www.ut.ee/en/current-students/
dora-plus-sub-action-12-doctoral-students-mobility
Additional information:
archimedes.ee/stipendiumid/en/programm-dorapluss/
dora-pluss-tegevus-1/
Contact:
Ms Kadri Orula, Coordinator of Dora Plus
kadri.orula@ut.ee
Phone: (+372) 737 6273

For more funding and mobility opportunities please see the website:
etag.ee/en/funding/research-funding/
UT PRACTICAL INFORMATION

Contract and employment details

In matters regarding your employment at the University of Tartu – work contract, salary, taxes and social insurance – you will be assisted by the staff of the Human Resources Office and your contact person in your own academic unit.

Contact in HR Office: Ms Katre Puura
Phone: (+372) 737 5143, katre.puura@ut.ee
Ülikooli 18-304

UT computer network

To use all services of the University’s computer network – to read e-mails, use the Intranet and Study Information System, etc. – you need to become a user of the University’s computer network by obtaining a user account. For this, please turn to your contact person in your academic unit/faculty or the IT Helpdesk by e-mail: arvutiabi@ut.ee

Changing a password

In order to protect your privacy, change the password sent to you by e-mail before you start using the computer network services and information systems.

The password can be changed on the website passwd.ut.ee
Your e-mail mailbox is accessible at mailhost.ut.ee

Helpdesk

In case of problems with a computer, your UT account or password, please turn to the IT Helpdesk:

E-mail: arvutiabi@ut.ee
Phone: (+372) 737 5500
FAQ page: ut.ee/en/university/it-info/faq
Location: Ülikooli 18a (next to the Main Building)
Employee ID card

The UT employee ID card functions as:

- an ID card within the University (required, for example, when you need to obtain keys to University buildings or rooms and when collecting goods to be invoiced to the university);
- a key card to give you access to restricted access facilities;
- a discount card at merchants who offer discounts to UT employees.

In order to apply for a UT employee ID card, you must be employed by the University and have a valid employment contract. Cards are provided by the Administrator of Surveillance and Access Systems at Munga 4.

Mon-Fri 8:15-11:45 and 13:00-16:30, phone: (+372) 737 6366; (+372) 5550 2962; E-mail: siim.vatalin@ut.ee

ITIC cards

If you are working as a teacher or professor for at least 20 hours per week in a licensed education institution, you have the right to ITIC (International Teacher Identity Card) discounts. The ITIC card gives you reduced fare in buses, and discounts in bookshops and cafés in Tartu (look for the sign on the door!).

To apply, please download the application at www.minukool.ee, fill in your data and send the application to info@minukool.ee with your digital passport photo. Information about the fee for the ITIC Teacher Card is provided after filling in the application.

University Library

Address: Struve 1, Tartu
E-mail: library@utlib.ee
Phone: (+372) 737 5702; Fax: (+372) 737 5701
www.utlib.ee/en

The University of Tartu Library is the largest and oldest continuously working library in Estonia. Throughout its history, the Library has collected scientific and academic literature in all disciplines. Today, the Library holds more than four million volumes, manuscripts, rare books and photographs. In addition to housing reading and lecture rooms, computer classes, printing and photocopying facilities, individual booths, a book museum and a café, the Library also acts as a research centre in its own right and is a popular venue for conferences and exhibitions.
To apply for a library card register online at utlib.ut.ee/en/user-registration
or go to the Library Information desk with your ID
NB! The Library Information desk is until December 12, 2016 in the University Main Building, Ülikooli 18

The Library card costs €1.60. You can use your Estonian ID card as a library card as well.

A computer room with Internet connection is on the second floor. Borrowed items can be renewed via the Internet, by telephone (+372) 737 5702, 737 577 or e-mail library@utlib.ee, or at the Library. See the Library’s website for more information: www.utlib.ee/en

Language courses for international staff

Estonian language and culture courses at UT

You and your family members are invited to join Estonian language courses on various levels! The courses provide basics for getting by in Tartu, as well as improving comprehension and oral and written language skills.

We also welcome you to attend a course about Estonian culture. One non-intensive Estonian language course and one Estonian culture course per semester is free of charge for international staff and their family members.

Additional information and registration:
siseveeb.ut.ee/en/personnel-work/courses-international-staff#est
Ms Sirli Urbas; e-mail: sirli.urbas@ut.ee
Phone: (+372) 737 5194

Online materials

There are several good sources for independent language learning and nice booklets and study aids for those interested in deeper look into Estonian culture on their own.

Additional information:
www.keeleklikk.ee; eestikultuurist.ut.ee;
Courses of academic English and in-house seminars

UT academic staff is invited to improve proficiency in academic English on special courses offered every semester. Topics include teaching, academic communication, writing for scientific publications, etc. Several administrative offices arrange information sessions and training events also in English. Participation is free of charge.

Additional information and registration:
siseveeb.ut.ee/en/personnel-work/courses-international-staff
Mr Raivo Valk; e-mail: raivo.valk@ut.ee
Phone: (+372) 737 5141

Going on a business trip or conference

You are likely to have domestic or international work trips during your time in Tartu. The travel arrangements are usually organised by you or someone within your academic unit. In order to ensure that your expenses are repaid efficiently, you need to fill out a secondment form (available for electronic submission on the Intranet) at: siseveeb.ut.ee/en/support-work/regarding-business-trips

An employee cannot be on leave or holiday and on secondment at the same time. If such a conflict arises, you should reschedule the dates of your leave. If your position involves management responsibilities, you will be expected to make arrangements for another employee to act as a stand-in during your absence.

Daily allowance is paid only in case of travel abroad. The basic daily allowance rate for secondments abroad is €22.37 per day, and can be increased up to a tax-free ceiling of €50 per day.

When making your travel arrangements, please take into account that the University of Tartu has framework agreements with three travel agencies: Estravel AS, Reisieksperdi AS and CWT Estonia AS. UT employees (as well as guest invited with the University’s funding) need to book their travel through the designated online form in the UT intranet (siseveeb.ut.ee/en/support-work/regarding-business-trips).

Make sure to keep all invoices, checks, and boarding cards to prove payment of expenses to submit after the secondment is over for compensation. In order to claim an advance on estimated secondment expenses (daily allowance, accommodation, travel expenses, etc.), you should fill out the corresponding application form and send it to the Finance Office together with the registered secondment authorisation, signed by the head of your unit. Otherwise, submit all proofs of payment and travel upon return, together with the Secondment Report in the digital travel workflow.

If your secondment involves making a presentation or delivering a paper, then as a representative of the University you can prepare your slides using a slide template with UT logo: siseveeb.ut.ee/en/support-work/ppt-backgrounds
Discounts for UT employees

UT employees are offered discounts by various merchants (restaurants, shops, sports clubs, hotels, travel agencies, taxi companies, banks). For the list of discounts, please see the intranet: siseveeb.ut.ee/en/support-work/using-discounts-offered-ut-employees.

In order to be eligible for a UT employee discount, you need to present your UT employee ID card.

Research commercialisation services

Technology transfer

Each year, members of the University of Tartu research community generate a great amount of new knowledge. A lot of it could be “translated” into commercial products and/or services that the market needs. Technology Transfer Unit assists researchers in that endeavour by facilitating contacts, negotiating and drafting contracts for, e.g. Sponsored Research or licensing deals, applying for patents and advising on how to start your own company.

Intellectual property (IP)

Intellectual property is inventions and/or material that may be protected under the patent, trademark and/or copyright laws, and sometimes by contract. As a general rule, the University claims ownership of inventions made by its employees while acting within the scope of their employment or using University’s resources. In some cases, the terms of a Sponsored Research Agreement or Materials Transfer Agreement may impact ownership. When in doubt, you are advised to contact the Technology Transfer Unit which is responsible for analyzing, commercializing and protecting the intellectual property created by UT researchers.

Contact: Mr Siim Kinnas
ip@ut.ee or siim.kinnas@ut.ee
Phone: (+372) 737 6546
Skype: siim.kinnas

Co-operation with private companies

Co-operation with private companies usually takes the form of one or two general possibilities – offering services to them or entering into Sponsored Research Agreements.

• Easiest option to start cooperation is to offer services needed by companies. University of Tartu’s portfolio already has different consultations, measure-
Sponsored Research Agreements (SRA) can be smaller or large-scale development projects financed by private companies that are looking for more thorough scientific competence to solve their development issues. Either way, we will help you by compiling services using your skills, by helping to negotiate or negotiating the deal for you, finding additional funding if necessary, and billing the company so you can concentrate on your research.

Contact: Mr Sven Lilla
business@ut.ee or sven.lilla@ut.ee
Phone: (+372) 737 4209

Founding a spin-off company

A spin-off is a new business entity formed (usually) by the University employees to commercialize one or more services or objects of intellectual property. Founding a spin-off company is an alternative to licensing the IP to an established business. A spin-off company is a company that, based on an Agreement with the UT, wishes to underline its affiliation with the university to develop its commercial activities.

If a new business start-up is chosen as the preferred commercialization path, business development specialists at the Technology Transfer Unit will assist you in bridging the gap between the technology and the formation of a start-up by serving as coaches, advisors, resource locators and project planners. Their activities may include locating prospective management talent, developing a funding strategy, making introductions to probable investors, reviewing business plans, and engaging experts to work on key gating issues.

Contact: Mr Aivar Pere
aivar.pere@ut.ee
Phone: (+372) 737 4810
Skype: aivar.pere.ut

Social events

Welcome Seminar: Getting started at the University of Tartu
September 27, 2016

The Welcome Seminar for the University of Tartu’s new international employees and visiting faculty members usually takes place in the beginning of semester. The half-day seminar aims to provide useful information about the University of Tartu and living in Estonia, ranging from the university structure and governance to practical insights into everyday life. Partners are welcome to join.
Annual Rector’s reception for international staff, PhD students and visiting researchers

The Rector of the University of Tartu, Professor Volli Kalm, greets all international staff and their families in the beginning of the academic year at a reception at the University of Tartu Art Museum. Reception will take place on September 27, 2016 at 4 PM.

Dorpater Dozentabend – a social club for UT international staff

Dorpater Dozentenabend is a social club for our international academic staff. It offers an opportunity to socialise and exchange thoughts and ideas. Club nights are usually held on the third Wednesday of each month (while semesters are in session). The meeting usually begins with a short academic presentation by an invited speaker, followed by discussion and conversation.

Additional information: ut.ee/en/international/events
For registration contact Mr Lauri Randveer; e-mail: lauri.randveer@ut.ee
Phone: (+372) 737 5510

Social Events

Various excursions are offered to provide insights into the Estonian country and culture. You are welcome to bring along your friends, colleagues or family members. Please keep an eye on our notices in the international mailing list and Intranet siseveeb.ut.ee/courses-international-staff

Culture evenings "Tartu—rich in cultures"

Human Resources Office of the University of Tartu and Tartu Nature House warmly invite you to take part in the event series titled "Tartu - Rich in Cultures". Culture evenings showcase worldview, traditions, art and nature of people living in a certain country or region.

Additional information:
sisu.ut.ee/culturerich/avaleht
or contact Ms Sirli Urbas; e-mail: sirli.urbas@ut.ee
Phone: (+372) 737 5194

Student festivals

The tradition of the Student Days festival began in the early 1960s. Today, Student Days are organised seasonally.

Spring Days are held at the end of April and early May. Over six days about 80 events take place. The most popular events are a boat race on the Emajõgi River,
with homemade rafts, and an excursion to the local brewery. Parties are held both outdoors and in pubs and clubs.

**Autumn Days** are similar in content to the Spring Days. In year 2016 they will take place on September 12-18 and the emphasis is on indoor activities. Competitions are held for the best Student Film and the best Student Band.

**Winter Days** are organised in February in the city of Pärnu, in Western Estonia. Free buses take students there from Tallinn and Tartu for a weekend. Highlights of the Winter Days are the Pub Bus and the Morning Rehab, but competitions and parties similar to the other Student Days festivals are also organized.

In addition, the **Student Summer Games are** held in July in Kääriku, a sports centre outside of Tartu. One can participate in various competitions ranging from orienteering or triathlon to egg tossing and Frisbee playing.

**Sports**

**Winter Sports Day (February or March):** staff and their families are invited to an outing to UT’s Kääriku Sports and Recreational Centre. Scheduled activities include skiing, skating, sledging.

For additional information please contact Ms Sirli Urbas (see the contacts on the previous page)

**Sports Facilities**

Sports activities are carried out by various amateur and professional groups under the auspices of the Academic Sports Club of the University of Tartu. Courses mainly take place in the designated sports buildings of the University of Tartu:

The main Sports Hall: Ujula 4  
Stadium and gym: Staadioni 21 (close to the Sports Hall)  
Toomeoru outdoor tennis courts: Toomemägi, Baeri 6  
Gyms for wrestling, gymnastics and more general purposes: Lai 37  
The University’s rowing base is located at Ranna tee 1

To choose an activity or check schedules and fees, please contact the Sports Club (Ujula 4) at the beginning of the semester.

<table>
<thead>
<tr>
<th>University Sports Club</th>
<th>Fitness Club</th>
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<tr>
<td>Ujula 4</td>
<td>E-mail: <a href="mailto:ivika.varton@ut.ee">ivika.varton@ut.ee</a></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:info@tysk.ee">info@tysk.ee</a></td>
<td>Phone: (+372) 56 478 117</td>
</tr>
<tr>
<td>Phone: (+372) 737 6280</td>
<td><a href="http://www.tysk.ee/fitness/">www.tysk.ee/fitness/</a></td>
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In addition to UT’s facilities, you can also choose from various sports clubs in town. Tartu has a water sports centre, Aura (Turu 10) with a full-size swimming pool, water park and fitness club. For more information, see [www.aurakeskus.ee](http://www.aurakeskus.ee)
Information about sports activities in Tartu: www.visittartu.com

Join the University’s musical scene

UT Symphony Orchestra

The University of Tartu Symphony Orchestra is a lively amateur orchestra with a history dating back to 1930. Its repertoire is mainly classical, but every now and then a project with something different (like movie soundtracks) comes along. Rehearsals take place every Monday, in the Assembly Hall of the University of Tartu Main Building. Additional section rehearsals take place at times convenient to players. All string players are welcome; for vacancies in woodwinds or brass, please write to Endrik Pikksaar, endrik9@gmail.com, or fill out a brief online form on the Orchestra’s website: orkester.ut.ee

UT choirs

UT has several choirs which consist mostly of the students or alumni of the University of Tartu. Both the Academic Women’s Choir of the University of Tartu and the University of Tartu Chamber Choir are conducted by young and talented Triin Koch and have received several recognitions and prizes both from international and Estonian choir competitions.

The University’s oldest choir (founded more than 100 years ago) is the Tartu Academic Male Choir, which is conducted by Alo Ritsing, one of the Tartu’s most famous conductors. All the choirs perform regularly at the University’s festive events and give individual concerts.

For more information on choirs and other performing groups, please check the websites: www.naiskoor.ee (the women’s choir), www.tam.eu (the male choir) and ut.ee/TYKK (the chamber choir).

Stay connected

The two best sites for keeping up to date on the latest happenings at UT and around town:

The University of Tartu Events Calendar: ut.ee/en/events
The City of Tartu Events Calendar: kultuuriaken.tartu.ee

Mailing list for international staff: lists.ut.ee/wws/info/international and Facebook group for international staff: www.facebook.com/groups/utinternationalstaff/

Intranet: siseveeb.ut.ee. UT’s Intranet provides employees with work-related information and the latest news about University life.
Newsletter: siseveeb.ut.ee/en/support-work/ut-newsletter. Our e-newsletter is a digest of the newest research at UT, study info, student life, university events and organisational information, as well as news on Estonian higher education.

Blog: blog.ut.ee. UT Blog reports on research that makes a difference, shares expert opinions on issues that matter and showcases the academic and student life.

Facebook community: www.facebook.com/tartuuniversity. This is UT’s official page on Facebook where international and Estonian community members can meet virtually. Page posts are in English, whereas member posts and comments are in both English and Estonian.

Follow university news on Twitter: www.twitter.com/tartuuniversity. This is the best way to stay up to date on what’s happening on campus, including international conferences and seminars, public lectures, PhD defences, university events, and more. If you’re not a Twitter user, subscribe to the RSS feed from this page.
LIVING IN ESTONIA

Right of residence and residence permits

The following is only a brief summary of information you need to know regarding residence in Estonia.

For more complete information on residence permits and other useful details, please check the following websites: ut.ee/en/welcome or euraxess.ee/incoming-researchers

EU, EEA and Swiss citizens are free to enter Estonia and stay for three months without a visa. If they stay for more than three months, they must apply for temporary residence, register their address and apply for an ID card.

Citizens of third countries may need a visa for short-term visits (up to six months) as well.

If you live in Tartu, you can register as a citizen of Tartu at the Population Register Office:

Population Register Office in Tartu, Küüni 5
Phone: (+372) 736 1143
Opening hours: Mon 9-12, 15-18; Tue 9-16; Wed-Fri 9-12, 14-16

To register yourself, you will need an identity document (e.g. a passport) and a tenancy contract. Once you have registered yourself, you will receive an Estonian ID number (isikukood). Please inform the University HR Office of this number.

After you have been granted the right of temporary residence, within one month you must personally contact the Citizenship and Migration Bureau of Police and Border Guard Boards (Migration Bureau) to apply for an identity card (ID card) which certifies your right of temporary residence. More information: www.poltsei.ee.

Migration Bureau in Tartu (Police and Border Guard Board, South prefecture):
Rilia 132
Client information phone: (+372) 612 3000
(Mon-Sun 8-19)
E-mail: ppa@poltsei.ee
Opening hours: Mo-Fri 9-17

NOTE: Your ID card can be used as identification for giving digital signatures, and it carries the residence and work permit data. ID cards can be used for a range of electronic services in Estonia, such as online banking.
Officers at the Migration Bureau mostly speak Estonian, some Russian and only some are prepared to speak in English. We recommend you ask your contact person at the institute to accompany you.

**Work permits**

EU, EEA and Swiss citizens can work in Estonia without work or residence permit.

In case the duration of the employment in Estonia will be longer than 5 days Estonian personal identification code (isikukood) is needed in order to the employer to register your employment in the employment register. There are several options to apply for a personal identification code:
- With the closest county government upon going there in person;
- Upon submission of a notice of residence at the local government unit;
- Persons who do not have the possibility to apply for the personal identification code in Estonia, e.g. are coming to work in Estonia with a visa, can submit the application with the foreign mission of Estonia in a foreign state.

**Third-country nationals**

**Short-term employment**

It is possible to work in Estonia without a work permit only if the short-term employment is registered at the Citizenship and Migration Bureau before starting work.

**Short-term employment cannot exceed a period of 6 months in a year.**

**Long-term employment**

Citizens of third countries who stay in Estonia for work lasting longer than six months must apply for a **residence permit for employment**.

The list of other necessary documents and the application form for the residence permit for employment can be found at the website of the Migration Bureau: www.politsei.ee

The process of obtaining a residence permit for employment may take up to 2 months. A residence permit for employment is issued for the period for which you have guaranteed employment in Estonia. The residence permit for employment is valid for up to two years, and can be extended for up to five years at a time.

Together with the residence permit for employment or the residence permit you will receive an Estonian ID number. The ID number enables your employer to forward all the necessary information to the Estonian Health Insurance Fund, the Tax and Customs Board and the Social Insurance Board, so that you will have health insurance and other rights resulting from paid taxes.

Citizens of third countries must register their place of residence at Population Register Office within one month after coming to Estonia. See box on the previous page for contact information in Tartu.
Residence and work permits for family

Family members of an EU citizen will have the right of temporary residence if the EU citizen is employed in Estonia or has sufficient legal income to ensure the subsistence of him/herself and the family. Third country family members of an EU citizen are required to follow the appropriate visa requirements for entering Estonia. After arrival in Estonia, family members of an EU citizen can apply for the right of temporary residence in Estonia.

Citizens of third countries can apply for a temporary residence permit for settling with their spouse to whom a residence permit for employment has been granted. For your children you should apply for a residence permit in the category of settling with a close relative (e.g. parent) who resides in Estonia.

You can submit applications for residence permits for your family members together with your own application. If a residence permit has been issued for settling with a spouse, it is not necessary to apply for a separate work permit.

For more information please check the Migration Bureau’s website: www.politsei.ee

Health insurance

EU citizens

EU citizens are entitled to the same social benefits in Estonia as the residents of Estonia. Therefore, international staff coming from the EU countries should obtain an EU health insurance card (EHIC) or substitute certificate of an EU health insurance card (form E128) from the social service authorities in their home country before arriving in Estonia.

NB! EHIC is not an alternative to travel insurance. It does not cover any private healthcare or costs such as a return flight to your home country or lost/stolen property.

More information about what is covered with EHIC in Estonia can be found at: ec.europa.eu/social/home.jsp?langId=en > Healthcare Abroad > Medical Treatment Abroad > Estonia

To be eligible for an EHIC, one must be insured by or covered by a national social security system in any member state of the European Union, Iceland, Liechtenstein, Norway or Switzerland.

If you cannot get the EHIC, please check if insurance policies offered by any of the private companies below meet your needs. You should not be without any health insurance!
Non-EU citizens

A strict policy in Estonia governs what health insurance must cover when applying for the residence permit. Please contact the Estonian Migration Board to be sure that your chosen insurance company is acceptable (f.i. ERGO Life Insurance SE).

Staff members who decide to purchase a worldwide health insurance coverage must make sure of the following:

- it must clearly state that the policy is valid in Estonia;
- it is of utmost importance that the policy states explicitly that any costs related to medical treatment as a result of illness or injury during the period of validity of the residence permit applied for will be met;
- there can be no reference to the fact that insurance is guaranteed in case of unavoidable medical treatment. Travel insurance is not acceptable!

Health care in Estonia

A person residing in Estonia with a temporary residence permit is insured similarly to a permanent resident of Estonia. A person from an EU member country who has come to study or work in Estonia is insured in their country of origin. When they visit a doctor in Estonia, they should present the EU certificate issued by their country of origin. The English and Russian-language web page of the Estonian Health Insurance Fund, www.haigekassa.ee, lists the people covered and those who have been granted equivalent rights. The information phone number of the Estonian Health Insurance Fund is 16363 (+372 669 6630 when calling from abroad).

The Tartu Department of the Estonian Health Insurance Fund is located at Põllu 1a, phone: (+372) 744 7430, e-mail: tartu@haigekassa.ee

As obtaining the residence permit takes some time, you should purchase additional health insurance for the first few months of your stay.

The Estonian Health Insurance Fund covers the costs of health services required by the person in case of illness regardless of the amount of social tax paid for the person concerned. All persons insured have access to “family doctors” (i.e. general practitioners, or GPs). The GP is the first medical specialist you meet with. The GP has the right to forward the patient to higher medical institutions or consultations depending on the seriousness of the health concern. It is recommended that you should call beforehand and make an appointment. A person needs a referral from the GP to visit a medical specialist. No referral is needed to visit a psychiatrist, gynaecologist, dermatovenerologist, ophthalmologist, dentist, pulmonologist (for tuberculosis treatment), infection specialist (for HIV/AIDS treatment), surgeon or orthopaedist (for traumatology).

The attending physician decides whether the patient needs in-patient treatment.

The amount of the patient’s own financial costs are:

- out-patient examination – a GP can charge a consultation fee of up to €5 if called on to make a home visit;
• specialized medical care – consultation fee of up to €5;
• transportation by ambulance in the case of emergency – free of charge;
• hospitalization – an in-patient fee of up to €2.50 per day and up to 10 days per hospitalization.

We suggest you ask your contact person at work or a friend to assist you with making an appointment and accompany you in case the doctor does not speak English.

**Dentists** – for adults, dental care is not free of charge. There are many dental care providers in Tartu; the most central one is the Stomatology Clinic of the University of Tartu (Town Hall Square 6, 2nd floor, phone: (+372) 731 9100).

You can find information on dental care providers at [www.tartu.ee](http://www.tartu.ee) (it is in Estonian, so please ask further assistance from the contact person at your academic unit).

**Pharmacies** – the most central pharmacy is Tartu Raeapteek in the Town Hall building (at Town Hall Square), open 24 hours.

**Emergency medical service and accident ward** – the accident ward and the emergency medical service unit have opening hours round the clock and one may seek help from them especially at weekends and at night, when GPs are off duty. In Tartu, both the emergency medical care unit and the accident ward are located at Puusepa 8. In case of emergency treatment, a person may always go to the emergency reception or call an ambulance.

**Ambulance and Emergency: 112**

**Emergency reception:**
Puusepa 8, Section G1. Phone: (+372) 731 8195, (+372) 731 8202

**Family physicians’ centres:**
- Family Physicians’ Office of the University of Tartu
  Address: Puusepa 1a, phone: (+372) 731 9268
- Family Physicians of the City Centre of Tartu
  Address: Gildi 8, phone: (+372) 744 1288 or (+372) 744 1603
- Medicum Family Physicians
  Address: Turu 2, phone: (+372) 731 2260

More information at: [www.tartu.ee](http://www.tartu.ee) (in Estonian; please ask for assistance from your academic unit).

There is also a **24-hour medical telephone helpline.**
Dial 1220; service is guaranteed in Estonian and Russian.
Coming with your family

Finding a job for your partner

The most common ways to find a job in Estonia are with the help of friends, through newspaper advertisements, personnel search companies, Internet portals, and with the help of the Estonian Unemployment Insurance Fund and its labour offices. Job offers and useful information on employment and living conditions in Estonia can also be found at EURES – The European Job Mobility Portal. The EURES (European Employment Services) consultants in Estonia work at the labour market offices.


Useful job search portals on the Internet that are available in English are:
- CV-Online www.cv.ee/english
- CV Market www.cvkeskus.ee

Coming with kids: Day care centres and schools

In general, children stay at home until the age of 1.5 years, until then families receive national parental benefits and one of the parents can stay home. Most day-care centres do not accept children younger than 1 year. Children under the age of 3 attend day nurseries (mostly private) and children aged 3–7 attend nursery schools (municipal and private). Children start school at the age of 7.

In day care centres (day nurseries and nursery schools), the parents pay for the cost of meals as well as a small tuition fee. Additionally, babysitters can be found with the help of friends, agencies or through newspaper advertisements. There are 30 municipal and 11 private day care centres in Tartu for children aged 3–7. To choose one suitable for your needs, go to the web page of the city of Tartu, www.tartu.ee, Department of Education (phone: (+372) 736 1445).

Terake international nursery class is for children at the age of 2-6. English language is used as the medium of communication and instructions. Activities are guided by qualified English speaking kindergarten teachers. Elements and ideas of Reggio Emilia approach to early childhood education are used in creating the learning environment emphasizing the importance of a child as a person being capable, rich of knowledge and curiosity, creative and full of desire to discover. (Tähe 4; phone: (+372) 555 02151; terake@tera.tartu.ee; www.terake.tartu.ee/lasteaed/international-class)

Väike Pauline private day care centre accepts children (ages 3–7) from different nationalities, and is prepared to help them integrate and adjust to Estonian society. (Jakobi 45; phone: (+372 ) 742 1779; vaikepauline@gmail.com; www.vaikepauline.edu.ee).

The International school offers English-language tuition to children aged 6 to 15 years. There is also a separate group for pre-school children aged 3 to 5. (Veski 1, Tartu, 51005, Estonia; phone: (+372) 742 4241; istartu@gmail.com; www.istartu.ee).
Miina Härma Gümnaasium in Tartu has obtained the right to teach curricula on the basis of the International Baccalaureate Organisation programmes, and has an authorisation to teach the Diploma Programme (for students aged 16–19) and for the Primary Years Programme (for students aged 7–11). (Tõnissoni 3, phone: (+372) 736 1920, www.mhg.tartu.ee)

There is also a Finnish Language School in Tartu with tuition in Finnish available for Finnish children residing in Tartu. The school teaches grades 1–9. (Veski 1; phone: (+372) 740 0990; www.tartonkoulu.net)

In the event that tuition in one of the above institutions is not possible, and your child needs tuition in English, you should contact the Tartu City government education office, who will advise you on which school is most suitable for your child. The school will then devise an individual study plan for your child. As the number of English-speaking children in schools is growing, schools have become quite experienced in meeting the needs of children coming from abroad. Parents may freely choose a school for their child if there are vacant places in the school. Schools are required to ensure educational opportunities for each child who resides in the school district. Some schools do not have a district area and may accept pupils on the basis of admission tests or other requirements.

The academic year usually lasts from 1 September until June of the following year. It consists of a study period, examination period, and holidays (one week in the autumn, two weeks at Christmas and one or two weeks in the spring). The maximum number of lessons per week varies from 20 lessons (grade 1) to 34 lessons (grade 9). At upper secondary school the number of lessons may be 35 or even more.

**Telecommunication**

**Phone calls within Estonia:** you do not need to use the Estonian country code (+372), but only the local 7-digit number or mobile number.

**International long distance calls:** dial 00 + country code + area code and local number.

**Calling Tartu from abroad:** dial whatever you need to get an international line in your home country (e.g. 00), then 372 (Estonia’s country code), and then the local number.

There are several mobile communication operators in Estonia offering many different price packages – you have to choose which one is best for you. The easiest is to use a prepaid SIM card (the initial credit may vary between companies), as in this case you do not need a contract. You can buy these cards from shops and kiosks. Elisa and TELE2 mobile communication operators all have offices at the central Tartu Kaubamaja (Riia 1) and Telia in Tasku Centre (Turu 2). If you have your own phone and you sign a contract with a local company, you should know that calls are billed on a monthly cycle. For example, your phone bill for January is delivered in mid-February. Estonian telephone bills are not itemised, but it is possible to ask for an itemised printout of the calls. This service may not be free of charge.
Culture shock

‘Culture shock’ describes a common reaction to moving to a new, often unfamiliar environment. Culture shock may involve anxiety, a feeling of loss of direction or purpose, and an uncertainty of how to do things and what is appropriate in the new cultural context.

Symptoms can be physical, psychological or both, including aches, pains, allergies and other illnesses; feeling melancholy, angry, irritable, bored; crying without reason; being preoccupied with health; suffering from insomnia, overeating, loss of appetite; feeling vulnerable or powerless, and so on.

The symptoms of cultural shock can appear at different times, but often cycle through stages described in the literature as: Honeymoon, Negotiation, Adjustment, and Mastery. Sometimes, a fifth stage is included, namely the “re-entry shock” you may feel upon returning home.

Although not all people experience culture shock, many report feeling a double reaction of surprise and disappointment in themselves, which further complicates the process of adjustment. Although one can experience real pain from culture shock, this transitional time can also be seen as an opportunity for redefining one’s values and objectives. Culture shock can help you develop a better understanding of yourself and stimulate personal creativity.

If you feel stressed, look for help.

More information and some pointers for getting through culture shock as painlessly as possible can be found on various sites on the Internet; see, e.g. Guanipa, C. (1998). Culture Shock. (Retrieved August 2004 from: edweb.sdsu.edu/people/Cguanipa/cultshok.htm)

Where to get help and more information:
- Talk to your contact person at the institute/faculty.
- Talk to a professional counsellor. If you feel you need psychological help, UT’s student psychologists can help you find a qualified therapist: phone: (+372) 737 6211.

Human Resources Office kindly ask you to fill out the Welcome Form for UT international staff and their family members. By filling out this form, you help us support you better during your first months in Tartu.

You can fill out the form here (ut.ee/survey/index.php?sid=35169&lang=en), or as pre-filled MS Word form and email the completed form to the Human Resources Office at: sirli.urbas@ut.ee or print it out and send the completed form via UT internal post to Human Resources Office.
Safety – for new citizens of Tartu

ISB (International Student Barometer, 2015) results: 87% of the respondents rated Estonia as a safe country.

Tartu is a very safe town to live in, as the ISB results in the box show. Nevertheless, it is always wise to take precautions, particularly when moving to an unfamiliar place. The following text is not meant to scare you off, but just to keep you informed about how to keep yourself out of harm’s way. You have come to live in Tartu, the second largest city in Estonia, with about 100,000 inhabitants. The Tartu Police would like to make several recommendations to international residents, to keep you as safe as possible.

- Wearing a pedestrian reflector during the darker months is compulsory in Estonia!
- Do not walk late in parks and other lonely places. Choose more crowded and well-lit routes.
- If you do not feel secure, you might consider acquiring defence devices. People over the age of 16 are permitted by law to purchase defence devices for civilian use without restrictions, such as portable alarm signals and tear or pepper-gas spray, whose registration is not compulsory. Nerve gases and electric shock devices are prohibited in Estonia.
- Keep your handbags or backpacks with you. It is not advisable to carry your wallet in the outside pocket of your coat or trousers or lying on top in your handbag or backpack. Personal documents should be kept separately from your money. On no occasion should you attach your PIN-code to your bank card. Write your PIN-code somewhere else, in a coded form.
- Provide your bicycle with a good U-lock. The bicycle is in danger in lonely places!
- Park your car in a guarded parking lot and install an alarm signal in the car. If you leave valuable things – sport bags, laptops or other electronic devices – in the car, this can be a reason for breaking into your car.

If you get into serious trouble call the emergency number 112

If you do not speak Estonian, find somebody who can translate for you in an emergency case.
Getting around

Public bus transportation: inside Tartu

Buses and minibuses operate regularly from 6 am to midnight.

Tartu bus card

Tartu ticketing system: a contactless plastic chip card or a sticker, which must be swiped at the validator upon entering the bus. Use of the bus card is compulsory for all passengers except those travelling for free under the provisions of the Public Transportation Act. Students can use their new student cards as bus cards. Tartu bus cards can also be used in Tallinn, Harjumaa, Kohtla-Järve and Tartumaa, and on Go Bus intercity lines. Bus cards and stickers can be purchased at R-Kiosk, shopping centres, and other stores. Card costs €2. More information can be found at: www.tartu.ee/?lang_id=2&menu_id=9&page_id=25230

Bus schedule information can be found at: tartu.peatus.ee. This web page helps you to navigate Tartu’s public transportation network efficiently. You can also check timetables for bus stops and bus-lines.

For transportation headed out of Tartu, check the timetables and prices at:
for buses: www.tpilet.ee (you can buy tickets online)
for trains: www.edel.ee/home (you can buy tickets online)

Cycling

Tartu is small enough to get around by bike. It is also possible to rent a bike, see more information at: www.hot.ee/rentbike
Second-hand bikes with prices starting from €65 can be found on sale at: Rattaring: Aardla 112, phone: (+372) 5045 961, Mon-Fri 10-18, Sat 10-15
Jalgratas: Laulupeo pst 119, phone: (+372) 7421 731, Mon-Fri 10-18, Sat 10-15

Accommodation in Tartu

Information about apartments and houses available for rent can be found: in newspapers and online real estate portals. The largest Estonian real estate listings databases with search features in Estonian, English, Finnish and Russian can be found at: www.city24.ee and www.kv.ee

Please note that utility costs as well as telephone, electricity and Internet connection bills will be added to the advertised rent. Some real estate companies may require two or three months’ rent in advance upon signing the lease agreement.
If you wish to buy a house or an apartment in Tartu you are also advised to contact the real estate companies in the city.

Tartu Student Village Hostels provide comfortable and favourably priced accommodation in the centre of Tartu. Hostel places are available at: Pepleri 14.
For booking, contact the Housing Office: phone: (+372) 740 9955, fax: (+372) 740 9958 (Mon-Fri 8-17)
The University of Tartu’s eight dormitories house a total of 3200 people. They are administered by Tartu Student Village (Narva mnt 25, phone: (+372) 740 9959, e-mail: info@campus.ee, web page: campus.ee).

Guest apartments which are suitable for visitors intending to stay for a longer period are offered by Domus Dorpatensis Foundation and Hector Design Hostel. Prices are negotiable.

## Banking

You can choose between several banks to open an account or use any other bank-related services, including Internet banking (see below).

**Current account.** Residents or non-residents can open current accounts in euros or foreign currency. When opening an account, pay attention to the service fees and charges. Information about prices can be found at the webpages of each bank or from the bank offices. Usually you can open an account without an initial deposit. Both euros and convertible foreign currencies can be held in Estonian bank accounts.

All this can be done at any branch of a bank. To open a bank account in most cases you will need:

- **a)** valid ID with photo (passport in most cases);
- **b)** proof of residence and reason for opening the account, e.g. an employment contract.

**Debit cards.** Upon opening your account, you will receive a debit card free of charge. There might be a small monthly maintenance fee (average cost, €1). In Estonia and abroad, the debit card enables you to pay for goods and services and to withdraw cash from ATMs.

**Money transfers from abroad.** The quickest option for transferring money is an international payment order. For this the following information about the recipient is required: recipient’s name and address; recipient’s account number and recipient’s bank data (address and SBIC or SWIFT code). In the European Union, IBAN codes are used for processing international payments.

**Money transfers and online banking in Estonia.** Money payments using Internet banking are the simplest and cheapest way to make a payment. Most banks in Estonia provide online banking in English.

The official currency in Estonia is the euro (EUR, €), as of 1 January 2011.

**Swedbank:**

<table>
<thead>
<tr>
<th>Branch</th>
<th>Address</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dorpat Turu 1</td>
<td>Mon–Fri 9–17</td>
<td></td>
</tr>
<tr>
<td>Annelinn (Eeden)</td>
<td>Kalda tee 1c</td>
<td>Mon–Fri 10–18, Sat 10–16</td>
</tr>
<tr>
<td>Lõunakeskus</td>
<td>Ringtee 75</td>
<td>Mon–Fri 10–19, Sat 10–18</td>
</tr>
</tbody>
</table>
**SEB Pank:**
Ülikooli 2 Mon–Fri 9–17
Eeden Kalda tee 1c Mon–Fri 10–18, Sat 10–16

**Nordea:**
[www.nordea.ee](http://www.nordea.ee)

Currency exchange

**Tavid**
Ringtee 75 (Lõunakeskus) Mon–Fri 9–21, Sat–Sun 10–19

**Silver**
Raatuse 41-4 Mon–Fri 9–19, Sat 9–17

### Public access Internet points (PAIP) and free WiFi areas

Public Internet points:

- **O. Luts Tartu City Library** (Kompanii 5)
  Mon-Fri 9-20, Sat 10-16, phone: (+372) 736 1379

- **Tammelinna Library** (Suur kaar 56)
  Mon-Fri 9-20, Sat 10-16, phone: (+372) 746 1035

- **Annelinna Library** (Kaunase pst 23)
  Mon-Fri 9-20, Sat 10-16, phone: (+372) 746 1042

- **Karlova-Ropka Library** (Tehase 16, Sisustuse E-Kaubamaja Department Store)
  Mon-Fri 10-19, Sat 10-16, phone: (+372) 730 8472

- **Tourist Information Centre** (Town Hall)
  phone (+372) 736 1101 and 744 2111
  In summer Mon-Fri 9-18, Sat-Sun 10-17
  In winter Mon 9-18, Tue-Fri 9-17, Sat 10-16

- **Finnish Institute** (Ülikooli 11)
  Mon, Tue, Thu, Fri 10-16, Wed 10-18, phone: (+372) 742 7319

- **Lõunakeskus Shopping Centre** (Ringtee 75)
  Mon-Sun 10-21, phone: (+372) 730 3852

- **Tartu Kaubamaja Shopping Centre** (Riia 1)
  Mon-Sat 9–21, Sun 9–18, L 9-18, phone: (+372) 731 5143

- **Bytehouse Computer Lounge** (Vanemuise 21, basement)
  Mon-Fri 10-18, Sat 10-15, phone: (+372) 742 3443 and 552 6666

Most of the restaurants and cafés provide WiFi access for customers. The whole of Tartu’s Town Hall Square and much of central Tartu is covered with WiFi as well as the hourly Tallinn-Tartu buses and the train.

More information on wireless internet WiFi access areas can be found at: [www.wifi.ee](http://www.wifi.ee)
Leisure time

The best overview of cultural life in Tartu can be found online at the City’s "cultural window“, kultuuriaken.tartu.ee. Kultuuriaken allows anyone to post relevant information on the web. Thanks to active users, Kultuuriaken is updated daily and offers visitors the most up-to-date information on cultural events, museums, youth activities, and sports in Tartu.

Monthly cultural calendars in Estonian, English and Russian are available at the Information Centre of Tartu.

Cultural centres in Tartu

Cultural centres provide information and organize a wide range of events. In addition, they operate as cultural embassies or networks for the nations whose cultures they represent.

Finnish Institute
Ülikooli 11, phone: (+372) 7427 319, e-mail: tartu@finst.ee, web page: www.finst.ee
The Finnish Institute operates a small Finnish language library with current daily newspapers from Finland, information about Finland and cultural events.

Academic French Institute
Ülikooli 17-201, phone: (+372) 737 6246 and 506 9641, e-mail: prantsuse.instituut@mail.ee, web page: www.prantsuseteaduslikinstituut.ee

Tartu Institute of German Culture
Kastani 1, phone: (+372) 7422 639, e-mail: dki@dki.ee, web page: www.dki.ee

Nordic Council of Ministers, Tartu Office
Raekoja plats 8, phone: (+372) 742 3625 and 504 6570, e-mail: madis.kanarbik@norden.ee, web page: www.norden.ee

Tampere House
Jaani 4, phone: (+372) 738 6300 and 5645 3822, e-mail: maja@tamperemaja.ee, web page: www.tamperemaja.ee

The Granö Centre of the Universities of Turku and Tartu Kreutzwaldi 6, phone: (+372) 522 6897, e-mail: granokeskus@utu.fi, web page: granokeskus.utu.fi

Theatres

Theatre Vanemuine and Vanemuine Concert Hall – Vanemuise 46
Vanemuine Small Theatre – Vanemuise 45a
Harbour Theatre (Sadamateater) – Soola 5b
Check www.vanemuine.ee. Performances are mainly in Estonian.
Tartu Uus Teater – Lai 37
www.uusteater.ee
**Cinemas**

Cinamon – [www.cinamon.ee](http://www.cinamon.ee), Turu 2 (Tasku Center)
Ekraan – [www.forumcinemas.ee](http://www.forumcinemas.ee), Riia 14
AHHAA 4D Cinema – [www.ahhaa.ee/en](http://www.ahhaa.ee/en), Ringtee 75 (Lõunakeskus)

Movies are mostly in English with subtitles in Estonian, with the exception of dubbed children’s movies.

**AHHAA Science Centre** – [www.ahhaa.ee/en](http://www.ahhaa.ee/en)

**Museums**

Information is available at [www.visittartu.com](http://www.visittartu.com)

**Shopping centres**

Tartu Kaubamaja – Riia 1, [www.kaubamaja.ee](http://www.kaubamaja.ee)
Opening hours: Mon-Sat 9-21, Sun 10-19
Opening hours: Mon-Sat 9-21, Sun 10-20
Tasku Centre – Turu 2, [www.tasku.ee](http://www.tasku.ee)
Opening hours: Mon-Sat 10-21, Sun 10-18
Lõunakeskus – Ringtee 75, [www.lounakeskus.com](http://www.lounakeskus.com)
Opening hours: Mon-Sun 10-21
Zeppelin – Turu 14, [www.zeppelin.ee](http://www.zeppelin.ee)
Opening hours: Mon-Sun 10-20
Eeden – Kalda 1c, [www.eeden.ee](http://www.eeden.ee)
Opening hours: Mon-Sun 10-21

**Grocery stores:** You can pay with a debit or credit card in most shops. A number of grocery stores are located in the city centre:

- Tartu Kaubamaja – Riia 1, Opening hours: Mon-Sat 9-22, Sun 10-20
- Maksimarket (Kvartal) - Riia 2, Opening hours: Mon-Sat 9-22, Sun 9-20
- Rimi – Turu 2 (Tasku Centre), Opening hours: Mon-Sun 8-23,
  Rimi – Küüni 7 (Kaubahall), Opening hours: Mon-Sun 8-22
- Konsum – Ujula 2, Opening hours: Mon-Sun 9-22 and close to the Raatuse dormitory (Raatuse 25), Opening hours: Mon-Fri 7.30-23; Sat-Sun 9-23

There are two types of markets in Tartu: the historic **Market Hall and the Open Market.** The Market Hall (Vabaduse pst 1) is open from Mon-Fri 7:30-17:30, Sat 7:30-16, Sun 7:30-15. The Open Market (Soola 10) is open from Mon-Sat 8-16 and Sun 8-15. The Open Market is closed during the winter period.

Please remember that at the market, you need cash for payment. Communication is mostly limited to Estonian and Russian, though some vendors might speak some English, so it is a good place to practice your Estonian.

**Places to eat:**

<table>
<thead>
<tr>
<th>Estonian</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head isu! = Jätku leiba!</td>
<td>Bon appétit! = Lit: Have enough bread!</td>
</tr>
<tr>
<td>Head nädalavahetust/</td>
<td>Have a nice (good) weekend!</td>
</tr>
<tr>
<td>Head nädalalöppu!</td>
<td>Have a nice trip!</td>
</tr>
<tr>
<td>Head reisi!</td>
<td>Lit: Have strength while working!</td>
</tr>
<tr>
<td>Jõudu tööle! Jõudu!</td>
<td>Have strength!</td>
</tr>
<tr>
<td>Kõike head!</td>
<td>All the best! (Lit: all good)</td>
</tr>
<tr>
<td>Ole tubli! &amp; Olge tublid!</td>
<td>Take care! (Lit: be good)</td>
</tr>
<tr>
<td>Palju edu! Edu!</td>
<td>Good luck!</td>
</tr>
<tr>
<td>Palju õnne sünnipäevaks!</td>
<td>Happy birthday!</td>
</tr>
<tr>
<td>Palju õnne!</td>
<td>Congratulations!</td>
</tr>
<tr>
<td>Terviseks!</td>
<td>Cheers! Bless you!</td>
</tr>
</tbody>
</table>
### Sõnavara. Glossary

<table>
<thead>
<tr>
<th>Estonian</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tartu Ülikool, TÜ</td>
<td>University of Tartu, UT</td>
</tr>
<tr>
<td>peahoone (ph)</td>
<td>Main Building</td>
</tr>
<tr>
<td>TÜ aula</td>
<td>UT assembly hall</td>
</tr>
<tr>
<td>ruum, auditoorium</td>
<td>classroom</td>
</tr>
<tr>
<td>öppeinfosüsteem, ÖIS</td>
<td>Study Information System, SIS</td>
</tr>
<tr>
<td>Tere/Tervist</td>
<td>Hi/Hello</td>
</tr>
<tr>
<td>Head aega/Nägemist</td>
<td>Good bye</td>
</tr>
<tr>
<td>Tšau (ciao)</td>
<td>Hello, Good bye (informal, between friends)</td>
</tr>
<tr>
<td>Aitäh/Tanan</td>
<td>Thank you, Thanks</td>
</tr>
<tr>
<td>Palun</td>
<td>Here you are, Here it is, You’re welcome, Please</td>
</tr>
<tr>
<td>Terviseks</td>
<td>Cheers, Bless you (literally: to/for health)</td>
</tr>
<tr>
<td>Jaa, Jah</td>
<td>Yes</td>
</tr>
<tr>
<td>Ei</td>
<td>No</td>
</tr>
<tr>
<td>Vabandust</td>
<td>Excuse me, I’m sorry</td>
</tr>
<tr>
<td>Kuidas läheb? Hästi</td>
<td>How are you? Fine</td>
</tr>
</tbody>
</table>

üks, kaks, kolm, neli, viis, kuus, seitse, kaheksa, üheksa, kümme, üksteist, kakskümmend, kolmsada, neli tuhat – 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 20, 300, 4000

E, T, K, N, R, L, P (first letters of weekdays, often used in opening hours)

esmaspäev, teisipäev, kolmapäev, neljapäev, reede, laupäev, pühapäev – Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

<table>
<thead>
<tr>
<th>Estonian</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mis su nimi on?</td>
<td>What is your name? (informal, between friends)</td>
</tr>
<tr>
<td>Mis te nimi on?</td>
<td>What is your name? (formal, polite, between strangers)</td>
</tr>
<tr>
<td>Minu nimi on ...</td>
<td>My name is ...</td>
</tr>
<tr>
<td>Palun üks kohv</td>
<td>A coffee, please</td>
</tr>
<tr>
<td>Palun üks õlu</td>
<td>A beer, please</td>
</tr>
<tr>
<td>Kui palju see maksab?</td>
<td>How much is it?</td>
</tr>
<tr>
<td>Ma ei saa (eesti keelest) aru</td>
<td>I do not understand (Estonian)</td>
</tr>
<tr>
<td>Ma ei räägi eesti keelt</td>
<td>I do not speak Estonian</td>
</tr>
<tr>
<td>Palun aeglaseimalt</td>
<td>Slower, please</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estonian</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avatud &amp; Suletud</td>
<td>Open &amp; Closed</td>
</tr>
<tr>
<td>Lahti &amp; Kinni</td>
<td>Open &amp; Closed / Occupied</td>
</tr>
<tr>
<td>WC</td>
<td></td>
</tr>
<tr>
<td>Mehed &amp; Naised</td>
<td>Men &amp; Women</td>
</tr>
<tr>
<td>Sissepääs &amp; Väljapääs</td>
<td>Entrance / Admission &amp; Exit</td>
</tr>
<tr>
<td>Tasumine sularahas!</td>
<td>Paying in cash</td>
</tr>
<tr>
<td>Tasuta</td>
<td>For free</td>
</tr>
</tbody>
</table>
Contact information

Ülikooli 18, 50090 Tartu, ESTONIA
Fax: (+372) 737 5440
E-mail: info@ut.ee
www.ut.ee

International Cooperation Unit
Ülikooli 18, Main Building, III floor
Phone: (+372) 737 6115
E-mail: iro@ut.ee

HR Office
Ülikooli 18, Main Building, III floor
Phone: (+372) 737 5145
E-mail: personal@ut.ee

International Student Service
Ülikooli 18, Main Building, right wing
Phone: (+372) 737 5152
E-mail: studyinfo@ut.ee

Office of Research and Development
Lossi 3, III floor
Phone: (+372) 737 6192
E-mail: tao@ut.ee
Fax: (+372) 737 5508

Finance Office
Jakobi 4
Phone: (+372) 737 5125
E-mail: rahandus@ut.ee
Fax: (+372) 737 5126

IT Helpdesk
Phone: (+372) 737 5500
E-mail: arvutiabi@ut.ee