Welcome Guide for International Staff
2019/2020
Welcome message from the Rector

Dear Colleague,

It is my great pleasure to welcome you to the University of Tartu.

You are joining a university with 385 years of proud and diverse history, and a growing reputation for academic excellence. As an employer, we are committed to the development and welfare of our people. We honour our students and scholars, whether home grown or from abroad. It is our aim to inspire them to reach their full potential, to learn and grow – both intellectually and spiritually.

I encourage you to work hard and to make the most of our stay in academic terms, but also to try out new things with an open mind. Please enjoy your time with us. I trust you will find everyone always willing to help.

It is not always easy to adapt to the way of life in a foreign country. We have designed this booklet to assist you in settling in at Tartu and into the local community. It would be impossible to cover all possible situations that can arise. Rather the idea is to give you a sense of what kind of a university, city and country you are about to enter.

You have come voluntarily to pursue your academic studies with us at Tartu. You have come to learn with us and from us. We will learn from you. As a newcomer in our community, you will have a fresh perspective on what we do, so we are very keen to hear from you on how we could work together to continue to improve our University.

I wish you all the best in your career at Tartu.

Professor Toomas Asser
Rector
WELCOME SEMINAR: Getting started at the University of Tartu (UT)

At the start of each semester, the Human Resources (HR) Office organises the Welcome Seminar for new international staff members at the University. The two-hour seminar aims to provide useful information about UT’s academic life, employment contracts, taxes, salary system, vacation, health insurance, training possibilities, and social events for international staff and their family members.

Also, please check out Welcome Web, website designed to help with your move to the University of Tartu, particularly if it is the first time that you have lived and worked in Estonia: www.ut.ee/en/welcome

If you are coming to work at the University in a research position, you may find the following websites useful:
researchinestonia.eu
www.euraxess.ee
## Contents

### UNIVERSITY OF TARTU

- UT Structure ................................................................. 6
- Contact persons for international staff .......................... 7
- Academic calendar 2019/2020 ...................................... 10
- Public holidays and flag days ........................................ 10
- Teaching at the University .............................................. 11
- Research funding ............................................................. 15
- Research commercialisation services ............................ 16
- Mobility opportunities for staff ...................................... 18
- Practical information ....................................................... 21
- Language courses for international staff ........................ 25
- Social life ........................................................................ 27
- Stay connected ................................................................. 29

### LIFE IN ESTONIA

- Welcome services in Tartu .............................................. 30
- Right of residence and residence permits ....................... 30
- Work permits .................................................................. 31
- Health insurance ............................................................... 32
- How to get to Tartu? ........................................................ 33
- Getting around in town ..................................................... 34
- Accommodation in Tartu .................................................. 35
- Cost of living .................................................................... 35
- Banking ............................................................................ 36
- Telecommunication .......................................................... 37
- Free WiFi areas and public access Internet points (PAIP) ... 37
- Coming with your family ................................................... 38
- Medical care ..................................................................... 39
- Culture and leisure ............................................................ 41
- Safety – for new citizens of Tartu ..................................... 44
- Culture shock ................................................................. 44
Contact persons for international staff

<table>
<thead>
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**Academic calendar 2019/2020**

Autumn semester 02.09.2019–02.02.2020  
Christmas holiday 23.12.2019–05.01.2020  
The anniversary of the Estonian-language University : 01.12.2019  
Winter holiday 03.02.2020–09.02.2020  
Spring semester 10.02.2020–28.06.2020  
Summer holiday 29.06.2020–30.08.2020

**Public holidays and flag days**

1 January New Year’s Day (*uusaasta*)  
2 February Anniversary of the Tartu Peace Treaty*  
(Tartu rahulepingu aastapäev)  
24 February Estonian Independence Day (*iseseisvuspäev*)  
14 March Native Language Day* (*emakeelepäev*)  
Friday and Sunday in April Good Friday & Easter Sunday  
(movable holiday)  
1 May Spring Day (*kevadpüha*)  
9 May Europe Day*  
Second Sunday in May Mother’s Day* (*emadepäev*)  
4 June National Flag Day* (*Eesti lipu päev*)  
14 June Day of Mourning and Commemoration* (*leinapäev*)  
23 June Victory Day (*võidupüha*)  
24 June St John’s Day or Midsummer Day (*jaanipäev*)  
20 August Day of Restoration of Independence  
(*taasiseseisvumispäev*)  
Second Sunday in November Fathers’ Day* (*isadepäev*)  
24 December Christmas Eve (*jõululaupäev*)  
25 December Christmas Day (*esimene jõulupüha*)  
26 December Boxing Day (*teine jõulupüha*)

* No day off

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

If a public holiday falls on the weekend, a free day is not observed the following week.
Teaching at the University

At the University of Tartu (UT) teaching and learning are subject to certain rules. The most important legal instrument regulating the principle and organisation of teaching and studies principles is the Study Regulations (www.ut.ee/studreg). The rules underlined there are mandatory for all members of the University. Besides that, there are other legal acts governing our academic life at UT (www.ut.ee/en/university/documents).

The academic year is divided into two 20-week semesters, each including 140 days. All important dates from a student perspective are included to the UT’s academic calendar (see facing page).

As a member of UT teaching staff, you can use Study Information System (SIS) for managing your course and syllabus information, registration of students for your course, adding results of tests, exams and resits.

The SIS – ois.ut.ee – is used by students, administrators, academic staff and public users (with limited access). SIS shows you feedback results on teaching and courses. You can use SIS to send notifications to the students registered to your courses and to every member of UT. More information is available at: wiki.ut.ee/display/oppejoud/Study+Information+System+-+academic+staff+member

Before you start using SIS, we kindly advise you to contact your institute’s SIS co-ordinator or adviser to introduce you to the basics of SIS. Please consult the person appointed as a Programme Director or your academic advisor before finalising your syllabus, to make sure that it complies with UT requirements.

Important deadlines

1 March
• inserting syllabi of English taught courses for the following academic year to SIS
• fixing the dates of PhD students’ progress reviews and appointing the members of the review committee(s) for spring semester

15 April
• inserting syllabi of other courses for the following academic year to SIS
• inserting the updated version of curriculum for the following academic year to SIS

15 May
• beginning of the course registration for autumn semester

15 September
• submission of PhD students’ individual study plan

1 November
• fixing the dates of progress reviews and appointing the members of the review committee(s) for spring semester

15 December
• beginning of the course registration for spring semester
• appointing supervisors for the defenses delivered in June


**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.

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

**Registration for examinations**

The 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 exam-
ination 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 sitting 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 turn up at 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 five working days from the day the examina-
tion 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 repeat 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 stu-
dent 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 de-
efined 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 > Study Regula-
tions]). In the case of short-term (visiting) students, their home universities will be
notified if plagiarism or academic fraud has been identified.

**Good Practice of Teaching**

UT values, recognises and supports excellent teaching. The UT’s Good Practice of
Teaching, compiled in 2016, lays down the principles and values based on which the
members of the University of Tartu can evaluate and develop excellent teaching.

UT's Good Practice of Teaching:

UT supports its academic staff in developing their teaching in several ways. Teach-
ers are offered opportunities to acquire the skills necessary for excellent teaching
and are encouraged to participate in teacher training courses so that they can pass on
their professional skills to the students in the best possible way.

Detailed descriptions of all courses can be found in the internal training calendar at:
[www.is.ut.ee/pls/ois_sso/!tere.tulemast](http://www.is.ut.ee/pls/ois_sso/!tere.tulemast)

In addition to trainings, teacher development is supported by various other activi-
ties, including individual and group counselling, mentoring, peer-review discussion
groups, grant system for the study of one’s teaching practice, etc. The activities are coordinated by the Centre for Professional Development. Advice on the development of e-courses as well as technical support of e-learning environments and different digital teaching tools is provided by the Lifelong Learning Centre.

**Faculty of Arts and Humanities**
Ms Kadri Ugur (Academic Developer); e-mail: kadri.ugur@ut.ee; phone: (+372) 517 5174
Ms Marju Piir (Instructional Designer); e-mail: marju.piir@ut.ee; phone: (+372) 737 6204

**Faculty of Social Sciences**
Ms Airi Niilo (Academic Developer); e-mail: airi.niilo@ut.ee; phone: (+372) 737 6261
Ms Diana Lövi (Instructional Designer); e-mail: diana.lovi@ut.ee; phone: (+372) 737 6603

**Faculty of Medicine**
Ms Anu Sarv (Academic Developer); e-mail: anu.sarv@ut.ee; phone: (+372) 737 6266
Ms Triin Marandi (Instructional Designer); e-mail: triin.marandi@ut.ee; phone: (+372) 737 6268

**Faculty of Science and Technology**
Ms Kaire Uiboleht (Academic Developer); e-mail: kaire.uiboleht@ut.ee; phone: (+372) 524 3435
Ms Ly Sõõrd (Instructional Designer); e-mail: ly.soord@ut.ee; phone: (+372) 737 6608

**Equal treatment**
The University of Tartu is a diverse organisation where different people from around the world meet. The University’s main resource is its people whose wellbeing is important for the University and to whom the University must ensure good working and learning conditions and protection from unfair and unequal treatment. To raise awareness about equal treatment, to ensure that employees and students are protected against discrimination and to promote equality, the Human Resources Office and the Office of Academic Affairs have compiled guidelines for equal treatment. Because discrimination has very specific characteristics in Estonian legislation, the guidelines also include other forms of bullying.

The aim of these guidelines is to provide an overview of the topics related to equal treatment and workplace bullying, give employees and students clear instructions on how to inform about a violation of the principles of equal treatment, and describe the procedure of resolving discrimination and bullying cases.

UT's guidelines of equal treatment:
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 5 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 three categories of grants: team grants, start-up research grants, and postdoctoral research grants (only outgoing postdoctoral grants, incoming postdoctoral grant can be applied for from the Mobilitas Pluss programme).

- **National R&D programmes** are financed from the state budget through the expenditure of the particular ministry overseeing the programmes.

- **National centres of excellence** is a measure that 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 nine 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:


Contact: Ms Berit Niin
E-mail: berit.niin@ut.ee
Phone: (+372) 737 5614

International research funding opportunities

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.

Contact: Ms Laura Tomson
E-mail: laura.tomson@ut.ee
Phone: (+372) 737 6547
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.

Contact: Ms Ines Kerikmäe
E-mail: ines.kerikmae@ut.ee
Phone: (+372) 737 6026

Finding the right research funding opportunities

UT Grant Office, the University’s central research support office, provides support services for research and education development projects: from informing about different funding opportunities to assistance with the reporting. Grant Office also provides project writing services, analytical support, and legal advice for grant agreements.

More than 6000 funding opportunities are open to UT researchers through Research Professional (www.researchprofessional.com), an online database of research funding opportunities and research policy news.

Contact: Mr Kalmer Lauk
E-mail: kalmer.lauk@ut.ee

Project writing service

Within Grant office, the Grant Writing Unit (GWU) helps prepare project applications and assists researchers in writing the proposal. Focus is on Horizon2020, but other international sources also possible. Services include editing and advising of proposals, contributing to writing specific parts of the proposal, or lead writing of proposals.

Contact: Mr Hector C. Pagan
E-mail: proposals@ut.ee

Research commercialisation services

Research commercialisation services at UT are coordinated by the Centre for Entrepreneurship and Innovation (CEI).

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. CEI 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 the 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 CEI which is responsible for analysing, commercialising and protecting the intellectual property created by UT researchers.

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**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.

- The easiest option to start cooperation is to offer services needed by companies. The University of Tartu’s portfolio already has different consultations, measurement services and micro-scale development that can be offered to companies nationally and abroad.
- 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.

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**Founding a spin-off company**

A spin-off is a new business entity formed (usually) by the University employees to commercialise 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 University of Tartu, wishes to underline its affiliation with the University to develop its commercial activities.

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

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

Mobility opportunities for staff

Researcher exchange under institutional agreements

UT researchers can make short-term (up to 10-day) visits to some 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.

Additional information and list of partner universities:  
[ut.ee/en/international]  
Contact: Ms Karoliina Vilimaa-Pennarun  
E-mail: karoliina.pennarun@ut.ee  
Phone: (+372) 737 6164

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 2019/2020 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.

National mobility schemes

The scholarships for short-term study related visits abroad, including participation in conferences, working in libraries, using laboratories, development of a lecture, work with an academic supervisor, participation in continuing education courses, consultations and summer schools. Support is granted for the study visits lasting up to one month (30 days). The short study visit may not start earlier than one month after the application deadline.

Application deadlines for the academic year 2019/2020:
1 June 2019 (visits from 01.07.2019–30.09.2020)
1 October 2019 (visits from 01.11.2019–30.09.2020)
1 December 2019 (visits from 01.01.2020–30.09.2020)
1 March 2020 (visits from 01.04.2020–31.08.2020)

The scholarships are managed by the Archimedes Foundation. Eligible costs: accommodation, travel, daily allowance.

Contact: Ms Anne-Ly Võlli
E-mail: anne-ly.volli@archimedes.ee
Phone: (+372) 699 9397
**Dora Plus scholarships**

Dora Plus Action 1: Study and research-related outgoing mobility  
Scholarships to the young researchers and Master’s/PhD students from Estonian higher education institutions for participating in the research conferences, seminars, courses or other professionally relevant activities abroad.

**Short study visits (T1.1)**  
Scholarship provides support to the Master’s and PhD students, resident physicians and young faculty members from higher education institutions in Estonia for participation in the research conferences, seminars, courses or other learning and research related activity abroad. Dora Plus short study visits can last for up to 30 calendar days.

**PhD students mobility (T1.2)**  
Scholarships are awarded to support the mobility of the PhD students of Estonian universities to universities or research institutions abroad. Single mobility episode can last from 1 to 10 months.

Dora Plus T2.2. supports the studies and research of international visiting doctoral students at the University of Tartu during 1–10 month period. The minimum period of study mobility is 30 calendar days.

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**Short study visits:**  

**Doctoral students mobility:**  

**Visiting doctoral students:**  

**Additional information:**  

**Contact:**  
Ms Annela Oona, Coordinator of Dora Plus  
E-mail: [annela.oona@ut.ee](mailto:annela.oona@ut.ee)  
Phone: (+372) 737 6539

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For more funding and mobility opportunities, please see the website:  
[etag.ee/en/funding/research-funding/](http://etag.ee/en/funding/research-funding/)
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 at your academic unit.

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

User account and 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 at your academic unit or the IT Helpdesk by e-mail: arvutiabi@ut.ee

The user account is universal, which means that one username and password is used for all the information systems (except mailing lists).

Changing your 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 mail365.ut.ee
Access to Exchange webmail: owa.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
Ülikooli 18a (next to the Main Building)
**Internet**

UT has two Wi-Fi networks: **ut-public** and **eduroam**. Ut-public is available to everybody; eduroam requires UT username and password.

Most of the University buildings are equipped with computer centres available for all students and staff free of charge.

**Going on a business trip**

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](http://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 EUR per day, and can be increased up to a tax-free ceiling of 50 EUR 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, Reiseiekspedi 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 on the UT Intranet ([siseveeb.ut.ee/en/support-work/regarding-business-trips](http://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](http://siseveeb.ut.ee/en/support-work/ppt-backgrounds)

**Making an internal call**

The easiest way to make an internal call from one university phone to another is by dialling the corresponding short number (i.e., the last four digits of the relevant public number, e.g., the short number 5844 corresponds to the public landline number 737 5844). The short numbers of the university’s mobile phones assigned to particular employees normally coincide with the last four digits of the landline phone numbers of those employees.
If you use a university mobile to dial the short number of another employee who also has a university mobile, the call will be routed directly to the mobile phone of the recipient.

When using a mobile to call the landline phone of the same person, you should dial 3 before the short number. The same applies if you wish to reach that person’s mobile from your university landline number. The short numbers of university mobile phones are listed under employees’ contact information on the university’s website.

**Employee ID card**

The University issues employee ID cards to its employees. The cards are made of plastic and bear the photo of the owner. It is advisable for each UT employee to have an 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 have a valid employment contract. Cards are issued by the Administrator of Surveillance and Access Systems at Lutsu 1-16. You can have your photo taken on-site. There is no fee. Whole procedure takes about 10 minutes.

Lutsu 1, Mon–Fri 8:15–11:45 and 13:00–16:30, phone: (+372) 737 6366; (+372) 5374 9474; e-mail: angeli.ivanov@ut.ee

**Workplace health and safety**

The health and safety of employees are governed by the Occupational Health and Safety Regulations (www.ut.ee/en/university/documents > Occupational Health and Safety Regulations)

The University compensates each employee’s health improvement expenses in the amount of 200 euros per year.

The University reimburses the following expenses on sports:
- expenses directly related to regular use of sporting venues (sports clubs’ membership fees and passes);
- participation fees in public sports events.

Employees are entitled to apply for compensation of occupational health costs (glasses, rehabilitation, sports therapy, massage etc) pursuant to Occupational Health and Safety Act.

Occupational health costs are reimbursed based on the risk analysis of a unit/sub-
unit, the unit’s action plan on measures taken to reduce employees’ health risks, and the resolution of an employee’s medical examination, which includes recommendations by a doctor of occupational medicine. The reimbursed amount depends on the unit’s financial possibilities. Generally, the amount to be reimbursed is specified in the unit’s action plan, unless the action plan does not provide otherwise (e.g. reimbursement as agreed with the head of the unit).

Additional information and contacts:
Ms Kaie Aia
(in questions related to reimbursement of health improvement expenses)
E-mail: kaie.aia@ut.ee
Phone: (+372) 737 5208

Ms Tiina Linder
(in questions related to reimbursement of occupational health costs)
E-mail: tiina.linder@ut.ee
Phone: (+372) 737 5148

Discounts for UT employees

UT employees are offered discounts by various merchants (restaurants, shops, sports clubs, hotels, travel agencies, taxi companies, banks). For the updated 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.

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).

Cards are issued by the Federation of Estonian Student Unions (Pärnu mnt 102-21 (E-Corps, III floor), 11312 Tallinn; phone: (+372) 515 7389; info@minukool.ee; www.eyl.ee).

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. Identity document is required to receive the card. Office hours are 10:00 to 16:30 Monday through Friday.
Using the library

Address: Struve 1, Tartu
E-mail: library@utlib.ee
Phone: (+372) 737 5702
utlib.ee/en
Opening hours: Mon–Fri 9–21, Sat–Sun 12–18

The University of Tartu Library is the largest and oldest continuously working library in Estonia. 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.

The library has a well-established online system, where you can search for books and borrow them, download electronic materials from databases (JSTOR, EBSCO, etc.), receive updates about new arrivals and read e-journals.

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

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

Books can be requested via the online catalogue ESTER (www.ester.ee). Materials ordered for borrowing can be picked up at the circulation counter on the second floor. Materials requested on the weekend will be available for picking up on Monday.

Books can be returned to the circulation counter on the second floor or book return machine on the right side of the main entrance of the Library.

You can renew due dates yourself via the online catalogue ESTER. You can also send an e-mail requesting to renew due dates at laenutus@utlib.ee or call (+372) 737 5772.

Language courses for international staff

Pursuant to the Language Act of Estonia, international teaching and research staff who have worked in Estonia for more than five years must have acquired proficiency in Estonian at least at Level B1. Starting from 1 September 2019, Human Resources Office includes the requirement in the open-ended employment contracts of all academic staff of foreign nationality. We would like to point out that the requirement of Level B1 proficiency in Estonian for academic staff is an exception from the general principle. All other (international) employees must already when they start work
have Estonian skills at the level specified in the Government Regulation (minimum Level B2 for specialists and Level C1 for head of a unit).

**Estonian language and culture courses at UT**

UT’s Centre for Professional Development supports the Estonian language studies of international staff and offers foreign nationals employed by the University and their family members an opportunity to take part in Estonian language courses.

All international staff members and their family members are entitled to one free Estonian course per semester (excl. intensive language courses), offered by the Centre of Professional Development. The language courses start at the beginning of semester and there are courses for all levels (beginners, intermediate and advanced learners). Employees can learn Estonian at courses organised by the University of Tartu or by our partners. In addition, online courses are available.

Besides the language course, international staff and their family members are welcome to participate in a free lecture course introducing Estonia and Estonians at the university’s College of Foreign Languages and Cultures. In addition, the Human Resources Office organises events to introduce Estonia to international staff.

**Additional information and registration:**

siseveeb.ut.ee/en/personnel-work/courses-international-staff#eng
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.

**Courses of academic English and in-house seminars**

UT academic staff are 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.
Social life

**Annual Rector’s reception for international staff**

At the start of the academic year, the Rector of the University of Tartu greets all international staff and their families at a reception in the University of Tartu Art Museum.

**Dorpater Dozentenabend**

*Dorpater Dozentenabend* is a social club for UT’s international staff, offering 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.

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.

**Culture evenings "Tartu – rich in cultures"**

The Human Resources Office and Tartu Nature House organise 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.
**Sporting opportunities**

Sports activities are carried out by various amateur and professional groups under the auspices of the Academic Sports Club of the University of Tartu. Trainings 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 to check schedules and fees, please contact the Sports Club at the beginning of the semester.

**UT Academics Sports Club**

- Ujula 4
- E-mail: info@tysk.ee
- Phone: (+372) 737 6280
- sport.ut.ee/in-english/

**Fitness Club**

- E-mail: ivika.varton@ut.ee
- Phone: (+372) 56 478 117
- www.tysk.ee/fitness/

**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 previous page for contacts).

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](http://www.visittartu.com)

**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 (such as movie soundtracks) comes along. Rehearsals take place every Monday at 7 pm, in the Assembly Hall of the University of Tartu Main Building. Additional section rehearsals take place at times convenient to players. To join the orchestra, please fill out a brief online form on the Orchestra’s website: [orkester.ut.ee](http://orkester.ut.ee)

**UT choirs**

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

The University’s oldest choir (founded more than 100 years ago) is the Tartu Aca-
demic Male Choir, which is conducted by Kuno Kerge. All the choirs perform regu-
larly at the University’s festive events and give individual concerts.

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

Stay connected

The University’s website (www.ut.ee) provides a wealth of information and news
about the University directed to prospective students, faculty, media, and general
public.

The best way to stay up to date on what’s happening on campus, including interna-
tional conferences and seminars, public lectures, PhD defences, concerts, and more
is to keep an eye on the University of Tartu Events Calendar: ut.ee/ne/events

The University’s internal mailing list lists.ut.ee/wws/info/international and Face-
book group for international staff (www.facebook.com/groups/utinternational-
staff/) are communication channels for keeping international faculty members
informed about the University events, as well as for posting official announcements
and sending invitations to international faculty club meetings, Estonian culture and
language courses, etc.

UT’s Intranet (siseveeb.ut.ee) provides employees with work-related information
and the latest news about the University life.

The University's electronic newsletter (siseveeb.ut.ee/en/support-work/ut-news-
letter) is a bi-weekly digest of the newest research at UT, study info, student life,
university events and organisational information.

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

UT’s official page on Facebook (www.facebook.com/tartuuniversity), is a place
where international and Estonian community members meet virtually. Page posts
are in English, whereas member posts and comments are both in English and Es-
tonian.

The University news can also be followed on Twitter: www.twitter.com/tartu-
university. If you’re not a Twitter user, subscribe to the RSS feed from this page.
Welcome services in Tartu

A team of local advisers at Tartu Welcome Centre (tartuwelcomecentre.ee) provides information and offers consultation for international newcomers in Tartu and the South-Estonia area. Consultants help you with questions regarding documentation, finding the right officials, preparing for moving to Estonia and settling in when already here. In-person consultation as well as phone or e-mail consultation is available at any time during office hours.

Tartu Welcome Centre, Ülikooli 17
Phone: (+372) 51 913 248
E-mail: info@tartuwelcomecentre.ee
Office hours: Mon–Fri 9–16; Thu 9–18

Right of residence and residence permits

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

For detailed information on residence permits, 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 12 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.politsei.ee.

Migration Bureau in Tartu (Police and Border Guard Board, South prefecture):
Riia 132
Client information phone: (+372) 612 3000
(Mon-Sun 8-19)
E-mail: ppa@politsei.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 can be registered for 12 months.

Long-term employment
Citizens of third countries who stay in Estonia for work lasting longer than 12 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 five years, and can be extended for up to ten 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](http://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 (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!

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](http://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](mailto: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.

**How to get to Tartu?**

Tartu Airport is connected with Helsinki Airport also through direct flights ([tartuairport.ee](http://tartuairport.ee)).
From Tallinn Airport and Tallinn Bus Station: direct buses (tpilet.ee) to Tartu Bus Station leave hourly from 5 am – 11 am. Tickets cost from 7 to 15 EUR depending on time and company. It takes 2.5 hours to get to Tartu by bus.

From the Baltic Station: trains depart 10 times a day to Tartu (elron.ee). Tartu Train Station is not in the city centre and the easiest is to take a taxi to your final destination. Taxi stop is located in front of the station.

From Riga International Airport: direct buses run between Riga International Airport and Tartu Bus Station (luxexpress.ee, ecolines.ee).

By international bus: buses connect Tartu with many other European cities. The closest cities are Riga (4 hours), Vilnius (8 hours), Warsaw (10 hours), St Petersburg (6 hours), Pskov (3 hours), etc. (luxexpress.ee, ecolines.ee).

Getting around in town

By bus

Buses and minibuses operate regularly from 6 am to midnight.

Tartu ticketing system (Tartu bus card): 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 EUR. More information can be found at: www.tartu.ee/en/inner-city-bus-transportation

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: www.tpilet.ee (you can buy tickets online).

By taxi

Taxi prices consist of start price and price per kilometre. All taxis must have their price list available for you to view on their passenger window. Price negotiation is not common in Estonia – all taxis have fixed rates. You can ask for a receipt after arriving at your destination. NB! It is mandatory to fasten your seat belt while seated in a taxi.

The biggest taxi operators in Tartu are Elektritakso (elektritakso.ee) and Tartu Taksopark (gotaksopark.ee). Uber and Taxify are widely used in Estonia.

By bike
In summer 2019, Tartu launched its bike share system, Tartu Smart Bike Share, consisting of 750 bikes in 69 bike share stations across the city. Two thirds of the fleet is equipped with electric-assist motors that provide riders with an extra boost when pedalling.

In order to rent a bike, the user must have a valid Tartu bus season ticket or they must purchase a bike share membership. The user must create a bike share account, either on-line (ratas.tartu.ee) or via the mobile app (Tartu Smart Bike), and connect it to a credit card. You can use a bus card or mobile app to unlock the bicycle.

**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. Some apartments are also offered directly by the owner (no broker’s fee) – you need to be quick to react, because the demand for such apartments is very high.

If you wish to buy a house or an apartment in Tartu you can contact the real estate companies in Tartu or browse the real estate databases for available property.

If you stay in Tartu for few months, you could consider staying in one of the Student Village residence halls, which provide comfortable and favourably priced accommodation (Narva mnt 25; phone: (+372) 740 9959; e-mail: info@campus.ee; www.campus.ee), or in Academus Hostel (Pepleri 14; phone: (+372) 5306 6620; e-mail: hostel@campus.ee; academus.ee) or Arco Vara Guest Apartments (phone: (+372) 521 2979; e-mail: ragne.teos@arcovara.ee; www.arcovara.ee/en/gildi-house).

Guest apartments which are suitable for visitors intending to stay for a longer period are offered by Domus Dorpatensis Foundation (Raekoja plats 1/Ülikooli 7; phone: (+372) 7331 345; e-mail: dorpatensis@dorpatensis.ee; www.dorpatensis.ee/guest-apartments) and Hector Design Hostel (Riia 26; phone: (+372) 7405 100; e-mail: hektor@hektorhostels.com; hektorhostels.com/design-hostel-tartu). Prices are negotiable.

**Cost of living**

The prices in Estonia are relatively low, especially when compared with neighbouring Finland and Sweden. To help you plan your stay, we’ve made up a table with approximate monthly expenses. The amounts are approximations and there can be variations depending on the neighbourhood you choose to live in, the housing you choose and your lifestyle.
Flat rent  200–300 EUR (one bedroom flat) + utilities
Utilities for a 85m² apartment  200 EUR
(Electricity, Heating, Water, Garbage)
A cup of coffee at a cafe  2–3 EUR
A loaf of bread  0.60–1.20 EUR
A carton of milk (1 l)  0.80 EUR
A glass of beer (0.5 l) at a pub  2.50–4 EUR
Cinema ticket  4.50–8 EUR
Theatre ticket  10–20 EUR
Daily offers at café and restaurants  3–6 EUR
Daily newspaper  1.5–2 EUR
Bus/train ticket from Tallinn to Tartu  7–12 EUR
Book (popular, hard cover)  ca 20 EUR
Monthly membership at a fitness centre  ca 45 EUR
Monthly mobile phone  10 EUR

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 EUR). 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).
Banks and currency exchange in Tartu

**Swedbank:**
- Dorpat Turu 1 Mon–Fri 9–17
- Annelinn (Eeden) Kalda tee 1c Mon–Fri 10–18, Sat 10–16
- Lõunakeskus Ringtee 75 Mon–Fri 10–19, Sat 10–18

**SEB Pank**
- Ülikooli 2 Mon–Fri 9–17

**Luminor**
- Kaluri 2 Mon–Fri 9–18, Sat–Sun 10–14

Currency exchange
- **Tavid** Ringtee 75 Mon–Fri 9–21, Sat–Sun 10–19
  (Lõunakeskus)
- **Silver** Raatuse 41-4 Mon–Fri 9–19, Sat 9–17

**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.

**Free WiFi areas and public access Internet points (PAIP)**

Internet access is available almost everywhere in Estonia. 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

Public Internet points in the city centre:
- **O. Luts Tartu City Library** (Kompanii 5)
  Mon–Fri 9–20, Sat 10–16, phone: (+372) 736 1379
- **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
- **Tartu Kaubamaja Shopping Centre** (Riia 1)
  Mon–Sat 9–21, Sun 9–18, phone: (+372) 731 5143

**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.

For more information: www.workinestonia.com, www.tootukassa.ee or ec.europa.eu/eures

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

**Day care centres and schools in Tartu**

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. All of the English speaking kindergartens in Estonia are privately owned. 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).
The Tartu International Daycare (J. Liivi 2d; phone (+372) 742 4241; istartu@gmail.com; daycare.istartu.ee), operating as part of the Tartu International School, provides childcare services in English. The institution can accommodate up to 22 children. Activities take place in English. In addition to the curriculum, the childcare institution also offers the following hobby groups: crafting, drama and dance, judo.

The English study group at the Terake nursery school (Tähe 4; phone: (+372) 5693 9089; e-mail: kadri.karlis@tera.tartu.ee; daycare.tartu.ee), a Reggio Emilia inspired private kindergarten, provides preschool education in English for children at the age of 2–6. 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.

The International School (J. Liivi 2d, Tartu, 51005, Estonia; phone: (+372) 742 4241; istartu@gmail.com; www.istartu.ee) offers English-language tuition to children aged 6 to 15 years.

Miina Härma Gümnaasium (Tõnissoni 3; phone: (+372) 736 1920; www.mhg.tartu.ee) 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 all grades.

There is also a Finnish Language School in Tartu (J. Liivi 2d; phone: (+372) 56 928 873; www.tartonkoulu.net) with tuition in Finnish available for Finnish children residing in Tartu. The school teaches grades 1–9.

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.

Medical care

Family doctor
All insured persons have access to “family doctors” (i.e. general practitioners, or GPs). Family doctor (in Estonian: perearst) is the first person to consult if you fall ill, need a health certificate, prescription medicine etc. If you plan to stay in Tartu for a longer period (e.g. you are student and you stay for more than one semester), it is reasonable to find your own family doctor. The best is to register with a family doctor as soon as you have settled down in Tartu. You will need to book an appointment time ahead to visit your doctor. You will normally get the appointment in a couple of days, in acute cases quicker.

To visit a specialist doctor (in Estonian: eriarst), in most cases you need a referral from your family doctor. Referral is not needed if you need to visit psychiatrist, eye specialist, gynaecologist, dermatologist or dentist. You can also find some specialist doctors in private clinics. The waiting lists for the specialist doctors can be long in public clinics, and shorter in private clinics.

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 EUR if called on to make a home visit;
- specialized medical care – consultation fee of up to 5 EUR;
- transportation by ambulance in the case of emergency – free of charge;
- hospitalization – an in-patient fee of up to 2.50 EUR 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.

Family doctors Tiiu Tootsi and Kertu Rünkorg welcome foreign students and University employees in their centres. To register to their directory, contact:
- Tiiu Tootsi by e-mail: info@perearsttiuitootsi.ee or phone: (+372) 745 5187
- Kertu Rünkorg by e-mail: (perearst.runkorg@gmail.com or phone: (+372) 588 65560

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

**Dental care**

For adults and for people on private insurance, the dental care is not free of charge. However, adults who work in Estonia and thus are covered by the Estonian Health Insurance Fund can get some financial support (up to 40 Euros per year) when visiting dentists. Not all dentists, though, have a contract with Estonian Health Insurance Fund, so even if you have Estonian public insurance you may have to pay fully for
dental care. Always ask your dental care provider, whether s/he has a contract with Estonian Health Insurance Fund and which services are covered.

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, II floor, phone: (+372) 731 9100).

**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

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**Culture and leisure**

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. It 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 Tartu Visitor Centre (Town Hall, I floor).

More information about cultural and sports activities, shopping and dining in Tartu is available at visittartu.com, www.inyourpocket.com/tartu

**Theatres**

Tartu is home to the theatre Vanemuine, the oldest theatre company in Estonia. It also stands out as the only three-genre theatre in the country, staging operas, operettas and musicals, classical ballet and modern dance and drama.

Theatre Vanemuine has three different buildings in Tartu – Grand Building (Vanemuise 6), beautiful art-nouveau style Small Building (Vanemuise 45a), and black-box Sadamateater (Harbour Theatre) at Soola 5b. Children’s performances are also staged at Tartu Toy Museum’s Theatre House (Lutsu 2).

For programme, check www.vanemuine.ee

Tartu Uus Teater (Tartu New Theatre – www.uusteater.ee, Lai 37) is a small theatre company, which aims to bring alternative and contemporary theatre performances
to wider audiences.

The University of Tartu also has its own theatre company – Tartu Student Theatre (teater.ut.ee/english). Although its members are not professional actors, the critics have often considered it as semi-professional theatre for its high-quality productions. Performances are staged at various venues around town, such as Genialistide klubi (Lai 37), Tampere maja (Jaani 4), and Athena Conference Centre (Küütri 1).

Cinemas

Most films are shown in their original language with Estonian subtitles, with the exception of dubbed children’s movies.

Cinamon – www.cinamon.ee, Turu 2
Ekraan – www.forumcinemas.ee, Riia 14
Apollo Cinema at Lõunakeskus shopping centre – www.apollokino.ee, Ringtee 75
Apollo Cinema at Eeden shopping centre – www.apollokino.ee, Kalda tee 1c
Elektriteater – elektriteater.ee, Jakobi 1

Concert life

Tartu’s main concert venues are Vanemuise Concert Hall (Vanemuise 6), St John’s Church (Jaani 5), White Hall of the University of Tartu History Museum (Lossi 25), and the University Assembly Hall (Ülikooli 18).

For lovers of jazz and rock music, the places to check out are Genialistide Klubi (Magasini 5), Klubi Rock’n’Roll (Tiigi 76A) and Tartu Jazz Club (Muuseumi tee 2).

Museums

For its size, Tartu has a remarkable number of museums, including a beer museum, print museum, toy museum, and the AHHAA Science Centre, the largest of its kind in the Baltics. Estonian National Museum’s new building (Muuseumi tee 2) was opened in 2016. More information on museums is available at: www.visittartu.com

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

Shopping
It’s easy and comfortable to do grocery shopping in Estonia, as there are many local and international hyper- and supermarkets (Prisma, Rimi, Coop, Selver, Comarket, Maxima, etc.), a number of them are located in the city centre.

Larger shops and almost all grocery stores are open seven days a week from 8/9 am to 10/11 pm.

Alcohol is only sold from 10 am to 10 pm, including the shops in gas stations.

Most shopping centres have free parking, wireless internet Access, ATMs, a currency Exchange or bank, a pharmacy and places to eat and drink.

You can pay with a debit or credit card in most shops.

Fresh fruit and vegetables, meat and dairy products, handicrafts and household necessities can also be purchased at the market. 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–Sat 8–16, Sun 8–15. The Open Market (Soola 10) is open from Mon–Fri 7–17, Sat 7–16, Sun 7–15.

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

Eating out
Tartu has numerous restaurants, cafés and buffet bars that offer traditional Estonian, Russian, Italian, Chinese and international food at affordable prices (daily specials 3–6 EUR; or 5–15 EUR per dinner plate). There is also a number of fast food and pizza restaurants.
Safety – for new citizens of Tartu

According to the International Student Barometer (ISB 2017) survey results, 96.6% of the respondents rated Tartu as a safe city.

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.

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 rea-
son; 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.

To get help and for 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).
Contact information

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