

## **PRE-DEPARTURE GUIDE**

## INDEX

1. [Bienvenue à Edu-inter!](#)
2. [Why Edu-inter?](#)
3. [First day at Edu-inter:](#)
4. [Finding Edu-inter](#)
5. [Arriving at the airport, bus, train station or by car:](#)
6. [Transportation in Quebec City](#)
7. [Unaccompanied Minor \(UM\) Service](#)
8. [Student life at Edu-inter:](#)
9. [Student ID card](#)
10. [Course books and materials](#)
11. [Course schedules](#)
12. [Lodging](#)
13. [Wi-fi and gadgets](#)
14. [Medical clinic](#)
15. [Medical insurance for our-of-province and international students in Quebec](#)
16. [What to bring to Quebec](#)
17. [Quebec City](#)
18. [The weather in Quebec City](#)
19. [Money](#)
20. [No smoking regulations](#)
21. [Cost of living in Quebec](#)
22. [Culture shock](#)
23. [Driving in Quebec City](#)
24. [Mail Service – Canada Post](#)
25. [Electricity](#)
26. [Tipping](#)
27. [Health care and services](#)
28. [Holidays in Canada and in Quebec](#)
29. [Liquor laws](#)
30. [Metric conversion](#)
31. [Time Zones](#)
32. [Emergency Phone Numbers](#)
33. [Shopping hours](#)
34. [Taxes](#)
35. [Other things to know....](#)
36. [FAQ](#)

## Bienvenue à Edu-inter!

It is a pleasure to welcome you as one of the 1500 foreign students that make our community a dynamic and lively place for learning French as a foreign language.

The staff at Edu-inter has a broad experience in the field of international education and we strive to ensure that each student meets his goals. You are about to live a new challenge and a life changing French experience!

The purpose of this guide is to help you prepare for your arrival in Quebec City. You will find very informative information on Edu-inter and the city of Quebec. Please read it carefully, it is full of important information to assist in planning your stay with us. It will answer many of your questions, including steps to take before you leave home, and those to take after you arrive in Quebec City.

All our friendly and professional staff all look forward to welcoming you soon and we hope that you enjoy your stay with us.



**Sylvain Langlois**  
Président, Edu-inter

[Meet my team](#)

## Why Edu-inter?

- ♦ Specialized French school - 100% French immersion environment. No other languages are spoken at school and everywhere in the city! We do offer a real and Intense French immersion;
- ♦ Edu-inter is accredited by Languages Canada which is an organization recognized by all Canadian embassies in the world that certifies Language Schools;
- ♦ We teach international French and Our programs follow the CECRL, the most effective and renowned language reference program in the world. Our students will be able to understand French from everywhere after a stay with us; Our programs are very rich and much more diversified than any other French countries or region in the world;
- ♦ The best location in town! Downtown Quebec City, next to the Plains of Abraham and within walking distance from café, restaurants, Old district etc.;
- ♦ Excellent facilities in campus accessible for free for all students: gymnasium, restaurant, student lounge, internet café, computer rooms, cafeteria and library;
- ♦ Our attention to details and to the needs of every single student.
- ♦ We offer a wide variety of cultural and recreational activities for summer.
- ♦ Our host family are 100% French speakers
- ♦ More than 1500 students from 40 countries are coming to Edu-inter every summer to learn French.
- ♦ We have a French policy where students have to speak French all the time in classroom, during activities, excursions and break time, that ensure the immersion experience as well and we make sure you will reach your goals and have plenty of opportunities to express yourself in French.





## First day at Edu-inter

Your first day at Edu-inter will be an orientation day and classes will also start on that day.  
The schedule for the first Monday at Edu-inter is as follows:

### Summer Session (May 28th to August 3rd, 2018)

#### **Teens (summer)**

8:00 a.m.	Welcome
8:05 a.m.	Orientation session
8:45 a.m.	School Tour
9:00 a.m.	French oral test
10:30 a.m.	Assigning of level, bus pass purchasing.
11:45 a.m.	Lunch
12:30 p.m.	Theme Camp

#### **Adults (summer)**

8:00 a.m.	Welcome
8:05 a.m.	School Tour
8:45 a.m.	Orientation session
9:00 a.m.	French oral test
10:30 a.m.	Course books, assigning of level. Students join their classes.
12:00 p.m.	Lunch
1:00 p.m.	New students join their group for afternoon workshops or activities.

### Adults - Year-Round Session (Every Monday except in between May 28th and August 3rd, 2018)

8:00 a.m.	Welcome
8:05 a.m.	Orientation session
8:45 a.m.	School Tour
9:00 a.m.	French oral test
9:20 a.m.	Course books, assigning of level
9:30 a.m.	Students join their classes
11:00 a.m.	Lunch
11:30 a.m.	New students join their group for afternoon workshops

### Winter Session for teens (January 8th to February 16th, 2018) - in a private high school in Quebec City

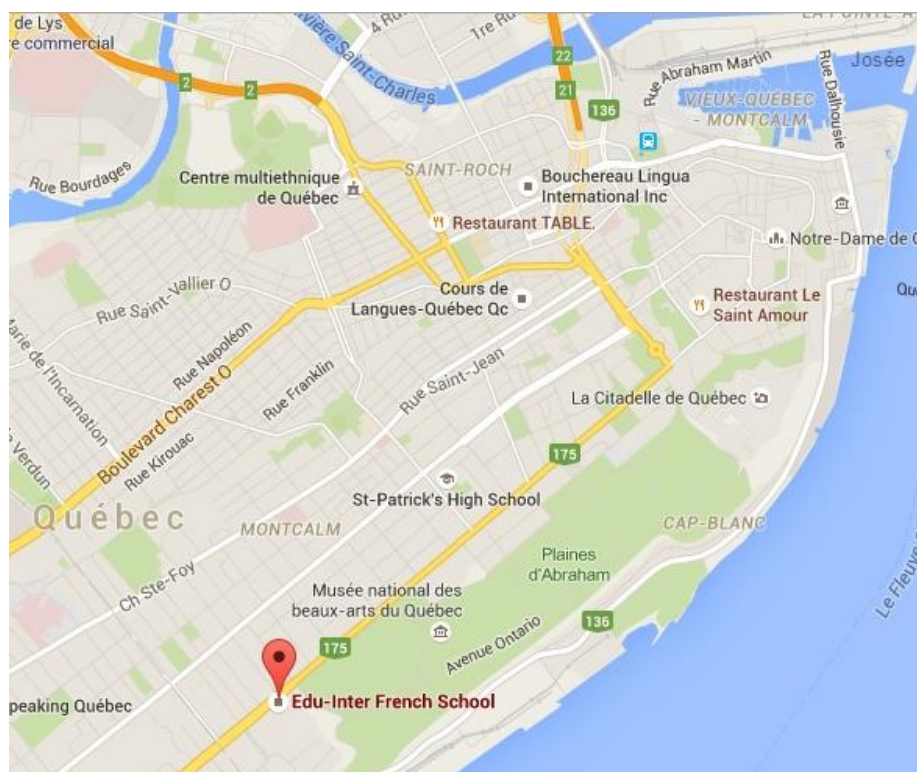
8:30 a.m.	Welcome
9:00 a.m.	Orientation session
9:30 a.m.	School Tour
9:45 a.m.	French oral test
10:30 a.m.	Course books, assigning of level. Students join their classes
12:00 p.m.	Lunch
12:30 p.m.	Cultural & Sports Activities

## Finding Edu-inter

### Our address:

Edu-inter  
755 Grande Allée Ouest  
Québec, QC, G1S 1C1  
Phone: 418 573-5956  
Fax: 418 948-9019

We are located in the Mérici Collégial Privé campus, wing C, on the 4<sup>th</sup> floor. The campus is easily accessible by car or by public transportation (city bus).



## Arriving at the airport, bus or train station, or by car

### ***If you have paid for Edu-inter pick-up service\****

You will receive a pick-up confirmation service by email a few days prior to your arrival. Our transportation coordinator will be waiting for you with a sign with your name on it. He will take you to your homestay or your residence.

If you do not see our driver, call the emergency number provided on the pick-up service confirmation that was sent to you by email a few days prior to your arrival.

If you are delayed, please let us know as soon as possible by calling us at our emergency number (418-264-8952).

Please note that we must receive your arrival and departure information within the 2 weeks prior to your arrival to ensure that we offer the service.

### ***If you do not have a pick-up service from for Edu-inter***

Cabs are available at the Quebec City Airport to escort you whenever you want to go in the city.

*\*Please note that all teenagers that take part to our winter and summer French camps will be picked-up at the airport/train or bus station unless other arrangements have been made with your agent at Edu-inter. If students do arrive with their parents at the airport/train or bus station and require to be escorted with their teen in the residence/homestay by our private transportation service, an extra charge will apply.*

### Airport

There is only one airport in Quebec City and it is located at about 20 minutes driving from the school. The name of the airport is the Jean Lesage International Airport (code: YQB)

### Trains stations

There are two train stations in Quebec City:

1. Gare de train Sainte-Foy – Via Rail (Sainte-Foy-Sillery-Cap-Rouge, QC G1K 3X2)
2. Gare de train Québec – Via Rail (Gare du Palais - 450 Rue de la Gare du Palais, Québec, QC G1K 3X2)

Both are located at about 10 minutes driving from the school. By public transportation, the *Gare de train de Québec* is the closest one (bus 800).

### Bus stations

There are two bus stations in Quebec City:

1. Gare d'autocars de Sainte-Foy (3100 Chemin des Quatre Bourgeois, Québec, QC G1V 5A6)
2. Gare d'autocars de Québec (Gare du Palais - 450 Rue de la Gare du Palais, Québec, QC G1K 3X2) :

Both are located at about 10 minutes driving from the school. By public transportation, the *Gare d'autocars de Québec* is the closest one (bus 800).

#### By car

##### **Parking at school:**

For students who are staying in the on-campus residence, parking at school is \$40 CAD per week.

For students living off-campus (homestay, off-campus residence or other) but arriving to school by car, the price is 35\$ from Monday to Friday, from 7 am to 5 pm. Should you wish to leave your car in the parking during the evening (after class) you will have to pay per hour at the parking machine on-site. It is about 15\$ CAD for the evening.

The weekly pass can be bought on your first day at school during the orientation session or if you know you will require a pass, you need to advise us in advance and we will prepare a pass for you for your arrival ([hebergement@edu-inter.net](mailto:hebergement@edu-inter.net))

## Transportation in Quebec City

Quebec City is a quaint city and it is easy to commute to the school every day by public transportation. City bus is the only public transportation available and it is the most common mean of transport. The network is very thorough and convenient. The bus lines called Métrobus are crisscrossing the city, and those lines have service called Couche Tard which provides some late-night transportations. A monthly bus pass costs 87.50\$, a weekly pass (5 days) is 29\$ and individual trips can be bought for C\$3.50 each. Adults can't get any discount as student when buying bus passes.

Taxis are very safe and reliable and cost about \$20 for a 20 minutes trip.

**Students in youth programs** use public transportation. They have a bus pass provided for the duration of the program. It is included in the summer and the winter package.

Students in external camps such as music, horse riding, tennis, hockey, soccer, circus, dance, snowboarding, and skiing will be transferred daily from school to camp and back to school by our staff.

Underage students in residence have 24/7 supervision by camp counsellors. They eat together and commute as a group to school, activities, excursions and back to the residence.

Adults and underage students in homestay commute on their own using public transportation. If an outing ends late at night, host families provide transport to get students back home safely.



## Unaccompanied Minor Service (UM)

A mandatory fee of CAD \$150 will be charged by Edu-inter for any teen being registered as UM with the airline/bus and train. This is additional to any fees charged by the airline. An Edu-inter staff member will stay at the airport until the plane has taken off, regardless of any delay that may occur.

## Student life at Edu-inter

Our mission is to make your experience with us unforgettable. Get to know more about the student life at Edu-inter in Quebec City as well as the activities and excursions organized by the school. During your stay, you will have the chance to integrate a new culture but also to meet many new friends from all over the world!

Our teachers come from different places in the French countries (Canada, France, Belgium etc.) and international French is taught at school so our students are able to understand French from everywhere after a stay with us. Our programs are very rich and much more diversified than any other French countries or region in the world;

### ***Our French policy***

Due to our strong French-Policy, students must speak French all the time in classroom, during activities, excursions and break time. An 100% spoken French agreement is signed by all students upon their arrival. **You will improve your French a lot with us** and you will have plenty of opportunities to express yourself in French.

### ***Our Approach***

We offer courses for 7 levels of French in reduced class in order to give as much attention as possible to each student. In order to place you in the right level, we will ask you to take a quick online French test before your arrival to Quebec City combined with a private interview on your first day at school.

Regarding our approach and techniques, we use the successful communicative language teaching method with emphasis on interactions despite masterful classes with books and readings like some non-specialized French immersion schools. We give students voice! You are at the right place with Edu-inter to learn and improve quickly and efficiently in a casual and dynamic environment.

### ***Activities***

All our French immersion programs feature an outstanding activity and excursion program. These activity programs are not an afterthought, but rather a central component of the intensive French immersion, reinforcing both the exploration of Quebec culture and the learning of French language that are central to our mission. Those activities are optional for adults programs (you register on-site to the ones you are interested in, some activities for free, but others might have an additional cost) and included in the summer and winter camps for teens. The variety of activities offered suit all tastes, from visits to museums, to sport activities, guided tours and social evenings, they are offered during the week and on weekends.

**TEEN PROGRAM:** If your teen arrives on a Sunday while there is an evening activity on the calendar, an extra charge may apply if your teen did not register already for that activity.

More activities and attractions to do on your own while in Quebec City:  
<http://www.quebecregion.com/en/what-to-do/activities-attractions/>

## Student ID card

There are no student cards at school.

## Course books and materials

Course books are provided and included in teen program packages.

For adult programs, course books and materials are added on your invoice and paid prior to your arrival.

## Course schedules

### Adults - Summer programs

	French & Dramatic arts, Cooking, Music, French for Teachers
9:00 am – 12:00 am	French class
12:00 am – 1:00 pm	Lunch
1:00 pm – 4:00 pm	Drama, Cooking, Music or Teaching

### Adults - Year-round programs

	Core French	Intensive & Business French	Super Intensive French	French & Volunteering	French & Music	Exam preparation
8:00 am – 11:00 am*	French class					
11:30 am – 1:00 pm*		Conversation Workshop		Volunteering	Music lessons	Preparation workshop
1:30 pm – 2:30 pm*			Semi-private Class			

\*Year-round programs switch to summer schedule (May 28th to August 3<sup>rd</sup>, 2018). Core French classes are held from 9 am to noon, the workshops are held from 1 pm to 3 pm and the Semi-private classes from 3:15 pm to 4:15 pm.

### Teen - Winter Camps

	Multiactivités
9:00 am – 12:00 am	French Class
12:00 am – 1:00 pm	Lunch
1:00 pm – 1:30 pm	Transport to external camp
1:30 pm – 4:30 pm	Afternoon camp
4:30 pm	Commute to accommodation
Evenings	Evening activity/Time with host family

### Teen - Summer Camps

	External camps: Hockey, Soccer, Music, Tennis, Circus, and Horse riding	On-campus camps: Multiactivity, Drama, Dance and Cooking
8:30 am – 11:45 am	French Class	
11:45 am – 12:30 pm	Lunch	
12:30 pm – 1:00 pm	Transport or walk to external camp	Afternoon camp
1:00 pm – 4:00 pm	Afternoon camp	
4:00 pm -4:30 pm	Transport to College Mérici	
4:30 pm	Commute to accommodation	
Evenings	Activities in residence/Time with host family	

## Lodging

### *Student off-campus residence for teens (summer)*

The teens are supervised 24/7 by our very helpful, experienced and live-in coordinators qualified to assist students. They are adults (in between 18 and 30 years old) have studied in field related to tourism, education and/or recreational organization. Our team is really well trained and very helpful.

Students may share a room with another student of the same gender. Each room is equipped with desk and lamp; bathrooms are shared. Boys and girls are lodged in different areas of the residence. Linens are included as well as a hand towel, a soap, and a facecloth. No hangers.

All students will have access to Skype upon arrival at the residence to contact their parents and let them know they have arrived. Wi-Fi will be accessible for all on Monday morning.

A phone is accessible in each room and will be activated on Monday night after your teen's arrival. Students will then have access to their phone 24 hours after activation.

No room/cleaning service is included at the residence.

Upon their arrival, students will be asked a CAD 50\$ (US currency is accepted for the deposit) deposit for the key (cash only). The day of their departure, once the student returns its key, the deposit will be returned.

Passports are kept in a locked box during your teen stay with us. The day of his departure, our Edu-inter councillors make sure all teens have their papers prior to leaving the residence.

Students in residence do their laundry once a week; laundry soap is provided for them (no cost for laundry).

The teens in the residence all well entertained and can enjoyed a variety and fun activities every night in the residence (have a look at our calendar of activities for more details). All activities and outings are supervised by qualified instructors. Teens in the residence are grouped with students of their age and genders.

For the parents who do drop their teen at the residence (arrivals are on Sunday unless you have a special agreement with your Edu-inter agent and you paid extra nights), you need to confirm your arrival to our transportation coordinator by email at [hebergement@edu-inter.net](mailto:hebergement@edu-inter.net).

**Parents who are driving their teens in Quebec City must drop them at the student residence on Sunday and not at school.**

**Address:**

**Pavillon H.-Biermans-L.-Moraud**

2275, rue de l'Université

Université Laval

Québec (Québec) G1V 0A8

Check in is at 4:00 pm on Sundays. A guided visit will take place at 4:00 pm on each Sunday for the parents who wish to see the student residence. This will be the only guided visit offered during the week. If your teen arrive prior to 4:00 pm, we will place their luggage in a locked room and he will join the rest of the group who are on-site on activities.

Check out is at 10:45 am on Saturday. If your teen leave after 10:45 am, we will place their luggage in a locked room and he will stay with the rest of the group who are on-site on activities on that day until his departure.

### ***On-campus residence for adults (all year long)***

The on-campus residence is a co-ed shared apartment-style accommodation. Each student has a private room. There is a shared bathroom, fully equipped kitchen and living room. The on-campus residence is conveniently located near supermarkets, drug stores, restaurants and cafes.

No room/cleaning service is included at the residence.

Wi-Fi is included in all rooms.

There is no phone at the residence.

Washer and dryer are available in the residence for the cost of 2\$ each.

For students who are travelling by air/train or bus, a private pick-up service is mandatory (\$50 CAD). For students who are arriving by car, check in is at 4:00 pm on the day of your arrival.

Check out is at 9:00 am.

### ***Off-campus residence for adults (summer only)***

The off-campus residence is conveniently located near a shopping complex with a supermarket, restaurants and cafes.

Each student has a private room with Wi-Fi access; shared bathrooms are available on each floor.

Washer and dryer are available in the building at the student's expense.

There is a cafeteria in the student residence and one at the school; it is around 8\$ for breakfast and 10\$ for lunch. You can also buy your own groceries. There is shared microwave on each floor of the student residence and some kitchen amenities (cutlery, pots and pans not included - you can buy them at a low price at the dollar store). A mini refrigerator can be rented if desired.



There is also a bicycle path connecting the residence and the school. Some bicycles are available for free at the residence Laval. You must enquire availability at the residence front desk.

There is no phone at the residence.

No room/cleaning service is included at the residence.

For students arriving by car, check-in is at 4:00 pm on the day of the arrival.

Check out is at 12:00 pm.

### ***Homestay for teens and adults***

All of our families are located from 10 to 50 minutes by public transportation from the school in safe residential areas.

For all students who are staying with a host family, they take public transportation to go to school every morning/evening to go back home. All of our families are located at about 10 minutes by car from the school so it is very not far. But by bus, it is about 10 to 45 minutes. It include walking time to the bus stop and of course, the bus stops all along the way.

All of our families all located in safe residential areas and close to a bus station (bus is the only public transportation available in Quebec City - This is a quaint city and easy to commute to the school every day).

They are 100% French speakers and they are carefully selected to meet the highest standard of welcoming families. They area also visited and interviewed by our professional lodging lead coordinators. The families will treat your teen as if he were their own child. Your child will really get to live as a real "Quebecois" student and be in direct contact with the locals.

Also, Quebec City is one of the safest city in the world. Children from 8 years old take the public bus to go to private school every day here. Same thing for the workers. They either take their car or the bus every day. You will be like them. It is part of the French/Quebec experience when staying here and a lot of opportunities to hear French on their way to school (radio, driver etc.).

Our host families are also selected after thorough interviews: we select 100% French speaking families with serious background check.

On the first day of school, your teen will be accompanied by a member of host family to the school and he will commute by themselves after. Quebec City's sole public transportation network, which is a bus, is very simple. The student will go back to the host family after afternoon activity except Wednesday evening when all students get together for an activity.

We will send your Quebecer family profile and contact information at the latest 10 days prior to your teen's arrival. You will have the chance to communicate with the family and get to know them better prior to your teen's arrival.

Arrival can take place at all time during the day. You need to confirm your approximate hour of arrival to our transportation coordinator by email at [hebergement@edu-inter.net](mailto:hebergement@edu-inter.net).

There are no check in and check out time when staying with a host family.

Towels, linens and hangers are provided. It is recommended that summer students bring a beach towel for swimming outings.

### **Meals**

Breakfast include usually fruit, juice, cereal, toast, milk, coffee, yogurt, tea, etc. During weekends, the families have more time to prepare eggs, pancakes and bacon.

In Quebec, we usually have lunch around noon. If you have three meals with your host family, you will bring a lunchbox with food such as sandwiches, fruit, juice, and yogurt (please bring your own lunch bag from home). The main meal, dinner, is usually around 6:00 pm. Dinner includes meat or fish, vegetables, rice or potatoes, bread and desserts. You can always ask for more food if you're hungry. It is very important to inform the family in the event that you will miss or be late for dinner. If there is something you do not like, it is important that you inform your host family. Our host families are very accommodating. However, if you have allergies and very specific needs, you must advise the school prior to your arrival. Extra fees may apply depending on your request.

### **What to expect from your experience in a French-Canadian family**

It is important to have realistic expectations to ensure a pleasant experience. The houses in Canada have one or two floors plus the basement and are cozy. In your home you will have your own bedroom and you will share the other rooms in the house, including the bathroom. In most of Canadian homes it is required to take off your shoes before walking around the house. Many Canadian families have pets such as dogs and cats. There is the possibility that other students of different nationalities stay in the same house, as long as the house has enough space. As a student in the host family, you will be treated as a member of the family. You can bring slippers to be in the house (generally you have to take off your shoes when you enter the house).

Quebecois families have different structures and not necessarily commonly traditional nuclear families. Our host families are middle or high economic class families that have been screened and selected carefully. All host families go through a police check, home inspection and are evaluated to provide the best environment to host a student. Most families have previous experience hosting international students and are motivated by the cultural exchange and involvement with the students.

For teens:

We are suggesting teens to leave their passports at the host family for security reason.

Your host family will take care of your laundry.

For adult students:

The students who stay with a family will be able to wash their clothes in the same house.

## Thematic programs for teens including activities or external camps

Teens registered to programs that include multiactivities, sports and arts workshops in the afternoon must be prepared to go from school to the external activity site right after lunch time. If the activity/camp requires additional equipment (sports equipment of any sort, musical instruments, etc.), students must bring it to their morning courses, since going back home/residence to get it will not be possible.

French & Horse riding: bring your own boots and helmet (no possible rental)

French & Tennis: bring your own tennis racquet

French & Music: bring your own instrument (no possible rental except piano is provided on-site)

French & Hockey: bring your own equipment (no possible rental)

French & Soccer: bring your own soccer equipment (no possible rental)

French Circus & French for Dance: bring your proper gym attire

## Wi-fi and gadgets

There is Wi-fi at school, homestays and residences. Usage of gadgets are not allowed in the classrooms and during Edu-inter organized activities and outings, but is allowed after classes and at home. If you wish to bring a laptop, cell phone, tablet or other gadget, it is your responsibility to keep it safe and use it adequately during allowed times.

Teens can carry their cell phone with them while in the program. However, we have a cell phone policy at school and teens are not allowed to use it during the day or evening except for emergency. We want them to mix and mingle with the others instead of isolating themselves with the cellphone. However, each teen will have some free time to call or email their parents every day. During classes, they have to leave their cell phone on a box at the door to avoid any distractions.

Thanks to [ZAP Québec](#), the Quebec region has several access points throughout the city.

## Medical clinic

There are medical clinics and a hospital close to the school. More information will be given to you during the orientation session on your first day at school.

## Medical insurance for out-of-province and international students in Quebec

Every student must have emergency medical insurance coverage during their stay in Quebec. It is the responsibility of each student to make sure he or she has the right medical insurance. Edu-inter recommends that students obtain medical insurance before leaving their country. Edu-inter can provide a reliable medical insurance policy. Canadian students from other provinces have the right to medical care in Quebec upon presentation of their provincial medical card.

Teens in the summer and the winter program have medical insurance included in their program.

If you purchase insurance with Edu-inter, the insurance company is called Ingles. You can obtain more information about this insurance on this Website: <https://www.inglestudents.com/edu-inter>

## What to bring to Quebec

### ***If you come to Quebec during the winter (from December to April)***

*For outdoor activities:*

- Coat, pants, gloves and boots, these items should be waterproof and should also resist to low temperatures; also a scarf and a hat (made of wool or any other warm material).

*For every day:*

- Coat (the same one used during the exterior activities), winter pants, winter sweater, wool gloves, winter socks, cotton shirts, comfortable shoes; we recommend you to bring any piece of clothing made of thermal material so you can use it in case the temperature is very low, if you want, you can also bring winter underwear (special shirts and socks you can wear under regular clothes).

**If you do not have winter clothes available in your country, you need to plan extra money to buy winter clothes upon your arrival in Quebec City (minimum \$150 CAD for winter boots, winter jacket, mittens and winter hat).**

### **Where to buy winter clothes:**

Winners – [www.winners.ca](http://www.winners.ca)

The Bay – [www.hbc.com](http://www.hbc.com)

Simons – [www.simons.ca](http://www.simons.ca)

Walmart – [www.walmart.ca](http://www.walmart.ca)

Sports Experts – [www.sportsexperts.ca](http://www.sportsexperts.ca)

L' Aubainerie – <http://aubainerieconceptmode.com>

Mountain Equipment Co-op – [www.mec.ca](http://www.mec.ca)

Teens who are coming to our winter camp and do need winter clothes will have an Edu-inter councillor to to shopping with them on their arrival.

### ***Always bring***

- ♦ A valid passport
- ♦ Personal hygiene items (deodorant, shampoo, toothpaste, toothbrush...)
- ♦ A small bag for outings or weekend trips
- ♦ A backpack to carry your books
- ♦ A lunchbag (for students in homestay)
- ♦ Prescription drugs you have to take or a copy of the medical prescription
- ♦ Sunscreen
- ♦ Sunglasses
- ♦ Normal glasses and contact lenses (with the products you need for them)
- ♦ Alarm clock
- ♦ French-native language dictionary (pocket format or electronic)
- ♦ School supplies such as notebooks, pencils, pens, erasers, pencil sharpeners, etc.

### ***If you come to study during the summer period (from May to August)***

- ♦ A raincoat or an umbrella
- ♦ Long pants
- ♦ Jeans
- ♦ Underwear summer sport shirts
- ♦ Bermudas / shorts
- ♦ A couple of sweaters for night activities
- ♦ Sports clothes and shoes
- ♦ Slippers
- ♦ Swimsuit
- ♦ T-shirts
- ♦ Beach towel
- ♦ A light coat
- ♦ Flip flops for the pool
- ♦ Comfortable shoes
- ♦ Socks
- ♦ Dresses or skirts

## **Quebec City**

Quebec City is located in Canada and is the capital of the province of Quebec. It is located in the eastern part of Canada. Its population of 600,000 inhabitants, and is located 250 km northeast of Montreal, 800 km from the city of Toronto and 800 km north of New York City. The city has an international airport (Jean Lesage - YQB) and highways leading to major Canadian cities and to the north-eastern United States.



Quebec City was voted **10th BEST DESTINATION in the world** and number 1 in Canada!

Also, **95% of the population have French as their mother tongue compared to the Montreal Island (48%)**. French is spoken at home by all in Quebec City. It is then the best destination to learn or improve your French.

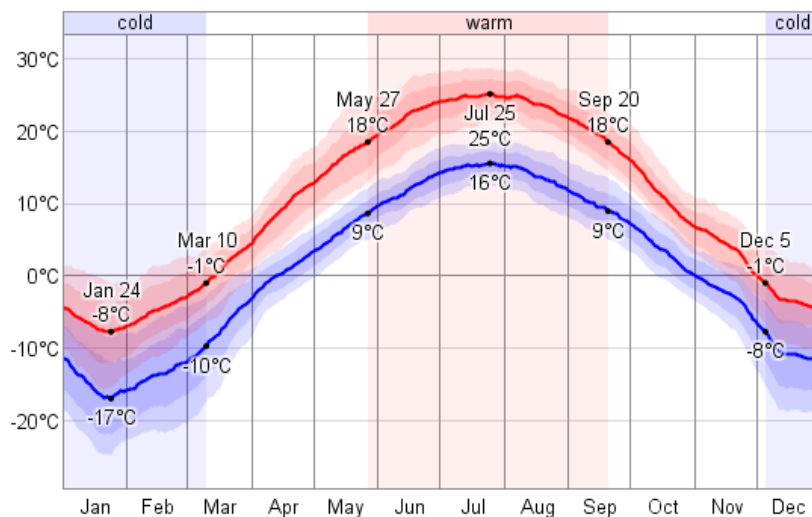
Quebec City has also been voted the safest urban center in Canada for two years in a row. The cradle of French-speaking America, it is a charming city with great atmosphere and all services of a big city. Its historic center, declared World Heritage by UNESCO, is a destination for thousands of tourists from all around the world. The city is known for its friendly atmosphere, European architecture, cobbled-stoned streets and imposing walls. It features many parks and numerous hiking trails are just a few minutes from downtown.

## The weather in Quebec City

The continental climate of Quebec supports the large differences in temperature and scenery in each of the 4 seasons. The average minimum and maximum annual temperatures are  $-15^{\circ}\text{C}$  and  $25^{\circ}\text{C}$ , respectively. The city is known for its cold winters, but its summers are hot and generally sunny, with occasional humid days. It begins to snow in November and continues until March. The four distinct seasons allow for a wide range of outdoor activities year round.

With a snowy winter, winter activities are common in the city and the scenery is beautiful. In spring, nature awakens with full magnitude giving way to the summer where the sun and the heat bring the city alive with outdoor activities. The colors of autumn, known throughout the world, create a wonderful and unforgettable landscape.

### Daily High and Low Temperature



The *warm season* lasts from May 27 to September 20 with an average daily high temperature above  $19^{\circ}\text{C}$ . The hottest day of the year is July 25, with an average high of  $25^{\circ}\text{C}$  and low of  $16^{\circ}\text{C}$ .

The *cold season* lasts from December 5 to March 10 with an average daily high temperature below  $-1^{\circ}\text{C}$ . The coldest day of the year is January 24, with an average low of  $-17^{\circ}\text{C}$  and high of  $-8^{\circ}\text{C}$ .

## Money

The Canadian monetary system is based on the system of Canadian dollars and cents. Legal tender is the Canadian dollar, which divides into 100 cents. Bills come in the following denominations: 5, 10, 20, 50 and 100 Dollars. The coins in use are of the following denominations: 5, 10 and 25 cents, as well as one and two dollars.

On arrival, visitors should obtain Canadian currency at the [official exchange rate](#) in order to avoid problems. There are also [currency exchange bureaux](#) in Old Quebec. When you arrive at the airport, you can also exchange money into Canadian currency.

You can pay with cash, major credit cards (MasterCard and Visa), or direct debit cards (Interac) at most venues, shops, and restaurants.

Traveler's checks can also be used. Most of Canadians use credit cards (VISA, Mastercard) and debit cards. With the advent of automated teller machines, visitors can do banking through network systems like "Plus", "Circus", "Interac", etc. and enjoy excellent rates of exchange.

In Quebec there is a 5% federal tax (GST) and a 9.975% provincial tax (QST) applied to most items you buy.

There are quite a few banks around the city where you could open an account or make transactions but usually, this is for students who are staying for at least 6 months. Scotia Bank, TD – Canada Trust, Desjardins, RBS, BMO – Bank of Montreal, Laurentian, CIBC, etc.

Normal banking hours are from 10 a.m. to 3 p.m., Monday through Friday, with extended hours on Thursday, Friday and Saturday at some locations. Traveler's cheques, ideally in Canadian funds, are the safest way to carry money and are accepted by banks and major commercial establishments.

## No smoking regulations

The Tobacco Law forbids smoking in all public buildings, including bars and restaurants. It is prohibited also to smoke at school.

## Cost of living in Quebec

Quebec City is one of the cities with the lowest cost of living in Canada. Below, you'll find a sampling of local prices (in CAD):

#### Food in a store

Bread \$2.00 – \$3.00  
 International stamp starting at \$1.20  
 Milk (1L) \$2.00  
 Water (1L) \$1.00  
 Steak \$4.00 – \$8.00  
 Toilet paper (8 rolls) \$2.50 – \$4.00  
 CD \$10.00 – \$20.00  
 Coca-Cola (2L) \$1.50 – \$2.00  
 Jeans (one pair) \$30.00 – \$80.00  
 Coffee (one cup) \$1.50 – \$2.50

#### Food in a restaurant

Ordinary restaurant \$10.00 – \$25.00  
 Fancy restaurant \$22.00 – \$40.00  
 Fast Food \$5.00 – \$10.00

#### Entertainment and clothes

Movies \$8.00 – 11.00 (50% rebate on Tuesdays)  
 Socks (one pair) \$3.00 – 10.00  
 T-shirt \$10.00 – \$25.00

## Culture shock

Culture shock is part of a normal process of adaptation. One important thing to remember at your arrival is we are here to help!

## Driving in Quebec City

In Canada, drivers drive on the right side of the road. In Quebec (except on the island of Montreal), you can turn right turns on red lights. Distances and speed limits are posted in kilometers throughout Canada. Gasoline prices are in liters.

(If you are in Quebec with an international student visa and you have a valid driving permit from your country, you are allowed to drive in Quebec. If you are visiting on a tourist visa, you must communicate with your consulate in order to obtain an international drivers permit. To rent a car, most companies require you to be 21 years of age.

### **Cellular phone use while driving**

Since April 1, 2008, the use of a hand-held cell phone must be used with the "hands-free" function while driving.

### ***Driver's license***

For tourists from certain countries or as a precautionary measure, it is preferable to obtain an international driver's license.

### ***Gas***

In Quebec, gasoline is sold by the liter (1 US gallon = 3.8 liters).

### ***Parking meters (automatic pay stations)***

Unless otherwise indicated, parking meters are in operation Monday through Saturday, from 9:00 a.m. to 9:00 p.m. as well as on Sunday from 10:00 a.m. to 9:00 p.m. Parking in front of a defective or covered parking meter is prohibited. Some meters accept credit cards.

From November 1 to April 15, it is prohibited to park in the city streets when snow removal operations are carried out after snowstorms. Pay attention to the orange warning signs (flashing indicators), which are activated prior to the beginning of a snow removal operation.

### ***Radar detectors***

The use and transportation of radar detectors are illegal in Quebec.

### ***Reserved bus lanes***

Lanes reserved for Quebec City transit system buses are identified by a white diamond symbol on the pavement, and are separated by double dotted lines. Road signs showing reserved lane hours of operation are posted along the streets and at certain intersections.

During reserved lane hours of operation, motorists ARE FORBIDDEN TO DRIVE, STOP or PARK in the lanes, which are strictly for buses (local transit system and motor coaches) and taxis. Motorists nearing an intersection may travel short distances in the reserved lanes in order to make a right hand turn. However, they must watch for the dotted line on the pavement indicating when they may do so.

### ***Road signs***

In Quebec, road signs are in French. However, most signs also include international symbols.

### ***Seatbelts***

Seatbelt use is compulsory.

### ***Speed limits***

In Quebec, speed limits are posted in kilometers/hour (km/h), and distances in kilometers (0.6 miles = 1 km). On highways and major provincial roads, the maximum speed limit is 100 km/h, and the minimum, 60 km/h.

### ***Turning at traffic lights***

Those turning left at traffic lights have the right of way when the green light flashes or when an arrow appears. Turning right at a red light is permitted at most intersections in the Quebec City region. Drivers must

come to a full stop before turning and must yield to vehicles, cyclists and pedestrians who have already started to cross the intersection.

### Winter tires

From December 15 to March 15, vehicles registered in Quebec (including rental cars) must have tires specifically designed for driving in winter conditions in accordance with the standards set forth by the government. If a vehicle is not registered in Quebec, winter tires are not mandatory. However, their use is highly recommended for safety reasons.

## Mail service – Canada Post

Canada Post is the federal postal service of Canada. Post offices are located all over the city, sometimes inside pharmacies, dépanneurs (corner stores), and office buildings. You can mail letters at a post office, or if you are sure of the postage required, you can mail letters directly in a mailbox. If you are sending a package, you must go to a post office and they will weigh it for the correct postage. They also sell boxes and padded envelopes that you can buy to package your parcel.

## Electricity

Quebec's electrical current is 60 cycles, 110 volts. An adapter is needed for electrical appliances using another type of current, such as the 220-volt European system.

## Tipping

With very few exceptions, tips are not included in the final tabulation of restaurant bills. Tips are usually 15% of the total bill, excluding taxes. Cab drivers, bellhops and hairdressers are usually tipped at the customer's discretion.

## Health care and services

### Health care and services

For visitors needing [adapted health care](#) or short-term respite services.

## Holidays in Canada and Quebec

Apart from national holidays each province of Canada has its own festive dates. Here is a list of holidays celebrated in Quebec:

### Dates

January 1 - New Year's Day (*Jour de l'an*)



Friday before Easter - Good Friday (*Vendredi de Pâques*)  
 Monday on or before May 24 - Victoria Day (*Fête de la Reine*)  
 June 24 – Quebec Day (*Fête nationale du Québec*)  
 July 1 - Canada Day (*Fête du Canada*)  
 First Monday in September - Labour Day (*Fête du travail*)  
 Second Monday in October - Thanksgiving (*Action de grâce*)  
 November 11 - Remembrance Day (*Jour du souvenir*)  
 December 25 - Christmas (*Noël*)

## Liquor laws

The legal drinking age in Quebec is 18.

Bars and other licensed establishments are open Monday through Sunday until 3 am. Liquor and most wines are only sold in stores operated by the Société des alcools du Québec (Quebec Liquor Board). However, some wines and all Canadian beers are available in grocery stores and supermarkets, from 8 am to 11 pm.

Certain restaurants display « apportez votre vin » signs (« bring your own wine »). This means customers may enjoy their own wine and beer during the meal.

## Metric conversion

Canada uses the metric system. Visitors find weather temperature reports given in Celsius degrees, gasoline sold by the liter (milk and wine by milliliters, and liters) grocery items in grams and kilograms, and road speeds posted in kilometers per hour.

## Time zones

Quebec City lies in the Eastern Standard Time (EST) zone. We experience “daylight savings time” in fall/winter, when we turn our clocks back one hour. This happens every year on the second Sunday in March. During this period, we are in Eastern Daylight Time (EDT). We put our clocks forward one hour (as they were before) at the end of EDT on the first Sunday in November.

## Emergency phone numbers

911 – General Emergencies (police, medical assistance)  
 811 – Info-Santé (enquiries about health issues)

You can reach an Edu-inter staff on a 24 hour basis 7 days a week dialing this emergency phone number: 418-264-8952

## Shopping hours

Most businesses, including shopping centres, are open as follows:

Monday to Wednesday: 9:30 am to 5:30 pm

Thursday and Friday: 9 am to 9 pm

Saturday: 9:30 am to 5 pm

Sunday: 10 am to 5 pm (some merchants may only open at noon)

Business hours are usually longer in December and in tourist areas.

Stores are usually closed during statutory holidays, but certain merchants (supermarkets, SAQ outlets, etc.) may remain open.

## Taxes

The federal tax on goods and services (GST) is 5% and applies to most goods and services in Canada. The provincial sales tax (PST) is 9.975% and is charged on the selling price not including the federal tax and applies to most goods and services purchased in Quebec. Note that there is no taxes on education so you do not pay taxes on the cost of your program at Edu-inter.

## Other things to know...

- Drinking in public places is not allowed;
- Noise levels in your home must be lower after 11:00pm;
- You are not allowed to use your cellular while driving in Quebec;
- Line-ups to pay at stores and kiosks are generally respected, as well as at bus stops and information counters;
- It is not acceptable to bribe police or officials;
- It is usually not acceptable to bargain for the price of goods in shops;
- Being late is generally considered rude;
- Toilet paper goes in the toilet, *not* the garbage bin;
- It is not polite to ask personal questions of strangers, such as salary level, marital status, religion, political inclination, etc.;
- In Canada there is a tipping system in place. It is **necessary** to tip at restaurants or taxis when you receive service at the table (15%).
- If you cross the street on a red light

*Your experience in Quebec City, Canada will stay with you forever. The memories will enrich your personal life and your new knowledge of French will be very useful in your future endeavors.*

*Edu-inter wishes every student a wonderful stay in Quebec!*

## FAQ

### Can we bring a lunch and will there be a refrigerator to put it in?

- ♦ You can bring a lunch with ice pack and carry it with you. There is no refrigerator at school. You can also have lunch at the school cafeteria. It is about \$10 CAD for a full meal.

### If I am a vegan or vegetarian or have special food restrictions, can I stay with a host family?

- ♦ Yes you can but those food restrictions must be known at registration. Extra fees will apply for strict vegan and gluten-free diet.

### Can the residence be mixed?

- ♦ The on-campus apartment for adults can be mixed. Regarding the residence for teens, boys and girls are lodged in different areas of the residence.

### Can my child use his cellphone while in Quebec City?

- ♦ Teens can carry their cell phone with them while in the program. However, we have a cell phone policy at school and teens are not allowed to use it during the day or evening except for emergency. We want them to mix and mingle with the others instead of isolating themselves with the cellphone. However, each teen will have some free time to call or email their parents every day. During classes, they have to leave their cell phone on a box at the door to avoid any distractions.

### Can mail be delivered to me during my stay?

- ♦ Yes. It is important to give parents and friends the exact address of Edu-inter to ensure that you receive your mail :

#### Edu-inter

For (name of the student) - teen or adult program  
755, Grande Allée Ouest  
Québec (QC), G1S 1C1

We will let you know where you can pick up your mail and messages.

### Is your course Standard French or geared toward French Canadian speakers?

- ♦ Our courses follow the DELF international program and so we teach International French. More than 55 states and 30 countries have French as their official language with all different accent. Our programs are rich, much diversified and very complete if you compare to other French countries. We make sure to teach International French to give our students the opportunity to understand French from everywhere after an immersion with us. We recruit teachers from Canada and other European countries in order to offer our students the best academic classes and workshops on the market!

### What kind of spending money should I allocate for my teen?

- ♦ Everything is included in the teen package, from the airport pick-up to the drop-off when they leave. However, we suggest to plan about \$75 CAD per week for student to be able to buy personal souvenirs, gifts etc.

### Are we tested for level of expertise before or after we arrive?

- ♦ Yes. Each student. In order to place you in the right level, we will ask you to take a quick online French test before your arrival to Quebec City combined with a private interview upon your arrival.

### The Certificate of Acceptance of Quebec, is that a requirement for all students?

- ♦ No, it is required only for students who will study more than 6 months with us. Those students also have to apply for a study permit. A letter of acceptance will be issued by Edu-inter as soon as you will be registered for you to have the necessary papers from us to apply.

### Do I need a tourist visa or a study permit to come and study at Edu-inter?

- It depend on the country where you are from. Determine if you need a visa here:  
<http://www.cic.gc.ca/english/study/study-who.asp>

### Is it possible to arrive one day early and/or leave one day later?

- ♦ For teens and adults, it is possible to arrive a day earlier and/or leave a day later. There will be a additional fee to pay for your room. You must reserve your room as soon as possible prior to the start of your program with your Edu-inter agent and you will then be informed of how much it will cost and the availability.

### How can my parents and friends get hold of me in an emergency?

- ♦ They can reach Edu-inter staff on a 24 hour basis 7 days a week dialing this emergency phone number: 418 573-5956

### Are classes with both adults and teenagers?

- ♦ No. Adults and teenagers are in separated groups and follow a different program.

### Are the activities, classes and workshops coed for teens?

- ♦ Yes, all of our classes, workshops etc. are all coed. Teens are separated only in the student residence.

### When will I receive the profile of my host family?

- ♦ You will receive the profile of your host family no later than 10 days prior to your arrival. It will then be possible for you to contact them prior to get to know them better prior to your arrival.

### Do you do background check of host families?

- ♦ We have our own host family network (more than 250 families) and all our host families are selected after thorough interviews: we select 100% French speaking families with serious background check.