



Student Handbook

—
Academic year
2025-2026



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The essentials

Key steps

From your home country:

01

Book **ACCOMMODATION**

02

Organise home insurance through **SMERRA**

03

Upon your arrival in France:

Validate your VISA on **administration-etrangers-en-france.interieur.gouv.fr** within 3 months of your arrival in France

04

Register on AMELI website to benefit from free medical cover in France: **etudiant-etranger.ameli.fr**

05

Open a **BANK ACCOUNT**

06

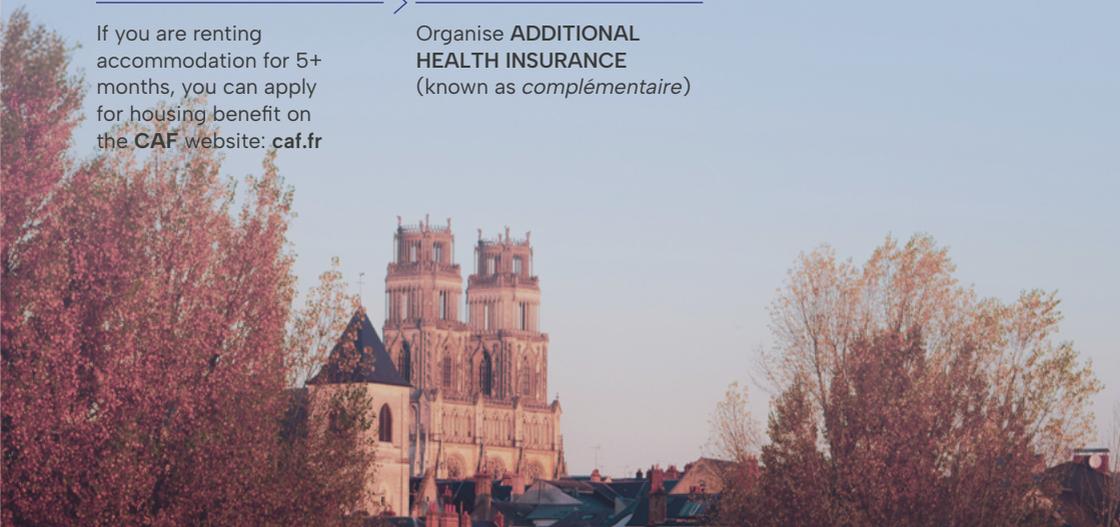
Upload your visa **AND** proof of visa validation onto Excelia's **WEBGAÏA**

07

If you are renting accommodation for 5+ months, you can apply for housing benefit on the **CAF** website: **caf.fr**

08

Organise **ADDITIONAL HEALTH INSURANCE** (known as *complémentaire*)





The essentials

Visa – residence permit – CVEC fee

Studying in France

Once your long-stay student visa has been issued and you are on French soil, you have 3 months to validate your visa online, on the following website: administration-etrangers-en-france.interieur.gouv.fr. This compulsory process is quick and easy, and it will ensure your stay complies with French law. You will need the following to hand: a valid email address, 4 pieces of information noted on your visa, your address in France, a valid credit card to pay the €50 tax stamp. If you decide to continue your studies at Excelia beyond the year specified on your visa, you will need to apply online for a residence permit (*titre de séjour*). If you have any questions about residence permits, please contact Morgane NOEL (see page 5).

CVEC fee

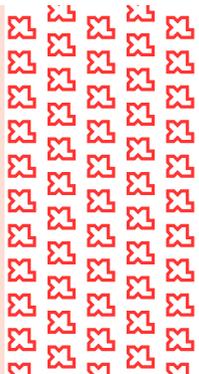
CVEC (*Contribution de Vie Étudiante et de Campus*) is a financial contribution to student and campus life, and all students enrolled in higher education are required to pay this fee each year. For the 2025–2026 academic year, the fee is €105. To pay the fee, go to the following website: cvec.etudiant.gouv.fr (in the top right-hand corner, you will find an English version of the page). To finalise your registration, you will be asked to provide proof of your CVEC payment. NOTE: students on an academic exchange, refugees, and asylum seekers DO NOT HAVE TO PAY the CVEC fee.

To extend your right to stay in France as a student

If you decide to continue your studies at Excelia beyond the year specified on your visa, you will need to apply for a **residence permit** 3 months before your long-stay student visa expires. Residence permit renewals are also done online via the same website: administration-etrangers-en-france.interieur.gouv.fr/particuliers/#/



FOR ANY QUESTIONS OR HELP,
please contact Morgane NOEL
Email: noelmo@excelia-group.com



Working in France as a foreign student

Students with a VLS-TS visa are authorised to work in France for up to 60% of the legal working week, without having to apply for a work permit. This equates to 964 hours per year. In addition, with this visa, you can travel within the European Union for a maximum of 90 days during your stay.

NOTE: If you want to carry out a work placement (of more than 90 days) in a European Union member country, you will need to apply for a visa from the relevant consular authority.





The essentials

Accommodation

Excelia's accommodation platform

On the school's accommodation platform, you will find many ads for accommodation in Orleans and 40 other cities throughout France. Simply go to: excelia-group.studapart.com or visit [XL Connect > My campus > Accomodation](#).

Room in a private house: starting from €350 per month.

Choosing to live with a host family gives you the opportunity to discover the French way of life and improve your language skills.

Apartments: starting from €600 per month.

The cost of furnished accommodation in Orleans varies according to the area, proximity to public transport, the quality of the accommodation, and whether or not service charges are included in the rent.

To be able to rent accommodation:

- you will need to show your proof of acceptance letter from Excelia
- if you do not have a French guarantor, you can take out the 'Studapart guarantee' against unpaid rent – this is available on the accommodation platform; a fee is charged for this service.

Other information

SECURITY DEPOSIT

As a rule, this amounts to 1 or 2 months' rent, paid as a guarantee in case of damage. If there is no damage, after the outgoing inventory of fixtures and fittings, the deposit will be returned in full within a maximum period of 2 months.

HOME INSURANCE

This insurance is **compulsory**. It covers any damage (water, fire, etc.) to your property and to any other property. It can be taken out via an insurance company, a bank or through a student mutual fund (known as a *mutuelle*).



BEFORE MOVING INTO YOUR ACCOMMODATION

01

You must sign a **rental agreement**.

02

You need to take out **home insurance**; you can organise this through any bank or insurance company.

03

On the day you receive the keys, make sure you carry out an **incoming inventory of fixtures and fittings** with the owner: both parties need to sign this document.

BEFORE LEAVING YOUR ACCOMMODATION

01

At least one month before your departure:

you need to send a **notice of departure** as a signed-for registered letter to both the property owner and your insurance company.

02

Two weeks before your departure:

you need to contact the owner to arrange a time and a date for the outgoing inventory and for returning the keys. Make sure you leave your accommodation in good condition; take a reading of all the meters (electricity, gas and water) and arrange to have the supply cut off.

03

On the day of your departure:

you need to sign the outgoing inventory and return the keys.

04

Within two months of your departure:

the owner must return your security deposit in full if no damage was noted on the outgoing inventory, or in part if damage was noted. The owner must justify any expenses incurred for repairing the damage.

ADIL 45-28

If you encounter any problems with the owner of your accommodation, the ADIL can provide you with legal assistance.

1 bis rue Saint Euverte, 45000 Orléans

Tel: +33 (0)2 38 62 47 07

Email: adil@adil45-28.org

Website: adil45-28.org





Housing benefit (known as APL)

This financial assistance for individuals and families on low incomes is administered by the French benefits/welfare office called the CAF (Caisse d'allocations familiales). As a foreign student, you may be eligible for housing benefit, provided that...

- you are an EU citizen or hold either a VLS-TS visa or a French residence permit
- you are staying in France for at least 10 months, **i.e.** a full academic year (as it takes a very long time to process applications and receive benefits).

DOCUMENTS REQUIRED FOR HOUSING BENEFIT APPLICATIONS

- **Details of your bank account in France**, known as your RIB (*Relevé d'identité bancaire*)
- A copy of your **birth certificate** in English or in French
- Proof of enrolment, known as a **certificat de scolarité**

Plus

- **For EU citizens:** a copy of your European Health Insurance Card
- **For non-EU citizens:** a copy of your visa and proof of validation of your visa or a copy of your residence permit, and a copy of proof of French health insurance cover (*Sécurité Sociale*) with your Social Security number on it

To apply for housing benefit, go to: **caf.fr**

If you need help with your application or have any questions, please contact the team at the **International Office**.



The CROUS

The CROUS is a government agency that manages student accommodation, grants, and catering (known as RU – Restaurants Universitaires).

For more info: messervices.etudiant.gouv.fr

CROUS ACCOMMODATION

If you prefer, you can contact the CROUS directly via their website: crous-orleans-tours.fr/se-loger/faire-une-demande-de-logement-dans-une-residence-crous/

Equipping your home on a budget

SECONDHAND SHOPS

- **La Ressource AAA,**
106 rue de Bourgogne, 45000 Orléans
laressourceaaa.fr
- **Emmaüs La Source,**
8 bis avenue Buffon, 45100 Orléans
- **Emmaüs Ormes,**
1 chemin de l'Allée, 45140 Ormes
- **Secours Populaire,**
1 rue des Pensées, 45000 Orléans



Electricity and gas

For most rentals, water is already included in the rent. However, for electricity and gas, you will need to sign a contract with the relevant providers.

FOR AN ELECTRICITY/GAS CONTRACT, YOU WILL NEED TO PROVIDE:

- the number that appears on the electricity counter of your accommodation and the name of the previous occupant (ask your property owner for this information)
- your RIB if you intend paying by direct debit.

ENGIE (electricity and gas supplier)

Tel: +33 (0)9 69 39 99 93

Website: particuliers.engie.fr

Internet and Telephone



There are many operators and providers offering different Internet and phone packages (limited and unlimited packages, with international options).

To take out a contract, you will need to provide:

- your RIB
- a photocopy of your passport and visa
- proof of address (photocopy of your tenancy agreement or a utility bill)

It is easier and less expensive to only take out a mobile phone subscription that includes a strong 4G connection. You can then share your phone's Wi-Fi with your computer to connect to the Internet.

Telephone operator stores in Orleans:

FREE	ORANGE	SFR
27 rue de la République 45000 Orléans	40 rue de la République 45000 Orléans	16 rue de la République 45000 Orléans
Tel: 3244	Tel: 3900	Tel: 1023

Go online to book an in-store appointment

The essentials

Health

Insurance

EUROPEAN HEALTH INSURANCE CARD (EHIC)

Students from the EU, the EEA, and Switzerland need to apply for a EHIC **BEFORE** leaving their home country, and bring it with them, making sure that it is valid for the entire duration of their stay in France.

HEALTH INSURANCE

All students, whether French or international, are covered by the Sécurité Sociale, which is the national health insurance system in France. It is free of charge. To register, go to:

etudiant-etranger.ameli.fr

This health insurance plan **DOES NOT APPLY** to:

- European Health Insurance Card (EHIC)
- students from Quebec, who should have an SE 401-Q-106 form
- students who are staying for less than 3 months and who must therefore organise personal health insurance either in their home country or in France.

How the french health system works

MEDICAL CONSULTATIONS

When going to the doctor's, in order to be reimbursed, you must present either your **Carte Vitale** health card (or the letter proving you have registered with the French health insurance system) or your European Health Insurance Card. The French health insurance system (Sécurité Sociale) will reimburse you 70% of a doctor's consultation fee. You are responsible for the remaining 30%. You can choose to take out additional health insurance (often referred to as a complémentaire or mutuelle) that will cover the remaining amount. We strongly recommend that you take out at least a basic additional health insurance contract (known as a contrat de base), which will provide you with 100% cover in the case of hospitalisation.

For more info: **smerra.fr**

To book medical appointments online go to Doctolib: **doctolib.fr**

Emergency appointments: SOS Médecins : 44 rue Chanzy, 45000 Orléans.

Tel: +33 (0)2 38 54 44 44



Hospital stays

If you have to be admitted to a hospital in France, it can be very expensive. On average, a day in hospital costs €1,000.

Depending on the type of care needed, the French health insurance system (Sécurité Sociale) will reimburse **70%** of this amount, i.e. €700. If you do not have additional health insurance, you will have to pay the remaining €300 per day. However, if you take out a **basic** additional health insurance contract (contrat de base), which costs approx. €5 per month, you will be reimbursed **100%** in the event of a hospital stay.

Buying medication

Medication is sold in pharmacies. Certain products require a doctor's prescription in order for the medication to be dispensed and for you to be reimbursed.

Pharmacies are open from Monday to Saturday, usually from 9 am to 7 pm. Outside of these hours (nights and weekends), certain pharmacies remain open. Details of these out-of-hours pharmacies are usually posted on the door of pharmacies in the city.

University medical services

In the event of any emotional issues (stress, anxiety, depression, etc.), we advise you to contact a **member of our Sentinel Unit on campus**. These key representatives within Excelia have been trained to listen to student concerns, whatever they may be: relationship difficulties, health worries, questions about the future, feelings of isolation, etc. Our Sentinels will be able to assist you in total confidentiality.

Help is at hand

CAMPUS SENTINELS

Alice VIOLETTE

Campus Director

Email: violetteal@excelia-group.com

Tel: +33 (0)9 78 99 11 22

Julie ORTET

Head of Studies for MSc programmes

Email: ortetj@excelia-group.com

Tel: +33 (0)9 78 99 12 45

CAMPUS LIFE COORDINATOR

Christelle MUCYO

Email mucyoc@excelia-group.com

Tel: +33 (0)9 78 99 18 9

APSYTUDE

Platform offering counselling services (face-to-face or online)

Email: rdv.apsytude@gmail.com

Tel: +33 (0)6 27 86 91 83

NEVAYA PLATFORM: PSYCHOLOGICAL COUNSELLING

Online appointments with a psychologist (in French, English or Spanish)

Book an appointment by email or telephone

Email: psychologue.nevaya@gmail.com

Tel: +33 (0)6 49 89 75 52

Finances

Living costs



Rent and utility costs

Rent: €350 – €650/month

Water, electricity, gas: approx. €150/month

Transport TAO Orleans

Bus pass: €20.60 per month (€206 per year)

Bike hire

- TAO subscription holder €0 + €5 (time credit)

- Non-subscription holder

€5.50 + €5 (time credit) per month

€22 + €5 (time credit) per year

Opening a bank account

If you are staying in France for more than 3 months, you can open a bank account.

BANQUE POPULAIRE

11 place du général de Gaulle, 45000 Orléans

Tel: +33 (0)9 88 98 91 56

CRÉDIT AGRICOLE

40 place du Châtelet, 45000 Orléans

Tel: +33 (0)2 38 60 29 48

BNP PARIBAS

28 place du Martroi, 45000 Orléans

Tel: +33 (0)2 38 79 13 62

CAISSE D'ÉPARGNE

5 rue d'Escures, 45000 Orléans

Tel: +33 (0)9 74 75 62 15

It is very simple to open an account! Just book an appointment with the bank of your choice and provide the following documents:

- A piece of ID
- Proof of address (photocopy of your tenancy agreement or a utility bill)
- Proof of enrolment at the school (*certificat de scolarité*).

If you lose your bank card or if it is stolen, contact your bank as soon as possible to cancel the card. If the bank is closed, call the number for loss or theft which you will find in your bank contract or online. Recontact the bank the following day to confirm your card has been cancelled. Make sure you complete any documents the bank sends you, ensuring you have signed them before then returning them.



For more information about funding your studies:
exelia-group.com/student-services/international-students/fees-funding



Arriving by plane – Paris

The majority of you will arrive in France at one of the capital's main airports: Roissy-Charles-de-Gaulle or Paris-Orly.

From these airports, you can take a train to Orleans.

For more information about the airports and their services:

parisaeroport.fr



Arriving in France

Getting to Orleans

Travelling to Orleans – car share

BlaBlaCar is a car share service which enables you to travel more economically.

To find a suitable journey, sign up on the internet site: [blablacar.fr](https://www.blablacar.fr) or download the application onto your smartphone.



Travelling to Orleans – coach

On certain days of the week, the coach company FlixBus operates direct services to Orleans from both Roissy and Orly airports. For more info: [flixbus.fr](https://www.flixbus.fr)

Travelling by train from Paris to Orleans

Regional trains operate several times a day between Paris and Orleans. The journey takes between 1 and 1.5 hours.

We recommend that you book in advance: [sncf-connect.com](https://www.sncf-connect.com)

TRAINS TO ORLEANS LEAVE FROM AUSTERLITZ STATION IN PARIS

To get to Austerlitz station from either airport, take RER B to St. Michel Notre Dame and change to RER C.

For more info: [ratp.fr](https://www.ratp.fr)

Travelling by car to Orleans

If you are coming to Orleans by car, pay close attention to the speed limits in France (km/h):



Motorways



Dual
carriageways



Main roads



Built-up areas



Local transport

Getting around Orleans

For public transport services in Orleans, you can download the **TAO application** which will give you all the bus routes, timetables, bus stops, rental bike docking stations, etc.

Buses

TAO lines 2 and 3 serve the campus area **every 10 minutes from 5:00 am to 10:30 pm Monday to Saturday**, and every 30 minutes from 6:30 am to 10:30 pm on Sunday.

Almost all bus lines serve the city centre **every 10–20 minutes from 5:00 am to 10:30 pm**.

Whether it's for a night out with friends or a trip to the cinema, lines 1 to 7 operate seven days a week, including evenings, with a last departure from the city centre at 10:30 pm on weekdays and 12:30 am on Friday and Saturday nights.

Orleans also has a tram network which operates 7 days a week, with trams every 15–20 minutes in the evening until 12:30 am.

Travel pass for students and Under 26s: €25 per month or €206 per year
For more information on fares, lines, and timetables: reseau-tao.fr

Getting around the region

Rémi is a multimodal transport network operated by the region, which includes:

- Rémi Express trains (services to Blois, Orleans, Bourges, Montluçon, and Paris, etc.)
- Rémi trains (local train service)
- Rémi buses which operate within the region, outside of urban areas

Indicative price (depending on distance): €3.30

For more info: remi-centrevaldeloire.fr

Click on Horaires et itinéraires > Itinéraires
(timetables and routes > routes)

Bikes

You can rent a bike, from docking station to docking station, 24/7.

Bike hire:

- TAO subscription holder **€0 + €5** (time credit)
- Non-subscription holder:
€5.50 + €5 (time credit) per month
€22 + €5 (time credit) per year

Good to know

TAO also offers long-term bike rental!





Late night transport

The TAO network operates until 10:30 pm on weekdays and until just after midnight (12:30 am) on Friday and Saturday nights.

A new N Line provides a link from Orleans University to the city centre, every 60 minutes from 12:30 am to 4:30 am, on Thursdays, Fridays and Saturdays.

Not to be missed... Visit the zoo with Rémi

For just €3.30, you can take a Rémi shuttle service from Blois-Chambord train station to **Beauval zoo** (regular trains from Orleans to Blois).

Rated as one of the most beautiful in the world, ZooParc de Beauval boasts the greatest diversity of animals in France, with some 10,000 animals and 600 species in 40 hectares of parkland.

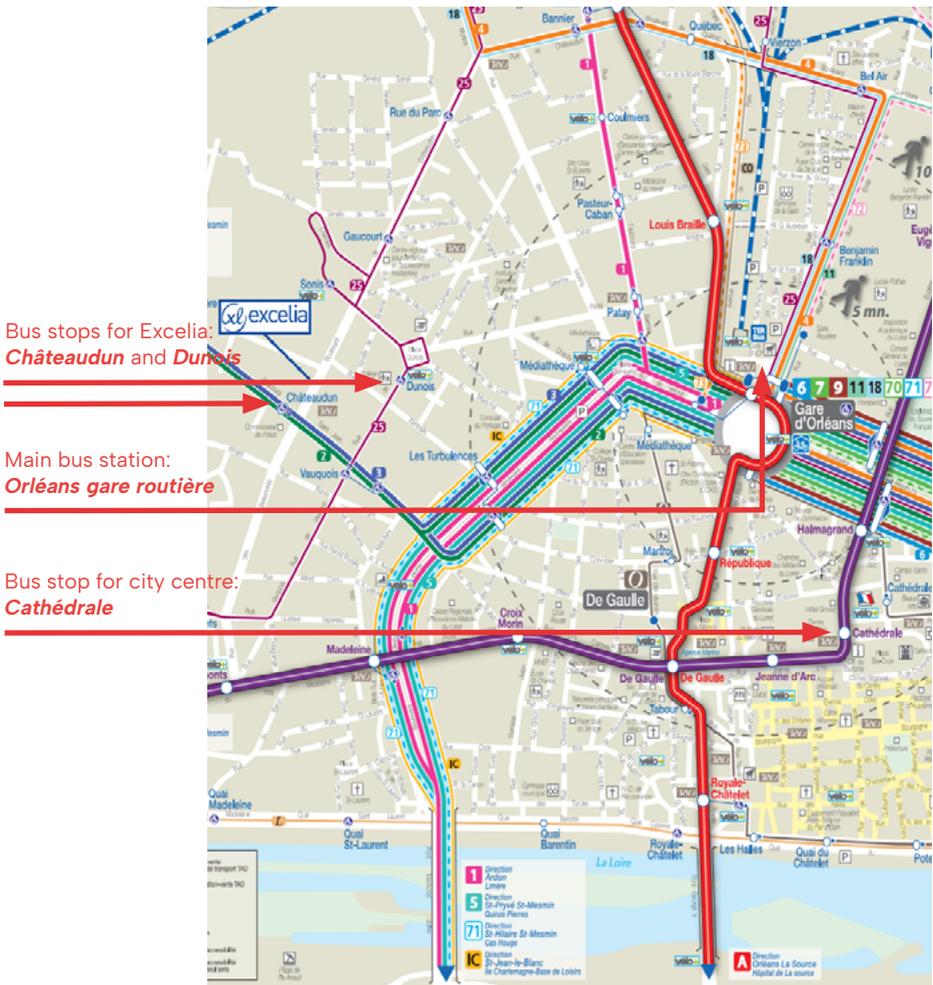


Local transport

Getting to Excelcia

By bus:

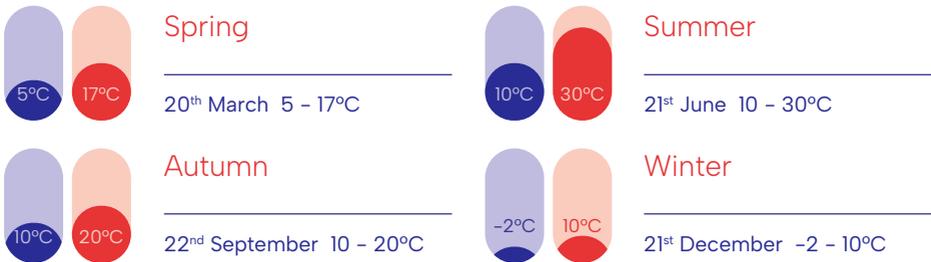
- take bus TAO 2 or TAO 3, and get off at the bus stop **Châteaudun**
- take bus TAO 25 and get off at the bus stop **Dunois**



Orleans

Climate

Orleans has a temperate climate due to the influence of the River Loire: it is cold but not freezing in winter, and pleasantly warm in summer. However, the weather is also influenced by the continental climate, so it can sometimes be very cold in winter and very hot in summer!



Major events



MAY	MAY - JUNE	AUGUST	SEPTEMBER	NOVEMBER	DECEMBER
<ul style="list-style-type: none"> • Printemps de Bourges 	<ul style="list-style-type: none"> • Midsummer Music Festival • Joan of Arc Festival • Vélotour 	<ul style="list-style-type: none"> • Saint Fiacre Festival 	<ul style="list-style-type: none"> • The Loire Festival • Hop Pop Hop Festival 	<ul style="list-style-type: none"> • Travers Festival 	<ul style="list-style-type: none"> • Christmas Market



For more information about things to see and do:
tourisme-orleansmetropole.com



Orleans

Leisure & entertainment

Places to visit

MUSÉE DES BEAUX-ARTS

Full price: €8

Reduced rate: €4

Students and Under 26s: Free

MOBE, BIODIVERSITY & ENVIRONMENT MUSEUM

Full price: €8

Reduced rate: €4

Students and Under 26s: Free

HÔTEL CABU: HISTORY & ARCHAEOLOGY MUSEUM

Full price: €8

Reduced rate: €4

Students and Under 26s: Free

PARC FLORAL DE LA SOURCE

Full price: €6.50

Students: €4.50

Cinemas

CINEMA PATHÉ ORLEANS

2 rue des Halles

CINEMA PATHÉ SARAN

1010 route nationale 20

CINEMA LES CARMES

7 rue des Carmes

YEP'S advantage card

The YEP'S **advantage card** is available to all those aged between 15 and 25 **living in the Centre-Val de Loire region** offering assistance, information as well as discounts for a variety of cultural sites, shows, concerts, and other attractions.

Sign up for free: yeps.fr



Museum pass

Unlimited access to the city museums (exhibitions, workshops, tours, etc.) for a period of 1 year.

Price: €15

For more info: museesorleans.fr/en/pass-musees/



Student life

Practical info and activities

Eating

In the vicinity of the school, there are only a few bakeries, fast-food restaurants and a Carrefour City minimarket, so feel free to **bring your own lunch with you**.

Microwaves are available in the cafeteria near the Student Services Office (BDE - *Bureau des Étudiants*) and there are **vending machines for sandwiches and drinks**.

XL Library

Excelia's media library gives you access to all types of documents (books, articles, press releases, etc.). It is also a great place to go for revision or for **group work**.

You can borrow up to 8 items for 3 weeks.

For more information about the media library services and conditions of use: library.excelia-group.com





Student life

Student card

Your student card provides a number of services, including discounted rates and access to university libraries internationally.

You will need your student card to confirm your presence in lessons, so keep it with you at all times! It also gives you access to all of the school's photocopiers (with photocopy credit included).



OBTAINING YOUR STUDENT CARD

Once your enrolment has been finalised, the **admin team for your programme** will provide you with a student card at the start of the academic year.

- If you lose the card, you will be charged €10 for the issuing of a new one
- If your card is stolen, you will be asked to provide supporting documents from the police confirming that the theft has been reported; a new card will then be provided free of charge

Don't forget!
Your student card allows you to benefit from a whole range of reductions... transport, cinema, daily newspapers, museums, and even concert tickets!

Useful information

Postal service

La Poste is a postal service for sending letters and parcels. A letter posted in France will arrive in another French town within 48 hours.

For letters and parcels which are urgent, there are other companies available (e.g. Chronopost, DHL).

For important letters, it is best to use a recorded delivery with signature by the recipient. This is known as a *Lettre recommandée avec accusé de réception*.

For postage costs, go to **laposte.fr** or visit your nearest *La Poste* office.

Sworn translators

CHINESE – FRENCH

Han ZHUAN
Email : zh200@yahoo.fr
Yanhua SUN
Email : contact@sun-translate.fr

RUSSIAN – FRENCH

Roman SOSENKO
Tel: +33 (0)6 86 96 91 28
Express Traduction
Tel: +33 (0)9 70 46 50 06

POLISH – FRENCH

Mirka WIELGOMAS
Tel: +33 (0)6 32 16 79 90

ENGLISH – FRENCH FRENCH – ENGLISH

Christine GOURON
Tel: +33 (0)2 47 27 64 00
Valérie BOURHIS
Tel: +33 (0)6 40 10 48 43

Emergency numbers

112

European
Emergency number

18

Fire service
Accidents

17

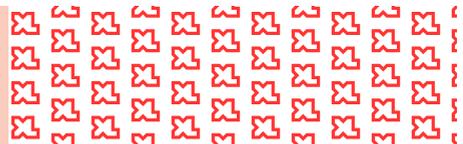
Police
Law enforcement

15

Medical emergencies
Paramedics (SAMU)

Useful information

In France, shops are generally closed on Sundays!





Key contacts

For general questions...

CAMPUS DIRECTOR

Alice VIOLETTE
Email: violetteal@excelia-group.com
Tel: +33 (0)9 78 99 11 22

CAMPUS LIFE COORDINATOR

Christelle MUCYO
Email: mucyoc@excelia-group.com
Tel: +33 (0)2 78 99 18 94

INTERNATIONAL OFFICE COORDINATOR
(providing advice to international students
about residence permits, visas, social
security, mutual insurance, CAF, etc.)

Morgane NOEL
Email: noelmo@excelia-group.com
Tel: +33 (0)9 78 99 12 12

For questions about your studies...

CONTACTS FOR EXCHANGE STUDENTS

Bachelor in Business

Morgane NOEL
Email: noelmo@excelia-group.com
Tel: +33 (0)9 78 99 12 12

Master of Science (MSc)

Camille BERGE
Email: bergec@excelia-group.com
Tel: +33 (0)5 16 19 62 55

CONTACTS FOR NON-EXCHANGE STUDENTS

Bachelor in Business

Valérie PASTUREL
Email: pasturelv@excelia-group.com
Tel.: +33 (0)6 35 48 66 08

Master of Science (MSc)

Stéphanie BRÉMAUD
Email: bremauds@excelia-group.com
Tel: +33 (0)9 78 99 18 09



For questions about grants

ERASMUS+ STUDYING ABROAD

Delphine JOUMARD
Email : joumardd@excelia-group.com
Tel: +33 (0)5 16 19 63 55

ERASMUS+ TRAINEESHIPS ABROAD

Véronique TROMBLEY
Email : trombleyv@excelia-group.com
Tel: +33 (0)5 46 51 77 23

MOBI-CENTRE

The Mobi-centre scheme provides grants for international travel linked to academic expatriation during your studies

Morgane NOEL
Email : noelmo@excelia-group.com
Tel: +33 (0)9 78 99 12 12





Map of Orleans campus





Food

AMAP FARMERS' ASSOCIATION – FRESH, ORGANIC PRODUCE DIRECT FROM FARMS (MEMBERSHIP REQUIRED)

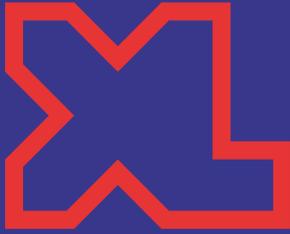
Average price of a box for 2 people: €15

Les Paniers Bio du Val de Loire: a box of organic produce available to pick up from local collection points (possibility of subscribing for a regular service). For more info: lespaniersbioduvaldeloire.fr

GROCERY DISTRIBUTION OUTLETS AND FOOD WASTE APPS:

There are many community grocery distribution outlets in Orleans, including O'SEM and Esope, helping students by providing essential food products at low prices. You will find more information about them on the Internet.

For food waste Apps, go to: etudiant.gouv.fr/fr/les-applis-antigaspi-pour-manger-moins-cher-268



excelia-group.com

NEW AQUITAINE REGION

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