



General Information

International Students

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Canadian currency

Canadian money is the dollar used in Quebec and it is divided into 100 cents. Their value is legal and it is made of (1, 5, 10, 25 cents, 1 and 2 dollars) metal pieces, or bills from the bank (5\$, 10\$, 20\$, 50\$, 100\$, 1000\$).

The Canadian dollar is equivalent to about 70 cents.

Currency offices

Old-Quebec:

- *Caisse populaire Desjardins du Vieux-Québec*, 19 rue Desjardins, Québec
- (418) 694-1774 (7 days, mid-May to mid-October, from 9 a.m. to 6 p.m. The other half of the year it is open Monday, Tuesday and Friday from 9:30 a.m. to 3 p.m.; Wednesday and Thursday, from 9:30 a.m. to 6 p.m.).
This office is located near the heart of the Old-Quebec not far from the Frontenac Castle and it usually offers the best exchange rate.
- *Transchange International inc.* : 43, rue De Buade, Québec (418) 694-6906
(May to October, every day from 830 a.m. to 10 p.m. November to April, from 9 a.m. to 5 p.m.).
This office is located in front of the Frontenac Castle and it is open until 10 p.m. in the peak season.

City of Sainte-Foy:

- *Amex Canada*: 2700, boulevard Laurier, Sainte-Foy (418) 658-8820
(from Monday to Wednesday, from 9 a.m. to 5:30 p.m.; Thursday and Friday, From 9 a.m. to 9 p.m.; Saturday, 9 a.m. to 5 p.m.).
This office is located in the Shopping Mall called Place Laurier.

International phone calls

Dial « 0 + 11 + area code of the country + area code of the city (if necessary) + the telephone number ».

Calls made from a telephone booth can be very expensive if you pay cash. The best is to buy a calling card from Bell Canada « Âllo » or others (5 \$, 10 \$, 20 \$, 40 \$, etc.). For instance, if you call Mexico and pay cash, it will cost 11, 15 \$ for the first minute and then 3,60 \$ for the following minutes. With the Bell card, it costs 3,55 \$ for the first minute and then 2,40 \$ for the following minutes; you save and you do not have to look for some change. The cards are available in different places in Quebec City such as; drugstores and corner stores.

Collect calls : Dial « 0 » to talk to a Canadian operator ; she will then get in touch with an operator in your country. Most countries offer a « home direct » which allows you to contact the person you are calling without having to go through a Canadian operator.

N.B. There are different rebates depending on the time of the day and/or of the week. You can get this information by calling an operator in your country.

Stamps

Stamps are available in different places in Quebec: post offices, drugstores, corner stores etc. Go directly to any post office to know about postage rates according to the destination. Different parcel formats are available.

Shopping Malls

City of Sainte-Foy :

- Place Laurier
- Place Sainte-Foy
- Place de la Cité

These 3 shopping malls are side-by-side and they are considered the second biggest shopping center in Canada.

Access :

- bus 800 and 801 on René-Lévesque Boulevard (15 min. from Old-Quebec).

Quebec and Old-Quebec:

- Cartier Avenue: Commercial street between Collège Saint-Charles-Garnier and Old-Quebec;
- Saint-Jean Street: the biggest commercial street in Quebec City; for all styles;
- Saint-Paul Street: boutiques, art galleries, antique stores, restaurants, cafés;
- Petit-Champlain Street (lower Quebec, in front of Frontenac Castle): commercial street ; boutiques, arts and crafts stores, etc.

Other shopping malls:

There are other shopping malls in the suburbs accessible by bus. For further information, consult the city map or talk to one of the staff involved in the international programs of Collège Saint-Charles-Garnier.

Business hours:

The shopping malls are usually open from Monday to Friday, from 9:30 a.m. to 5:30 p.m.; Thursday and Friday, from 9:30 a.m. to 9 p.m.; Saturday, from 9:00 a.m. to 5:00 p.m.; Sunday, 12:00 p.m. to 5:00 p.m.. Some stores are closed on Sunday.

Businesses on busy streets are open Monday, Tuesday, Wednesday, Saturday and Sunday from 9 a.m. to 5 p.m. and Thursday and Friday from 9 a.m. to 9 p.m.. Some of them are closed on Sunday.

Please note that from June to September (peak season), these businesses are usually open every day until 11 p.m.

Purchase policy :

The purchase policy can vary from one store to another; that is why it is really important to get the information before purchasing. In general, most of the items are refundable or exchangeable within 7 to 10 days following the date of purchase. Most of the stores indicate their policy on the invoice. The refund or exchange will occur only if the invoice is shown and all the labels are still on the item and/or if the wrapping is intact. If the item is defective, it is generally refundable at any time.

Bargaining:

Bargaining is not very popular in Quebec. It is possible to bargain if you go to a fruit and vegetable market or to a flea market. However, for expensive item (1000 \$ and more), it is not badly seen to bargain. At any time it is better to ask if bargaining is allowed. Ask a Quebecker ; some vendors can be insulted if these norms are not respected.

Taxes and reimbursements

The consumer taxes are usually not included in the price indicated on the label. When purchasing a product or a service, the federal tax (GST) and the provincial tax (TVQ) will be added. Both taxes combined is about 15 %. The food in restaurants is taxable. Some primary needs are normally not taxed.

The Government of Canada will reimburse both taxes only if you purchase a minimum of 200\$. Meals, entertainment, transport, professional services and all the goods consumed in Canada are not eligible for a reimbursement. As a proof, you must provide the original invoice with a minimum purchase of 50\$, a photocopy of your plane ticket or your boarding pass if you leave Canada by air. The tax is refundable if you have left Canada within 60 days after the purchase of the goods.

The forms are available at the tax-free boutique in airports, information center, or by mail if you call from Canada at 1-800-668-4748 or outside of Canada at (902) 432-5608 and on internet at www.rc.gc.ca. The postage address for the return is written on the form.

Tips/Gratuities

The norm is 15% for the following services:

- food and drinks served at the table;
- taxi service;
- tour guide service;
- porter service
- any other service such as hairdressers.

Trick: Simplify the sum! The amount of the tip is almost the same as the total of both taxes added on your bill.

NB. In Quebec, there are two different minimum wages; with tip or no tip. The waiters and waitresses working in restaurants receive the minimum wage and they have to declare their tip in their income tax report. Their tip accounts for at least 40% of their salary; therefore, it is important to follow this norm.

Tobacco law

The legal age for smoking in Quebec is 18 years of age but you need to be aware what this law intaxes.

The law on tobacco since December 17, 1999, forbids the usage of tobacco in the work place and in most public places (closed area where we greet people), except if a special room has been organized. **If this law is not respected, a fine will be given.** It is highly recommended to read the signs or to ask someone if in doubt, especially in public places.

International newspapers

The library at Laval University, Pavillon Bonenfant, City of Sainte-Foy. The opening hours are from Monday to Friday from 8:30a.m. to 11:00 p.m. ; Saturday and Sunday from 10:00 a.m. to 5:30 p.m.. This library subscribes to a great variety of international newspapers and magazines. For further information call at (418) 656-2897, extension 2897.

Access :bus 800 or 801 on René-Lévesque Boulevard (going West). Ask the taxi driver to drop you off at the campus (most of the passengers get off there). Walk towards the two towers. The "Pavillon Bonenfant" is located on the left of the second tower. The University campus is only 30 minutes away from Old-Quebec.

Tabagie Giguère , 61 rue De Buade, Vieux-Québec, (418) 692-2296. The business hours, from 8 a.m. to 11 p.m. except on Saturday, from 9 a.m. to 11 p.m.. This store is located in the heart of Old-Quebec, not far from the Frontenac Castle. Stamps and calling cards are also available there.

Access bus 11 on Chemin Saint-Louis (going East). Get off at the bus stop immediately after the Frontenac Castle and then turn left on De Buade.

Public transport

Quebec City has a punctual and widely spread public transport (RTC). There is no underground transport.

The mode of payment for the route can be paid cash (2,50\$) or with tickets which you can buy at any local authorized merchants (drugstores, smoke shops, grocery stores, corner stores,...) for 2,10 \$. If you have to take more than one bus to go to your destination, ask the bus driver for a transfer. It is really important for you to keep this transfer until you have taken the last bus for your destination.

If you are going to commute a lot by bus, it may be beneficial to buy a bus pass every month for 42,60 \$. This pass will allow you to take the bus for an unlimited number of times (from the first day to the last day of the current month). If you want the monthly pass, you will need to obtain an identification card at the annual cost of 6.50 \$ (nice souvenir!). Contact the staff of the International Programs before purchasing your bus pass, it may be included in the cost of your program.

Le Réseau de transport de la Capitale (RTC) offers an information service over the phone (627-2511). They will provide you with information regarding the schedules, the permanent itinerary and the routes to take from one destination to another.

Physicians

In case of illness, injury or accident, go to the closest medical clinic or the emergency of the nearest hospital. You have to contact a member of the International Program staff or a member of your host family; it is better to have someone accompany you.

It is important to describe your symptoms clearly to the physician so that he can diagnose and find a treatment. The pharmacist will be able to answer all your questions about the prescribed medication, if necessary.

Medical clinics without appointments: Some clinics will meet patients without appointment. This will keep you from waiting long hours at the hospital. Here are two different places that we suggest:

- *Centre médical Berger*, 1000 Chemin Sainte-Foy, Québec (418) 688-1385
Schedule : from Monday to Friday, 8 a.m. to 9 p.m.; Saturday and Sunday from 9 a.m. to 1 p.m..
- *CLSC Haute-ville*, 55 Chemin Sainte-Foy, Québec (418) 682-7594.
Schedule : from Monday to Friday, 8 a.m. to 9 p.m.; Saturday and Sunday from 9 a.m. to 1 p.m..

In case of **food poisoning**, you can get immediate assistance by calling this center "Centre anti-poison du Québec " at **656-8090**.

Pharmacies (drugstores)

Many drugstores are open from 9 a.m. to 9 p.m., 7 days a week. Consult the yellow pages in the telephone book under « pharmacie » for further information.

The only drugstore open 24 hours a day in Quebec City is:

Pharmacie Brunet, 4250, 1^{ère} Avenue, 24h/24, 7 days/week : Charlesbourg (418) 623-1571. It costs about 7 \$ by taxi from Old Quebec.

Arts and entertainment

Get the cultural newspaper *Voir*, available for free in all the libraries and music stores. You can also have a look at the « Arts et spectacles » section in the *Le Soleil* newspaper and the extra section in the *Journal de Québec* on Saturday. These newspapers are published only in French. Consult the commercial site on the web www.iciquebec.com.

Activities and events

Consult the Quebec City region guide which is given to you in your file at your arrival.

Useful phone numbers

Collège Saint-Charles-Garnier**681-0107**

- International program office **Ms. Isabelle Badie
Extension 305**
- Andrée Bélanger, International Programs Director **extension 345**
- Dominique Veilleux, Coordinator **extension 346**
- Martine Watine, responsible of host families **681-9107**

Police (urgence)	911
Firefighter	911
Ambulance	911
Anti-Poison (food poisoning center)	656-8090
Info-Santé (health center)	834-5080

Taxi-Québec	525-5191
Taxi-Sainte-Foy	653-7777
Public transport (RTC)	627-2511

Office du tourisme de Québec (information center)	649-2608
Tourisme-Québec (other regions)	1-800-363-7777