

# Guide for New TIS Families



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# **WELCOME TO TIS**

We're glad that you have decided to join our TIS community!

As Alberta, Canada's first accredited offshore school, The International School of Macao is committed to blazing a trail in international education. TIS is currently in its 19<sup>th</sup> year of operation and is the leading school in the community. We offer programs to over 1,400 students from Pre–Kindergarten (3 year olds) to Grade 12. Students graduate from TIS with an Alberta High School diploma and the International Baccalaureate (IB) Diploma recognized by universities worldwide.

Our large, modern campus with its progressive, world-class learning environment allows students to take full advantage of their academic goals, while our state of the art sports and recreational facilities allow them to fulfill their extra-curricular passions.

Thanks to its rigorous, well rounded curriculum and diverse learning opportunities, TIS students garner remarkable university acceptances worldwide and are highly sought after on the international stage. One hundred percent of our graduates have received direct admission offers to more than 350 universities and colleges around the globe.

TIS is located in the exciting city of Macao, where you can find cobbled streets, ancient churches and Mediterranean architecture alongside mega casinos, high-end restaurants and a busy nightlife scene. The tax rate is very low (around 3%) and travel possibilities are extensive and inexpensive. With its unique blend of Western and Asian cultures, Macao provides a uniquely international experience.

We hope this guide provides your family with all of the important information you need to adjust to your new home in Macao. If you have any questions, please feel free to ask! We are here to help.



# QUICK FACTS ABOUT MACAO

#### LOCATION

Macao is located on the south coast of China in Guangdong province, about 65 km west of Hong Kong. Only 32.9 sq. kilometers in size, it comprises the Macao peninsula (connected to mainland China), the islands of Taipa and Coloane, as well as Cotai, the area of reclaimed land between Taipa and Coloane. There are three bridges that join Macao and Taipa.

#### **POPULATION**

The population of Macao is about 680,000, of which 95% are native Chinese.

#### LANGUAGE

Macao has two official languages: Chinese and Portuguese (Cantonese being widely spoken). Chinese is used in all government departments while English is spoken in business, trade and tourism. You'll notice that the city has two different spellings: Macao and Macau. Macao is the traditional Portuguese spelling. However, since the transfer of sovereignty in 1999, the government of Macau considers both "Macao" and "Macau" to be acceptable English spellings of the name.

#### **CURRENCY**

The official currency in Macao is the Pataca (MOP\$), which is divided into 100 avos. The Pataca is linked to the Hong Kong dollar. (HKD) The Hong Kong dollar is accepted at all businesses in Macao and is the preferred currency at casinos. Macao has ATM machines throughout the city so getting money at any time is not a problem. Most ATMs dispense Patacas and Hong Kong dollars, and some also dispense Chinese Renminbi (RMB). Foreign currency can be changed at hotels, banks or authorized exchange dealers.

#### **GOVERNMENT**

Macao is considered a limited democracy. It is part of China; however, it enjoys its own autonomy under China's "one country, two systems" policy. This allows Macao to stay relatively the same for the next 30 years, at which time the Chinese Government will likely replace the local government. For more information, visit www.macau.gov.mo.

#### **TAX SYSTEM**

Macao has a territorial tax policy in place, which means your income is only taxed for what is created in Macao. For more information, go to http://www.macautax.org.

# TIME

Macao is eight hours ahead of Greenwich Mean Time.

# **QUICK FACTS ABOUT MACAO**

#### **VOLTAGE**

Electricity in Macao is 220V, 50Hz. The power plugs used are the three-pin, square-shaped or round-shaped type. Although you can buy adapters for your plugs at home, it's probably better to purchase your appliances here in Macao to avoid any problems. However, if you've brought items from home, you can purchase a step down converter which reduces the voltage from 220V to 110V and protects your devices from power surges or other electrical damage. They are readily available in Hong Kong for around \$150 HKD.

#### WEATHER

Macao has a humid, subtropical climate with hot summers and mild winters. The average annual about 22.7C and humidity varies between 75% and 90%. Macao has a lot of rainfall, with an average annual precipitation of 2,120 millimeters. Autumn (October - December) tends to be the nicest time of year. The average temperature is around 24C and rainfall is very light. Winter (January - March) is cool but sunny. You can expect temperatures of around 15C although it can drop to below 10C at times.

March and April bring warmer temperatures and increased humidity, along with rainfall, averaging about 90-120mm throughout the season. Summer (May-September) is very hot and humid with temperatures climbing above 30C during the daytime. Typhoon season generally runs from May to November. Warning signals for typhoons depend on the proximity of a tropical storm. If the signal 8 is hoisted, the bridges between Macao and Taipa will be closed, buses will stop service and shops and schools will be closed. Ferry service and most flights will also be cancelled.



# **COPING WITH CULTURE SHOCK**

Moving to a new country can be overwhelming, exciting and stressful. Culture shock happens when you're adjusting to a new language and culture, and almost everyone who has lived in another country has experienced it to some degree. The signs and symptoms of culture shock are:

- a feeling of sadness and loneliness
- an over concern about your health
- headaches, pains and allergies
- insomnia or sleeping too much
- feelings of anger, depression, vulnerability
- idealizing your own culture
- trying too hard to adapt by becoming obsessed with the new culture
- feeling shy or insecure
- overwhelming sense of homesickness
- feeling lost or confused
- questioning your decision to move to the new country

There are usually five stages of culture shock:

# Stage 1: The Honeymoon Stage

Like any new experience, there's a feeling of euphoria when you first arrive in a new country and you're in awe of the differences you see and experience. You feel excited, stimulated, enriched.

## Stage 2: The Distress Stage

Everything you're experiencing no longer feels new. You feel confused, alone and realize that the familiar support systems you're used to are not easily accessible.

#### Stage 3: Reintegration Stage

During this stage, you start refusing to accept the differences you encounter. You're angry, frustrated and even feel hostile to those around you. You start to idealize life "back home". You dislike the culture, the language, the food and may even develop some prejudices toward the new culture. Don't worry - this is absolutely normal. You're adjusting.

#### Stage 4: Autonomy Stage

This is the first stage in acceptance. You start to accept the differences and feel like you can begin to live with them. You feel more confident and better able to cope with any problems that may arise. You no longer feel isolated and instead, you're able to look at the world around you and appreciate where you are.

#### Stage 5: Independence Stage

You are yourself again! You feel comfortable, confident, and able to make decisions. You no longer feel alone and isolated. You appreciate both the differences and similarities of your new culture. You start to feel at home.



So what's the best way to cope with culture shock? The bottom line is – make a conscious effort to adjust to the new culture. Here are some suggestions on how to make yourself feel more at home in Macao:

- ❖ Learn the rules of living in Macao. Try to understand how and why the local people do things the way they do. Their behavior and customs may be different from your own, but they are neither better nor worse than what you are used to.
- Get involved in some aspect of the new culture.
- ❖ Take time to learn the language. People will appreciate your effort to communicate with them in their language, even if it's just a few simple phrases.
- Take care of yourself. Eat well, exercise and take the time to sleep.
- Discover. Take the time to be a tourist and explore what Macao has to offer.
- Maintain contact with friends and family back home. Writing home about your experiences and problems can help you sort through them. It's also a good idea to keep a journal of your feelings and thoughts.
- Avoid idealizing life back home. Try to make the most of your stay and consciously adopt an open mind.

# **SETTING UP YOUR NEW HOME**

Getting your home in order quickly will help you to feel settled. Almost everyone in Macao lives in an apartment and you'll need an agent to help you find one. Here are some agencies that have English-speaking agents who can show you available properties:

JML Property Macau Phone: 2835 2699

Email: info@jmlproperty.com

Website

Ambiente Macau Limited Phone: 2871 5713 / 6622 8541 Email: enquiries@ambiente.mo

Website

#### FINDING YOUR APARTMENT

#### **Leasing Conditions**

Apartments can be rented unfurnished or furnished. Furnished apartments have the basic complement of furniture such as beds, couch, coffee table, TV stand, dining room table and chairs, TV, wardrobes and a washing machine. Many apartments, however, may not have an oven or clothes dryer, but these can be purchased at nearby appliance stores for a reasonable price. Most people purchase a small countertop oven (as opposed to a large western-style oven). Keep in mind that you will probably have to give your new apartment a thorough cleaning before you move in. More often than not, apartments do not have soft furnishings such as carpets and curtains.

Ask your agent to write down your apartment name and address in Chinese or get a business card from the apartment management company so you can show it to cab drivers when you want to return home from somewhere, or when you are arranging deliveries to your apartment.

#### Rentals

Rentals are in Hong Kong dollars payable monthly in advance and are sometimes exclusive of monthly car park charges. Car park rental charges can vary from one residential development to the next.

#### **Deposits**

There is usually a security deposit that is equivalent to two months' rental that is payable to the landlord when an offer to lease is accepted. To secure and hold the apartment for a short period of time, you would usually pay one month's deposit immediately. The second half of the deposit can be paid later to make up the two months security deposit.

Once the Tenancy Agreement is signed, the deposit will be retained by the Landlord without interest. This security deposit will be refunded to the tenant upon the expiration of the lease, if the apartment is returned in the same condition in which it was entered.

NB: You will also be required to pay the current month's rent in advance.

## **Tenancy Agreement**

Most tenancy agreements in Macao are for a period of three years. You may include an escape clause in your tenancy agreement that gives you the right to break the agreement by giving 2 or 3 months notice to the landlord, after a minimum occupation period of 12-15 months. This is subject to approval from the landlord and will be stipulated in the tenancy agreement. If you sign a one-year tenancy agreement, you will likely be charged one month's rent in commission to renew your contract for a subsequent year (even in the same apartment with the same agent).



#### **Management Fee**

In some instances, you may have to contribute to a building management fee for the cleaning and maintenance of communal areas within your residential development. In larger developments or buildings, this is usually included in the rent and the cost borne by the landlord.

#### **Agency Fee**

An agency fee is payable if you engage an agent to find the property and to oversee the letting process from the start of the tenancy through to the termination. The agency fee is usually equivalent to 1 month's rent. Together with all of the fees outlined above, securing an apartment will require the equivalent of 4 month's rent. Be sure to have enough funds to cover this expense.

## **Giving Notice**

If you decide to terminate the agreement and vacate the property, ensure that you give the landlord the appropriate notice, which under Macau Law is ninety (90) days. Also check your contract for any requirements such as minimum occupancy periods, break clause, early termination, etc. Do not use the security deposit to pay the final month's rent as this is in contravention of contracts and Macau law. Once you have given notice of your intention to vacate the property, your agent or landlord will arrange an inspection of the property and return the appropriate amount of deposit to you.

#### UTILITIES

#### **Phone & Internet**

<u>CTM</u> is the only full telecom service provider in Macao and provides mobile, internet, fixed line and pre-paid card services. The customer service reps speak good English and can help you sort out the package you require. For internet, the engineer will come to your apartment and do the installation; the charge for this will appear on your phone bill. The CTM hotline number is 1000.

There are eight CTM stores in Macao, including a large concept store in Taipa. The address is: Rua de Lagos, Telecentro. Opening hours are 10:30 – 14:00 and 15:00 – 20:00 Monday to Sunday. Payment hours are 10:30 – 14:00 and 15:00 – 19:30 Monday to Saturday (closed Sundays). You can also pay your CTM telephone bill at the post office, any CTM store location, 7-11 Convenience Store and at the banks listed on the back of the CTM bill.



#### Cable TV

Macau Cable TV offers nearly 100 different channels from around the world. To subscribe, you can call the 24 hr service hotline at 2882 2866 or go to any one of the five MCTV service centers. For more information, visit the MCTV website. You can pay your Macau Cable TV bill at any service center, post office or at the banks listed on the back of the Macau Cable TV bill.

#### **Netflix**

Netflix can be accessed on the company's website on laptops or computers, through the Netflix App on tablets, and through a Google Chromecast in order to connect Android tablets or phones to your television. The service requires a minimum internet connection speed of 0.5mbs. In addition, viewers have access to subtitles in simplified and traditional Chinese on selected programmes. Visit the Netflix website for more information

# **Electricity**

CEM, a privately owned company, is the electricity provider in Macao. The owner of your apartment may already have the electrical supply in place, and you will just be required to pay the monthly bills or you may have to apply for a new supply yourself. CEM has two customer service centers - one in Macao and one in Taipa:

Macao Edificio CEM Estrada D. Maria 11

Hours: 09:00 – 17:45 Mon-Fri

Taipa

Rua de Bragança

Supreme Flower City, Edificio Lai Chun Kok

Hours: 10:00 – 19:00 Mon-Fri

For more information, call 2833 9911 or visit the <u>CEM website</u>. You can pay your CEM bill at the CEM customer service centers, post office, 7-11 Convenience Store, Circle K Convenience Store, Macao Water and the following banks: BCM, BNU, Bank of China, Luso International Banking Ltd., and Guangdong Bank.

#### Gas

There are three main gas providers in Macao:

Mobil Oil (Macao) Ltd.

Phone: 2821 1313 (Macao headquarters)

Phone: 2882 2366 (Taipa branch)

Shell Macau Ltd. Phone: 2870 0555

Caltex Oil (Macao) Ltd. Phone: 2878 6168 Payment of your gas bill can involve paying the bill at a local gas store, taking the bill and cash to the front desk of your building, or a gas company representative may come and read the meter and collect payment based on the reading. It all depends on where you live and the type of gas supply you have.

#### Water

Macao Water supplies all of Macao's drinking water. The 24 hour customer hotline phone number is 2822 0088. The Customer Services Centre is located at: 718 Avenida do Conselheiro Borja in Macao. For more information, click <a href="here">here</a>. You can pay your water bill at the Customer Services Centre, CEM Customer Service Centre, post office, 7-11 Convenience Store, Circle K Convenience Store and at banks listed on the back of the bill.



#### **Bottled Water**

Although the water quality in Macao is generally good and on par with European standards, many people choose to have water coolers in their home for drinking. There are dozens of companies that you can choose from. One of the larger providers is Jian Lin Shan at 2883 7964/6685 9817. Once you set up an account, you can purchase water tickets. When you run out of water, just leave the empty bottles outside your apartment door along with some tickets and the company will deliver a new supply at no charge. It's an easy and convenient way to always have a fresh supply of drinking water.

#### SERVICES

#### **Postal Services**

Postal services in Macau are provided by Macau Post, which offers reliable, efficient service at reasonable prices. For more information and general enquiries please call 8396 8815 or click <a href="here">here</a>.

#### **Public Libraries**

There are several public libraries in Macau. More info can be found <u>here</u>. Closest to TIS is the Taipa Library which is located on the basement floor of Taipa Central Park.

Address: Rua de Seng Tou, Parque Central da Taipa, B1, Taipa

Phone: 2884 3105, 2884 3172

Opening Hours: Mon 14:00 – 24:00 & Tues to Sun 08:00 – 24:00

# **GETTING AROUND MACAU**

#### **BUS SERVICE**

Macao has an excellent public transportation system which links the Macao peninsula, Taipa, Cotai and Coloane. Two bus companies (Transmac & TCM) provide all of the bus routes. Service is frequent and inexpensive, about MOP 6.00 for most routes. In Macau, you have to flag the bus like you would a taxi.

You can purchase a prepaid electronic MacauPass at any 7-11 convenience store for use on all buses. If you're using coins, make sure to pay the exact amount as the bus driver will not give out change. Keep in mind that the bus routes operate on a one-way circuit around the city, which means you may not have the same stops on a return trip. You can find more information on bus routes here.



A useful app to download is the Bus Traveling App

#### **TAXIS**

Taxis are plentiful in Macao and can be a convenient and relatively inexpensive way to get around the city. You can catch a cab on the street, at most tourist sites, at any casino/hotel taxi queue or by calling to request a pick-up. Call either 8500 0000, 2828 3283 or 2881 2345. There is no Uber in Macau.



You can also try using the Macau Taxi app.

Cab fares start at MOP 19 and most cab rides in Taipa shouldn't cost you more than MOP 60. A cab ride to Macao or Coloane will be in the range of MOP 70-90, depending on where you're going. If you're going to or from the airport or ferry terminals, expect to pay a surcharge of MOP 5, plus MOP 3 per suitcase for luggage carried in the boot (trunk).

The only time that taxis can be difficult to come by is between 17:30 – 19:00 due to shift change. The best way to catch a cab during this time is to wait at a nearby casino or hotel. Most cab drivers speak little or no English so it's best to either show them the location on your phone, show them the Chinese address or tell them in Cantonese where you want to go. This is easier than it sounds; check out the Learning Cantonese section of the guide for a quick lesson in common Cantonese words, places and phrases.

#### FERRY SERVICE



TurboJet provides high speed ferry service from the Macao Ferry Terminal (Outer Harbour) to the Hong Kong Ferry Terminal (Sheung Wan), Hong Kong International Airport, Kowloon (China Ferry Terminal) and Shenzhen International Airport. Cotai Water Jet also provides a similar ferry service from the Taipa Ferry Terminal to Hong Kong, Kowloon and Hong Kong International Airport. The journey takes approx. 1 hour.

(Note: Ferry Services are currently suspended)

#### HONG KONG-ZHUHAI-MACAU BRIDGE SHUTTLE BUS

The 55 km long bridge provides a quick and inexpensive way to get to Hong Kong from Macau. HZM Shuttle buses operate 24 hours a day and the journey takes approximately 35 minutes. Tickets cost MOP65 each way. There are two city buses that provide transport to and from Macau Port: 101X and 102X. The cost is MOP6.

#### **DRIVING IN MACAU**

You may legally drive in Macau if you hold a valid Overseas Driving License issued by your country of residence provided that your stay in Macau is less than 12 months from the date of your arrival to Macau. To do this, you need to go to your local police station where you will be issued an "entitlement to drive" document that entitles you to drive vehicles that are listed on your foreign driving license. This permit is issued by the Macau Police Bureau and is valid for 6 months.

If your stay in Macau is longer than a period of one year, you will need to obtain a Macau Driving License. To get the Macau driver license, an applicant must pass both the written and driving tests. It may be possible to exchange a foreign driver license for the Macau driver license. If this is the case, the written test is cleared automatically. However, an applicant may have to undergo a practical driving test. Different rules apply for Work Permit (Blue Card) holders and Macau resident ID holders. For further information, click <a href="here">here</a> or contact the Macao Transport Bureau at 8866 6363.

#### **CYCLING IN MACAU**

Cycling in Macau is a great way to save money on transportation costs, discover the city and get some exercise at the same time. However, please wear a helmet.

Bike shop:

Wun Pang Bicycles

No: 33 R/C Loja-B, Rampa Dos Cavaleiros, Macau

Phone: 2842 5289

Note: Bicycling is prohibited on all bridges spanning Macao Peninsula and Taipa.

# WHERE TO SHOP

Finding the right places to buy groceries, toiletries, clothing or a bottle of red wine will go a long way toward helping you adjust to life in Macao. The good news is, Macao is a small city and you'll likely be within walking distance of at least some of the stores you'll frequent the most.

There's no hard and fast rule when it comes to store hours. In general, most stores are open seven days a week, with the odd exception. Grocery stores and supermarkets generally open early by about 09:00, while some are open 24 hours. Almost all other shops open later, anytime between 10:00 to 12:00, but also stay open later until around 22:00 or later.

#### **GROCERIES**

There probably won't be the selection you're used to at home and there's a good chance you may have to go to more than one store to find everything on your shopping list, but you should be able to find all that you need. The main grocery stores are: Park 'N Shop, San Miu, Royal Supermarket, and Seng Cheong. Other supermarkets include US Mart, Supreme Food Market, Grand Mart and the supermarket at the New Yaohan department store.



Park 'N Shop in Taipa caters more to expats and carries many Western products that are hard to find elsewhere, such as Kraft dinner, Mexican food, dairy products (especially cheeses), baking ingredients and certain spices and pastes. They also have a good selection of fresh fruits, vegetables and meat. Price-wise, it's a bit more expensive than the other supermarkets.

San Miu carries a wide range of products and is starting to carry more Western food, but you may still have to look elsewhere for certain items. It has a wide range of fresh fruits and veggies and the prices tend to be cheaper than the other supermarkets.

Seng Cheong is a mid-size supermarket, but well stocked with a surprisingly wide range of products. The selection of fruits and veggies is pretty good and prices are reasonable.

Park 'N Shop, San Miu and Seng Cheong all provide free delivery upon a minimum spend (check in store what the minimum spend is for each store).

Royal Supermarkets are plentiful throughout Macao and carry most items. Some are large stores with a good selection and some are smaller in size; it depends on which store you go to. Prices are reasonable.

US Mart is a mid-size grocery store in Taipa and also carries some Western foods. Fruits and veggies are adequate and prices are reasonable.

Supreme Food Market is smaller, but carries many hard-to-find western foods, gluten free, vegetarian options and dairy free foods as well as baking ingredients.

New Yaohan department store has a large supermarket on the 7th floor of its 8-story building in Macao on Ave. Comercial de Macao. It also carries many Western products and has a good fruit and vegetable section. Although it's the most expensive option of all, you can still find some good deals.

Almost all of the supermarkets and even convenience stores sell wine and spirits. Bring your own shopping bags from home when grocery shopping as Macau charges a fee for plastic bags of 1 MOP per bag.

In addition to the supermarkets mentioned above, you can also find many smaller, privately owned grocery stores and fruit & vegetable stalls that offer a good selection at cheaper prices. Look around your neighborhood for these great finds.

#### **TOILETRIES AND COSMETICS**

Most of the supermarkets carry a selection of toiletries such as hair shampoo & conditioner, body wash, body lotions, deodorant, hair styling products, toothpaste, toothbrushes, mouthwash, dental floss and feminine hygiene products.

You can also go to Watson's, a large health and beauty retailer, with nine stores in Macao. The chain sells toiletries, cosmetics, packaged food products and also has a pharmacy in some locations. For other cosmetics retailers, try Sasa, ColourMix and Angel Cosmetics. All have a number of locations throughout Macao. There's also New Yaohan (1st and 2nd levels), which sells a large range of luxury brand beauty products and fragrances.

#### CLOTHING

There are many clothing stores in Macao, but some western sizes and plus size clothing can be difficult to find. If you wear plus size clothing, it's a good idea to stock up before you arrive.

If you like international luxury brand clothing stores, then you've come to the right place; Macao has loads of them. Check out the Grand Canal Shoppes at the Venetian, the shops at the Four Seasons, Galaxy Resort, Sands Cotai Central, City of Dreams and Studio City. The Wynn Macao, Hotel Lisboa, and the MGM Grand also house luxury brands like Chanel, Burberry, Christian Dior, Fendi and Giorgio Armani.

Your best bet for more affordable clothing is also the Grand Canal Shoppes, which has a number of stores that sell items in the mid-price range (H&M, Uniqlo, Zara).

There are also some chain stores and mainstream brands in and around Senado Square (Giordano, G2000) and at The Londoner, Cotai (Marks & Spencer's, Zara)

If a bargain is what you're after, then look no further than the flea markets in the Three Lamps District. Street vendors and small shops often carry discontinued brands or over-runs at bargain prices. Another option is to have your clothes made. There are many tailors in Macao who can custom make clothing or copy an item of clothing you already have at a fairly reasonable cost. Most tailors can be found in the Three Lamps district near the Rotunda de Carlos da Maia.

#### **APPLIANCES & ELECTRONICS**

You will likely need to buy some appliances and electronic devices when you move to Macao. The city has a good variety of shops and prices are relatively low.

Fortress is probably the largest supplier with locations in Taipa and Macau. It sells televisions, computers, games, digital cameras, phones and home appliances. A popular location is the store in Taipa on the ground floor of Flower City (near Park'N Shop). There is also a store in the Venetian. Jinlong Electrical Supermarket also has a good selection of electronics and appliances to choose from at its store in Macao.

There is a wide range of stores specializing in computers and accessories as well. Check out the Fortune Tower Shopping Centre, the largest computer mall in Macao, with over two dozen stores. It's located on Avenida do Ouvidor Arriaga near the Avenida de Horta e Costa shopping district.

#### **FURNITURE**

There are plenty of shops in Macau that sell contemporary furniture as well as antiques. You can find reasonably priced, ready-to-assemble furniture, kitchen appliances and home accessories at IKEA, located in NOVA Mall, Avenida de Kwong Tung in Taipa. Store hours are 10:00 - 22:00 seven days a week. You can also order IKEA products online and have purchases delivered to your home.



Unfortunately, many of the shops in Macau that sell Chinese style antiques or reproductions have closed due to high rents. There are, however, a few places left near the Ruins of St. Paul at the foot of Monte Fort in Senado Square. The shops sell everything from bookcases and wardrobes to dining room sets and coffee tables. If you don't see what you want, ask the owner. Many shops have catalogues with a variety of designs that can be made to order and delivered right to your home.

For other western-style furnishings, try Avenida Ouvidor de Arriaga where there are at least a dozen stores that sell brand name furniture. Smaller furniture stores abound in Macau and sell decent furniture at reasonable prices. You can usually order from a catalogue if they don't have what you want.

#### **ONLINE SHOPPING**

Online shopping is increasingly popular and is a convenient way to get hard-to-find items and often, offers better variety and choice. Check out the following retail websites that deliver to Macau:

Clothing: Home Furnishings and Miscellaneous:

Zalora Hong Kong Décor: <u>Amazon</u>

ASOS Pottery Barn Book Depository

<u>Shein</u> <u>iHerb</u>

#### **HOUSE PLANTS**

If you're looking for some greenery to spruce up your apartment, the Three Lamps District has a few places where you can purchase a good selection of small, medium and large tropical plants and flowers.

In Taipa, there is a small shop in Flower City mall near San Mui and another one next to Cuppa Coffee, both of which sell plants and flowers at reasonable prices.



# SPAS & BEAUTY

There is no shortage of pampering in Macau, with hair salons and spa retreats located throughout the city and at almost every hotel and resort. Here are some suggestions:

#### **Hair Salons**

Touch Salon – Rua de Nam Keng, Palácio do Sucesso, Taipa 6681 8152

Opening hours: 10:00 - 20:00

Touch Hair Studio - Rua de Fat San, No 162, Edf. Kinglight Garden, Taipa 2883 5826

Opening hours: 10:00 - 20:00

Novo Corea Hair Salon – 21A Avenida de Guimarães, Taipa 2886 0078

Opening hours: 10:30 - 20:00

The Hair & Beauty Salon - Altira Hotel, Avenida de Kwong Tung, Taipa. 2886 8888

Opening hours: 10:00 - 20:00

Base Hair Culture - Wing On Bldg (Ground Floor), 5 Travessa do Bispo 2833 0090

Opening hours: 10:30 – 20:00 (Closed on Sundays)

Hair Cloud

159 Rua de San Tau, Taipa 2883 0371

Opening hours: 11:00 - 20:00 (Closed on Mondays)

Toni & Guy – AIA Tower (Ground Floor), Ave Comercial de Macau, Macau 2871 8877

Opening hours: 11:00 - 20:00

Toni & Guy - Shop 207, 2/F, Galaxy Resort, Taipa 8883 3757

Opening hours: 11:00 - 20:00

#### **Spas**

Orchid Valley Spa – Nova Taipa Garden, Edf. Hou Keng Garden, Rua de Seng Tou,

Taipa. Phone: 2883 3356

Su Sek Massage – Ave. de Guimaraes,

Mei King Garden, Taipa.

Phone: 2884 0039

Vspa – 5th Floor, Venetian Macao Resort, Estrada da Baia de Nossa Senhora da

Esperança, Taipa. Phone: 2882 8882

Bodhi Spa – Conrad Hotel, Sands Cotai Central, Estrada do Istmo, Taipa.

Phone: 8113 6188

Shine Spa – Sheraton Macao Hotel, Sands Cotai Central, Estrada do Istmo, Taipa.

Phone: 8113 0222

The Spa At Mandarin Oriental – Ave. Dr. Sun Yat Sen, NAPE, Macau.

Phone: 8805 8588

The Six Senses Spa – MGM Macau, 3rd Floor, Ave. Dr. Sun Yat Sen, NAPE, Macau.

Phone: 8802 3838

The Spa – Wynn Hotel, Rua Cidade de Sintra, NAPE, Macau.

Phone: 8986 3228

#### **Esthetics**

We Love Wax – 19 Rua dos Negociantes, Old Taipa Village, Taipa

Phone: 2883 5061

Nail Haven – 22 Rua de São João, Old Taipa Village, Taipa

Phone: 2882 5972



## **EATING OUT**

Whatever your favourite type of food is, you're likely to find a restaurant in Macao that serves it. And if you're a fan of fast food, there are plenty of McDonald's, Pizza Hut and KFC locations to choose from.

For inexpensive and tasty Chinese fare, try Quinella in Taipa or Alves Cafe and Dumpling Town in Macao, to name a few. They all have English menus. The hotels and resorts also offer a wide range of restaurants in different price



ranges. Click <u>here</u> for a complete listing of these and other dining options in Macau. Below are some restaurants and coffee shops that are popular with TIS families:

#### **TAIPA**

Quinella (Chinese) Shop E, G/F, Edf. Lei Hau, Flower City Rua de Coimbra, Taipa Phone: 2836 7625

La Cucina (Italian) Wai Heng Kok Bldg 6-12 Rua do Pai Kok, Taipa

Phone: 2882 7818

Indian Garden (Indian)
Block 27, Nos. 453-467 Nova Taipa Gardens
Rua de Seng Tou, Taipa
Phone: 2883 7088

LAX Cafe (Western) Shop Y, Supreme Flower City Rua de Bragança, No. 120 Phone: 2884 3093

Common Table (Western)
No. 349-365, Avenida de Guimarães
Nova City R/C Shop A, Taipa
Phone: 2885 6601

Cheesecake Factory (Western)

Shop 2203D&E, Level 2, Shoppes at Cotai Central. Taipa

Phone: 2882 3398

Tuk Tuk Restaurant (Thai) Rua do Regedor 275, Old Taipa Village, Taipa

Phone: 2882 7768

Chiang Rai Thai Restaurant (Thai) 30 Rua das Virtudes, Old Taipa Village, Taipa

Phone: 2882 7232

The Himalayan House Rua de Hong Chau Taipa

Phone: 2893 3132

Goobne Korean Chicken (Korean) Shop J2, G/F, Supreme Flower City, 221 Rua de Seng Tou, Taipa Phone: 2883 5999

#### COLOANE

Fernando's Restaurant (Portuguese) Praia de Hac Sa, No. 9, Coloane

Phone: 2888 2264

La Gondola (Italian)

Estrada de Cheoc Van, Coloane

(Beside Cheoc Van Pool)

Phone: 2888 0156

Nga Tim Cafe (Chinese/Macanese) 1 Rua Caetano, Coloane Village

Phone: 2888 2086

Lord Stow's Garden Cafe (Western)

G/F C Houston Court 21

Largo do Matadouro, Coloane VIllage

Phone: 2888 1851

#### **MACAU**

Naughty Nuri's (Western)

MO 7, 7 R. da Felicidade, Macau

Phone: 2853 0425

Antica Trattoria (Italian)

Av. Sir Anders Ljungstedt

Edf. Vista Magnifica Court, No. 40-46, Macau

Phone: 2875 5102

Phone: 2872 2784

Indian Spice (Indian)

Pizzeria Toscana (Italian)

Calçada da Barra 2-A, G/F, Cheong Seng

39 Alameda Dr. Carlos d'Assumpção, Macau

Phone: 2872 6637

Dumpling Town (Chinese)

7A Beco da Arruda, Macau

Phone: 2835 6633

Alves Cafe (Western/Macanese)

No.737-741, Av. da Praia Grande Shop A3-A4

Phone: 2892 0686

#### **PUBS AND BARS**

There are many places to unwind after a hard week's work! Here are a few popular spots:

Mini Bar & Lounge Edf. Treasure Garden

Avenida Dr. Sun Yat Sen, Taipa

Phone: 2883 0638

38 Lounge 38/F Altira Hotel

Avenida de Kwong Tung, Taipa

Phone: 2886 8868

The Roadhouse Macau
The Broadway, E-G016-G019
Galaxy Broadway Macau, Taipa

Phone: 2875 2945 Whiskey Bar StarWorld Hotel Avenida da Amizade,

Macau

Phone: 8290 8698

Old Taipa Tavern (OTT)

21 Rua dos Negociantes, Old Taipa

Village, Taipa Phone: 2882 5221

McSorley's Ale House

Shop 1038, 1/F

Venetian Macao Resort Hotel, Taipa

Phone: 2882 8198



# **HEALTHCARE IN MACAU**

Macao has a modern medical services network with two public hospitals and one private hospital.

#### **HOSPITALS**

Hospital Kiang Wu (Private) Estrada Coelho do Amaral, Macau

Phone: +853 2837 1333 Email: kwprd@kwh,or.mo

Website (you will need to use Google Translate to view the

website)

Hospital Kiang Wu - Taipa Clinic (Private)

Rua Do Pai Kok, Taipa Phone: +853 8895 1017

Hospital Conde S. Januario (Public) Estrada do Visconde de S., Macau

Phone: 2831 3731

Macau University of Science & Technology (MUST) Hospital (Public)

Block H, MUST Campus Avenida Wai Long, Taipa Phone: +853 8897 1838

Website

Government Hospital – Taipa Clinic (Public)

Block H, MUST Hospital (Entrance is to the right of MUST Hospital entrance)

#### **HEALTHCARE CLINICS**

There are a number of healthcare clinics in Macau that offer a wide range of health and clinical services and where English is widely spoken:

Macau Yin Kui Hospital

2nd-3rd Floor, FIT Centre

Ave. Doutor Mário Soares, Macau

Phone: 2832 2283

Email: enquiry@southside.co.mo

Website

Physio One Centre

Rua de Ferreira do Amaral 11-E

1st to 3rd Floor, Macau

Phone: 2835 3119/2835 3156 Email: info@physio1macau.com

**Website** 



# **LEARNING CANTONESE**

# 广东话

Speaking even a little bit of Cantonese will help you feel more connected to your new home. Being able to ask for things at the supermarket, tell the cab driver where you want to go or understand basic instructions will make life easier. Here are a couple of options for Cantonese courses in Macao:

# Jingdou Language Centre

Rua do Almirante Costa Cabral 40F, Chun Tak Building, 1-B

Macao

Email: info@jingdou.edu.mo Phone: +853 2852 5149

# **Centre of Languages**

Rua Formosa No. 31, 3rd Floor

Macao

\*These classes are offered by the Macau Education Department. The cost is MOP 100, but you need a Macau resident card to register.

Here are some basic Cantonese words and phrases:

Good morning Joe-sun
Good afternoon Mm-on
Good evening Man-on
How are you? Lay-ho-ma

I'm fine Ho ho *or* O-kay la

Good-bye Joy-geen
See you tomorrow Ting-yat-geen
See you later Tzee-dee-geen

Yes Hi
No Mm hi
Please/thank-you Mm-goy

Sorry Mm-ho-yee-see
Help! Gau meng a!
Excuse me Mm goy tze tze
No problem Mo men tie
Police Ging tzat
Doctor Yee sung

What is your name? Nay gee-ew mut-yeh meng a?

My name is... Oh gee-ew joe....

Do you have the time? Yow moe see gan a?

Can you help me please? Mm-goy, bong aw?

Where is the washroom? Sie sow gan hi been-do a?

#### **DIRECTIONS**

Turn left Jun jaw
Turn right Jun yow
Straight ahead Zek-hoy

Stop here please Mm-goy, lee-do teng
This one please Mm-goy, lee-go
Slow down please Mm-goy, man dee la!

#### **NUMBERS**

One Yat Two Yee Three Sam Four Say Five Mm Six Loke Seven Chut Eight Bat Nine Gow Ten Sup

How much is this? Gay doe seen a?

#### **FOOD**

Chopsticks Fie tzee
Cup of tea Yat boy cha
Cup of coffee Yat go ga-fay
Bottle of water Yat jun soy
Juice Gwo jap
Take-out food/take-away Da bow

The check please? Mm-goy, my dan.

#### **PLACES**

I want to go to.... Oh seung hoy...
The International School of Macao Gok sie hok how
Macau Univ of Science & Technology Foe-gay die hok

Senado Square San ma lo
Macau Tower Gun gwong tap
Three Lamps District Sam san dung
Border gate Gwan jap

Macau Ferry Terminal (outer harbour)

Airport

New Yaohan Department Store

Kiang Wu Hospital

Government Hospital

Gong o ma tow

Gay chung

Bat bak boon

Geng wu yi yun

San deng yi yun

Macau Oh mun Taipa Tum jai Coloane Lo wan

# THINGS TO SEE AND DO



#### **SENADO SQUARE**

At the heart of Macao's historic centre is Senado Square, located on Ave. Almeida Ribeiro. It's a pedestrian shopping area paved in the traditional Portuguese mosaic wave pattern. You'll find brand name clothing and shoe stores alongside street vendors selling baby clothes, shoes and household items. There's a fresh food market, restaurants and shops selling some of the foods Macao is best known for such as almond cookies, meat jerky and delicious Portuguese egg tarts.

#### **RED MARKET**

The Red Market, located on the corner of Ave. de Horta e Costa and Ave. Almirante Lacerda, is a famous landmark in Macao known for its red bricks and art deco style. It's also a busy market where you can buy flowers, dried produce, seafood, meat and fresh fruits and vegetables at great prices.





#### **RUINS OF ST. PAUL**

The Ruins of St. Paul can be found on one of the narrow streets leading from Senado Square. The church was built between 1602-1637 but burned to the ground in a fire in 1835, leaving only the stairs and the front façade standing. It was restored in 1991 and 1995. The Museum of Sacred Art and Crypt, which houses religious paintings, sculptures and statues, was also built at that time.

## **MOUNT FORTRESS & MACAO MUSEUM**

Beside the Ruins of St. Paul are Mount Fortress and the Macao Museum. The fortress was built from 1617-1626 as a military defense against attacks from the sea. In 1965, it was converted to house the Meteorological Service and in 1996, it was opened to the public as the Macao Museum. The museum has some excellent exhibits all dedicated to the history and culture of Macao. It's open from 10:00 - 18:00 Tues-Sun (closed on Mondays).





#### **LOU LIM IEOC GARDEN**

This beautiful Chinese garden was originally built by wealthy businessman Lou Kau and inherited by his son Lou Lim leoc in 1906. It was later restored and opened to the public in 1974 by the Macau government. Located on Estrada de Adolfo Loureiro, the garden features a large pond filled with turtles and fish, flowering bushes and trees, a winding bridge and park benches for sitting. It's popular with the locals for tai chi, playing mahjong and singing traditional Chinese songs.

#### **A-MA CULTURAL VILLAGE**

A-Ma Cultural Village is a large cultural complex celebrating the deity A-Ma and was built in 2001 in the Qing Dynasty style. It features Tian Hou Palace, a bell tower, a dressing hall, museum and some shops. Up a steep hill next to the village you'll find the world's tallest statue of the goddess A-Ma, known as the protector of fishermen. Hours are 08:00 - 18:00 daily. There is shuttle bus service between the Façade at Estrada de Seac Pai Van and the village every 30 minutes.





#### THREE LAMPS DISTRICT

This historic area is a labyrinth of tiny shops and street vendors that sell all kinds of items at great bargain prices - everything from clothing, shoes, and household accessories to food items such as fruits and vegetables, fresh meat, baked goods and eggs. The neighborhood begins at Rotunda de Carlos da Maia (where the three street lamps can be found) and spreads out over several blocks.

#### **A-MA TEMPLE**

Built in 1488 during the Ming Dynasty, A-Ma Temple is the oldest temple in Macao. It contains six main parts all guarded by stone lions. In 2005, it became one of the designated sites of the Historic Centre of Macau on the UNESCO World Heritage List. It's a popular stop on any tour of Macao.





#### **GUIA FORTRESS & LIGHTHOUSE**

The Fortress, which also contains a chapel and a lighthouse, was built between 1637 and 1638 and stands on the highest point in Macao. The beam of light from the lighthouse can be seen for 20 miles. To get to the fortress, go to the bottom of Guia Hill on Ave. Sidonio Pais and take the short gondola ride to the top (or walk up the winding pathway). From there, follow the signs leading up to the fortress.

#### **COLOANE VILLAGE**

For a look back at what life was like in Macao years ago, take a stroll in Coloane Village. You'll find antique stores, temples and interesting shops as well as a pretty waterfront promenade. There are a variety of restaurants where you can stop and enjoy a meal.



#### **HAC SA BEACH**

Hac Sa Beach in Coloane is a long stretch of beach with a unique black-tinged sand. There are playgrounds, picnic and camping areas, and a variety of snack stands, cafes and restaurants. Recommended is Fernando's for excellent Portuguese food in a relaxed atmosphere. There's also a sports complex with an Olympic-size swimming pool, children's pool, tennis courts and a sports field.

#### **CHEOC VAN BEACH**

Located on the west side of Coloane Island in a small cove is Cheoc Van Beach. It's a favourite spot among TIS families. There's a small sandy beach great for playing and picnicking as well as a large free form swimming pool with lots of chairs and umbrellas for relaxing after a dip. Two restaurants (La Gondola and Pousada de Coloane) both have terraces overlooking the water if you decide to stay for dinner. Be prepared for a huge set of stairs down (and up) from the beach.





#### **MACAO SCIENCE CENTRE**

It's hard not to miss the Macao Science Centre with its silver, cone-like shape. Recommended is the Space Theatre of the Planetarium, which has a digital 3D projection system and ultra high definition 3D visual effects. The science centre is located on Avenida Dr. Sun Yat Sen in Macao.

Hours are 10 a.m. to 6 p.m.

#### **MACAO TOWER**

Macao Tower offers something for everyone – it's a one-stop entertainment centre for shopping, dining, movies and the famous AJ Hackett bungy jump, skywalk, sky jump and masthead climb. It's home to a number of restaurants and stores (including a Toys R Us), a movie theatre and a Mocha Club bar. For movie times, call 2893 3339. Visit the Macao Tower website for more information.



These cinemas are just like the ones at home and are located in the Galaxy Resort in Taipa. You can also buy "Director's Club" seats where you can recline in comfy Lazy-boy chairs while enjoying popcorn and drinks. Check <a href="here-for-movie listings">here-for movie listings</a>.



#### GIANT PANDA PAVILION & SEAC PAI VAN PARK



This is a nice family park in Coloane with children's playgrounds, picnic areas and a small zoo and aviary. It also includes the Macao Giant Panda Pavilion, home to four giant pandas and two red pandas. You can visit them daily from 10:00 - 13:00 and 14:00 - 17:00 (closed on Mondays). Visit the website for more info.

## **OLD TAIPA VILLAGE**

With its traditional shophouses and quaint cobblestone streets, Old Taipa Village provides visitors with an authentic slice of Macau. You'll find museums, colonial churches and temples alongside a vast array of restaurants and eateries. Originally a small fishing village, the area is now a popular tourist location that attracts thousands of people every year. The heart of Old Taipa Village is Rua de Cunha or "Food Street".





#### **TAIPA HOUSE MUSEUMS**

The Taipa House Museums, built in 1921, were originally the homes of the Portuguese governor and other high-level civil servants and their families. Today, the museum complex consists of five houses, of which four display various artifacts and exhibits on life during Macau's colonial era while another serves as an event venue.

#### MACAO CULTURAL CENTRE

The Macao Cultural Centre is the city's main venue for artistic events, conferences and exhibitions. Beautifully designed, it includes a garden, two auditorias and an art museum. It's located on Ave. Xian Xing Hai in the NAPE area. For more information on upcoming shows, call 2870 0699 or visit the website.





## **MARITIME MUSEUM**

The Maritime Museum is located on the same spot where the Portuguese first landed in Macao in 1557. Visitors can learn about the maritime history of China and Portugal as well as marine technology and transportation. There is also an interesting gallery of aquariums. The museum is located next door to the A-Ma Temple.

# SPORTS & RECREATION FACILITIES

Macao offers a host of sports and recreation facilities, gyms and fitness centres to satisfy any fitness enthusiast.



#### **SWIMMING**

Carmo Swimming Pools

Address: Rua da Restauração, Taipa

Phone: 2882 5202

Taipa Central Park Pool Rua de Seng Tou, No. 7 Phone: 2886 0072 Cheoc Van Swimming Pool

Address: Estrada de Cheoc Van, Coloane

Phone: 2888 2582

Macau Olympic Aquatic Centre

Rua do Desporto, Taipa Phone: 2883 3762

#### **MULTI-SPORT COMPLEXES & GYMS**

Olympic Sports Centre (Basketball, Hockey, Running Track, Table Tennis & Tennis)

Rua do Desporto, Taipa Phone: 2883 8593

Website

Warrior Fitness/Warrior Pole & Aerial Studio Va Nam Building, Avenida Olimpica, Taipa

Phone: 6223 1511/6360 9579

Website

Macao Fitness 251A – 301 Ave Comercial de Macau AIA Tower, 4th Floor, Macau

Phone: 2875 1189

Website

Life Project

277 Jardim Hoi Wan, Estrada Almirante

Magalhães Correia, Taipa

Phone: 6684 2299

Website

JK Fitbox

44 Avenida do Ouvidor Arriaga, Macau

Phone: 2855 0192

Website

24/7 Fitness

Ground Floor, Nova Mall

Avenida de Kwong Tung, Taipa

Phone: 6881 6104

<u>Facebook</u>

#### **WALKING & HIKING TRAILS**

There are 16 trails located in Taipa and Coloane. These paths lead to forested areas ideal for the exploration of flora and fauna. The main trails are: Taipa Grande Trail, Taipa Pequena Trail, Colane Trail and the Hác Sá Long Chao Kok Family Trail. Click <a href="here">here</a> for more information about walking trails in Macau.

# TRAVELLING IN ASIA



Because of its central location, Macao is the perfect starting point for travel to other Asian countries such as Thailand, Indonesia, Malaysia, Vietnam, Philippines, Myanmar, Laos, Cambodia, South Korea, Japan, Mainland China and many others! They're all within easy reach thanks to a slew of budget airlines that fly to hundreds of destinations on a regular basis.

Connecting flights will take you to many other parts of Asia as well as Europe and America.

Hong Kong International Airport offers an even greater number of direct flights to Asian destinations and beyond – it's just a matter of travelling from Macau to HKIA via the HZM Bridge (30 minutes) or a CotaiJet ferry (60 minutes).

Here is a list of popular airlines that provide service from Macau International Airport to destinations throughout Asia:

Air Macau

**EVA Airlines** 

Air Asia

Scoot

Philippine Airlines

Cebu Pacific Airlines

Air China

**China Airlines** 

China Southern Airlines

China Eastern Airlines

Spring Airlines

Vietnam Airlines

# **CONSULAR SERVICES**

#### **Consulate General of Canada**

The Consular Section of the Consulate General of Canada is located in Hong Kong, and is responsible for delivering consular services to Canadians living in both Hong Kong and Macao.

To serve Canadians residing in Macao, the department visits

Macao on a periodic appointment basis to provide the following consular services:

- 1. Passport Services (Passport applications and enquiries)
- 2. Citizenship Services (Citizenship applications and enquiries) Please visit the consular <u>website</u> for more information.



The Consular Section of the Consulate General of the United States is located in Hong Kong, and is responsible for delivering consular services to US Citizens living in both Hong Kong and Macao.



To serve US Citizens residing in Macao, the department visits Macao on a periodic appointment-only basis to provide the following consular services:

- 1. Passport Services (Passport applications and enquiries)
- 2. Passports and Consular Reports of birth abroad
- 3. Notarials
- 4. Birth Registrations

Please visit the consular website for more information.

#### Consulate General of Australia

The Consular Section of the Consulate General of Australia is located in Hong Kong, and is responsible for delivering consular services to Australian Citizens living in both Hong Kong and Macao.



To serve Australian Citizens residing in Macao, the department visits Macao on a periodic appointment-only basis to provide the following consular services:

- 1. Passport Services (Passport applications and enquiries)
- 2. Limited notarial services

Please visit the consular website for more information.

# **USEFUL PHONE NUMBERS & WEBSITES**

#### **PHONE NUMBERS**

**Emergency: 999 Police: 2857 3333** 

Fire Department: 2857 2222

Hospital Conde de S. Januário: 2831 3731

Hospital Kiang Wu: 2837 8311

Tourist Hotline: 2833 3000

Telephone Directory Enquiries: 181 (Chinese/English) Telephone Directory Enquiries: 185 (Portuguese)

International Telephone Enquiries: 101

Weather: 1311

Black Taxi: 8500 0000, 2828 3283 or 2881 23452893



#### **WEBSITES**

Macau.com Macao Government Tourism Office

Macao Weather Forecast Macao Yellow Pages

Macao Airport International Ladies Club of Macau

Macao City Guide Hong Kong Tourist Info

TIS Address in Chinese:

**>**<

The International School OF MACAO | 澳門國際學校

氹仔偉龍馬路澳門科技大學E座