

# Baltic Defence College

*Ad Securitatem Patriarum*



## NEWCOMERS' GUIDE



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# 1. Baltic Defence College

The Baltic Defence College (BALTDEFCOL) is a modern, future-oriented, English-language based international institution focusing on operational and strategic level professional military education with a Baltic regional focus and Euro-Atlantic scope. It provides high quality professional development courses to the officers and civil servants from the Baltic states as well as their NATO/EU allies and PfP nations. BALTDEFCOL was created as one of the common Baltic military cooperation projects. The college applies contemporary educational principles, effective management and best use of intellectual and material resources while promoting international cooperation and networking.

The educational portfolio of the college offers five residential courses: Senior Leaders' Course and Command Senior Enlisted Leaders' Course at the strategic-political level, Higher Command Studies Course at the strategic level, and Joint Command and General Staff Course, and Civil Servants' Course, both at the operational level.

In addition, BALTDEFCOL hosts and co-hosts international conferences like the annual conferences on Russia and Baltic Military History and conducts applied research.

## 1.1 Code of Conduct

The Baltic Defence College has a Code of Conduct, which all members of staff are expected to abide by. The Code of Conduct contains the following principles:



## 1.2 Courses

### **Senior Leaders' Course (SLC)**



The Senior Leaders' Course is a strategic-political level course designed for Flag Officers and their civilian equivalents to prepare senior leaders for future challenges by improving their strategic vision and enhancing their capacity to better lead and manage their respective institutions. The course is one week long and runs annually at the end of November—beginning of December.

### **Command Senior Enlisted Leaders' Course (CSEL)**



The course provides Continuing Education for selected Command Senior Enlisted Leaders, and is focused on the strategic level. The aim of the course is to prepare CSEL to effectively advise, support and enhance strategic level leaderships' decision making to meet anticipated political and security challenges in a

### **Higher Command Studies Course (HCSC)**



The Higher Command Studies Course is a strategic-level course that educates senior officers and civil servants. The Supreme Allied Command has accredited the Higher Command Studies Course as a NATO course. The course runs annually from January to June.

### **Joint Command and General Staff Course (JCGSC)**



The Joint Command and General Staff Course focuses on the operational level, with a strong emphasis on joint operations planning. Topics covered in this course include operations, security and strategy, defence management and leadership. The course runs annually from August to June.

### **Civil Servants Course (CSC)**



The Civil Servants Course seeks to increase the knowledge and skills of civil servants to allow them to take an effective and active role in the development and implementation of national security and defence policies through successful civil-military partnership and cooperation at the operational and strategic levels. The course runs annually from August to June in parallel with JCGSC.

## 1.3 Practical Information

### **COURSE OFFICE for students**

The Course Office is your main point of contact for issues related to administration and student arrival. Every student or their personnel department must contact the Registrar, Ms Kaie Ehrenberg, phone +372 717 6469, e-mail [kaie.ehrenberg@baltdefcol.org](mailto:kaie.ehrenberg@baltdefcol.org). They must provide their arrival information, including the flight details and date of arrival.

### **SECRETARIAT for staff**

Incoming staff should contact the Head of Human Resources and Administration Section, Ms Liis Noorkõiv, by phone at +372 717 6415 or e-mail [info@baltdefcol.org](mailto:info@baltdefcol.org) prior to arrival.

### **PASSPORT AND VISAS**

BALTDEFCOL will arrange a NATO SOFA (Status of Forces Agreement) stamp in your passport allowing you to stay in Estonia for the duration of your studies or work. To arrange this stamp, BALTDEFCOL needs your NATO or National Travel Order with dates covering the period of stay and a copy of the information page of your passport. Please ensure your passport is valid at least three months after your course or employment comes to an end.



### **SECURITY**

All students studying at BALTDEFCOL must have confidential level or higher security clearance granted by the sending state. The clearance must be effective before commencing studies at BALTDEFCOL and must cover the entire duration of your studies. Students must bring a copy of their security clearance certificate to BALTDEFCOL Course Office on arrival.

### **HEALTH INSURANCE**

Each student and staff member has to have a valid health insurance, FORM EIII. If you are from a country that is a member of the EU, you must have your EU Healthcare Insurance card with you. If you come from a non-EU country, you should have some other form of health insurance. Outreach students' insurance is

provided by respective sponsoring country for the duration of your course. Basic medical help is provided by the Estonian Military Academy (EMA) doctors.

**BALTDEFCOL ID CARD**

The BALTDEFCOL ID card functions as:

- ◆ an ID card within the College;
- ◆ a key card to give you access to College premises.

ID card should not be used outside the College premises.

Cards are provided to students and staff members by the BALTDEFCOL’s Head of Logistics Support Section. Cards must be returned when your time of service, study or work at BALTDEFCOL comes to an end.

**UNIFORM REQUIREMENTS**

BALTDEFCOL Regulations lay down categories of dress that will be used whenever a dress code is specified in BALTDEFCOL activity. Staff members are expected to wear either the appropriate form of civilian clothing or the uniform of their state that matches most closely the BALTDEFCOL category. Dress categories used in BALTDEFCOL activities are:

<b>Military</b>	<b>Civilian (male)</b>	<b>Civilian (female)</b>
Service dress Explanation: Day uniform with jacket and tie. Medal ribbons.	Informal / Business suit Explanation: tie, one colour.	Informal / Business suit Explanation: formal dress, or blazer with a pair of trousers or a skirt in a matching fabric.
Working dress Explanation: Service dress without jacket. Pullover / sweater can be worn. Pending on temperature, short sleeves shirt, open neck.	Casual Explanation: jacket (tie optional) or pullover. Pending on temperature, short sleeves collared shirt. No jeans or t-shirt.	Casual Explanation: work dress, or blouse (with sleeves) with dress pants, pencil skirt or A-line skirt. Cardigan or blazer can be worn over the blouse. No jeans, t-shirt or mini skirt.
Field dress Explanation: Combat uniform. Pending on temperature, sleeves can be rolled up.	Very casual Explanation: open neck, could include jeans or t-shirt.	Very casual Explanation: could include jeans or t-shirt.
Relaxed Explanation: Anything goes.	Relaxed Explanation: Anything goes.	Relaxed Explanation: Anything goes.

## **HOUSING**

BALTDEFCOL housing area (<http://www.baltdefcol.org/?id=41>) is located at Ida St. in Tartu, approximately thirty minutes by foot from the college's main building and twenty minutes from the city centre. Apartments in dormitories are fully furnished (furniture, TV, internet, kitchen, bathroom).

BALTDEFCOL staff may find accommodation elsewhere in Tartu. To get some help, please contact with Host Nation Support Specialist.

## **DINING**

BALTDEFCOL uses the EMA canteen as its in-house dining facility. The canteen offers three (3) meals per day (breakfast, lunch and dinner). You will be fully briefed on canteen procedures upon arrival.

## **SPORTS FACILITY**

BALTDEFCOL students and staff have full access to the EMA sports facility.

## **BALTDEFCOL LIBRARY**

The A. P. Møller Defence Research Library is a specialised military library at the BALTDEFCOL. The primary goal of the library is to support the college's courses and research programme. The library's collection focuses on military art and science, strategy and tactics, technology, history, strategic and security studies and international relations.

## **TECHNICAL EQUIPMENT**

All students will be given a laptop computer when coming to study at the BALTDEFCOL. The housing area contains wired Internet access. Mobile phones are easily purchased in Tartu for private calls.

## **POSTAL SERVICE**

If you need something to be sent to you by regular mail, you can have it sent to BALTDEFCOL postal address:

Your name C/O

Baltic Defence College

12 Riia St, 51010

Tartu, Estonia





## PARKING & TRANSPORTATION

Parking spaces around BALTDEFCOL are very limited. Students are not allowed to park their cars on BALTDEFCOL grounds. Staff members should contact the Security Officer to apply for a parking permit.

## SOCIAL EVENTS

BALTDEFCOL organises a variety of social events for students, staff and their families.

- **International Night**

International Night is a social event for our international staff members, students and their families. It offers an opportunity to get to know about other cultures and traditions. The International Night is held once a year.

- **Baltspouses**

Baltspouses is an unofficial social club for spouses of our international staff members and students.

Baltspouses represent cultures from wide-ranging countries and share knowledge from one to another. Baltspouses meet a couple of times in a month for a different workshops or coffee mornings.



## STAY CONNECTED

The BALTDEFCOL publishes a range of materials.

Annual publications covering military, strategic, security-related, international and historical issues can be found on BALTDEFCOL's website <http://www.baltdefcol.org/?id=20>

Join our Facebook community [www.facebook.com/baltdefcol](http://www.facebook.com/baltdefcol).

This is BALTDEFCOL's official page on Facebook where international and Estonian community members can meet virtually.

Follow College news on Twitter <https://twitter.com/BALTDEFCOL>.

This is the best way to stay up to date on what's happening in the college, including international conferences and seminars, roundtables, workshops, college events etc.



## 2. Estonia

Located in Northeastern Europe, Estonia connects the dots between Scandinavia, Central Europe, and what lies to the east.



### 2.1 Arrival to Estonia

You can arrive in Estonia by plane, bus, train, ferry or car. You will most likely arrive in Tartu via Tallinn.

#### **BY PLANE**

There are direct flights to Tallinn from a number of European cities. The Tallinn-Tartu express bus stops at the airport on Floor 0 (facing the parking lot in front of the airport) every hour. You can also reach Tartu easily from Riga Airport (245 km to Tartu).

#### **BY FERRY**

Arrival in Estonia by sea is possible from several Baltic ports. To reach Tartu from the ferry terminal the easiest way is to take a taxi to the central bus station and catch one of the frequent Tallinn-Tartu buses.

#### **BY BUS**

International bus lines connect Estonia with neighbouring countries and beyond. There is a regular coach service between Tallinn, Tartu and Pärnu. Connections with the other Baltic countries are quite frequent which means that it is possible to arrive in Tartu via Riga or Vilnius. For bus trips in Estonia visit <https://www.tpilet.ee/en>.

#### **BY TRAIN**

Tartu is served by frequent trains from Tallinn. For train information visit <http://elron.ee/en/>.

## 2.2 Facts about Estonia

**Official name:** Republic of Estonia (in Estonian: *Eesti Vabariik*)

**Independence declared:** 24 February 1918

**Capital:** Tallinn

**Official language:** Estonian, with English widely spoken

**Currency:** Euro €

**Time zone:** EET (UTC+2)

**International dialling code:** + 372

**Population:** 1, 365,884 (as of May 2023 est. by Statistics Estonia)

**Main ethnic groups:** Estonians 69.1%, Russians 23.7%, others 7.3%

**Type of government:** parliamentary democracy

**Legislature:** unicameral parliament – Riigikogu

**Head of State:** President (since 2021 Alar Karis)

**Head of Government:** Prime Minister (since APR 2023 Kaja Kallas)

**Highest judiciary:** Supreme Court.

**Membership in international organisations:** United Nations Organisation (since 17 October 1991), North Atlantic Treaty Organisation (29 March 2004), European Union (1 May 2004).

**Area:** 45 227 sq. km

**Coastline:** 3794 km

**Largest islands:** Saaremaa, Hiiumaa and Muhu.

**Forests** cover about 50% of the country.

**Largest lakes:** Lake Peipus (Peipsi) and Lake Võrtsjärv

**Highest point:** Suur Munamägi (Great Egg Hill), 317,2 m

**Larger cities:** Tallinn (pop. 426 745), Tartu (98 480), Narva (58 663), Pärnu (39 728), Kohtla-Järve (37 201)

**15 counties:** Harjumaa, Hiiumaa, Ida-Virumaa, Jõgevamaa, Järvamaa, Läänemaa, Lääne-Virumaa, Põlvamaa, Pärnumaa, Raplamaa, Saaremaa, Tartumaa, Valgamaa, Viljandimaa, Võrumaa

**Climate:** humid-temperate

Despite its northern latitude, Estonia's climate is relatively mild because of its proximity to water. The coldest months are January and February, when the temperature stays around -15 to -5°C although it can drop to -30°C. From May to September the average temperature during daytime is +18 to +23°C, but it can rise up to +30°C.

## SYMBOLS



### The National Coat of Arms

The grand coat of arms of the Republic of Estonia has three blue lions, passant guardant, on a golden shield. On both sides, and at the bottom, the shield is framed by two golden oak branches that cross at the base of the shield. The small coat of arms features no oak branches. The Estonian coat of arms has ancient roots and resembles both

that of Denmark and of England. The three leopard-like creatures on a gold background were first used in 1219 as part of the coat of arms of the city of Tallinn and later in history, of the Estonian province. In 1925 it became the national coat of arms.

### The Estonian Flag

The national flag of Estonia features three equal horizontal bands of blue (top), black, and white.

The colors of the **flag** are said to **symbolize**:

Blue - the color of faith, loyalty and devotion, the blue sky, sea and lakes of **Estonia**;

Black - tragic past of **Estonian** nation, the traditionally black jacket of the **Estonian** peasant during past times;

White - the striving towards enlightenment and virtue. White is also the color of birch bark and snow, and summer nights illuminated by the midnight sun.



## ANTHEM

The Estonian national anthem 'My native land, my joy, my delight/ Mu isamaa, mu õnn ja rõõm', is written by Frederik Pacius, text by Johann Voldemar Jannsen.

## **2.3 Right of Residence and Residence Permits**

The following is only a brief summary of information you need to know regarding residence in Estonia. For more complete information on residence permits and other useful details, please contact BALTDEFCOL secretariat.

EU, EEA and Swiss citizens are free to enter Estonia and stay for three months without a visa. If they stay for more than three months, they must apply for temporary residence, register their address and apply for an ID card. Citizens of third countries may need a visa for short-term visits (up to six months) as well.

### **Population Register Office in Tartu:**

Küüni St. 5, Phone +372 736 1140

Opening hours Mon 9-12, 14-17.30, Tue 12-16, Wed, and Fri 9-12, 13-16, Tue closed

To register yourself, you need an identity document (e.g. a passport) and a tenancy contract. Once you have registered yourself, you will receive an Estonian ID number (isikukood). Please inform the BALTDEFCOL secretariat of this number. After you have been granted the right of temporary residence, you must personally contact the Citizenship and Migration Bureau of Police and Border Guard Boards (Migration Bureau) within one month to apply for an identity card (ID card) which certifies your right of temporary residence. More information at [www.politsei.ee](http://www.politsei.ee).

### **Migration Bureau in Tartu (Kodakondsus- ja Migratsioonibüroo Tartu teenindus)**

Riia St. 132, Phone +372 612 3000, e-mail [info@politsei.ee](mailto:info@politsei.ee).

Opening hours Mon-Fri 9-17, last Friday of each month the office is closed.

**NOTE:** Your ID card can be used as identification for giving digital signatures, and it carries the residence and work permit data. ID cards can be used for a range of electronic services in Estonia, such as online banking, mobile phones, etc.

## 2.4 Health Insurance

The Estonian health insurance system is based on solidarity – all insured people have the same rights. To receive health insurance from the Estonian Health Insurance Fund (EHIF), taxes must be paid in Estonia, and an Estonian ID number is needed. You get an ID number together with a temporary residence permit or residence permit for employment. If you are working in Estonia for a short period and do not possess a residence permit, you can receive an ID number by contacting the county government and filling in an application form.

When visiting a doctor, you only need to take an identification document with you and the health care provider will be able to find out the necessary information using your identification number.

The EHIF pays for visits to doctors and hospital treatment, and covers part of the costs of some medicines. The EHIF covers the costs of medical treatment apart from the fee for visiting medical specialists (5 EUR) and the hospital in-patient fee (2.5 EUR per day and for up to 10 day per hospitalisation). First aid in the event of emergencies is free of charge for everyone.

EU citizens are entitled to the same social benefits in Estonia as the residents of Estonia. Therefore, international staff coming from the EU countries should obtain an EU health insurance card (EHIC) from their home country before arriving in Estonia.

**NOTE: EHIC is not an alternative to travel insurance. It does not cover any private healthcare or costs such as a return flight to your home country or lost/stolen property.**

Citizens of third countries coming to Estonia for a short period of time should obtain private health insurance in their home country or in Estonia. Having valid health insurance is one of the visa requirements. Citizens of third countries staying here on the basis of a residence permit or a residence permit for employment and are employed here are insured by the EHIF.

### **Estonian Health Insurance Fund**

Phone number 16363 or +372 669 6630.

**Tartu Department of Estonian Health Insurance Fund**

Riia St. 142, Phone +372 669 6630, [tartu@haigekassa.ee](mailto:tartu@haigekassa.ee).

## 2.5 Economy

Estonia has a modern market-based economy in which the prices of goods and services are determined in a free price system. Estonian economy has been cited as one of the most liberal in Europe; it has a balanced national budget, flat-rate income tax, and very few customs tariffs. Estonia is also considered as the most entrepreneurial country in Europe. It only takes 3 hours to start a company in Estonia. Flexibility and openness are the characteristics and pervasive principles of Estonia's economic policy. **Learn more about Estonian economy** <http://estonia.eu/>

## 2.6 E-Estonia

Three quarters of the Estonian population aged between 16–74 years use the Internet. Fast Wi-Fi is available in many public places free of charge. Estonia is considered one of the most advanced e-societies and offers its residents a wide variety of public services through the Internet, such as e-school, e-taxes, e-police, e-elections, e-healthcare, and many more. This means less bureaucracy, while adding more transparency and efficiency in some vital sectors such as healthcare and education. All these e-services can be easily accessed by means of Estonian ID card which does not only serve as an identity or travel document within the EU, but can also be used for online user authentication and for signing digital documents. **Discover more about e-solutions** <http://e-estonia.com>

## 2.7 Culture

There are several databases about upcoming concerts, theatre performances and exhibitions.

**Upcoming culture events in Estonia** [www.culture.ee](http://www.culture.ee)

Culture and main events calendar in Tartu [www.kultuuriaken.tartu.ee](http://www.kultuuriaken.tartu.ee)

Eesti Kontsert [www.concert.ee](http://www.concert.ee)

Piletilevi - Tickets on the Internet [www.piletilevi.ee](http://www.piletilevi.ee)

Estonian culture is that of a nation of a little more than one million people. Along with the language, the culture is the main vehicle for Estonian identity, hence the respect which Estonians feel for it. As Estonia is situated between Eastern and Western Europe, it can be considered as cultural border area or, to be more precise, a crossing point of cultures.

## MUSIC

Our ticket to the outside world is music. World-famous conductors include Neeme Järvi, Eri Klas and Tõnu Kaljuste, while composers like Arvo Pärt, Veljo Tormis and Erkki-Sven Tüür are well known abroad. Anu Tali is attracting more and more attention.

The role of music and singing has throughout the centuries been of utmost importance for the preservation of the Estonian nation.

The tradition of great Song Festivals, which was born during the swell of the national movement in the 19<sup>th</sup> century, has remained a distinctive cultural event to the present day. Nearly one in every ten Estonian participates, as a spectator or a singer, in our famous Song Festival that belongs to the UNESCO Cultural Heritage. Annual festivals such as the Viru Folk and the Viljandi Folk Music Festival bring together the most unique artists from around the world.

Concerts of the Estonian National Male Choir, Estonian National Symphony Orchestra or Estonian Philharmonic Chamber Choir are definitely worth watching out for. The most important organisation organising classical music concerts is the State Concert Institute, Eesti Kontsert.



## VISUAL ARTS

Although visual arts know no language barriers, the path to international success for Estonians in this field has been a little bumpier than in music. Since 1997, an important role in introducing Estonian modern art has been played by the Venice Biennial, at which Estonia has been represented by the most internationally well-known Estonian artists Jaan Toomik and Ene-Liis Semper, as well as by Marco Laimre, Kaido Ole, and Marko Mäetamm, among others. The world of Estonian visual arts received a boost from the opening of the new main building of the Art Museum of Estonia – KUMU Art Museum – at the beginning of 2006 in Kadriorg, Tallinn.



## **LITERATURE**

Due to the protestant tradition, Estonian culture is often regarded as word- rather than image-centred and the emphasis is considered to be on the importance or even preferred position of literature in comparison to other arts. Some of the famous names of the Estonian literature include Jaan Kross, Jaan Kaplinski, Tõnu Õnnepalu, Hasso Krull, Viivi Luik, Andrus Kivirähk, Kaur Kender, Doris Kareva.

## **THEATRE**

Estonian theatre, which has been influenced by both Russian and German schools of theatre, has strong traditions and is treasured by the public. The oldest Estonian theatre is the „Vanemuine” in Tartu. It has retained its universality by staging drama and music, as well as dance performances. In addition to the opera and ballet house, Estonia and the Estonian Drama Theatre, which are traditionally considered the leading Estonian theatres, the Tallinn City Theatre has also become an elite theatre praised for its creative endeavours. Over the last few years we have seen the dynamic rise of the new theatre NO99, which embraces new directions in theatre.

## **FILM**

Estonian film production has also gained momentum over the past few years. The films of both Veiko Õunpuu and Ilmar Raag have picked up awards from various film festivals. The year 2010 saw success for Estonian cinema in the United States, where young director Tanel Toom earned the Student Academy Award for his short film "The Confession". The trademark of the Estonian film industry has for decades been animation, and its calling card Priit Pärn's animated cartoons are considered among the best in the world.

## **MUSEUMS**

The variety of museums in Estonia ranges from a mining museum, a glass museum and railway museums to the Seaplane Harbour Museum and Science Centre “AHHAA”. The permanent exhibition of the Estonian National Museum introduces the everyday life of Estonian peasants, Estonian holidays and changes in Estonian culture.

### 3. Tartu

Tartu is the second largest city in Estonia. In contrast to Estonia's political and financial capital Tallinn, Tartu is often considered the intellectual and cultural hub.



#### 3.1 Getting Around

##### **PUBLIC TRANSPORTATION**

Buses and minibuses operate daily from early morning to mid-night.

Information about bus schedules, bus stops and bus lines can be found at <http://tartu.pilet.ee>. This web page helps you to navigate Tartu's public transportation network efficiently.

Tickets for buses can be purchased from newsstands or from a bus driver. Make sure you either have a valid ticket before getting on public transport, or buy one from the driver immediately upon entering. (If you need to buy a ticket, enter from the front door; tickets are only sold at stops, not while driving. Note that tickets bought from the driver are more expensive than from a newsstand). Passengers travelling with fake tickets, without ticket or without proof of discount eligibility will be fined. See more information [www.pilet.ee](http://www.pilet.ee).

For transportation outside Tartu, check the timetables and prices for buses at [www.tpilet.ee](http://www.tpilet.ee) (you can buy tickets online) and for trains at <http://elron.ee/> (you can buy tickets online).

## TAXI

There are many taxi companies in Tartu. Taxi prices are quite affordable, and it is possible to get a receipt from the driver. Fare prices can be checked from the taxi window before getting in. While taxis can be found in stops in the cities, ordering a taxi by phone is more convenient as well as more efficient.

- ♦ Elektritakso - 1918
- ♦ Takso Üks - 1210
- ♦ Tartu Taksopark - 730 0200
- ♦ BOLT app



## CYCLING

Tartu is small enough to get around by bike. On 8 June 2019, Tartu unveiled its bike share system, comprised of 750 bikes in 69 bike share stations across the city. A total of 500 bikes are electric and the remaining 250 are regular bikes. [More info.](#)

In addition, there are several possibilities to rent a bike.

You can find second-hand bikes for sale at:

- ♦ Rattaring, <http://www.rattaring.ee/>, Aardla St. 112, Phone +372 504 5961, opening hours Tue-Fri 10-18, Sat 10-15
- ♦ Jalgratas, <http://www.kauplusjalgratas.ee/new-and-used-bikes-tartu-rental/>, Lauupeo pst. 21, Phone +372 742 1731, opening hours Mon-Fri 10-18, Sat 10-14
- ♦ Sports Store Velospets, <http://tartu.velospets.ee/>, Riia St. 130, Phone + 372 738 0406, opening hours Mon-Thu 10-16

## CARS AND PARKING

Renting a car is quite expensive (and one generally needs to use a credit card), so for a longer stay alternative options, like leasing or bringing your own car, are more convenient. In Estonia you can drive a vehicle registered abroad for 12 months without registering it here. In the event of a longer stay, the vehicle should be registered at the Estonian Motor Vehicle Registration Centre. All vehicles must be insured. Driving licences of the EU are valid in Estonia and you do not need to exchange them for an Estonian licence. Foreign driving licences that have been issued in accordance with the Vienna Convention are valid in Estonia for one year, and you should

exchange your driving license for an Estonian license within 12 months after coming to Estonia.

A parking fee is usually required in city centres. Signs indicate the prices for different parking zones. Blue lines on a parking space also indicate that it is in a paid parking area. Parking tickets can be purchased from street-side machines. It is also possible to pay for parking using a mobile phone, for which detailed instructions are provided by your mobile phone operator. Usually the first 15 minutes of parking are free of charge (depending on local government regulations) if you indicate the starting time. A parking fee must be paid in Tartu from 8.00–19.00 from Monday to Saturday. Sunday and national holidays are free.

The Automobile Club of Estonia helps its members and others in case of unexpected car problems, such as flat tires, and provides other services. **Help number: 1888.**

#### Car rental companies in Tartu:

- ◆ [www.hertz.ee](http://www.hertz.ee)
- ◆ [www.budget.ee](http://www.budget.ee)
- ◆ [www.citycar.ee](http://www.citycar.ee)
- ◆ [www.avis.ee](http://www.avis.ee)
- ◆ Bolt Drive

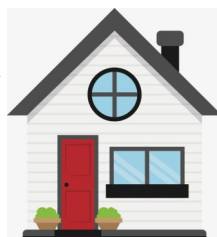


## 3.2 Accommodation

### RENTING A HOUSE OR A FLAT

There are a great number of real estate agencies to turn to. Assistant can ask help from BALTDEFCOL's Host Nation Support person to get a list of realtors. You can also explore newspaper advertisements or Real Estate Websites like [www.kv.ee](http://www.kv.ee) and [www.city24.ee](http://www.city24.ee).

In Estonia, a lease contract should be prepared in accordance with the Law of [www.legaltext.ee](http://www.legaltext.ee), which has also been translated into English and can be found at [Riigi Teataja](#), paragraphs 271-338 deal with lease contracts.



### 3.3 Health Care System

The first person to consult in case of illness is the general practitioner – family physician; if necessary, they refer the patient to a specialist. Family physician gives advice concerning the prevention of diseases, takes preventive measures and issues health certificates, certificates of incapacity for work and prescriptions. Everyone has the right to choose (and change) his or her own family physician by submitting an application to the physician selected.

**For any assistance, please call to the advisory line of the family physician 1220 (it operates 24 hours a day and is free of charge)**

Visits to family physicians are free of charge if you have valid Estonian health insurance or a European Health Insurance Card. Currently, a fee of 5 EUR is to be paid for a family physicians home visit. In order to see a medical specialist, you need a referral from your family physician and some patience — the queues can be long. For visits to medical specialists, a visit fee is charged (no more than 5 EUR, but it may vary in different practitioners). No referral is needed to visit a psychiatrist, gynaecologist, dermatovenerologist, ophthalmologist, dentist, pulmonologist (for tuberculosis treatment), infection specialist (for HIV/AIDS treatment), surgeon or orthopaedist (for traumatology). Some clinics accept credit card payments, some do not.

#### **FAMILY PHYSICIANS**

Since a system of family physician exists in Estonia, you should choose a doctor for yourself and enter your name into his or her patient list.



Family physicians' centres:

- ♦ **Family Physicians' Centre of the University of Tartu**, <https://www.kliinikum.ee/en/>, Puusepa St. 1A, Phone +372 731 9100
- ♦ **Family Physicians of the City Centre of Tartu**, <https://www.raatusetk.ee/kontakt>, Raatuse St. 21, Phone +372 742 3378
- ♦ **Medicum Family Physicians**, <https://www.medicum.ee/en/perearstikeskus/>, Turu St. 2, Phone +372 731 2260

More information at [www.tartu.ee](http://www.tartu.ee).

Companies or sole proprietors who hold corresponding activity licenses may provide specialized out-patient care. Here is the list of some specialized out-patient care institutions:

Clinic	Field of Operation /Services	Address	Contact
<a href="#">Qvalitas</a>	health care plans, general practitioner, travel medicine, vaccination, medical services, medical certificates, massage, manual therapy, etc.	Riia St. 2	+372 731 2260 <a href="mailto:tartu@qvalitas.ee">tartu@qvalitas.ee</a>
<a href="#">Tartu Linna Polikliinik</a>	general practitioner, vaccination, medical services, medical certificates, gynaecology, urology, endocrinology, arthroscopy, stomatology, ophthalmology, paediatrics and surgery, rehabilitation	Raatusse St. 21	+372 744 1372 <a href="mailto:info@tlp.ee">info@tlp.ee</a>
<a href="#">OÜ Tipparst</a>	Orthopaedics, neurology, gastroenterology	Vaksali St. 17	+372 734 1903 <a href="mailto:tipparst@tipparst.ee">tipparst@tipparst.ee</a>
<a href="#">Elite Kliinik</a>	specialized care, gynaecology, urology, endocrinology, arthroscopy, stomatology, ophthalmology, paediatrics and surgery	Sangla St. 63	+372 740 9930 <a href="mailto:info@elitekliinik.ee">info@elitekliinik.ee</a>
<a href="#">Medex Päevakirurgia Erakliinik</a>	orthopaedics, gynaecology, rehabilitation, ear-nose-throat doctor, neurology, cardiology, vascular surgery, dermatovenerology, gastroenterology, abdominal diseases diagnosis and treatments, ultrasound examinations, gastroenterologist	Kalevi St. 4	+372 736 6088 <a href="mailto:info@medex.ee">info@medex.ee</a>

In case of emergency call 112 or go to the emergency room at Tartu University Hospital, L. Puusepa St. 8, Section M, General information phone (24h) +372 731 8183.

24h pharmacy is Tartu Raeapteek in the Town Hall building at Town Hall Square.

## DENTISTS

Children below the age of 19 receive dental treatment free of charge. Dental care for adults is not free of charge. A typical visit may cost upwards of €9.60, depending on the problem. There are many dental care providers in Tartu; the most central one is the **Stomatology Clinic of the University of Tartu**, L. Puusepa 1A, 4<sup>th</sup> floor, phone +372 731 9889/ +372 731 9282.

Here is a list of some dentists:

Clinic	Field of Operation /	Address	Contact
<a href="#">Maxilla</a> <a href="#">Hambakliinik</a>	full range of dental services, from pre-ventive dentistry to complex surgical	Soola St. 8	+372 737 1100 <a href="mailto:tartu@maxilla.ee">tartu@maxilla.ee</a>
<a href="#">Ode Hambaravi</a> <a href="#">Suukirurgia ja</a> <a href="#">implantatsiooni-</a> <a href="#">kliinik</a>	oral surgery and implantation clinic	Riia St.11	+372 742 0320 <a href="mailto:info@ode.ee">info@ode.ee</a>

## 3.4 Safety

Wearing a pedestrian reflector during the darker months is mandatory in Estonia!

Wearing a helmet is mandatory for up to 16 year cyclists and moped drivers. Working front light and back light should be installed to bicycle while riding in the dark. Provide your bicycle with a good U-lock.

When driving a car, wearing seatbelts and using headlights is required by law at all times.

You should carry your car's registration and proof of insurance with

Inspected 1kg fire extinguisher should be present in the car. Car inspection has to be done annually.

Winter tires (studded) or equivalent are mandatory to be used on all vehicles from December 1 to March 1.

### 3.5 Communication

#### PHONE

Estonia boasts one of the highest numbers of mobile phones per capita in the world. Many people have stopped using landline and prefer mobile phone services. Customers can choose between a contract with a mobile phone service provider or a pre-paid calling card. Calling cards (in Estonian: *kõnekaart*) have no monthly fee, but are charged slightly higher rates per minute, and can easily be bought from any petrol station or newsstand. Popular brands are Simpel, Smart, Diil and Zen.

The three largest mobile phone service providers in Estonia are Telia, Tele2 and Elisa.

- ◆ [www.telia.ee/en](http://www.telia.ee/en)
- ◆ [www.tele2.ee](http://www.tele2.ee)
- ◆ [www.elisa.ee](http://www.elisa.ee)



Mobile phones can be used for parking, buying public transport tickets, and making other payments. Several service providers offer various options for Internet access. In order to make international phone calls, you must first dial 00 or +, followed by the country code. Estonia's country code is +372.

#### INTERNET

There are plenty of possibilities to access Internet in Estonia. Public Internet access is provided in most libraries. Most of the restaurants and cafés provide Wi-Fi access for customers. More information on Wireless internet WIFI access areas can be found at [www.wifi.ee](http://www.wifi.ee).





## 3.6 Services

### **BANKING**

Banking in Estonia is well developed, and financial matters are quite straightforward and convenient. Opening a bank account is very simple – you can do so at the nearest bank office; all you need is an ID card or passport.

#### **List of banks:**

- ◆ [www.swedbank.ee](http://www.swedbank.ee)
- ◆ [www.seb.ee](http://www.seb.ee)
- ◆ [www.lhv.ee](http://www.lhv.ee)
- ◆ [www.luminor.ee](http://www.luminor.ee)

In addition to cash, debit and credit cards are also accepted in most shops, restaurants and companies. Salary payments are usually made to a person's bank account. The ATMs of the larger banks can be found in branch offices, petrol stations, larger supermarkets and other frequently visited places. VISA and MasterCard are widely accepted. Internet banking is very popular. When transferring money between countries, check the additional service charges, as these can be rather expensive. ATM/cash point machines operate in three languages (Estonian, English and Russian).

### **POSTAL SERVICE**

Omniva is the only provider of universal postal service in Estonia. For sending/receiving parcels you can also use Omniva, DPD or SmartPost. For very fast delivery, you can also use the courier and parcel services of CargoBus, which amongst other services (like terminal-to-terminal or terminal-to-receiver) also offers door-to-door delivery. The closest Post Office is Riia 2, 51004 Tartu.

**Estonian Post** - [www.omniva.ee](http://www.omniva.ee)

**SmartPost** - <http://uus.smartpost.ee>

**Dpd** - <https://telli.dpd.ee/en>

**CargoBus** - [www.cargobus.ee](http://www.cargobus.ee)



## 3.7 Education & Child-Care

### 3.7.1 Day Care Centres and Schools

In day care centres (day nurseries and nursery schools), the parents pay for the cost of meals as well as a small tuition fee. Additionally, babysitters can be found with the help of friends, agencies or through newspaper advertisements. There are 30 municipal and 5 private day care centres in Tartu, for children aged 3–7. To choose one suitable for your needs, please visit [www.tartu.ee](http://www.tartu.ee) or call Department of Education +372 736 1445.

#### List of day care centres and schools:

- ♦ **Lasteaed Terake**, <http://daycare.tartu.ee/>, Tähe St. 4, Email [anette.avvald@tartuerakool.ee](mailto:anette.avvald@tartuerakool.ee), offers English-based international daycare for children aged 2 to 6.
- ♦ **Tartu International Daycare**, <http://daycare.istartu.ee/>, Liivi 2d, Phone +372 742 4241, Email [daycare@istartu.ee](mailto:daycare@istartu.ee), offers multicultural, home-like environment to any child who likes to learn in English
- ♦ **The International School**, [www.istartu.ee](http://www.istartu.ee), J. Liivi 2d, Phone +372 742 4241, Email [info@istartu.ee](mailto:info@istartu.ee), offers English language based schooling to children aged 6 to 15.
- ♦ **Miina Härma Gümnaasium**, <https://miinaharma.ee/>, Tõnissoni St. 3, Phone +372 736 1920, has obtained the right to teach curricula on the basis of the International Baccalaureate Organisation programmes, and has an authorisation to teach the Diploma Programme for students aged 16 to 19 and for the Primary Years Programme for students aged 7 to 11.
- ♦ **Finnish Language School**, [www.tartonkoulu.net](http://www.tartonkoulu.net), J. Liivi 2d, phone +372 5692 8874 for Finnish children residing in Tartu. The school teaches grades 1–9.

In case there are not enough places in one of the above-mentioned institutions and your child needs education in English, you should contact the Tartu City government education office. As the number of English-speaking children in schools is growing, schools have become quite experienced in meeting the needs of children coming from abroad. Parents may freely choose a school for their child if there are any vacancies.

Estonian Ministry of Education and Research [www.hm.ee](http://www.hm.ee)

### 3.7.2 After-School Activities for Youth

#### YOUTH CENTRES

- ♦ Tartu Noorsootöö Keskus, <https://tntk.tartu.ee/>, Uus St. 56, Phone +372 524 6146

### 3.7.3 Further Education

- ♦ Tartu University, [www.ut.ee](http://www.ut.ee), offers a number of courses in English, Ülikooli 18, Phone +372 737 5100.
- ♦ Tartu Folkuniversitetet, [www.folkuniversitetet.ee](http://www.folkuniversitetet.ee), Lai St. 30, Phone +372 744 1480, offers private training in different languages, English, Spanish, Russian, French, German etc., for very reasonable prices.
- ♦ Tartu Folk High School (*Rahvaülikool*), [www.rahvaylikool.ee](http://www.rahvaylikool.ee), Pepleri St. 4, Phone, + 372 7361 540, offers language, fine art, music, flower arranging, handicraft, sewing etc. courses.

## 3.8 Leisure Time

The best overview of cultural life in Tartu can be found online at the City's "cultural window", [kultuuriaken.tartu.ee](http://kultuuriaken.tartu.ee). Thanks to active users, *Kultuuriaken* is updated daily and offers visitors the most up-to-date information on cultural events, museums, youth activities, and sports in Tartu. Monthly cultural calendars in Estonian, English and Russian are available at the Tartu Visitor Centre in Town Hall.

### 3.8.1 Culture

#### THEATRES

- ♦ Theatre Vanemuine and Vanemuine Concert Hall, [www.vanemuine.ee](http://www.vanemuine.ee), Vanemuise St. 46
- ♦ Vanemuine Small Theatre, Vanemuise St. 45A
- ♦ Harbour Theatre (Sadamateater), Soola St. 5b
- \* Tartu Uus Teater, [www.uusteater.ee](http://www.uusteater.ee), Lai St. 37

Performance are mainly in Estonian, sometimes having subtitles.



## CINEMAS

- ♦ Apollo, <https://www.apollokino.ee/eng/>, Ringtee 75; Kalda tee 1c
- ♦ Elektriteater, <https://elektriteater.ee/>, Jakobi St. 1

Movies are mostly in English with Estonian subtitles, with the exception of dubbed children's movies.

AHHAA Science Centre, [www.ahhaa.ee](http://www.ahhaa.ee), Sadama 1, Phone: +372 7456 789, opening hours Sun-Thu 10-19, Fri-Sat 10-20

MUSEUMS information is available at [www.visittartu.com](http://www.visittartu.com)

## 3.8.2 Sports & Activities

### FAMILY FUN

- ♦ Aura Keskus Swimming Pool and Water Park, [www.aurakeskus.ee](http://www.aurakeskus.ee), Turu St.10
- ♦ Tähtvere Leisure Park, and Skate Park, <http://arena.ee/en/tahtvere-leisure-park>, Lauulupeo pst 25
- ♦ Lõunakeskuse Adventure Park, <http://www.tartuseikluspark.ee/lounakeskus/>, Ringtee St. 75
- ♦ VSpa, [www.vspa.ee](http://www.vspa.ee), Riia St 2.



### TENNIS

- ♦ Tähtvere tennisekeskus, [www.tartutennis.ee](http://www.tartutennis.ee), Lauulupeo pst 19, opening hours Mon-Sun 8-22.

### SKIING

There are many excellent cross-country skiing facilities all over Estonia.

- ♦ Tähtvere Leisure Park, <http://arena.ee/en/tahtvere-leisure-park/>, Lauulupeo pst 25.





**Tartu Maraton**, [www.tartumaraton.ee](http://www.tartumaraton.ee), Lauulupeo pst 25 – It is one of the oldest ski marathons in the world with its history of more than 50 years. The traditional 63km marathon goes from Otepää to Elva, the smaller 31km distance starts from Arula and finishes also in Elva. There are also Open Track event, Relay Marathon and races for children.

## ICE RINKS AND ICE SKATE RENTALS

- ♦ Tähtvere Leisure Park, <http://arena.ee/en/tahtvere-leisure-park/>, Lauulupeo pst 25
- ♦ Lõunakeskus Ice-Rink, [www.lounakeskus.com](http://www.lounakeskus.com), Ringtee St.75



## HIKING

Tartu county is rich in wildlife reserves with diverse landscapes and numerous hiking trails. Tartu county boasts not only two significant wildlife reserves of European importance: the Emajõgi Big Marsh and Alam-Pedja, but also a multitude of smaller ones: Järvelja, Kärevere, Pangodi, Elva, Vitipalu, Vapramäe, Vellavere, Keeri-Karijärve, Padakõrve, Välg, Alatskivi. We also have numerous single natural heritage sites – for example, the outcrops of Kallaste and Tamme.

For more information see [https://www.tripadvisor.com/Attractions-g2198035-Activities-c61-t87-Tartu\\_County.html](https://www.tripadvisor.com/Attractions-g2198035-Activities-c61-t87-Tartu_County.html)

## BOAT RENTALS AND BOAT HIKES/TRIPS

- ♦ Matkasõbrad Ah ja Oh, [www.ah.ee](http://www.ah.ee), Ujula 98, Phone +372 740 6205 or +372 525 5566
- ♦ Huck Adventures, [www.huck.ee](http://www.huck.ee), Phone +372 5622 2313
- ♦ Emajõe Lodjaselts, [www.lodi.ee](http://www.lodi.ee), Phone + 372 5559 9100

## HORSE RIDING

- ♦ Ihaste Riding and Recreation Centre, [www.ihastetall.ee](http://www.ihastetall.ee), Raeremmelga St.4, Phone +372 5626 8100



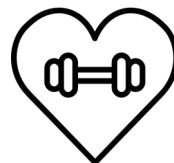
## GOLF

Otepää Golf Clenter, [www.otepaagolf.com](http://www.otepaagolf.com), Phone +372 5620 0115

### 3.8.3 Health & Fitness

#### **AEROBICS – FITNESS – GYM**

- ♦ **Arena**, [www.arenasport.ee](http://www.arenasport.ee), Ravila St. 51, Phone +372 740 9100
- ♦ **MyFitness**, [www.myfitness.ee](http://www.myfitness.ee), Ringtee St. 75, Phone +372 731 5662; KÜÜNI St. 7, Phone +372 736 2990; Kalda tee 41, Phone +372 731 0010
- ♦ **Lemon Gym**, [www.lemongym.ee/en/](http://www.lemongym.ee/en/), Narva mnt 27a, Phone +372 5307 0350
- ♦ **Gym!**, [www.gymeesti.ee](http://www.gymeesti.ee), Näituse st. 33.



#### **SPA**

- ♦ **Dorpat Herb Spa**, [www.herbspa.ee](http://www.herbspa.ee), Soola St. 6, Phone + 372 5308 7614 opening hours Mon-Fri 9-20, Sat 10-18
- ♦ **VSpa**, [www.vspa.ee](http://www.vspa.ee), Riia St. 2, +372 740 4090, opening hours Mon-Sat 10-22, Sun 10-20. Spa is closed on the 3rd of August for maintenance.
- ♦ **Pühajärve Spa & Holiday Resort**, [www.pyhajarve.com](http://www.pyhajarve.com), Phone +372 766 5500

#### **BEAUTY SALONS**

- ♦ **Thaleia Studio**, <http://thaleia.ee/>, Gildi St. 9, Phone +372 5622 0007, opening hours Mon-Fri 9-19, Sat 9-16, Sun on agreement
- ♦ **Salon Gildi**, [www.salongildi.ee](http://www.salongildi.ee), Gildi St. 12, Phone +372 734 0010, opening hours Mon-Fri 9-18, Sat 9-15, Sun on agreement
- ♦ **Avancia**, [www.avancia.ee](http://www.avancia.ee), Kalda tee 1c/ Riia St. 2.



### 3.8.4 Stores & Services

#### **SHOPPING CENTRES**

- ♦ **Tartu Kaubamaja**, [www.kaubamaja.ee](http://www.kaubamaja.ee), Riia St.1, opening hours Mon-Sat 10-21, Sun 10-19
- ♦ **Tasku**, [www.tasku.ee](http://www.tasku.ee), Turu St. 2, opening hours Mon-Sat 10-21, Sun 10-18
- ♦ **Kvartal**, [www.kvartal.com.ee](http://www.kvartal.com.ee), Riia St. 2, opening hours Mon-Sat 10-21, Sun 10-19

- ♦ **Lõunakeskus**, [www.lounakeskus.com](http://www.lounakeskus.com), Ringtee St. 75, opening hours Mon-Sun 10-21
- ♦ **Zeppelin**, [www.zeppelin.ee](http://www.zeppelin.ee), Turu St. 14, opening hours Mon-Fri 10-20, Sat-Sun 10-18
- ♦ **Eeden**, [www.eeden.ee](http://www.eeden.ee), Kalda St. 1C, opening hours Mon-Sun 10-21
- ♦ **Jõe Keskus**, [www.joekeskus.ee](http://www.joekeskus.ee), Sõbra St. 58, opening hours Mon-Fri 10-19, Sat-Sun 10-16
- ♦ **Annelinna Keskus**, [www.annelinnakeskus.ee](http://www.annelinnakeskus.ee), Kalda tee 43, opening hours Mon-Sun 9-22

## GROCERY STORES

You can pay with a debit or credit card in most shops. A number of grocery stores are located in the city centre:

- ♦ **Tartu Kaubamaja**, Riia St. 1, opening hours Mon-Sat 9-22, Sun 10-20
- ♦ **Rimi**, Turu St. 2 (Tasku), opening hours Mon-Sun 8-23
- ♦ **Rimi**, KÜÜNI St. 7 (Kaubahall), opening hours Mon-Sun 8-22
- ♦ **Konsum**, Ujula St. 2 (across the Emajõgi River), opening hours Mon-Sun 9-22
- ♦ **Maxima**, Turu St. 14 (Zeppelin), opening hours Mon-Sun 8-22
- ♦ **Maksimarket**, Riia St. 2 (Kvartal), opening hours Mon-Sat 9-22, Sun 9-20.



There are two types of markets in Tartu: **the historic Market Hall** and **the Open Market**.

- ♦ **The Market Hall**, Vabaduse pst 1 is open from Mon-Sat 0730-1600, Sun 9-15.
- ♦ **The Open Market**, Soola St. 10 is open from Mon-Sat 8-15. The Open Market is closed during the winter period.

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



## DRINKING WATER, HOME DELIVERY

- ◆ Saku Läte, [www.sakulate.ee](http://www.sakulate.ee), Ringtee St. 26, Phone +372 737 0018

## COMPUTERS (sale and maintenance)

- ◆ Kernel AS, [www.kernel.ee](http://www.kernel.ee), Vanemuise St. 45, opening hours Mon-Fri 9-17
- ◆ FLEX, <http://flex.ee/>, Riia St. 128, opening hours Mon-Fri 10-17
- ◆ Ordi, [www.ordi.ee](http://www.ordi.ee), Betooni St. 9, opening hours Mon-Fri 9-17



## PHOTOGRAPHY, CAMERAS, PROFESSIONAL PORTRAITS

- ◆ Photopoint, [www.photopoint.ee](http://www.photopoint.ee).
- ◆ Fotoluks, [www.fotoluks.ee](http://www.fotoluks.ee)

## PICTURE FRAMING

- ◆ Intramus Art and Frames, [www.raamid.ee](http://www.raamid.ee), Võru St. 4, Phone +372 734 3379, opening hours Mon-Fri 10-17.30

## FABRICS

Abakhan Fabrics, [www.abakhan.ee](http://www.abakhan.ee).

- ◆ Rütli St.11, opening hours Mon–Fri 9–18, Sat 10–16
- ◆ Riia St. 7, opening hours Mon–Fri 9.30–18.30, Sat 10–16, Sun 10–15

## CURTAINS AND BLINDS

- ◆ Sunorek, <https://sunorek.ee/>, Tartu Showroom, Sõbra St. 54, opening hours Mon-Fri 9-18, Sat 10-15

## SEWING MACHINES (Sale, maintenance, repair)

- ◆ Masintex OÜ, Narva mnt 88, Phone +372 733 3721

## HOUSE EQUIPMENT MAINTENANCE AND REPAIR WORKS

- ◆ Arwest OÜ, [www.arwest.ee](http://www.arwest.ee), Ringtee 75, Phone +372 734 4299 or +372 5669 7843, opening hours Mon-Fri 10–18
- ◆ Tavatronic OÜ, [www.tavatronic.ee](http://www.tavatronic.ee), Rahu St 3/1, Phone +372 734 9123, opening hours Mon-Fri 9-17



## LAUNDRY/ DRY CLEANERS

- ♦ SOL, <https://www.pesumaja.ee/>, Ringtee 75, +372 5684 0033, opening hours Mon-Fri 9-19
- ♦ Tartu Pesuköök, <http://www.pesukook.ee/>, Pikk St. 14, Tel 740 2070, opening hours Mon-Fri 8.30–19, Sat 9–18, Sun 10–16
- ♦ Kliin, <https://kliin.ee/kontakt/>, Turu st. 14, opening hours Mon-Fri 8-18, Sat-Sun 9-16



## HOUSE AND WINDOW CLEANING SERVICES

- ♦ Kendra, <http://kendra.ee>, Turu st. 34, Phone +372 5668 8104

## HEATING EQUIPMENT AND MAINTENANCE

- ♦ Hilaris, [www.hilaris.ee](http://www.hilaris.ee), Võru St. 254, Phone +372 730 1500

## SECURITY (Installation of house alarm systems)



- ♦ G4S, [www.g4s.ee](http://www.g4s.ee), Võru st. 79, Phone +372 651 1660, opening hours Mon-Fri 9-17

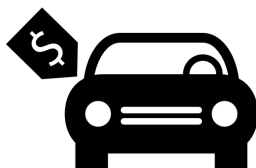
## VETERINARIANS

- ♦ Farmax Animal Clinic and Hotel, [www.farmax.ee](http://www.farmax.ee), Jaama St. 56, Phone +372 744 1322 or +372 505 3111, opening hours Mon-Fri 10-18, Sat 9-15
- ♦ FIK Small Animal Clinic, [www.fik.ee](http://www.fik.ee), Möisavahe St. 21, Phone +372 733 3234 or +372 552 1741, opening hours Mon-Fri 9.30–19, Sat 10-16
- ♦ EMÜ Small-Animal/Veterinary Clinic, [loomakliinik.emu.ee](http://loomakliinik.emu.ee), Kreutzwaldi 62, Phone +372 731 3224 or +372 503 3878 (during the night). Opening hours Mon-Sun 9-20.



## CAR SALONS

- ♦ Audi, <http://audi.aastaauto.ee>, Sepa St. 24b, Phone +372 730 8020, opening hours Mon-Fri 8-18
- ♦ Škoda, <https://skoda.aastaauto.ee/>, Sepa St. 24a, Phone +372 730 8000, opening hours Mon-Fri 8-18
- ♦ BMW, <https://bmw.inchcape.ee/>, Välja 7, Soinaste village, Phone +372 730 2870, opening hours Mon-Fri 8-18
- ♦ Mercedes Benz, <https://www.veho.ee/>, Lootuse st 1, Õssu. Phone +372 730 0720, opening hours Mon-Fri 8-18
- ♦ Citroen, [www.citroen.ee](http://www.citroen.ee), Ilmatsalu st. 28 Phone +372 731 1433, opening hours Mon-Fri 8-18
- ♦ Ford, [www.ford.ee](http://www.ford.ee), Turu St. 27, Phone +372 737 1890, opening hours Mon-Fri 9-17
- ♦ Honda, <https://catwees.ee/> Kalda tee 13, Phone +372 730 0385, opening hours Mon-Fri 8-18
- ♦ Hyundai, Suzuki, Seat, Isuzu, [www.toptartu.ee](http://www.toptartu.ee), Ilmatsalu 28, Phone +372 742 5797, opening hours Mon-Fri 9-18
- ♦ KIA, Subaru, Chevrolet, Nissan, Fiat, Mazda, Peugeot, Opel, [www.autospirit.ee](http://www.autospirit.ee), Lääneringtee 50, Phone +372 734 1126, opening hours Mon-Fri 8-18, Sat 10-14
- ♦ Opel, SAAB, Jeep, Alfa Romeo [www.carring.ee](http://www.carring.ee), Ilmatsalu põik 1, Phone +372 742 5764, opening hours Mon-Fri 8-18
- ♦ Lexus, Toyota, Chevrolet, [www.amserv.ee](http://www.amserv.ee), Ringtee 31 Phone +372 730 3221, opening hours Mon-Fri 9-18, Sat 10-15
- ♦ Renault, Dacia, [www.citymotors.ee/](http://www.citymotors.ee/), Jõe St. 9a, Phone +372 736 7893, opening hours Mon-Fri 8-17
- ♦ Volkswagen, [www.aastaautoopluss.ee](http://www.aastaautoopluss.ee), Aardla St. 101, Phone +372 680 3640, opening hours Mon-Fri 8-18
- ♦ Volvo, Info-Auto OÜ, [volvo.infoauto.ee](http://volvo.infoauto.ee), Turu St. 27, Phone +372 733 7930, opening hours Mon-Fri 9-17



## CAR WASH

- ◆ Cleanpark, [www.cleanpark.ee/](http://www.cleanpark.ee/), Riia St. 2, opening hours Mon-Sun 9-19
- ◆ Circle K Drive Through Car Wash, [www.circlek.ee](http://www.circlek.ee), various locations
- ◆ Autoga Vanni Car Wash <https://autogavanni.ee/>, various locations
- ◆ Jazz Carwash, <http://www.jazzpesulad.ee/>, various locations



## 4. Public Holidays

The College (as well as many other institutions) is closed on public holidays and has shortened working hours on the day before certain holidays (marked with \*)

Date	English Name	Estonian Name	Remarks
January 1	New Year's Day	uusaasta	
February 24	Independence Day	iseseisvuspäev	National Day – celebrates the declaration of independence in 1918.
Moveable Friday	Good Friday	suur reede	
Moveable Sunday	Easter Sunday	ülestõusmispühade 1. püha	Commonly known as lihavõtted.
May 1	Spring Day (May Day)	kevadpüha	
Moveable	Whitsunday (Pentecost)	nelipühade 1. püha	
June 23	Victory Day	võidupüha	Celebrates the victory in the Battle of Võnnu during the Estonian War of Independence.
June 24	St. John's Day or Midsummer Day	jaanipäev	Jaaniõhtu is celebrated in the night before Midsummer Day.
August 20	Day of Restoration of Independence	taasiseseisvumispäev	Celebrates Estonia's restoration of independence in 1991
December 24	Christmas Eve	jõululaupäev	
December 25	Christmas Day	esimene jõulupüha	
December 26	Boxing Day	teine jõulupüha	

## 5. Sõnavara/Glossary

Balti Kaitsekolledž	Baltic Defence College
Toetusstaap	Support Staff
Tere/ Tervist	Hi/ Hello
Head aega/ Nägemist	Good bye
Aitäh/ Tänan	Thank you/Thanks
Palun	You're welcome/ Please
Jah, Jaa	Yes
Ei	No
Vabandust	Excuse me/I'm sorry
Üks, kaks, kolm, neli, viis, kuus, seitse, kaheksa, üheksa, kümme, sada, neli tuhat - 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 100, 4 000	
E, T, K, N, R, L, P (first letters of weekdays, often used in opening hours), esmaspäev, teisipäev, kolmapäev, neljapäev, reede, laupäev, pühapäev - Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	
Ma ei saa (eesti keelest) aru	I don't understand (Estonian)
Ma ei räägi eesti keelt	I don't speak Estonian
Palun aeglasemalt	Slower, please
Mis su/teie nimi on?	What is your name?
Minu nimi on ..	My name is ..
Palun üks kohv	A coffee, please
Palun üks pilet	One ticket, please
Kui palju see maksab?	How much does it costs?
Mis kell on?	What time is it?
Ilusat päeva!	Have a nice day!
Kuidas läheb?	How are you?
Tänan küsimast, väga hästi!	Very well, thank you!
Kus on raamatukogu?	Where is the library?
Kuidas minna BALTDEFCOLi?	Which way is the BALTDEFCOL?
Paremale/vasakule	Right/left
Naised/mehed	Women/men
Tasumine sularahas	Paying in cash

## 6. Contacts

### **IMPORTANT PHONE NUMBERS**

Ambulance	112
Emergency calls	112
Fire service	112
Police	112

### **BALTIC DEFENCE COLLEGE EMERGENCY CONTACTS**

Host Nation Support	
SFC Ivo Kardmaa	+372 5660 8013
Registrar Kaie Ehrenberg	+372 56291806
SGM Alvydas Tamošiūnas	+372 56480098
Baltic Defence College Secretariat	+372 717 6400
Tartu city government info	+372 736 1101
Tartu Bus station information	12550
Tartu city bus transport information	1789
Train information	+372 616 0245
Tallinn airport	+372 605 8888
Tartu airport	+372 605 8888
General information about customs	1811
Express Hotline information	1182

Area code for phone calls from abroad: +372

### **Tartu Visitor Centre**

Raekoda

Phone +372 744 2111

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

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