

جامعة الأخوين
AL AKHAWAYN
UNIVERSITY

Settling In

2007-2008

Welcome to AUI

This guide will help you get acquainted with Morocco, with AUI, and with Ifrane. We have made every attempt to verify all the information, but things do change. So, please help us update and correct anything that you find in error. You can send revisions to C.Owens@au.ma

Throughout the guide, we have used these two methods to identify notes of special interest:



Information identified with this symbol is extremely important!



Comments following this symbol are based on the experiences of many faculty and staff who have recently joined the AUI faculty. Of course, your own experiences may differ; but their advice is worth considering.

Finally, we have included a set of **Important Phone Numbers** on the inside back cover, for easy reference. Be sure to keep this guide so that you can refer to it often. Enjoy your stay at AUI!

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General Information

AUI's Location

Al Akhawayn University (AUI) is located in the resort community of Ifrane, nestled in the Middle Atlas Mountains. Set in the heart of a region known for its beautiful forests, lakes, mountains, and waterfalls, Ifrane provides an excellent backdrop for both intellectual and



physical pursuits. Located just 60 kilometers from the historically rich imperial cities of Fes and Meknes, Ifrane is easily accessible by automobile, bus and taxi.


The campus architecture reflects the distinctive building style of Ifrane, mainly mountain chalets with their high-pitched tile roofs and wooden beams. (The steep roofs are designed to move snow) The campus is set on approximately 50 hectares of rolling wooded terrain, with 35 buildings, trails, walkways and open squares. Most of the 1200 students live in residence, and a


number of sports and leisure facilities are included on the campus.

Inaugurated officially by His Majesty King Hassan II on 16 January 1995, Al Akhawayn University offers undergraduate and graduate degree programs. Research by faculty and students complements the University's program of academic instruction.

AUI is conceived as a Moroccan university, grounded in the historic strengths of African, Arab, and Islamic culture; at the same time, it is modeled in its organizational structure, curriculum, method, and language of instruction on the American system of higher education. AUI is an innovative university of international scope, purpose and influence.

AUI emphasizes extensive faculty-student interaction, small classes, the active involvement of students in formal research activities, careful academic advising, personal counseling, organized student activities, and a full array of student support-services.

 **While interaction is encouraged, this interaction should be confined to public spaces. Students are forbidden from meeting faculty in their residences.**


 **Unlike on North American and European campuses, the lawns are purely ornamental and therefore no one walks, rests, sleeps, sunbathes, etc. on the grass. This is also true of the grass found throughout the extensive parks in Ifrane. Grass covered areas are treated essentially the same as flowerbeds are--with a great deal of respect.**

Time Zone

Morocco is on GMT (Greenwich Mean Time) year round. The country is 5 hours ahead of Eastern Standard Time (except during Daylight Savings, when Morocco is 4 hours ahead of Eastern Standard Time).


Climate

Ifrane has four distinct seasons. Snow will fall three or four times between November and March, although it can occur much earlier and later. But the cold days will be interspersed with long stretches of relative warmth. (It is 11° Celsius at 5:30 p.m. on Wednesday April 18, 2007). Rain, sometimes mixed with snow, is common throughout both fall and spring. Summers are dry and hot.

 **Layered clothing works best. Since houses, classrooms and offices are much colder than the North American norm, many faculty wear sweaters and wool scarves. Warm socks, gloves and waterproof boots are highly prized.**

Languages

Most people speak the Moroccan dialect of Arabic (Darija), although Arabic is the official language of the country. French is the second language and is widely used in commerce and media, but Spanish is more common in the north. There are also three regional Berber languages, one of which (Tamazight) is used in Ifrane and much of the Middle Atlas Mountains.

 **Because most Moroccans are multilingual, any attempt to speak even a few words of Darija, Arabic, French, or Spanish is generally appreciated. Moroccans are very forgiving of linguistic errors so don't be afraid to try.**

Currency

The Moroccan dirham is the official currency. Bills come in denominations of 20, 50, 100 and 200 dirhams. Coins come in denominations of 1, 2, 5 and 10 dirhams (there are two kinds of 5-dirham coins). Dirhams are divided into 100 centimes; there are 5-, 10-, 20- and 50-centime (half-dirham) coins.

 **The 20-centime coin is similar in size and color to AUI's laundry tokens, which are worth 7 dirhams each!**

The exchange rate for Moroccan dirhams to the US dollar was 8.292 dirhams to 1 dollar on April 18, 2007. However, the currency is more closely tied to the Euro. There have been periodic devaluations. AUI salaries are all paid in dirhams.

It is illegal to import or export Moroccan dirhams. Upon leaving Morocco, tourists can reconvert only up to 50 % of the dirhams for which they have exchange slips at the bank at the airport.



Foreign employees of AUI can transfer their salary—in whole or in part—in major currencies to a bank in another country.

Electricity

Electricity in Morocco is the same as in Europe: 220 Volts at 50 cycles. Electrical sockets take 2 round pins like those for France—not the flat ones of the USA. If you have dual voltage equipment, you can buy plugs to convert from flat to round pins at the marché.



If you bring personal electrical equipment, try to make sure it is dual voltage. Transformers, available at the marché, are bulky, noisy, and may overheat, making them dangerous to use for long periods. Smaller, “travel” transformers may not be suitable for long-term use.

Weights and Measures

Morocco uses the metric system. Distance is measured in kilometers. One mile is 1.6 kilometers. Meat, fruit and vegetables are sold in kilograms. There are 2.2 pounds in a kilogram; a half-kilo is about one pound.

Holidays

Morocco celebrates holidays on both the Gregorian and Hijra (Islamic) calendars, both of which may affect the AUI schedule. Sometimes, university breaks are arranged to coincide with one or more of these events.



Holidays on the Hijra calendar vary by year on the Gregorian calendar. Therefore, the exact dates for these religious holidays are announced to the AUI community, usually by email.



Students may believe they “know” when and how the Islamic holidays will be celebrated; however, it’s generally better to wait for official announcements. These announcements can be quite late in the day – but this is often beyond the control of the university.

What to Bring

Household

- Towels
- Extension cords
- Bedside or table lamps (but these are easily obtainable in Morocco)
- Table linens

Medical Information:

- Medical records. These will facilitate possible delivery of required medicines through the post offices. Document goes into your personnel file.
- Children's immunization and health records for school.

Physicians recommend that the new staff member reports the following medical information for proper treatment of requests and emergency cases:

- Names of chronic diseases, if any, along with prescribed treatments.
- Allergy to a medicine, or other (e.g.: Pollen, etc)
- A statement or medical report on viral hepatitis is desirable, but not compulsory
- The patient needs to make sure their medication is available in Morocco. For this reason, please forward the list of medication to physicians in the Health Center on campus (e-mail addresses below)

M.Aslaf@au.ma, H.Elbarri@au.ma, M.Ouchani@au.ma

- A vaccination against flu is available for administration during the Fall season

To get an idea of the many documents and bureaucratic paraphernalia you need, see the section [Moroccan Regulations for Foreign Faculty](#).

In addition, winter and wet weather clothes are necessary. It can get cold and wet for days at a time from November to May.

What NOT to bring

Electronic goods of all kinds, when shipped into Morocco, may incur customs duties at varying rates. Thus, it is strongly advised not to ship any TV's, DVD players, computers, printers, scanners, iPods, video players, tape recorders, CD players, microwave ovens, heaters, transformers, generators, water heaters, hair dryers, cameras, datashow projectors, or any other electronic equipment unless you don't mind paying duty on them.



The above items have all come in via a shipping agency without incurring duty!

Do not bring into Morocco politically sensitive printed material or literature that in any way suggests disrespect of the monarchy, religion or government. Maps of Morocco that do not include Moroccan Sahara will not be allowed in. Videos, DVDs, and other electronic storage media fall into the category above and will be confiscated if they contain pornography or politically or religiously sensitive content.

The ease of buying most electronic goods in Morocco makes the cost and hassle of shipping them unnecessary. The additional problem of finding transformers and power adapters is thus eliminated.

Shipping & Receiving

Packages can be shipped by "Poste Rapide" (Express mail) from the Post Office on campus. You must fill in several brief forms for each package and identify the contents. However, these packages may be re-opened for customs inspection.

You may also ship by Poste Rapide from the main Post Office in Meknes, where your package can be inspected by customs before wrapping and sealing.



There is a 20-kilogram limit and parcels must not be more than 1.5 meters on any side. Be sure to take your own tape and scissors.

Packages can be shipped to your address at AUI—including your personal items, books, and household goods. In general, it is preferable to ship by air using regular mail services. Unless the package is very large or is stopped by Customs, it will be delivered to you at the AUI

Post Office. Please note that anything sent from another country will have to go through Customs.



Incoming packages may be stopped at Customs in Meknes, especially if they contain new items or something that can't be readily identified. If your package is stopped in Meknes, you will receive a notice in your mailbox and you must go there to receive it. Bring your passport and a copy of your AUI contract to get the goods through Customs. You may have to pay duty on electronic goods.



You can avoid some Customs problems by shipping only used items. Do NOT include any gift wrapping; Customs officials will have to open it.

Courier services like DHL, Federal Express, and United Parcel Service do serve Morocco and generally take three to four days, minimum, for delivery, although longer waits are common.



Since AUI contracts with UPS, we get door-to-door service. This is the company recommended for university personnel to use. But this is not foolproof. Books coming via UPS have been stopped in Casablanca and people told that extra charges would apply.

The various options for shipping household goods, books and personal belongings can involve extra trips to other cities whenever the goods arrive. In order of convenience, these are the choices:

1. **Shipping agency:** the prospective AUI employee arranges with a shipping agent in the country of residence to pack goods in a container for shipping by sea to AUI. The goods can take up to three months to arrive, depending on origin, but the shipper will clear the goods through customs and arrange for delivery to the employee's apartment in Ifrane. This does not include cars, which must be cleared by the owner at the customs office in the port of entry, usually Casablanca.
2. **Air freight:** the prospective AUI employee delivers properly packed boxes to the air freight office of the airline being used to get to Morocco. The employee pays in advance, and the boxes get to whichever airport in Morocco the employee's flight terminates in. Thus, if you arrive in Fes, your boxes will too. There is no way to know which day the boxes will arrive, or if they will all arrive together, but do not count on them arriving when you do. Fes is one hour away from Ifrane by car.
3. **Postal freight:** use the Post Office in the country of residence to ship boxes under 20 kg to your name, care of your unit or school, Al Akhawayn University, Ifrane 53000. Insure them if you think insurance will cover the costs if lost. Send them all at the same time. But don't include any electronics or breakable things. The boxes may make it to Ifrane, but sometimes they get stopped in Meknes, one hour away, and the employee has to go to the Post Office Customs depot in Meknes and pick them up. The Post Office will charge for storage if they have had the boxes for more than 2 weeks, and after 21 days they will send them back to the point of origin. They will not necessarily inform you in time to avoid storage charges. Thus you may want to reconsider shipping things here.
4. **Courier:** UPS is the preferred courier for fast service to and from AUI. Delivery of small, valuable documents and packages is quite reliable.

Interesting Websites to Explore

For Travelers

<http://tayara.com/club/mrocbd1.htm>

<http://i-cias.com/index.htm>

Current News Sources in English

<http://www.morocco-today.com/> *
<http://www.arabicnews.com>

General Information

<http://maghreb.net/countries/morocco/>
<http://www.mbendi.co.za/cymocy.htm>
<http://www.travelnotes.org/Africa/morocco.htm>
<http://www.uslink.net/ddavis/index.html>

Weather

<http://www.weather-forecast.com/locations/Ifrane.1to3.shtml>

Arabic and Middle Eastern Resource links

<http://wings.buffalo.edu/sa/muslim/umma/lang.html>

Languages of Morocco

<http://www.sil.org/ethnologue/countries/Moro.html>

Music

http://www.maroc.net/maghreb_music/

Images

<http://www.geocities.com/baja/4464/Morocco.html>
<http://geogweb.berkeley.edu/GeoImages/Miller/millerone.html>

Arabic Sites

Wonderful sites that explain Islamic art, architecture including calligraphy

<http://islamicart.com/>
<http://www.sakkal.com/ArtArabicCalligraphy.html> *

Learning Arabic on line (free)

<http://i-cias.com/babel/arabic/index.htm>

Downloadable Arabic Research Library for research in Arabic primary sources in Islamic Studies. Arabic-Arabic, Arabic-English, and English-Arabic dictionaries are also available here.

<http://www.arches.uga.edu/~godlas/primsourcisl.html#library>

Arabic for Macintosh

<http://www.hf-fak.uib.no/institutter/smi/ksv/default.html>

AUI Academic Regulations

Policy

AUI is modeled in its administrative, pedagogical and academic organization on the American university system. English is the language of instruction. The university, however, gives special attention to the teaching of Arabic and French at all levels and all branches of education. Spanish is also taught.

Curriculum design is founded on the belief that interdisciplinary study is important and realistic. The big questions can only be answered from an interdisciplinary standpoint, bringing to bear all relevant methods and ideas. Core programs introduce students to this way of thinking. Specialty areas then give them the opportunity to develop a basic understanding of a few disciplines, and many of these are developed in a highly interdisciplinary way. Programs designed for more advanced students often address the larger questions that require the expertise and knowledge base developed previously. Most important, however, we expect interdisciplinary ways of thinking to be natural for Al Akhawayn graduates, so that as they pursue their profession they seek answers from many points of view and from all the relevant sources, regardless of the labels they may have.

It is the policy of Al Akhawayn University to provide equal opportunity in all aspects of employment for all persons, to prohibit discrimination in employment because of age, citizenship, color, disability, marital status, national origin, race, religion, personal appearance, family responsibilities, matriculation, political affiliation, sex, or sexual orientation or other unlawful factors; to prohibit sexual, racial and other forms of unlawful harassment; and to promote the full realization of equal employment opportunity through a positive, continuing, result-oriented program of action throughout the University.

The hiring of Faculty members involves consideration of appropriate University requirements and procedures, taking into account the laws of the Kingdom of Morocco; the *Dahir*, being the decree by which AUI was created; and the University by-laws as stated by the Board of Trustees. The assessment of faculty needs is conducted under the supervision of the Dean in consultation with Academic Coordinators, the Hiring Committee and (if necessary) a Faculty member co-opted for academic expertise in the advertised position. The Vice President for Academic Affairs may be included as an ex-officio member. Emphasis is placed on excellence in teaching and faculty are expected to engage in research in their appropriate disciplines and are encouraged to be involved in the governance of the University. The University strives to assimilate new faculty into the organization through an active orientation program. Further, the University supports continued training and development for faculty through workshops and support services; however, the University recognizes there are organizational limits, such as budget, time, and staffing, that dictate the extent of resources available.

Al Akhawayn University prizes and defends freedom of speech and dissent. It affirms the right of teachers and students to teach and learn, free from coercive force and intimidation and subject only to the constraints of reasoned discourse and peaceful conduct. It also recognizes that such freedoms and rights entail responsibility for one's actions. Thus the University assures and protects the rights of its members to express their views so long as there is neither use nor threat of force nor interference with the rights of others to express their views. Each member of the community should be free from interference, intimidation or disparagement in the work place, the classroom and the social, recreational and residential environment. The University considers disruption of classes (whether, for example, by the abridgment of free

expression in a class or by obstructing access to the place in which the class normally meets) or of other academic activity to be a serious offense that damages the integrity of an academic institution.

Al Akhawayn University employees are expected to behave in a professional, business-like manner at work, on University premises, and whenever representing the University. Employees are accountable for behavior outside of work that has a negative impact on the individual's ability to perform his/her responsibilities at work.

Standards

Academic standards are expected to be maintained and not compromised by faculty in deference to limitations or language lacks of students. While there is a continual need to recognize that students are using English as a second, third or fourth language, there is also a need to uphold stated learning objectives and to ensure that students meet these objectives to a high degree of ability and expression. AUI has gone to great lengths to support its students in using the necessary language through the Language Center. Academic study skills and computer skills are supported by requiring five courses (10 credits) from the Center for Academic Development for all undergraduates. All students must be held accountable to the excellence for which they have been trained.

Semesters

AUI operates three semesters a year. The Fall semester includes 15 weeks of classes and one week of final exams, and runs from late August/early September to late December. Classes are typically held in either three 50-minute sessions, Monday, Wednesday and Friday, or two 80 minute sessions on Tuesday and Thursday. The Spring semester, also 15 weeks of classes and one week of final exams, runs from mid-January to mid-May. The Summer semester runs 6 weeks of classes, daily for 80 minutes, from early in June to the third week of July. Teachers may expect to teach classes in all three semesters.

Academic Advisory Committee

The primary goal of the Academic Advisory Committee (AAC) is to support the mission statement of Al Akhawayn University in Ifrane by promoting a high standard of intellectual endeavor. The AAC acts as a consultative body to develop and revise academic policy issues at the behest of the Academic Council of AUI. The AAC and its sub-committees meet in pursuit of improvement and development of academic issues. Its recommendations are submitted to the Academic Council for approval. With approval and/or revision, these become university policy.

Professional Development

With a view to ensuring academic vitality and innovation, each year the Center for Academic Development offers a series of Faculty Development Workshops. Faculty are encouraged to discuss topics of pedagogical and technological interest, to examine a variety of teaching issues ranging from evaluation through the use of team work and reading and writing proficiency in AUI classes. New faculty are often interested in continuing these discussions with the aim of further developing their teaching expertise. Information on the workshops may be obtained from <http://www.aui.ma/VPAA/cads/facultydevelopment/cad-services-faculty-development.htm>

Benefits

The main benefits you receive in this contract are the numerous holidays throughout the year and housing. Non-teaching days may change with regard to length or date each year, but generally exceed 10 weeks per year. University housing is reserved for each faculty member or family, located in the off-campus residences, situated on the western side of Ifrane, across the street from the Al Akhawayn School of Ifrane. For those who wish to live in non-university housing, an appropriate housing allowance is given monthly.

Language Courses

Faculty may take Arabic language courses when they are offered. The School of Humanities and Social Science conducts modern standard Arabic courses for non-native speakers, in the form of credit courses for exchange students. Faculty may audit these with permission. There are also special courses during the summer for students from American universities which include intensive Modern Arabic Language Courses and North African Studies Courses. In addition, a Darija course may be arranged. French and Spanish classes are also offered throughout the semester. Find out when and where through “faculty news” email postings.

Health Insurance

The university offers each employee the option of using a Moroccan company to provide health insurance. As your contract says, "you may choose to enroll in and pay the related premiums for the medical plan offered by the university". Most employees do. The coverage comes in two stages: the first to a total of 30,000 dirhams for the prescribed types of medical care, and the second automatically extends to 1,000,000 dirhams when the first has been exhausted. Please note that dental coverage is up to a total of 3,000 dirhams per year.




Visits to AUI doctors are free. The doctors will complete the necessary insurance forms for prescriptions, as well. AUI insurance also covers visits to doctors in another city. You must take the insurance forms from the Human Resources office and have the doctor complete and stamp them.

Moroccan Regulations for Foreign Faculty

To complete your Personnel File, please bring:

- 2 photos; (available in Ifrane at the photography stores)
- Certified diplomas (at least the most recent);
- Academic diplomas, of which the highest degree should be validated (by the Registrar of the granting institution).
- Copy of your passport; (ID page + the page showing first entry into Morocco)
- Social security number;
- Matrimonial status info:
 - Marriage certificate (if any);
 - Number of accompanying children;
 - Names of accompanying children;
 - Dates of birth of children;
 - Dependents' birth certificates or notarized copies.

 **Please note that if original diplomas are not available, you must provide sealed transcripts**

 **Keep a set of photos with you, as most bureaucratic processes require one or two. The easiest place to have photos taken is the photography shop in the marché.**

Resident's Permit (Carte de séjour)

All foreign faculty and students at AUI must apply for and have on hand the Moroccan carte de séjour, which is a laminated resident permit used as identification throughout Morocco. This card is renewed annually for foreigners of many nationalities, but Americans and Canadians may apply for an extended length carte de séjour. There is no guarantee you will get the extension.

To obtain a resident's permit (carte de séjour), all foreign faculty and spouses must provide the following. The Human Resources office will assist faculty in completing these files.

Work certificate (provided by the HR office);

Residence certificate (provided by the HR office, **if you live in AUI residences**; if not, a residence certificate must be obtained from the *baladiya*, (hotel de ville) by taking your house/apt. contract, a copy of your passport and a photo to the residence permit office, where the official will type out a certificate for you);

9 small photos; (much smaller than a passport photo & can be taken in Ifrane)


a 60 DH stamp purchased from the business office cashier on campus;

3 validated¹ copies of your passport;

3 validated copies of your marriage certificate (if accompanying spouse);

Complete the 2 required forms (available at the Office of Human Resources).

Once the completed file has been delivered to the Police Station, a receipt (récépissé) is issued and should be carried at all times until the carte de séjour arrives. Faculty must go to the Police Station in person to receive their carte de séjour when it becomes available.

 **You may want to consider getting an extra validated copy of your passport during this process so that you can store it in a safe place, separate from your passport. This validated copy can make it much easier to replace a lost passport, if you need to.**

Return Visa (Visa de retour)

Passport holders from many countries, *except* the European Union, Canada, Australia and the United States, must apply for and get a return visa (visa de retour), which allows them to leave and re-enter Morocco without having to re-start the carte de séjour process every time they return to Morocco. The process is fairly easy, and requires the following documents:

4 passport-size photos;

200 DH stamp purchased from the cashier on campus;

photocopy of carte séjour or of its réception (receipt);

a completed Visa de Retour form, provided by HR at AUI.

¹ Documents are validated by bringing the original and 3 photocopies to the Ifrane Public Administration (Baladiya) in Ifrane, and asking for a stamp for each copy. Stamps cost 2 Dhs each. You may be required to leave the documents and return to pick them up later.



The Human Resources office will assist faculty who need the visa de retour, but they must have 48-72 hours to help complete the process!

AUI Services

Security

AUI Security services are on duty throughout campus and at the off-campus residences 24 hours a day. Security personnel are on duty at the front gate 24 hours a day. They will not allow unauthorized people to enter the university. In order to be admitted to the campus, personnel (and students) must have the AUI badge (which is also the Cash Wallet) at all times. Other visitors will be asked to leave a piece of identification at the front gate.



Contact AUI Security at 035 86 22 22 for any emergency at any time and anywhere within the country.

Weekend Duty

Members of AUI staff share weekend duties for specific service areas on a rotating basis. The weekend duty list is sent to all personnel via email each Friday afternoon.

Infirmary

The AUI Infirmary is located in the lower level of Building 26, beside the housing office. Three physicians are available on a rotating basis during business hours, 9:00 - 13:00 and 14:30 - 18:00, Monday through Friday, and a nurse is on duty from 8:00 to 20:00 Monday to Friday and from 10:00 to 12:00 on Saturday. A psychological counselor is on campus in Building 6 Office 108 during normal working hours (off-hours in emergencies), and a psychiatric doctor visits the university and is available for appointments Friday afternoons and Saturday mornings. Parents should note that vaccinations and immunizations for children can be done at the infirmary.




After hours or for emergencies, call 035 86 28 28 or 035 86 33 33.

Cash Wallet

AUI uses an electronic debit card system, called Cash Wallet, for purchases on campus. The Business Office (ground floor, Building 1, entrance nearest Building 3) will assist you in setting up this account and getting your card. This is also your AUI ID card. To get one, take your passport to the Business Office, and have the photo scanned. The officer will make your plastic card. Put some cash on the card by paying the cashier in Dirhams, and the card will be credited with the amount paid. 500 Dhs covers lunches, sundries and laundry tokens for a few weeks, depending on spending habits.

To add to your account, take cash to the Business Office window, along with your card. Take the receipt for the amount deposited to the next counter, where your card will be updated for that amount. The minimum amount you can deposit in your account is 50 Dhs.

 ***The Cash Wallet system will allow you to “overdraw” your account up to about 100 dirhams. Receipts show your current balance (solde) after each purchase.***

Campus Store

The Campus Store sells some office supplies, a small selection of groceries and snacks, as well as AUI logo clothing and products. (The bookstore, across from the Campus Store, sells only student textbooks.)

The Campus Store is open Monday to Friday 9:00 to 18:00. Opening hours on weekends are often communicated via email. During university holidays, the store is usually closed or on reduced hours.


 **All purchases at the Campus Store are made with the Cash Wallet. This is the ONLY place to purchase laundry tokens.**

Restaurants & Cafeteria

There are three cafeteria-style (self-service) restaurants and these also provide food to go. However, because of the lines, some faculty choose to use the Faculty Dining Room, located upstairs and restricted to faculty and staff. The menu changes daily, but offerings are similar to those available in the self-service restaurants, at slightly higher prices.

The Cafeteria (coffee shop) serves coffee, tea, fresh fruit juices, sandwiches and pastries. It is particularly popular on cold winter mornings.


 **Payment at the restaurants and cafeteria is by Cash Wallet.**

 ***You can fill your own bottle with chilled water from the dispenser in the lower level of the restaurant, on the right as you enter the front door. There are no water fountains anywhere on campus. You can also take your own coffee cup to the cafeteria, where the staff are likely to steam clean it (and heat it) before filling it!***

Library

The AUI Library contains over 65,000 volumes, with a goal of 100,000 in the next five years. Library holdings also include over 400 periodicals and subscriptions to several electronic databases. Information on Library services is available at

<http://www.aui.ma/library/servicespolicies.htm>


 **Faculty members can check out a maximum of 6 books for 6 weeks, with one renewal allowed (unless the item is reserved by another patron). Overdue books are charged 10 dirhams per item per day; lost items are charged replacement cost plus 200 dirhams. Some materials may not be checked out without special permission. All fines are paid by Cash Wallet.**

 ***The library holdings also include a wide range of general fiction and nonfiction in paperback.***

Laundry

The on-campus laundry, on the ground floor of Building 36, has 18 washers and 14 dryers and is open from 8:00 to 20:00 weekdays except Tuesday, and 8:30 to 17:00 on weekends.

The laundry at the off-campus residences, in the ground floor of Building 7, is open from 7:30 a.m. to 11:00 p.m. daily. To use the washers and dryers, you need laundry tokens, which cost 7 dirhams each and are only available at the Campus Store.

 **Holidays have an impact on the availability of laundry machines. Opening hours for the on campus laundry and Campus Store may be restricted on holidays. Plan around this.**


Post Office

There is a fully operational Post Office on campus on the ground floor of Building 33, open Monday through Friday 8:45 to 12:30 and 14:30 to 18:00. Your mail will be delivered to your Post Office Box. See your departmental assistant to receive your post office box number.

 **Services for overseas mailing—including boxes—may be purchased at the Post Office.**

ATM

There is an automatic teller machine on campus on the ground floor of Building 33, beside the Post Office. This ATM is maintained by Banque Populaire and it accepts their ATM cards, as well as some other cards. There is also an ATM on the outside of the Banque Populaire in Ifrane. Additionally, an ATM operated by the BMCE bank is found embedded in the wall in the BMCE building, to the right of La Paix, a popular café in the center of Ifrane. This ATM accepts international credit cards for cash withdrawal.

 **If you have an ATM, debit, or credit card from your overseas bank, you will be able to use it with ATMs labeled “CIRRUS” or “PLUS” to get dirhams. However, you may have to pay a fee for the transfer and/or conversion.**

Information Technology and Systems

The Information Technology and Systems (ITS) of AUI provides telephone, television, and computer services to the AUI community. ITS is located in Building 9, along with the telephone Switchboard and the Copy Center. The administrative assistant, Laila (035 86 24 04), will deal with your requests. There is also an ITS Helpline, available by phone at 666 from your office phone, or by email at: Helpdesk@au.ma

Religious Services

For Muslims, the Mosque on campus is open for prayer. The Imam or his assistant is always on duty.

For Christians, regular services are held in Apartment 6 of Building 9 at the off-campus residences.

Meetings can be arranged for Jews if there is interest. There are synagogues in both Fes and Meknes.

Van Rental

AUI personnel can rent an AUI van and driver for personal purposes whenever one is available. The cost is approximately 3 dirhams per kilometer, per trip. You must complete a request form and make payment, in advance (at least 48 hours), at the Business Office.



Van requests for official university business must go through deans and department heads and are not charged to individuals.



You can share the cost of a van trip among several people. This works well for those who wish to make large purchases (televisions, for instance) at METRO in Fes.

AUI Activities

Sports

The gymnasium building includes a gym, a weight room, an aerobics/dance studio, lockers and changing rooms and an Olympic-size swimming pool. The soccer field and track are used for both official and intramural team sports. There are three tennis courts (all concrete) available for booking through Adil Kamane (035 86 20 15). Sports equipment and games are available from the Student Activities Office.

Forest Walk

The campus contains a 4 kilometre trail through the forest, which is a fairly rigorous nature walk, giving AUI residents an enjoyable break from the daily routine. Do take this walk whenever you need a stress reducer. A sign labeled “AUI Forest Walk” indicates the start of the trail, just off the main campus road leading from the roundabout to the Administration Building, about 50 metres before the globe.

Films

The Student Activities Office in Building 2 has available a wide range of English-language movies on videotape and DVD for rental. The cost is 10 dirhams per night (except weekends; rentals on Friday are due on Monday morning). To rent videos, pay for the videos using the Cash Wallet at the Business Office; take the receipt to the Student Activities Office and sign out the video.



Videos can be checked out and used for teaching purposes at no charge. Student Activities has recently begun to collect some films on DVD.

Faculty Club

The Faculty Club is located in one of the villas behind the Ifrane School, near the off-campus residences. Faculty and staff may use the club during weekdays and evenings (12:00 – 15:00; 18:00 - 22:00) as a place to relax, eat, watch films, read quietly or watch television. Coffee, tea and soft drinks as well as a selection of wine and beer are available. Lunch is served Monday through Friday, and dinner Monday through Thursday. Friday’s couscous lunch is renowned throughout the land!



Parties, receptions and small group events may be held at the Faculty Club. For reservations, telephone Hassan, the club manager (20 94) during club opening hours.

Clubs

There are 43 student operated clubs at AUI, which come under the supervision of Rajae Saidi, the Coordinator of Student Clubs. These clubs range from art and music through culture, language, dance and sports to drama and some of the more academically oriented groups, like marketing and Rotaract. Learn more about clubs in the *Student Handbook*.

Events

Events of interest to members of the AUI community occur regularly, including music, film, Talent Show and cultural performances. The events are publicized by email, often a day or two before they occur. The weekly "on-campus this week" bulletin is sent to everyone by email on Mondays.

Guest Speakers

The various schools and departments maintain a high level of scholarly interaction with reputed academics throughout the world, many of whom have come to speak at AUI. Keep up to date on the variety of interesting speakers by watching your emails and posted bulletins on the doors to the buildings.



These announcements often occur with very short notice, so you have to be spontaneous.

Conferences

AUI has organised and will continue to hold conferences covering an amazing breadth of scope and topic, given the university's relatively small size. The spring of 2007, for example, saw the following conferences either on campus or in the Casablanca branch:

14 - 15 February Management des Flux de Trésorerie pour Entrepreneurs, EEC Casablanca in collaboration with Beyster Institute

08 March Azrou Center organizes "Atlas Tioutmin's Day"

14 March Diplomacy Club organises "Youth and Political Participation: PJD and USFB representatives"

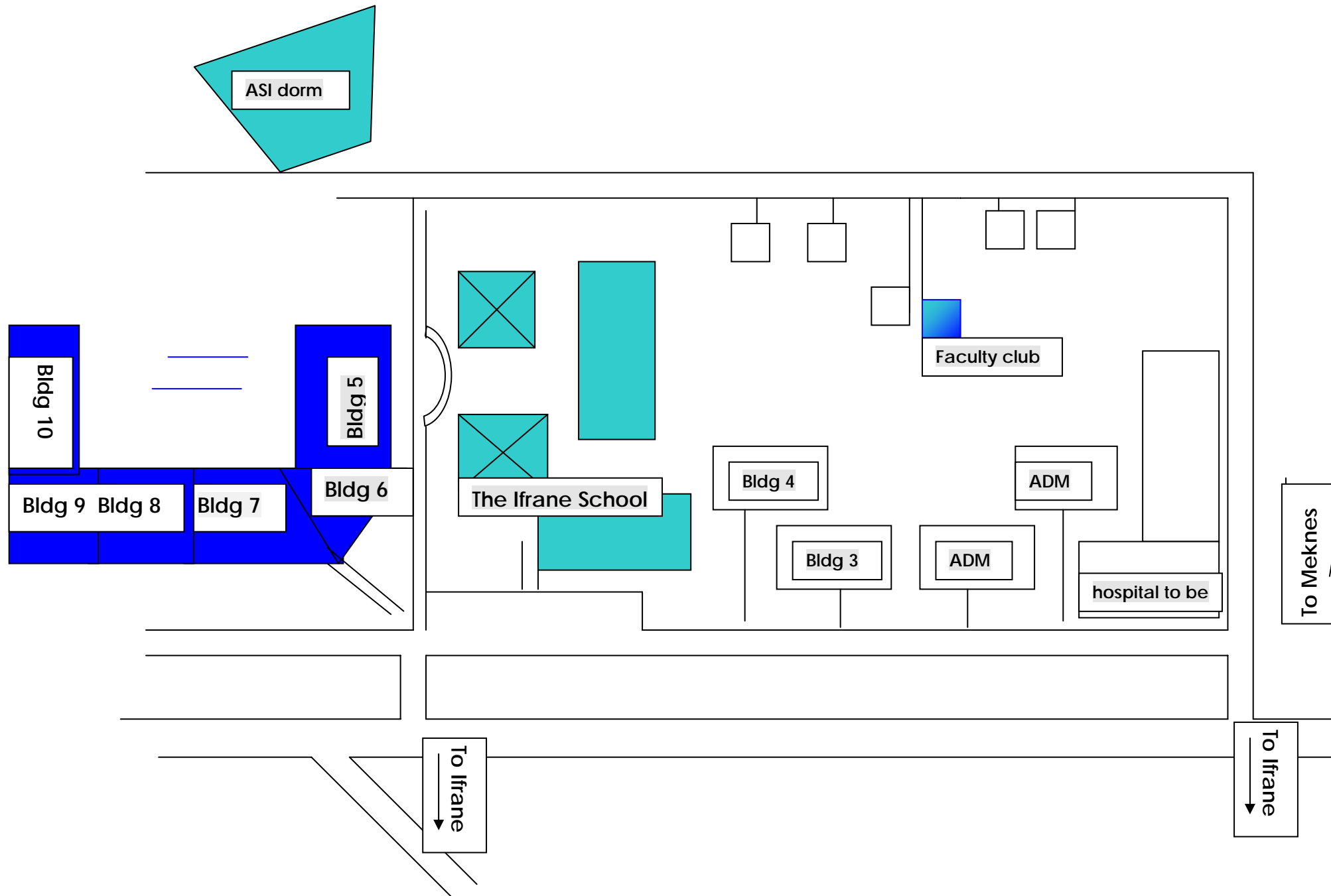
17 April "Amazigh involvement in Moroccan mountain tourism" organised by Tamesmount –n-Al Akhawayn

27 – 30 May International conference on "American International Consortium of Academic Libraries"

04 – 05 June The Interfaith Conference: "Solidarity and Stewardship: Interfaith Approaches to Global Challenges"

AUI hosts several publications, notably *Perspectives from AUI*, an information bulletin for the AUI Community, *auiBridge*, a student-run newspaper, and *Avant Garde*, the French language publication by AUI students.

Al Akhawayn University Ifrane Residences and The Ifrane School



AUI Off-Campus Housing

Types Available

Al Akhawayn Residences of Ifrane (AUI off-campus housing) includes six buildings with one-, two-, and three-bedroom apartments and is located about 6 km from the university. Most apartments are furnished and all have electricity, water, Internet connections and central heating. The buildings are numbered and named: 5 (Les Dahlias), 6 (Les Jasmins), 7 (Les Iris), 8 (Les Amaryllis), 9 (Les Muguets), 10 (Les Bougainvilles).

Furnishings

Furnished one-bedroom apartments come with the following furnishings and fittings:

- | Furniture | Fixtures |
|--|---|
| <ul style="list-style-type: none"> ▪ TV Table ▪ 4 seat sofa ▪ 1 Coffee table ▪ 2 twin beds (200 x 90 cm) ▪ 1 desk and chair ▪ 1 chest of drawers ▪ 2 bedside tables ▪ 2 blankets ▪ 2 sheets ▪ 1 dining table + 4 chairs ▪ 2 pillows + 2 pillow cases ▪ 1 fridge ▪ 1 small electrical oven | <ul style="list-style-type: none"> ▪ Water Heaters for central heating ▪ 1 hotplate + 3 gas burners ▪ 1 Gas Cylinder |
| | Utensils |
| | <ul style="list-style-type: none"> ▪ 8 plates ▪ 1 Coffee maker ▪ 3 knives & 6 spoons and 6 forks ▪ 6 coffee cups & saucers ▪ 1 tray ▪ 1 frying –pan ▪ 5 saucepans ▪ 1 set of ladles & 1 soup tureen ▪ 1 teapot + 6 glasses |

Two-bedroom apartments have the same as above, plus the following:

- | | |
|--|--|
| <ul style="list-style-type: none"> ▪ 2 twin beds (200 x 90 cm) ▪ 2 bedside tables ▪ 2 blankets + 2 sheets | <ul style="list-style-type: none"> ▪ 2 pillows + 2 pillow cases ▪ 1 chest of drawers |
|--|--|

Three-bedroom apartments have the same as above, plus the following:

- | | |
|--|--|
| <ul style="list-style-type: none"> ▪ 2 twin beds (200 x 90 cm) ▪ 2 bedside tables ▪ 2 blankets + 2 sheets | <ul style="list-style-type: none"> ▪ 2 pillows + 2 pillow cases ▪ 1 chest of drawers ▪ 6 seat sofa instead of 4 |
|--|--|



Residents can request double beds, if available. Some single beds can be stacked (“bunked”). Contact the Off-Campus Housing Manager for information.

Check-In

As soon as possible after moving in, residents must check their apartment against the Check-in Checklist, log any missing or damaged items and report them to the Housing Manager, and then sign the form.



It is very important for future residents to check this information before signing the form. Your signature on this form is an acceptance of liability for the condition of the apartment as stated on the form.

Check-Out

When leaving, residents must contact the Housing Manager to schedule a check-out time. At this pre-arranged time, the resident and the housing officer will inspect the apartment for damage and/or any discrepancies from the signed check-in form. Reasonable wear-and-tear will be taken into account and not charged.



In general, liability and damage assessment will be determined by the Housing Services and Grounds and Maintenance Services and payment for lost or damaged items should be made at the Business Office.

Laundry

The laundry at the off-campus residences, in the ground floor of Building 7, is open from 7:30 a.m. to 11:00 p.m. daily. All washers and dryers require laundry tokens, which cost 7 dirhams each and are only available at the Campus Store.



Off-campus residents may also use the laundry services on campus.

Keys

Residents receive keys to their apartment and to the front door of their building. If you lose your key, contact the Housing Office immediately to replace your apartment lock. There is a charge of 50 dirhams for the lock replacement.

Utilities

Electricity and Water

Residents pay utility costs. Utility bills (electricity: monthly; water: quarterly) are issued by AUI to each resident and must be paid at the Business Office. These can be deducted from your salary.



The electric water heaters installed in the off-campus residences, if set high, may use more electricity to maintain constant temperature. Consider ways to conserve.

Telephone

Internal phone lines are available in the off campus residences. Occupants can apply to have their own outside line installed directly by Maroc Telecom with monthly billing for use. (Many prefer to have a cell phone instead which is less complicated) Most office telephones on campus are restricted to making only on-campus calls. However, faculty can request an outside line from their office phones, if their role at the university necessitates external calls. Bills for these calls are paid to the university.

Butane

Butane and the butane tank for cooking are provided in off-campus residences at check-in. When this runs out, you will need to exchange the empty tank for a full one.



Butane tanks (butagaz) must be properly connected and must include the proper regulator and seals to avoid dangerous leaks. Some residents turn off the main valve on their butagaz after each use, as an extra precaution.

Butane heaters, either portable or for installation in a fireplace, are available in Ifrane, Azrou, and at METRO in Fes. These gas heaters range in price from around 1500 to 3000 dirhams. You will need to buy the initial gas tank (240 dirhams for the tank; 41.50 dirhams for the gas) and then exchange it for a full one when it is empty (41.50 dirhams for the gas only). These heaters are unnecessary in the off-campus residences, but people who rent houses or apartments in Ifrane may need them. The Shell Station in Ifrane is a reliable source of butane. Home delivery for gas bottles is a service offered by Simo at 035 56 60 89 or 061 735 427.



Based on your usage, you may consume a tank of butane once every 3 to 5 months for cooking. Many residents keep a "spare" full tank for quick replacement at night.



Butane heaters MUST be properly installed and ventilated to avoid carbon monoxide poisoning! If you plan to use one, ask for assistance from a seasoned user.

Wood

Apartments in the off-campus residences have fireplaces. Residents can make their own arrangements to buy wood by the truckload, at 500 dirhams per half ton, delivered. (beware, though; prices go up unannounced)

Maintenance

Off-campus residents should report maintenance problems (electricity, plumbing, woodwork, etc.) to Mr. Mohamed El Akkaoui, Housing Manager, in Building 7 (20 45) or email m.elakkaoui@au.ma. During weekends and after business hours, emergency maintenance problems should be reported to the Housing Office (035 86 28 28) or to the person on weekend duty at Housing (035 86 33 33).



Only university maintenance staff are allowed to make necessary maintenance repairs to university owned equipment. Residents will be charged for any replacement cost (parts) while the university will bear labor costs.



Maintenance and emergency repairs will be taken care of during working hours, so be aware that Housing personnel may need access to your apartment. Repairmen will be accompanied by the Housing Manager. He will leave an "entry notice" informing residents of what has been done in their apartment.

Security

AUI Security personnel are present at the off-campus residences 24 hours a day. They are located in the small building by the entrance gate across from the Ifrane School and are in touch with AUI Security on campus by radio.

AUI Shuttle Service

AUI Shuttle vans run between campus and the off-campus residences on a regular schedule, which is sent to AUI personnel via email, and is posted in each of the residence buildings.



During the summer vacation period, late July to late August, the shuttle service is reduced to two return trips per day. From the day of faculty convocation, more frequent service is provided.



The shuttle generally stops at the marché (on the north side on the way to AUI; at the corner near the Igloo Café on the return). With careful planning, it's possible to coordinate shopping with shuttle trips. Passengers can also ask to be dropped off near centre ville.

Internet

Off-campus residences are connected to the AUI local area network (LAN) and apartments are wired.



You will need a computer with a network card AND a network cable (RJ45) to use this service. ITS can offer advice about installing network cards but DOES NOT SUPPLY CABLES. However, the Library has RJ45 cables for use on the premises.



Apartments have only one network connection and it may not be located where you want to use your computer. Some residents have purchased very long network cables (up to 100 feet!) to allow them to roam throughout their apartments. RJ45 cables are not available in Ifrane, and not easy to find in these lengths. Wireless networks are currently being considered for the off-campus apartments.

Television

The Housing Office provides off campus residences with TV sets and receivers for rent. The rental can be arranged through the Housing Manager in off-campus Building 7: Mohammed El Akkaoui at extension 2045




If you buy a television and VCR and intend to watch American (NTSC) videos, buy a Multi-system TV and a Multi-system VCR. Also, you will need a TV cable (coaxial cable); these can be purchased in the marché and will be "manufactured" to the length you request. For information on DVD players, please see <http://www.aui.ma/Faculty/facultyFAQ.htm>

Maids

The town of Ifrane is overflowing with women who would like to work as housemaids, cleaning women, and child carers. Many of these women speak French and some speak English. Many of the staff and faculty of AUI employ these women for as little as 1 morning a week to as much as 6 days a week. The going rate for a domestic worker is 50 Dhs per half day. Their services normally include cleaning floors, windows, kitchens and bathrooms as a matter of course; laundry and ironing; and cooking and shopping if you ask, as well as child care. Everyone knows at least five women who want work, so just ask your neighbours or check the AUI faculty email inbox for announcements at the beginning of the term.


Banking

There are two banks in Ifrane. The university uses the Banque Populaire, located in the Résidence de Banque Populaire, one block north of the main intersection in centre ville. The bank is generally open Monday through Friday from 9:00 to 15:30. Hours change during the summer months and the holy month of Ramadan. There is also an ATM on the outside of the bank. BMCE, another bank, is beside La Paix.

 ***The Banque Populaire is busiest at the end of each month and around the 15th of each month. If possible, try to avoid visits to the bank two or three days either side of those dates.***

Monthly salaries for AUI faculty are deposited at the Banque Populaire. The Human Resources office will help you apply for and set up your Banque Populaire account. At that time, you can choose from different types of accounts, whether you wish to have cheques, and whether you want an ATM/debit card for your account.

To open a bank account, you will need to have completed the carte de séjour application and received the récépissé. This takes time, so please make sure you have some cash with you.

 **As a foreign employee of AUI, you can transfer your salary—in whole or in part—in major currencies to your bank in another country. Contact the Human Resources office to set up transfers. Transfers may be one-time only, or every month. To set up a transfer, you must know the following information about the account and bank to which you are transferring:**

- the name as it appears on the account
- the account number
- the bank's name and address (a phone number may be helpful)
- the bank's Swift code and/or ABA code

Credit cards are not commonly accepted in small establishments and especially in a small town like Ifrane. Cheques are accepted quite widely. You can, however, use MasterCard or Visa credit cards or debit cards in some places such as big city gas stations, certain travel agencies, hotels, some large shops, and some restaurants in main cities like Rabat, Casablanca, Marrakech, Agadir, Tangier, Fes and Meknes. ATMs throughout Morocco only dispense dirhams. In order to pay with a credit card or cheque, you must show either a passport or your carte de séjour.

 ***Most people find the Banque Populaire ATM/debit card very useful. It can be used to withdraw cash from the ATMs on campus and at the bank; it can also be used as a debit card at many locations throughout Morocco. You may have to wait up to 2 months to receive your ATM/debit card.***

Groceries (Alimentations Générales)

- Superette des Cigognes, small supermarket, half a block north of Croustillant. General groceries, with a wider selection of imported or specialty foods. The owners of this grocery, who can be found in the adjacent liquor store, will order items if there is enough demand. The only place to find a variety of cheeses!
- Alimentations Générales, small grocery and household stores, at various locations throughout centre ville.

There are many small shops in the marché that sell canned foods, household items, and many kinds of other supplies.

Hours of Operation

Banks in Morocco generally open from 9:00 a.m. to 15:30 p.m., Monday through Friday, except in the holy month of Ramadan, when they close earlier.

The Baladiya or Municipal Office opens from 9:00 to 16:00.

The Police Station is open for service from 9:00 to 16:00. It's always a good idea to call if you need to see Mr. Jawad, for example, and he will make sure to be there or will tell you a good time to come.

Maroc Telecom is open from 8:30 to 16:30, without a break for lunch; however, you may not always find precisely the person you need non-stop throughout the day.

Shops in centre-ville operate throughout the day, though the late afternoon or mid-morning are the most reliable times.

Pharmacies

There are two pharmacies in Ifrane where English is spoken: Pharmacie Les Iris, located on the far south side of the marché and Pharmacie Michelifen, in centre ville, across from Croustillant. Another pharmacy is in centre-ville, across and left along the street from the Grand Hotel. You don't need a prescription to buy medicine. However, you must have a prescription to get refunded for medication by the insurance company.



For insurance purposes, save the information sheet from the box of medication, along with the portion of the box where the price is stamped. Staple these together and staple it all to the insurance form, along with the prescription.

Police

The police station is housed in a building down the hill from centre-ville, on the street heading west from the Grand Hotel. The office of Mr. Jawad will become familiar as you go through the process of acquiring your carte de séjour.

Restaurants

In addition to the café-restaurants in centre ville and the marché, the following full-service restaurants are located throughout Ifrane. Approximate dinner price, per person, is offered for comparison only.

- Atlas Restaurant, at the Hotel Perce Neige, near the Hotel de Ville. 150 dhs, alcohol available.
- Les Tilleuls Restaurant, at the Hotel Tilleuls, in centre ville. 120 dhs, alcohol available.
- Michlifen Hotel Restaurant, at the Hotel Michlifen. (currently under renovation)
- Hotel Chamonix, on the corner across from the lion. 120 dhs, alcohol available.
- Le Grand Hotel, a block and a half west of La Paix. 160 dhs set menu.
- Restaurant La Rose, next to the Mobil station in centre ville. 80 dhs or less.
- Aguelmam, facing the duck pond on the road between centre-ville and AUI. 80 dhs.
- Shell Station, on the route to Azrou. 80 dhs or less.



Ask around for recommendations—everyone has a favorite place to eat, and it's possible to try them all!

Shopping Areas

There are three general locations for shopping and conducting business in Ifrane, depending on what you need.



Small bills (20- and 50-dirham notes) and coins make shopping much easier—and are almost a must at the souk. Since the ATMs only give 100- and 200-dirham notes, you may want to change these at a location in centre ville. A 200-dirham note can cause quite a stir at the souk, and may send vendors in the marché on a search for change!

Center of Ifrane (Centre Ville)

From AUI, it is about one kilometre to the center of Ifrane (centre ville). Most services are located either there or in the market (marché).

The Market (Marché)

The marché, located beyond centre ville about one kilometre along the road to Meknes, houses vendors selling fresh fruit, vegetables, and meat, as well as these other businesses:

- téléboutique
- souvenirs
- groceries (alimentation générale)
- hardware (droguerie)
- dry cleaners (nettoyage à sec, or pressing)
- shoe repair
- pharmacy
- hairdresser (coiffure)
- tailor (tailleur)
- film processing
- newsstand



If you ask a vendor for something that isn't available, he may direct you to another shop that does have it, or offer to go and get it for you, or tell you whether you'll have to go to Fes or Meknes for it. So, if you don't see what you're looking for, do ask.

The Souk

The Saturday-Sunday traveling market (souk) is located in Timdeqine, a residential area 2.5 kilometres from the marché, or 1 km from the off-campus residences in an otherwise empty lot. This is the place to get fresh vegetables in large quantities. The smallest quantity you can buy of most fruits and vegetables is a half kilo (about a pound).



A few vendors at the souk speak French—and even a little English. Some will sell in smaller quantities, especially if you buy several types of items. It pays to become a regular customer!

Telecommunications

Téléboutiques

You'll quickly notice téléboutiques in every town and city in Morocco. In addition to offering telephone booths where you can make a call, these outlets usually sell telephone cards for public phones, prepaid cards giving access to outside lines for private phones, and cellular phones with their accessories.

In Ifrane, there is a téléboutique affiliated with Croustillant in centre ville; two in the marché; and one in the Maroc Telecom office in centre ville, behind the Post Office.

Cell Phones (Portables)

At present, there are two companies providing cellular phone service: Maroc Telecom and Meditel. Although Maroc Telecom currently has wider coverage, especially in rural areas, both services are available in and around cities and towns.



Cell phones are so commonplace that some people have opted not to have a “regular” phone line installed. Making overseas calls on them can be very expensive, however.

Cell phones (portables) are available at téléboutiques, at the Maroc Telecom office in centre ville, from various vendors at the marché—including a Meditel store. Usually, phones are sold packaged with service from one of these two providers, although it is possible to change provider later.

Service is available by monthly subscription in some cases, but is most often sold by units on cards: You buy a 100-, 200-, or 300-dirham card from a vendor, and then apply that amount to your account through an activation call to your service.



Providers sometimes make special offers to double the units of service for their cards: a 200-dirham card activates 400-dirhams’ worth of service. But there may be a time limit (a set number of days or months).

Phone Cards

Many pay phones do not accept coins, but only take pre-paid phone cards that are sold in téléboutiques, the Post Office, and many other places. These cards are sold in a variety of units, the lowest being 12 units for 18 dirhams, which pays for about 10 local calls or 1 very brief international call.



There are several card phones on campus (in the post office, the restaurant, and in the lobby of building 4).

Maroc Telecom sells two types of phone cards under the name “KALIMAT,” with instructions in French and Arabic. One has a scratchable code, useable on AUI office telephones to access an outside line. The other is for use in a pay phone, recognizable by its electronic strip.


International Phone Cards

There are many international calling cards—either pre-paid or by subscription, but not all of these will work for calling out from Morocco. The following companies’ international phone cards do work, although others may also be able to provide service: AT&T, MCI, Canadian Bell, and British Telecom.

Transportation


Petits Taxis

There are eleven "petits taxis" operating within Ifrane. All the taxi drivers have cell phones (their names and numbers are listed under Important Phone Numbers). Only Said speaks English, but all drivers speak French. Call **no earlier than** 30 minutes or so before you want to leave.

 **All the drivers are familiar with the off-campus residences and will readily recognize your location if you say "American School" and your building number (preferably in French). If you regularly use the same petit taxi, the driver will soon recognize your voice and probably learn your name, too.**


Grands Taxis

"Grands taxis" take passengers from city to city. The Grand Taxi stand in Ifrane is behind the marché. The grand taxis generally wait until they have 6 passengers to go to a city, but you can pay for the whole taxi. It costs about 18 dirhams for one person to go to Fes, 22 to Meknes, so buying all the seats in a grand taxi one-way should cost 140 dirhams. Fix the price before departure. Night time trips to Ifrane can be much more expensive. There are usually grand taxis to Ifrane outside the Amir train station in Meknes. Destinations other than the actual taxi stand cost more, unless it is en route.

 **If you want a bit more room to sit, or you just don't want to wait for a full taxi, you can purchase as many places as you wish. If you buy two places, you will generally be expected to take the choice seats--in front with the driver.**


Busses

The national bus company is CTM, although there are many other local and regional busses. The station in Ifrane for all busses is next to the grand taxi area, at the northern end of the marché; a bus schedule is posted on a blackboard there, but tickets on busses sometimes have to be booked in advance. They fill up quickly.

 **You can ship parcels by CTM, as long as they weigh at least a kilo. If you're traveling in Morocco, consider shipping your purchases--or laundry--to yourself and pick it up when you return to Ifrane.**

Trains

The nearest train stations are in Fes and Meknes. Schedules may be found at Travel Agents listed below. The Office National des Chemins de Fer (ONCF) also has a website at: <http://www.oncf.ma>

 **Many AUI students travel home by train each weekend. They can be a great source of information on schedules and finding grand taxis.**

Cars

Having your own vehicle clearly has its advantages, and second-hand cars are often easy to find. However, there are two types of license plates for vehicles in Morocco, and the difference is an important consideration in buying.

If you are an AUI employed foreigner, you may buy one car with yellow plates, which designate a car on which no import duties have been paid. This allows purchase of vehicles from the diplomatic community in Rabat and Casablanca tax free. “Regular” Moroccan plates are white, indicating that taxes have been paid.



In general, vehicles with yellow plates can only be resold to other foreigners; cars with white plates can be resold to anyone.



Registering a yellow-plate vehicle is more complicated, involving trips to both Azrou and Meknes. The bureaucracy is simpler on a car with white plates. Many departing staff and faculty members will have cars for sale prior to contract expiry dates.



See [Appendix 1](#) for the exhaustive process to get the yellow plates.

Car insurance is available through several insurance companies, one of which, AXA, has an office in Azrou. Coverage is available at different levels, although maximum coverage is advisable. If you travel outside Morocco in your vehicle, you may temporarily increase your coverage.



The Human Resources office can assist with car registration and insurance procedures.

Services outside Ifrane

Hospitals and Clinics



If you need to go to a hospital in an emergency, you can call the AUI Housing Office emergency number (035 86 28 28 or 035 86 33 33) to get the doctor on duty. S/he will then authorize the use of AUI's ambulance. Alternatively, find your own transportation to one of the private hospitals in Meknes or Fes.

The Clinique Cornet in Meknes is useful in an emergency because Dr. Rava speaks excellent English (035 52 02 62 or 035 52 02 63). Small hospitals in Azrou and Ifrane function more as public clinics than as hospitals, providing the same services available at AUI; they will likely refer you to Meknes or Fes in an emergency.

Pediatricians and gynecologists can be found in both Meknes and Fes, but usually speak only French and Arabic. Ask for referrals from the AUI Infirmary, or for recommendations from colleagues.

Dentists

One dentist is available Tuesday and Thursday afternoons and all day Saturday in Ifrane. His name is Dr. Abderazzak Loukili, and his phone number is 035 65 15 70, but he speaks only French and Arabic. The following two dentists in Fes have worked with many AUI faculty:

- Dr. Nouzha Laraoui, US educated with excellent English (035 93 24 93)
- Dr. Benkirane, excellent but only speaks French and Arabic (035 62 34 74)

The Centre Dentaire Avicenne (022 36 13 24) in Casablanca is a comprehensive dental clinic offering periodontal care.



When you go to the dentist, take insurance forms, available from the Human Resources office, with you.

Veterinarians

In Azrou there are several veterinarians who have tended to AUI pets:

- Dr. Said Bahaoubira, French, Arabic and a bit of English; tel: 061 07 11 65
- Dr. Khadija, French and Arabic; tel: 061 35 17 04 or 035 56 10 80

Shopping

For major shopping, the nearest large stores are METRO, a membership wholesale warehouse, Marjane, a supermarket/department store, and Acima, a good supermarket, all in Fes. In Meknes, the choices are Marjane and La Bel Vie, a small but well-stocked grocery store. Although METRO is a warehouse store, many items can also be bought individually. METRO accepts cash or credit cards, with a passport or carte de séjour, as does Marjane. But METRO requires that shoppers use their member card, either a temporary (one trip) or permanent one. Appliances are also found in Azrou, in various shops along the main shopping street.



Children under 12 are not admitted to METRO.



The university will arrange one trip to METRO or Marjane for newcomers and you will not need a membership card for this trip. You can apply for a METRO membership card through your administrative assistant.

Travel Agents

Following are some of the travel agents used by AUI faculty:

Fes

First Travel Agency (Hanane)	English, French, Arabic	035 62 12 35
Zalagh Voyages & Tourisme	English, French, Arabic	035 65 20 49
Atlas Voyages	French and Arabic tofes@atlasvoyages.co.ma	035 94 12 12

Meknes

Voyages Oualili	French and Arabic only	035 52 42 14
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Important Phone Numbers

Office	Location	Phone
Security and Safety Department	AUI main gate	035 86 21 65 035 86 22 22
University Infirmary	Building 26	035 86 20 57
Housing Office	Building 26	035 86 20 61 035 86 20 62 035 86 20 63 035 86 20 66
Housing Office Emergencies (after midnight or during the weekend)	Building 26	035 86 28 28 035 86 33 33
Mohamed Akkaoui, Housing Manager	Off-Campus Residences, Building 7	035 86 20 45 067 61 30 17 (cell)
ITS (Information Technology and Systems)	Building 9	035 86 24 04
Library Circulation Desk	Library	035 86 21 70
Task Force (Prevention of Violence & Sexual Harassment)	(no office)	066 22 06 48
National Emergency number	(corresponds to 911 in U.S.)	190
Schools		
SSE	Building 5	035 86 21 14
SHSS	Building 8	035 86 24 27
SBA	Building 11	035 86 23 11 or 035 86 23 13
LC	Building 8	035 86 24 20
CAD	Building 10	035 86 24 30

Les Petits Taxis

1	Radi	066-91-11-05
2	Radi	061-50-28-42
3	Lharass	068-66-61-92
4	Aziz	061-53-17-89
5	Ismail	068-10-23-94
6	Hassan	070-85-25-52
7	N/A	062-04-61-14
8	N/A	073-60-30-78

Embassies and Consulates

Canada	Rabat	037 67 23 75
Egypt	Rabat	037 70 68 21
France	Rabat	037 75 79 64
French Consulate	Fes	055 62 55 47
Portugal	Rabat	037 65 84 02
Spain	Rabat	037 70 41 47
United Kingdom	Rabat	037 73 14 03
United States Consulate	Casablanca	022 26 45 50
Area Warden	Amy Fishburn	035 56 75 75

Appendix 1

Instructions for the Registration of Motor Vehicles in Morocco

Cars on MOROCCAN plates (Customs Duty Paid - Black and White plates)

- 1) If the car is on Moroccan (black and white plates) this document does not apply to you. Just get a *Formule 1a* and fill it in with the seller. The signatures of the buyer and the seller must be notarized at a town hall (*baladiya*). You will also need to fill in the section of the form entitled 'certificat de résidence'. This is a very simple procedure. To do this you will need an 'attestation de travail' from the University HRD (Souad Loukili). Take the certificate to the town hall with the *formule 1 a* and ask them to fill in the residence section.
- 2) Go to Azrou to the registration office to finalize the procedure. Take photocopies of:
 - your contract
 - your passport
 - your carte de séjour (or *récépissé*)
 - the 'carte grise' or registration document of the car.

Cars on DIPLOMATIC plates (CD, CC, PAT)

If the car has YELLOW plates (CI plates), then you must follow the steps below from step 6.

If the car is on yellow DIPLOMATIC plates (CC, CD, PAT etc.) then follow the steps from step 1 below.

N.B. If you are a Moroccan passport holder you cannot buy one of these cars without paying the customs duty (even if you have dual citizenship).

- 1) For cars on diplomatic plates – start here. Find a car you want to buy! Embassy cars may have yellow or red plates with the letters CC, CD, PAT etc. Foreigners in Morocco have the right to purchase one tax-free if they work for AUI or any Government Institution.
- 2) Get the SELLER to obtain permission from the Ministry of Foreign Affairs to sell the car. This is a letter in Arabic and is essential. The seller will not be allowed to sell the car unless he has owned it in Morocco, on Diplomatic plates, for a minimum of one year
- 3) When you have this letter in your hand you will need a 'dossier d'immatriculation' for 'plaque jaune' cars, obtainable from kiosks. There is a kiosk in Meknes outside the Customs building. The form you receive must be FORMULE 1 - NOT FORMULE 1a. The dossier must contain the very important white form –Déclaration 23 de la Douane – three copies. You will need some 'timbres fiscaux' (stamps) too (the amount varies, but it should not exceed 30 Dh.) The kiosk will supply you with a complete dossier.
- 4) Get either the 'Carte Grise' (registration document) or else a notarized copy of it, with a declaration from the MFA that they have taken the original. Do not accept the car without.

- 5) Get the number plates. The US Embassy may be reluctant to let you have these, as they want to keep them. Other Embassies are not usually interested in keeping them. If the owner wants to keep them, you must make a spare set. If you do not have the plates, or a spare set, you will not be able to drive the car for several months until you have completed the registration process. You can make a spare set by going to a number plate maker with the 'carte grise'. This is quite legal. You can also make yellow photocopies and use them on a temporary basis, until you get the definitive registration document.
- 6) Get the GREEN form (temporary import form) which is issued by the customs when the car is imported and renewed every year after importation. This is required. If you have imported the car yourself you will have this form, of course.
- 7) **For cars already on CI yellow plates (not diplomatic)**
If the car is already on CI Plaque Jaune – then you will need a FORMULE 1a Dossier (plaque jaune) from the kiosk. This dossier should include three examples of Déclaration 23 de la Douane, as well as the fiscal stamps required.
- 8) **For cars which you are importing yourself as a personal import.**
You must do this BEFORE you establish residence. Once you have established residence the procedure is slightly different. You will have to go through the initial stages of vehicle registration BEFORE importing the car.
See Peter Hardcastle about this if necessary.

From here on the procedure is the same for all variants

- 9) Ask the President to submit a request to the customs in Meknes that you be allowed to register your car on 'plaques jaunes'. This letter should be faxed to the customs in Meknes. When you get the reply giving you permission:
- 10) Go to Meknes customs to see Mr. Amrani. He is extremely kind and helpful. Make an appointment before you go. Take the following:
 - Copy of your contract
 - Copy of your passport
 - Copy of your 'carte de séjour' (or 'récépissé')
 - Copy of the letter you received from customs
 - Copy of the President's letter
 - Copy of the carte grise or registration document of the car.
 - Attestation de travail (from AUI HRD)
 - Copy of the green form from the customs issued at the point of entry of the vehicle (see 6 above)
 - **(Take the originals with you)**
 - The FORMULE 1 and all the other documents in the registration dossier.
 - The fiscal stamps.
- 11) Take the papers from the customs to the 'Bureau d'immatriculation' in Azrou. (See map)
Take all the documents listed in 10 with you.

- 12) This office will give you a 'carte grise temporaire' valid for one month.
- 13) Get insurance. Always get the minimum insurance available. Comprehensive insurance is very expensive and not very good (personal recommendation only – without prejudice).
- 14) After one month return to collect your regular 'carte grise'. (If it is not ready, they will renew the temporary one for another month.)
- 15) You will THEN have to go to the 'enregistrement' office in Azrou to pay the 'droits d'immatriculation' (could be anything up to 10,000 dirhams, depending on the age and CV of the car. A small car will be cheap. A new Range Rover will cost a lot.

(CV stands for 'Cheval vapeur' – a fiscal power rating introduced by the French. Generally speaking it relates to the size of the engine and the original cost of the vehicle. For example a Renault 4 is 4 CV, a Land Rover Diesel is 10 CV, a Mercedes C220 petrol is 13 CV. This rating affects the cost of the road tax, the registration tax and the cost of insuring the vehicle)
- 16) Buy the 'vignette' (road tax) at the same office. (600 Dh. for small car – 3,000 Dh. for Range Rover)
- 17) Go to Fes or Meknes to have your number plates made up and affixed to the vehicle. There are many number plate makers around. They have number plates displayed outside their shops. There is one in a kiosk opposite the main Post Office in Fes (Bd. Mohammed V).
- 18) Congratulations – you have finished.