

The background is a stylized illustration of Suzhou, China. It features a city skyline with various skyscrapers and a prominent tower with a circular top. In the foreground, there are green rolling hills, a blue body of water with a small boat, and a winding orange path. The overall color palette is soft, with greens, blues, and oranges.

INTERNATIONAL
SERVICES

SUZHOU

A GUIDE TO SUZHOU FOR EXPATS

Suzhoudao APP
(Section of Service for Foreigners)



FOR FOREIGNERS

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PART 03





苏

SUBLIME Culture and Craftsmanship

SUFFICIENT Opportunities

SUSTAINABLE Business Environment

SUPREME Lifestyle



ABOUT SUZHOU



Situated in the southern part of the Yangtze River Delta, Suzhou benefits from distinctive four seasons and abundant rainfall. Known as a land of fish and rice, famous for its silk, the city has earned the fame of "the paradise on earth" due to all these attributes.

LOCATION

Suzhou has jurisdiction over 5 districts:Wujiang District, Wuzhong District, Xiangcheng District, Gusu District and Suzhou New District (SND); 4 county-level cities: Zhangjiagang, Changshu, Taicang, and Kunshan; and also Suzhou Industrial Park (SIP).



• REC



CHECKLIST UPON ARRIVAL

◆ Residence Registration

For expats staying in a hotel, residence registration can be handled by the hotel.

Expats who stay elsewhere need to register residence at the local police stations or fill in the registration form online within 24 hours upon arrival.



Scan via Wechat to see the tips

◆ Work-based Residence Permit

Expats who plan to work in China need to apply for work and residence permits within 30 days.



Scan to see the guidelines

◆ Study-based Residence Permit

Expats who plan to study in China need to apply for study and residence permits within 30 days.



Scan to see the guidelines



◆ Reissuance of Visa, Stay or Residence Permits

Expats will need to get a new visa or permit due to expiration, loss or other reasons.



Scan to see the guidelines

◆ Loss of a passport

1. Report to the police station
2. Take the police report to the embassy/consulate for passport application
3. Go to the Exit-Entry Administration Service Center with your new passport and police report for visa application.

◆ 12367 China Immigration Service Hotline

The hotline assists expats in Suzhou with visa, exit and entry-related queries. It provides 24/7 service in Chinese and English.

◆ Exit-Entry Administration Service Centers in Suzhou

There are designated Exit-Entry Administration Service Centers in all districts and county-level cities responsible for managing the entry and exit, residence, and visa application of expats.



Scan via WeChat to see the details

● COMMUNICATION

It is recommended to choose a suitable operator to apply for a SIM card, which typically includes call time and data as part of the mobile communication service plans.



◆ Major Telecom Service Providers in China



China Telecom
Service Number : **10000**



China Mobile
Service Number : **10086**



China Unicom
Service Number : **10010**



China Broadnet
Service Number : **10099**

◆ Purchase Channels

1. Upon arrival in China, purchase a SIM card at the airport with your passport.
2. Go to the official rep office in Suzhou and get a SIM card with your passport.

You can also buy online : **Nihao Mobile**



Scan to purchase a SIM card

PAYMENT

Payment By Bank Cards



Bank cards issued in your home country/region are acceptable if logos of UnionPay, Visa, Mastercard and other payment organizations are displayed at the checkout counter (see the picture below).



Cash Payment

Withdraw RMB cash with your bank card at an ATM with logos of the corresponding bank card organizations. Or exchange RMB at bank outlets with currency exchange signs, qualified financial institution outlets, or self-service kiosks.



Scan to see payment and redemption service electronic map





Alipay



Weixin Pay



Unionpay



Su-Pay

Mobile Payment

Most restaurants, cafes, supermarkets, malls, hotels, public transport and hospitals accept digital payments. Scan to see how to add your foreign bank card to Alipay, Weixin Pay, Unionpay or apply for Su-pay.



Scan via WeChat to see the guidelines

E-CNY Payment

E-CNY is a legal tender issued by the People's Bank of China in digital form.



数字人民币
e-CNY



Scan via WeChat to see the guidelines

Open a Local Bank Account

Apply for a domestic bank card at a bank branch in China to enjoy a more convenient and efficient payment experience.

ICBC 中国工商银行



中国农业银行
AGRICULTURAL BANK OF CHINA



中国银行
BANK OF CHINA



中国建设银行
China Construction Bank



Scan via WeChat to see the guidelines

PUBLIC TRANSPORTATION

Suzhou offers various of transportation options to navigate the city or travel to other cities.



There are 3 airports near Suzhou:

1. Shanghai Pudong International Airport (110km)
2. Hongqiao International Airport (70km)
3. Sunan Shuofang International Airport (30km)

TIPS

You can easily access the airports via shuttle buses at Suzhou City Terminals.



Suzhou City Terminal
Service Number : 4008069321



Suzhou SND City Terminal
Service Number : 4008220666





There are four major rail stations:

Suzhou Railway Station
Suzhou North Railway Station
Suzhou Industrial Park Railway Station
Suzhou New District Railway Station

TIPS

Train tickets could be bought with your passport at the ticket offices or on the 12306 App and Trip.com. Scan to purchase train tickets.



Suzhou Rail Transit now has 7 Metro lines and 227 stations in operation.

Scan to see the English map



Fares are distance-based, starting from 2 yuan to 13 yuan for each ride.

One-day Ticket: 18 yuan

Three-day Ticket : 40 yuan

Scan to see how to take rail transit with Weixin Pay



Fares are distance-based, starting from 1 yuan for each ride and buses with AC will cost an additional 1 yuan. Both mobile payment and cash payment are acceptable.

TIPS

Exact cash payment is required, as no change will be given. Alternatively, you can use a transportation card or opt for e-payment methods.



JIANGSU T-UNION Card can be purchased at self-service machines at Metro stations. Card holders can enjoy a 5% discount on rail transit, a 30% discount on tram services, and a 40% discount on public buses within the Suzhou urban area.



Choose a bike-sharing company and download the app or scan the QR code via Alipay to use the service.

Recommended Apps:



YOUON



Meituan



Hellobike





Taxi stops can be found at train stations. To get a taxi elsewhere, it is recommended to use the DiDi app, which is similar to Uber, for online car-hailing services.

Recommended Apps:



Didi



Gaode Map



Baidu Map

TIPS

Few taxi drivers speak English. Show the driver your destination in Chinese will be a good method for communication with the driver.



Scan via WeChat to see the guidelines

Convert your foreign driving license to a Chinese one after taking China's driving exam (multiple languages available).



TIPS

1. In Suzhou, vehicular traffic runs on the right-hand side of the road.
2. Public transportation in the city is either free or subsidized for children.

HOUSING

Many people rely on real estate companies to find a place to live. It is important to carefully review the contract and thoroughly inspect any apartment before making your decision.

💡 Payment required for renting a property

Rent :	Paid monthly, in advance for the following month.
Deposit :	Returned after the tenancy ends. About 1 month's rent.
Management fee :	Property maintenance. Paid monthly.
Agent's commission :	A commission paid to the real estate company. About 1 month's rent.



MEDICAL CARE

💡 Health Insurance

Expats working in Suzhou will be covered by social security, which includes pension, medical insurance, employment injury insurance, unemployment insurance, and maternity insurance.

Common types of health insurance in China

Inpatient coverage

Outpatient coverage

Wellness care

Dental care



💡 Hospitals

Suzhou has both public and private healthcare facilities. In need of healthcare service, visit a hospital nearby directly with your passport.

Steps at Chinese hospitals:

- 1. Register at the reception desk.
- 2. Pay for the medical service.
- 3. Wait for your turn.
- 4. Consult with the doctor for treatment or advice.

Major Hospitals in Suzhou

Name	Tel	Office Hour
The First Affiliated Hospital of Soochow University	0512-67972241 0512-67972242	Mon-Sun:08:00-12:00 13:30-17:00
The Second Affiliated Hospital of Soochow University	0512-67783343	Mon-Sun:08:00-12:00 13:30-17:00

Name	Tel	Office Hour
Children's Hospital of Soochow University	0512-80691131	Mon-Sun:08:00-12:00 13:30-17:00
Suzhou Municipal Hospital	0512-62362233 0512-62364155 0512-62363800	Mon-Sun:08:00-12:00 13:30-17:00
Suzhou Hospital of Traditional Chinese Medicine	0512-67872100	Mon-Sun:08:00-12:00 13:30-17:00
The Fourth Affiliated Hospital of Soochow University	0512-65955080	Mon-Sun:08:00-12:00 13:00-16:30
Zhangjiagang First People's Hospital	0512-56919809	Mon-Sun:07:45-11:30 13:00-17:00
Changshu Second People's Hospital	0512-52707189	Mon-Sat:08:00-11:00 13:00-16:30 Sun:08:00-11:00
Taicang First People's Hospital	0512-53101356	Mon-Sun:08:00-11:00 13:30-16:00
Kunshan First People's Hospital	0512-57532362	Mon-Sun:08:00-11:30 13:30-17:00
Suzhou BOE Hospital	0512-63123666	Mon-Sun:08:00-12:00 13:00-17:00
Suzhou Wuzhong People's Hospital	0512-33333600 18913141245	Mon-Sun:07:45-11:30 13:00-17:00
Suzhou Kowloon Hospital	0512-62627998 0512-62627999	Mon-Sat:08:00-12:00 13:00-16:30 Sun:Close

Name	Tel	Office Hour
Suzhou BenQ Medical Center	0512-80838800	Mon-Sun:8:00-17:00

TIPS

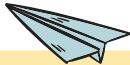
All of the hospitals above are ready to provide 24-hour emergency services.

Expats Friendly Clinics in Suzhou

Name	Tel	Office Hour
Jiahui Health(Suzhou)	0512-69836001	Mon-Sun:10:00-19:00 Wed:Close
TSK Dental	0512-67635720	Mon-Sun:8:30-20:00
Sing Health Medical	0512-67671655 0512-67671611	Mon-Fri:9:00-19:00 Sat-Sun:9:00-18:00
Sing Health Medical & Dental	0512-62990301 0512-62990302	Mon-Sun:9:00-18:00 Tues:Close
NewLife Clinic	18913198550	Mon-Sun:9:00-18:00
Suzhou Morishige Clinic	0512-68188001	Mon-Sat:8:00-18:00 Sun:8:00-17:00
Suzhou Towa Clinic	0512-67229924	Mon-Sat:9:00-17:30 Sun:9:00-16:30

EDUCATION

Living in Suzhou, expats can choose high-quality educational resources for children, including local schools, international schools and international division of local schools. However, specific policies may vary from school to school. It is advisable to check with the local education bureau for detailed information and guidelines.



Recommended international schools in Suzhou for children of expats.

Suzhou Singapore International School

Tel: 0512-62580388

Eton House International School of Suzhou

Tel: 0512-68255666

Japanese School of Suzhou

Tel: 0512-68070080

Dulwich College Suzhou

Tel: 0512-62959500

Canadian International School Kunshan (CISK)

Tel: 400-828-0084

Suzhou Korean School

Tel: 0512-68336525

DAILY NECESSITIES

Utility Bill

There are various options to make payments. Pay in person in post offices, convenience stores, banks, or utility companies. Online payments using e-payment platforms like WeiXin Pay or Alipay will also be acceptable.



WiFi

Free Wi-Fi is available at most public places such as train stations, coffee shops, and convenience stores.

Garbage Sorting

You'll need to sort trash into four categories.

Red - Hazardous waste

Green - Recyclable waste

Grey - Kitchen waste

Blue - Residual waste



💎 Delivery Services

Many companies provide courier services, ranging from local, domestic, and international delivery.



FlashEx promises 60-minute deliveries within a 7-kilometer range in the city.



EMS, the official postal service of China, provides both domestic and international delivery.



SF Express is also a reliable delivery choice.



International express brands like DHL, UPS, and FedEx also offer services in China.

💎 Popular Chain Stores

International Brands



Sam's CLUB



Costco



METRO

24-hour Convenience Stores



FamilyMart



LAWSON



7-Eleven



EnjoyLove

💎 Food Delivery

You can enjoy the convenience of a wide range of food delivery services in Suzhou.



Recommended Apps



Ele.me



Meituan Waimai

NUMBERS TO REMEMBER

In China, emergency numbers are delegated for more specific purposes. Here are four different numbers for different situations.



119

The number can be used for fire, disaster relief, emergency rescue, and other critical situations.

*No charges.



120

The number is for pre-hospital care, which covers on-site first aid, emergency treatment in transit, and care-oriented medical services. The service is available 24/7. Supports English.

*Patients transported to the hospital via the 120 service will be given priority in receiving medical attention. Charges may apply.

110



The 110 service is for public security, such as reporting crimes and requesting police assistance. The service is available 24/7. It also provides assistance in non-criminal situations, such as helping people find lost items, assisting with traffic accidents, and providing directions and other information.



12345

Suzhou Public Service Hotline



The 24/7 hotline is a must-have for citizens to report issues, ask questions, and share complaints about public services. It serves as a quick and easy way to get information and assistance about public services, with English service provided.

TRAVEL INFO

Suzhou enjoys its fame for blending traditions perfectly with modernity. Have a captivating journey in the city by exploring the classic gardens, iconic landmarks, cultural venues, delicate cuisine, and so much more.

Suzhou Bureau of Culture, Radio, Television and Tourism

Scan to see Travel to Suzhou website:

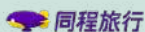


For more updates from the Suzhou Tourist Information Center, see
<https://visitsz.wglj.suzhou.com.cn/en/index.aspx>

There are multiple kinds of hotels for you to choose in Suzhou. Here are several recommended ways to book hotels online :

Book through the App of online travel service company

Recommended hotel reservation platforms:



LY.com



Trip.com

Book through the official website of the chain hotel



CLASSICAL GARDENS

With 108 gardens incorporated into China's legal conservation systems, Suzhou officially becomes a "City of 100 Gardens". Each garden tells a unique story, converging elements of poetry, art, and architecture.



◆ The Humble Administrator's Garden



Address : 178 Dongbei Street, Gusu District

Tel : 0512-67539869

Ticket Fee : 80 yuan for Peak Season, 70 yuan for Off Season

Open Hours : 7:30-17:30 (17:00 in winter)

Zhuo Zheng Wen Ya (Light Show of Night Tour) :

198 yuan, (Tue-Thur)/228 yuan (Fri-Sun), 18:30-22:00, last admission at 21:00

◆ The Master of Nets Garden



Address : 11 Kuojiatou Alley, Gusu District

Tel : 0512-65337903

Ticket Fee : 40 yuan for Peak Season, 30 yuan for Off Season

Open Hours : 7:30-17:30 (17:00 in winter)

Night Tour : 120 yuan, 18:25-22:00, last admission at 21:35 (March-November)

◆ Lingering Garden



Address : 338 Liuyuan Road, Gusu District

Tel : 86-512-65337903

Ticket Fee : 55 yuan for Peak Season, 45 yuan for Off Season

Open Hours : 7:30-17:30 (17:00 in Winter)

◆ Lion Grove Garden

Address : 23 Yuanlin Road,
Gusu District

Tel : 86-512-67773263

Ticket Fee : 40 yuan for Peak
Season, 30 yuan for Off Season

Open Hours : 7:30-17:30 (17:00 in
Winter)



◆ Canglang Pavillion

Address : 3 Canglangting
Street, Gusu District

Tel : 0512-68123123

Ticket Fee : 20 yuan for Peak
Season, 15 yuan for Off Season

Open Hours : 7:30-17:30 (17:00 in
winter)



OLD STREETS AND ALLEYS

These ancient streets and alleys are adorned with traditional architecture, quaint shops, tea houses, and cultural attractions, offering visitors a glimpse into Suzhou's past and its vibrant local culture.



◆ Pingjiang Historical and Cultural Block



Address : 65 Baita East Road, Gusu District

Tel : 86-512-69163907

Ticket Fee : Free of charge

Open Hours : All day

◆ Shantang Historical and Cultural Block



Address : 177 Shantang Street, Gusu District

Tel : 86-512-65314467

Ticket Fee : Free of charge for admission to the block. Separate purchase of tickets for special attractions is required.

Open Hours : All day

MUSEUMS

With a diverse array of museums throughout the city, Suzhou has made significant strides in establishing itself as a hub for cultural exploration.

◆ Suzhou Museum



Address : 204 Dongbei Street, Gusu District

Tel : 86-512-67575666

Ticket Fee : Free of charge

Open Hours : 9:00-17:00 (last admission at 16:00), closed on Mondays (except for national holidays)

◆ Suzhou Museum West

Address : 399 Changjiang Road, Suzhou New District

Tel : 86-512-67571665

Ticket Fee : Free of charge

Open Hours : 9:00-17:00 (last admission at 16:00), closed on Mondays (except for national holidays)



◆ China Kunqu Opera Museum (Suzhou Museum of Opera and Theatre)



Address : 14 Zhongzhangjia Alley,
Gusu District

Tel : 86-512-67273741

Ticket Fee : Free of charge

Open Hours : 9:00-16:30, closed
on Mondays (except for national
holidays)

◆ Suzhou Silk Museum

Address : 2001 Renmin Road, Gusu
District

Open Hours : 9:00-17:00 (last
admission at 16:00), closed on
Mondays (except for national
holidays)



◆ Museum of Wu



Address : 09 Tantai Street, Wuzhong
District

Tel : 86-512-655999

Ticket Fee : Free of charge

Open Hours : 9:00-17:00 (last admission
at 16:30), closed on Mondays (except
for national holidays)

◆ Suzhou Museum of Imperial Kiln Brick

Address : 95 West Yangchenghu Road, Xiangcheng District

Tel : 86-512-661822178

Ticket Fee : Free of charge

Open Hours : 9:00-17:00



◆ Fine Crafts of Suzhou



Address : 158 Wusa Road, Gusu District

Tel : 0512-68270188

Ticket Fee : Free of charge

Open Hours : 9:00-20:00

ARTS VENUES

Arts venues in Suzhou provide immersive experiences that allow visitors to appreciate the beauty of diverse arts and culture.



Suzhou Culture and Arts Centre

Address : No. 1 Guanfeng Street, Suzhou Industrial Park



Scan to purchase tickets

Suzhou Symphony Orchestra

Address : The Jinji Lake Concert Hall, No.1 Guanfeng Street, Suzhou Industrial Park



Scan to purchase tickets

Suzhou Ballet Theatre

Address : No.1 Guanfeng Street, Suzhou Industrial Park



Scan to purchase tickets

Suzhou Chinese Orchestra

Address : No.999, Taihu Avenue, Suzhou New District



Scan to purchase tickets

ANCIENT WATER TOWNS

While the old town of Suzhou is strewn with tightly-packed houses hugging the canal, the ancient water towns preserve a sense of tranquility.

◆ Zhouzhuang

Address : 43 Quanfu Road, Zhouzhuang Town, Kunshan City

Tel : 4008282900

Ticket Fee : 100 yuan for full-access ticket

Open Hours : 7:00-21:00 (8:00-16:30 for partial attractions)



◆ Tongli

Address : 1 South Zhongchuan Road, Tongli Ancient Town, Wujiang District

Tel : 86-512-63311140

Ticket Fee : 100 yuan for full-access ticket

Open Hours : 8:00-17:00, night tour 17:00-21:00 (May 1 to October 21)

TASTE OF THE CITY

There is a season for everything, and a time for every snack in Suzhou. Suzhou is as refined and beautiful as local food is tasty and flavorful.



Bi Luo Chun Tea



Sweet and Sour Mandarin Fish



Fengzhen Town Pork Noodles



Dry Noodle topped with Shrimp, Shrimp Roe and Shrimp Head



Gorgon Fruit with Sweet
Osmanthus Soup



Chinese Hairy Crab

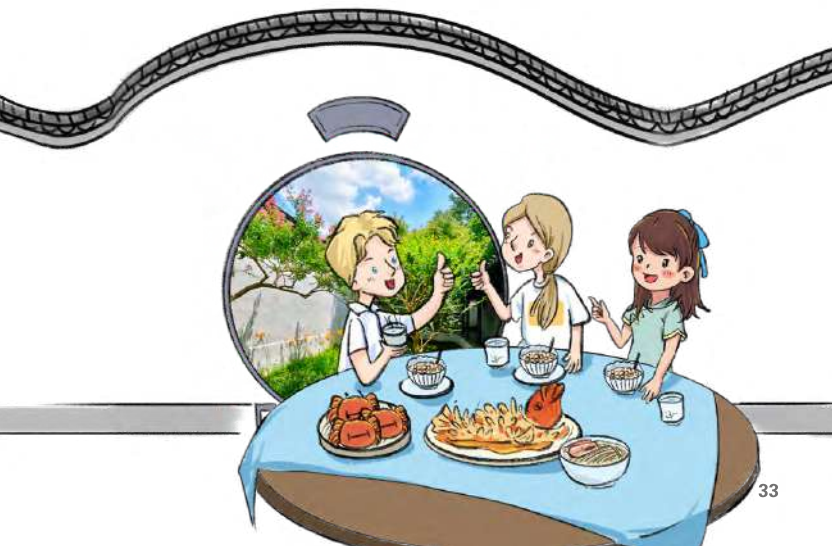
Recommended Apps for restaurant review



Dianping



Bon App



SHOPPING



Commercial Complexes



Suzhou Center Mall

Located in the heart of the western CBD of Suzhou Industrial Park, Suzhou Center Mall is the largest mall in the city, spanning close to 300,000 square metres in gross floor area.



Jiu Guang

The Jiu Guang store is a uniquely luxurious shopping destination in the heart of Suzhou.



Suzhou Joy City

It is a large-scale residential and commercial complex in Xiangcheng district, the northern part of Suzhou, offering a high-quality and sophisticated lifestyle for visitors.



MATRO

Suzhou Matro Mall, a popular shopping destination among locals, has two branches in Suzhou, one in the downtown Guanqian Street and another in Suzhou New District. Its branch in Guanqian Street has become a pioneer in leading fashion trends in the city.

◦ Shopping Streets ◦



Guanqian Street

With its century-old shops and restaurants serving authentic Suzhou cuisine, strolling on Guanqian Street is a favorite pastime for locals and tourists alike who wish to enjoy ancient history with modern sights.



Li Gongdi

Lined with a variety of trendy restaurants, bars, cafes, and boutiques, it is a vibrant waterfront district known for its charming canal-side promenade.



Bicester Village Suzhou

As a luxury shopping destination with a collection of high-end fashion brands and designer boutiques, it brings visitors a world-class shopping experience in a picturesque open-air village setting.



NOTES





Suzhou Municipal People's Government



Wechat Public Account of Suzhou Foreign Affairs Office



iSuzhou

