

KUNSHAN



A GUIDE TO KUNSHAN FOR EXPATS



FOREIGN AFFAIRS OFFICE OF KUNSHAN
MUNICIPAL PEOPLE'S GOVERNMENT



**Please scan to view
the electronic version of the guide.**

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01

PROFILE OF KUNSHAN





Brief Introduction

Kunshan is a vibrant and economically dynamic city located in Jiangsu Province of eastern China. The city has a history of more than 2,000 years and it's the birthplace of Kunqu Opera, known as the "Master of Chinese Operas." It sits conveniently between two major cities: Shanghai and Suzhou, making it an ideal place for both business and living. With a population of over 3 million, Kunshan is known for its blend of modern industry, cultural heritage, and natural beauty. As the wealthiest county-level city in China, Kunshan has an economy based on advanced manufacturing, high-tech industries, and foreign investment.

Five expressways run through the city. The fastest high-speed train takes only 17 minutes to reach Shanghai and 9 minutes to reach Suzhou. It is a 40-minute drive to Shanghai Hongqiao International Airport and a 90-minute drive to Pudong International Airport.

For more information about Kunshan, please scan the QR code or visit the official website: <https://www.ks.gov.cn>.



02

ARRIVING IN KUNSHAN





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 guideline



Work-type Residence Permit

Expats, who enter China with a visa and plan to work and live in China, need to apply for work and residence permits within 30 days from the date of entry.



Scan via WeChat to see the guideline



Student-type Residence Permit

Expats who plan to study in China need to apply for student-type residence permits within 30 days from the date of entry.



Scan via WeChat to see the guideline



Reissuance of Visa, Stay or Residence Permits

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



Scan via WeChat to see the guideline

Tips

WeChat will be an essential part of your life in China. It's not only used as a communication app, but also a key tool for accessing information, making payments, shopping, hailing taxis and ordering food, to name a few.



Loss of a Passport

- 01 Report to the police station, or call 110.
- 02 Take the police report to the embassy/consulate for passport application.
- 03 Go to the Exit-Entry Administration Service Center with your new passport and police report for visa application.



China Immigration Administration

Hotline:12367

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



Kunshan Exit-Entry Administration Service Center

Responsible for managing the entry and exit, residence, and visa application of expats.

Add: Zone C, F4, Government Affairs Service Center (West), 1801 West Qianjin Road, Kunshan

Tel: 0512-57385868

or

Add: 386 Qianjin Road, Kunshan (KETD Branch)

Tel: 0512-50197748



Useful Apps

Using the following mobile apps will make your life in Kunshan more convenient. Some apps offer English versions, while others are available only in Chinese, but all are easy to use. You can download them from your phone's app store before you arrive in China (**WeChat and Alipay are strongly recommended by most people**). If you're using an Android device, you may need to download "应用宝" (Yingyongbao, an alternative app store in China) first to access some of these apps.

 Social media			 Translation		
					
WeChat	Rednote	Weibo	iFLYTEK	Baidu Translation	
			 E-payment		
					
Douyin	QQ	Bilibili	WeChat Pay	Alipay	
 Online shopping			 Food delivery		
					
Taobao	Pinduoduo	JD.com	Ele.me	Meituan Waimai	JD Waimai (Takeaway)
 Event ticket purchases			 Dining guide		
					
Maoyan	Taopiaopiao	Damai	Bon App	Dianping	Meituan
 Transportation			 Supermarkets		
					
Amap	Baidu Maps	DiDi	12306	Youon	Freshippo
					
					Sam's Club

Communication

Getting a SIM card is the first step for you to contact other people in a more convenient way. You can choose one of the four companies listed below to apply for a SIM card.



China Telecom
Service Number : 10000



China Unicom
Service Number : 10010



China Mobile
Service Number : 10086



China Broadnet
Service Number : 10099



How to apply for a SIM card?

- 01 You need to bring your Passport or Foreign Permanent Resident ID Card to the service office of telecom operators to apply for a SIM card.
- 02 SIM card services usually include call time, cellular data and network, different companies will roll out different service plans. You can choose the plan according to your own needs.

03



You may also buy one online: Nihao Mobile for short-period stay in China. Applying one in a local service office can better guarantee the safe and stable use of the SIM card.

Scan to purchase a SIM card.



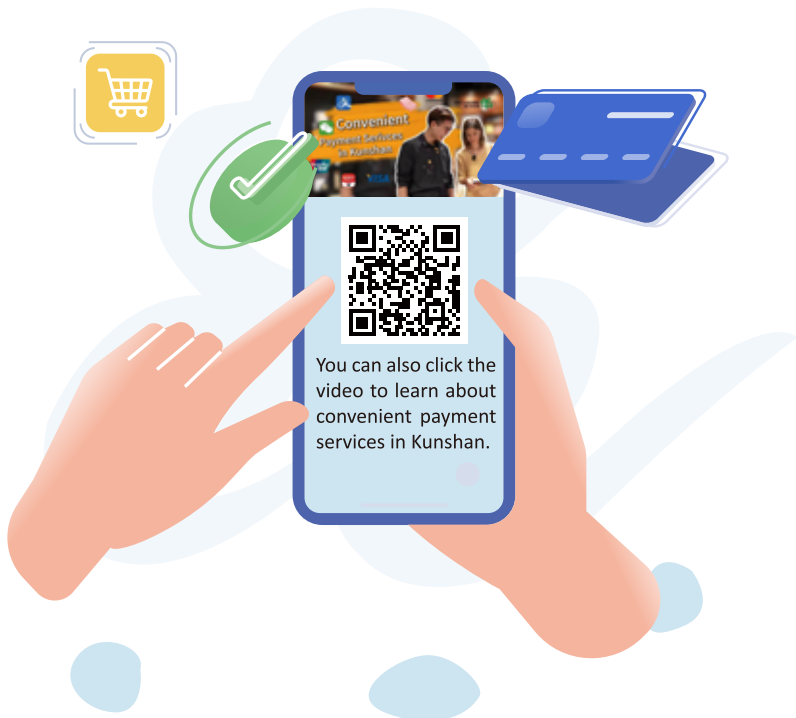
Note

The plans often offer a limited amount of cellular data. The cost would be much higher if you exceed the data limit. You can disable Internet access when not using Internet services if the data offered is little. Or you are suggested to consult the telecom operator for an appropriate data plan if you need to use a large amount of data.



Payment

In Kunshan, and China at large, mobile payment is the most common payment method, and the vast majority of restaurants, shopping malls, hotels, tourist attractions, hospitals and public transport accept electronic payments. **Alipay and WeChat Pay** are the two most popular mobile payment platforms in Kunshan. You can also choose to pay with cash or domestic and international bank cards. Scan the QR Code to understand different payment channels in Kunshan, including how to use Alipay and Wechat Pay.





Payment by Bank Cards



Tips

Although international bank cards such as Visa are accepted in many places, you may find they are NOT usable at some smaller shops. The checkout counter will show the bank-card types that they accept.



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 currency exchange service electronic map.



Mobile Payment



Alipay



WeChat Pay



UnionPay



e-CNY



Su-Pay

Scan to see how to add your foreign bank card to Alipay, WeChat Pay, UnionPay or apply for Su-Pay.



E-CNY Payment

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

Scan to see the guidelines



Open a Local Bank Account



BOC



ABC



ICBC



CCB

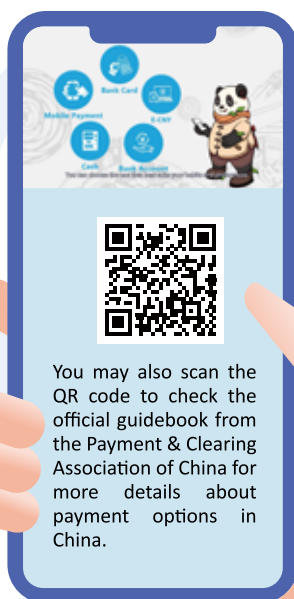
If you work here in Kunshan, it is recommended to consider opening a Chinese bank account and using a local bank card, which can be easily linked to apps like WeChat Pay or Alipay. This can help ensure a smoother payment experience during your stay. Scan the QR code for more details.



GUIDE TO PAYMENT SERVICES IN CHINA



There are five main payment options available



You may also scan the QR code to check the official guidebook from the Payment & Clearing Association of China for more details about payment options in China.

Transportation

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



Airport

- 01 **Shanghai Pudong International Airport (100km)**
Offers flights to major cities around the world.
- 02 **Hongqiao International Airport (50km)**
Mainly handles domestic flights and offers limited international flights.



Tips

You can easily access the airports via shuttle buses at Kunshan City Terminal. Scan to view the timetable.

Service Number :0512-57169999



Railway Station

Kunshan South (Nan) Railway Station: for high-speed trains



Tips

Train tickets could be bought with your passport at the ticket offices or on the 12306 App and Trip.com (both are available in English). Taking trains in China for the first time may be a bit complicated: passengers with foreign passports usually need to go through manual ID verification at the gate, as passport holders cannot always use the automatic ticket barriers.

Scan to view the video on how to travel by train in China.





Online Ride-hailing Services

- **Alipay:**

Click on “Transport,” select “Taxi,” and type in both the pickup location and the destination to book a ride-hailing service.

- **WeChat:**

Click on “Me,” select “Services,” scroll down and click on “Mobility” or “Ride Hailing,” and type in both the pickup location and the destination to book a ride-hailing service.

- **Didi-Greater China:**

This app supports you to use foreign mobile phone numbers and international credit cards to register, and book online ride-hailing services once registered. Open Didi-Greater China APP, confirm the pickup location and the destination, select the preferred services (Express, Taxi, Premier, Luxe), and book a ride-hailing service.

Recommended Apps



Alipay



Amap



Baidu Maps



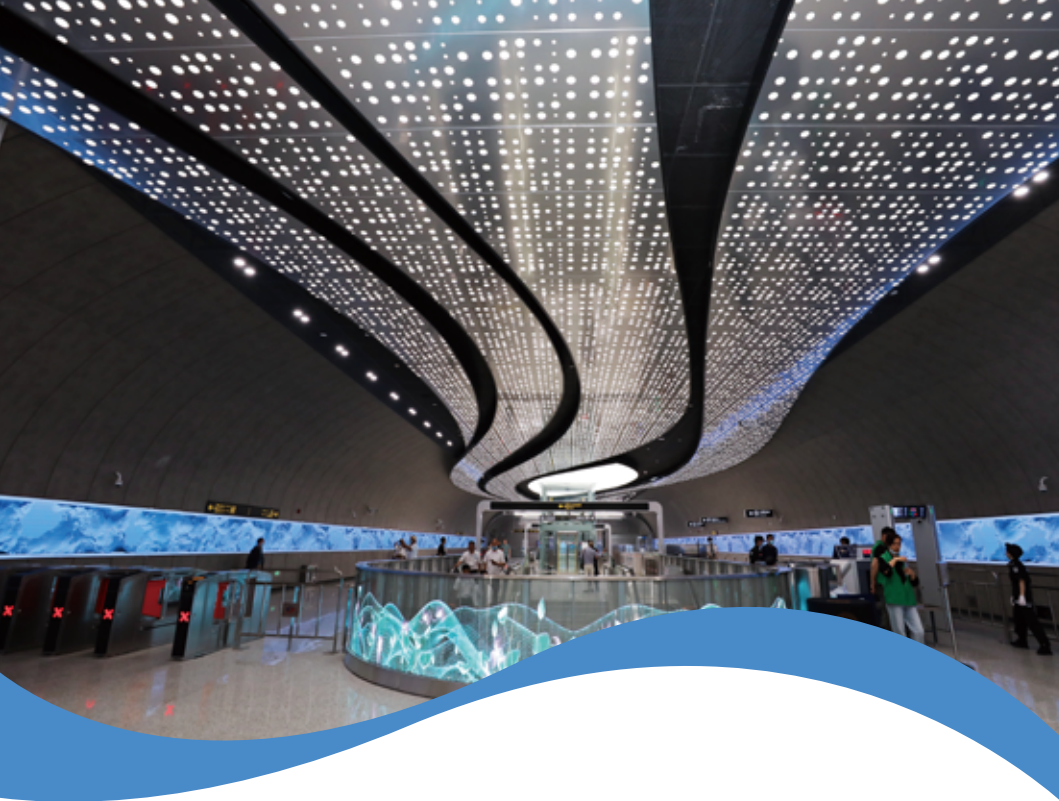
DiDi

Tips

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

Alipay offers easier access to public transportation in China, scan the QR code to learn more.





Kunshan now has one metro line and 27 stations in operation, and it connects with Suzhou and Shanghai metro lines.

Ticket

Download the mobile app Su-e-Xing (苏e行), link your account to Alipay or WeChat, and then you can enter and exit stations via code-scanning machine.

Apple Pay: Add Suzhou Transit Cards in Wallet & Apple Pay in Settings, and top up with your bank card.

Single ticket: Each station is equipped with ticket-vending machines, where you can purchase the single ticket with cash or by scanning the QR code.

For more choices, please ask the service center at each station or visit Su-e-Xing mobile app.

Scan to view the English map of Suzhou.





Bus

Route

Simply scan the image with WeChat to access the Kunshan Bus Mini App and view live bus route updates.

Ticket

Cash

You can put the money in the slot after getting on the bus.

WeChat

Open the WeChat mini program“乘车码,” select“苏州乘车码” and take the bus via code-scanning machine.

Apple Pay

Add Suzhou Transit Card in Wallet & Apple Pay in Settings, and top up with your bank card.



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.



Public Bike

Public bike is also a convenient way for you to explore the city. You can use Alipay to scan the QR code on the parking pole to pull out the bike. Or you can use the app **Youon (永安行)** to scan the QR code, on which you can check the location of stations and the number of bikes available. Of course, you can apply for a public bike card and swipe the card on the parking pole to use the bike.



YOUON



Meituan Bike



Car Leasing

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



Scan to see the guidelines.

Tips

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

03

EXPLORING KUNSHAN



Taste of the City

Every dish in Kunshan is a gift from the seasons — a heartfelt expression of the people's longing for a life well lived. Spring brings the delicate fragrance of Zhengyi qingtuan (green rice balls). Summer simmers with the rich aroma of Wansan pork hock. Autumn arrives with the prized Yangcheng Lake hairy crabs, and winter comforts with a steaming bowl of Aozao noodles. Each flavor, steeped in tradition, carries the warmth of home and the quiet joy of belonging.



Indulge your taste buds with more delicious cuisines in Kunshan.



Scan to view authentic Kunshan flavors.

Shopping

Kunshan boasts numerous shopping malls, offering avid shoppers a diverse array of products and services to discover.

Scan to view Kunshan's major shopping centers.



Hotels

For travelers new to Kunshan, there are plenty of hotel options available.

Scan to view major hotels in Kunshan.



5A and 4A Tourist Attractions



Scan to view the main tourist attractions in Kunshan.



Cultural Venues

Discover the vibrant cultural heartbeat of Kunshan, where museums, art galleries, and libraries await.



Scan to view major cultural venues in Kunshan.



Designated Sites for International Visitors

Kunshan Foreign Affairs Office developed a series of venues to help international residents better understand and integrate into the city. These sites offer Chinese and English signage and guided tours, as well as host a variety of international events. Notable locations include Duke Kunshan University, Jinhua Village, and the Kunshan Chinese Opera Museum—each showcasing the rich diversity and cultural appeal of Kunshan. Visitors are advised to call in advance for details on opening hours and visitation arrangements.

Scan to view the Designated Sites for International Visitors.



Cycling Routes

Kunshan's charm is like a painting that slowly comes to life—where nature's elegance meets the soul of tradition. In Tinglin Garden, the old Kunqu Opera stage hums softly with whispers of the past. In Zhouzhuang Town, stone alleys wind beside shimmering canals, carrying stories worn smooth by time. And still, after six hundred years, the mellow tunes of the opera float gently through this ancient town, as if time decided to linger just a little longer. Why not gather a few friends, hop on your bikes, and set off along these 13 scenic cycling routes—discovering the rich and colorful charm that makes Kunshan truly unforgettable?



Scan to view the details of the 13 cycling routes of Kunshan!



Exploring Kunshan Leisure Tourism Map



Scan to view the high-resolution PDF version.





04

LIVING IN KUNSHAN

Renting a Property

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**
Commonly paid monthly or every 3 months, in advance for the following 3 months, depending on the negotiation with the property owner.
- **Deposit**
Returned after the tenancy ends. About 1 month's rent, depending on the negotiation with the property owner.
- **Management fee**
Property maintenance. Commonly paid monthly or yearly, depending on the requirements of the property owner or management.
- **Agent's commission**
A commission paid to the real estate company. About 1 month's rent.



Medical Care



Health Insurance

Expats working in Kunshan 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



Wellness care



Outpatient coverage



Dental care



Steps at Chinese Hospitals

- 01 Register at the reception desk.
- 02 Pay for the medical service.
- 03 Wait for your turn.
- 04 Consult with the doctor for treatment or advice.



Hospitals

Kunshan and neighbouring cities have both public and private healthcare facilities. In need of healthcare service, visit a hospital nearby directly with your passport.



Major Hospitals in Kunshan



Name	Address	Tel
昆山市第一人民医院 The First People's Hospital of Kunshan	566 Qianjin East Road	0512-57559009
昆山市中医医院 Kunshan Traditional Chinese Medicine Hospital	388 Zuchongzhi South Road	0512-57159000
宗仁卿纪念医院 Jen Ching Memorial Hospital (International Department)	999 Qianjin East Road	18913279379 (you may also add WeChat ID for consultation)

Tips

Appointment at least one day in advance is recommended for a better experience. If you do face an emergency and seek for an ambulance, please call 120.

Expats Friendly Clinics in Suzhou



Name	Tel	Office Hours
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	Mon-Sun: 9:00-18: 00
	0512-62990302	Tues: Close
NewLife Clinic	18913198550	Mon-Sun: 9: 00-18: 00

Scan to view the major hospitals in Suzhou.



Major Hospitals in Shanghai



VIP or international
division of some
hospitals in Shanghai



Major foreign-funded or
joint venture medical
institutions in Shanghai



Education

Living in Kunshan, expats can choose high-quality educational resources for children, ranging from kindergarten to senior high school, and to university.

Duke Kunshan University was established under the approval of the Ministry of Education in September 2013 through a US-China partnership between Duke University, Wuhan University, and Kunshan Municipal People's Government. In 2014, the university inaugurated its post-graduate program and undergraduate exchange programs. In 2018, it welcomed its first batch of undergraduate students.

DKU is a world-class liberal arts education provider dedicated to high-quality education and development. It draws merits from both Chinese and Western education traditions in talent-cultivation and makes remarkable strides in its overall operation and development.





Kang Chiao School, Kunshan Campus, comprises Kunshan Kang Chiao School and Kunshan Kang Chiao Peiying High School. Established in 2014, it offers a vibrant and inclusive environment that celebrates diversity and fosters inspiration with a vision of Nurturing International Leaders and Preparing Students for a Beautiful Future.

The campus delivers a seamless educational journey from kindergarten through high school, featuring a wide range of curricula such as the Chinese National Curriculum, the American-based Program, IB Programmes and A-Level Programmes. With approximately 5,400 students and 1,000 staff members, the school boasts a diverse faculty drawn from around the world.

Scan to view the major international educational institutions in Kunshan.





Start a Business

If you want to start a business, Kunshan may be one of your best choices. Kunshan's dynamic business environment, strategic location, vibrant markets and abundant supply chain resources will strongly support your entrepreneurial success.



Scan to view how foreigners can start a business in Kunshan.



Scan to view the Investment Guide to Kunshan.

Foreign-related Notarization



No Criminal Record and Employment Certificate/Income Certificate/Taxpaying Status can be notarized in Kunshan Notary Public Office.

Daily Necessities

- **WiFi**

Most public places in Kunshan provide free WiFi. Please ask the staff for the WiFi name and password.

- **Express services**

From domestic delivery to international shipping, you can choose from a variety of courier firms. You need to present your ID document when sending parcels.



Flash EX
(闪送)



SF Express
(顺丰)



DHL



EMS

- **Food Delivery**

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



Ele.me
(饿了么)



Meituan Waimai
(美团外卖)

- **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 WeChat Pay or Alipay will also be acceptable.

- **Garbage Sorting**

You'll need to sort trash into four categories.



Hazardous waste



Recyclable waste



Food waste



Residual waste

Emergency Numbers

In case of an emergency, you can call the following numbers, free of charge and available in English.



119

Fire and rescue



120

Ambulance and paramedic services



110

Police



12345

12345 - Kunshan Public Service Hotline, a 24/7 hotline for citizens to report issues, ask questions, and share complaints about public services, with English, Japanese and Korean service provided



Kunshan Municipal People's Government

Scan to browse the English version of our official website



KunshanForeignAffairs昆山外事

Scan to follow the Wechat public account of Kunshan Foreign Affairs Office



Suzhou Municipal People's Government

Scan to browse the English version of the official website of Suzhou



iSuzhou

Scan to follow the Wechat public account of Suzhou Foreign Affairs Office

Version 1.0 produced by the Foreign Affairs Office of Kunshan Municipal People's Government in 2025. Suggestions for improving this guide are welcome—please submit them through our WeChat public account.



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