

## INFORMATION FOR SUMMER VISITORS

Welcome to UCL Student Accommodation. Please take the time to read the information about the Residence and the local area. We hope you enjoy your stay at Astor College.



The **Office** staff will assist you with any problems that you may have. The Office is open 8am – 9 pm daily. A duty Manager is available 24 hours a day in case of emergency, please call 07901 670312 for assistance.

**Check out time** is 10.00am on the day of departure. We reserve the right to charge for an extra night if rooms are not vacated by the stated time.



London is a large city, and it is regrettable that **petty crime**, especially theft, can be a problem. Please keep your door locked at all times, even if you are just visiting the kitchen. Do not allow strangers into the building – all bona fide residents have keys. Report anything suspicious to a member of staff. If you lose your **keys**, a charge of £30.00 will be levied.



The **Common Room** is available for the use of all guests. It is situated on the lower ground floor and has a TV, and a vending machine. If there are noise complaints after 11.00pm, the room will be closed, and those visitors will be asked to check out of the residence.



**Smoking** is not permitted in any part of the building. Smoking in communal areas is a criminal offence and may result in prosecution by the Police.



**Fire Alarms:** On hearing the alarm, you must evacuate the building. Please leave the building by the marked fire escape routes immediately – do not wait for any lifts as they will be turned off, and assemble on Charlotte Street. The fire alarms are tested every Thursday at 12pm – you do not need to evacuate at this time. **Please take note of the fire notices and ensure that you are aware of the fire escape routes.**

### Tips to prevent accidentally activating the alarms:

- Do not wedge fire doors open.
- If you burn something in the kitchen, open the window and switch the extractor fan on. **Do not open the kitchen door.**
- Items such as kettles and microwaves must only be used in the kitchens; the use of portable cooking equipment in the bedrooms is strictly prohibited.
- Never leave cooking unattended.
- Do not spray anything such as hairspray or deodorant in the vicinity of the smoke detector, as the detector will think the particles are smoke and activate the alarm.
- Do not attempt to remove the detectors in the hope of disabling them, as this will cause the alarm to go into fault, with your room identified as the culprit.
- Do not tamper with the door closers, or cover the smoke detectors, they are a legal requirement.
- Never use candles/incense/hookah pipes.
- Do not remove the extinguishers from their stands unless you are going to use them to fight a fire. **Please do not use them to prop doors open.**



Please note:

**Any room which causes the fire alarm to be activated unnecessarily, by any means, will be fined a minimum of £25.00 per person. Tampering with fire fighting equipment and breaking the fire regulations is a criminal offence and will lead to a large fine and possibly to prosecution by the Fire Brigade. You will also be required to vacate your room permanently.**



**Electrical equipment and plugs** must not be tampered with under any circumstances. Do not overload the sockets. Please use UK bought appropriately fused adaptors (usually 13 amps). All personal electrical equipment should be checked for safety (casing, wire and plug) before it is brought into the building.



Astor College is a student residence and not an hotel. Our aim is to provide agreeable accommodation in a friendly environment at affordable prices. The rooms are **serviced** and the bed linen changed after each guest departure or weekly for stays over 7 nights. The kitchens and shared bathrooms are also cleaned daily, Monday

to Friday – however it is your responsibility to do your own washing up.



Astor College provides **recycling** containers in every kitchen. A list of items suitable for recycling can be found on each container. There is also a recycling point outside by the front door.



The coloured bins in the **toilets** are for the disposal of sanitary towels only (this does not apply to en-suite rooms). Please do not put toilet paper or other items in them. Only toilet paper should be put down the toilet bowl.



Please refer any **problems** regarding your accommodation, or maintenance issues to the Office as soon as possible so that we can deal with these matters expediently.



Respect other people's peace by keeping **noise** to a minimum at all times especially between 11.00pm and 8.00am. **Visitors who are noisy and causing a disturbance between these hours will be asked to check out of the residence.**



University College London does not accept responsibility for the loss or damage to the personal property of visitors to its premises, or for their personal safety whilst on College premises.



**We reserve the right to refuse admission, or ask anyone to leave UCL premises if their behaviour causes, or could cause a breach of house, fire or safety rules, or if they are causing a disturbance to others.**



There is a coin operated **payphone** located on the lower ground floor outside the TV room for the use of all residents.



For security reasons, we do not let unaccompanied **visitors** into the building.



There is a coin operated **laundry room**, which is open 24 hours a day and contains washing machines and tumble driers for the use of the guests.



There is a **first aid** box in the Office. The Duty Managers are all qualified first aiders. The nearest Accident and Emergency Department is located in University College Hospital on Euston Road. The UCL **doctors' surgery**, Gower Place Practice will see guests staying at Astor College; it is located at 3 Gower Place, WC1; they can be contacted on 020 7387 6306.



The **Britain and London Visitor Centre** is located at St Paul's Churchyard EC4M 8BX, and provides free information and a selection of over 1,000 brochures and leaflets. The centre can serve as a 1 stop shop for all visitors - you can book accommodation, purchase all travel tickets, buy attraction and event tickets, change your currency, collect your London Pass and check e-mails.



The nearest **Police Station** is on 60 Albany Street, NW1 4EE, call 999 for emergencies and 101 for non-emergencies.



The nearest **Underground Stations** are Warren Street (Victoria and Northern Lines), Goodge Street (Northern Line)



Guests staying at Astor College are eligible to use the UCL Bloomsbury Fitness Centre, 15 Gordon Street, WC1, for a daily or monthly rate, please see <http://ucl.org/facilities/bloomsbury-fitness> for further information.



The nearest **supermarkets** are Sainsbury's and Tesco's on Tottenham Court Road, and Tesco's on Goodge Street.



The nearest **Post Office** is at 19 Newman Street W1T 1PF. You can buy ordinary first or second class stamps from any newsagents.



The nearest **Places of Worship** are as follows:



- Church of England Church: St. Mary Magdalene, Munster Square, NW1 3PT – 020 7388 3095
- Catholic Church: St Charles Borromeo R C Church, 8 Ogle Street, W1W 6HS – 0207 636 2883
- Mosque: Goodge Street Mosque, 46 Goodge Street, W1T 4LX – 020 7636 7568
- Synagogue: West Central Liberal Synagogue, The Montague Centre, 21 Maple Street, W1T 4BT – 020 7636 7627



We hope that you have a trouble free stay at Astor College. However, if you have cause for complaint, please speak to reception in the first instance. If your problem remains unresolved, please write to the Manager.