

INFORMATION FOR ORGANISERS GROUP ACCOMMODATION

Thank you for choosing Stay QM at Queen Mary University of London (QMUL) for your visit to London.

This guide is designed to assist you in the run up to your stay with us, and also provide information on documentation to complete and procedures you and your guests need to be aware of to ensure a successful stay. We recommend that all representatives who will be staying at QMUL bring this guide as a useful document to refer to during their stay.

Should you have any additional queries, do contact us; we look forward to welcoming you to QMUL this summer.

Your Stay QM team

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CONTACT DETAILS

The Events team is located at the Mile End Campus. The office is open Monday – Friday 9am to 5pm, however, there may be representatives on site outside of these hours when events are taking place.

You will have a point of contact for your booking – if your contact is not in the office, another member of the team will be happy to assist. Our contact details are:

Katy Baron	Sales Executive	020 7882 8174	katy@qmhospitality.co.uk
Saran Deb	Sales Executive	020 7882 8176	saran@qmhospitality.co.uk
Jackie Fitzpatrick	Events Administrator	020 7882 8177	jackie@qmhospitality.co.uk
Lucy Yelland	Events Administrator	020 7882 8175	lucy@qmhospitality.co.uk

Callers from overseas should drop the first 0 and pre-fix the number with +44.

The postal address for the team is:

Events & Hospitality QM
Room E207, Queens' Building
Queen Mary University of London
Mile End Road
London
E1 4NS

DOCUMENTATION

Prior to your arrival, your Events team contact will contact you to start liaising on final arrangements for your stay with us.

You will receive:

[A Names and Catering Numbers Form](#)

We allocate all bedrooms prior to your arrival, to enable this, you will be sent a names list to complete with guest names and dates of stay plus any particular notes that you feel we should be aware of. Groups staying on a bed and breakfast, half board or full board basis, will also need to complete the catering numbers section on the second worksheet of the form. The completed form should be returned to us no later than *7 days prior to arrival* in order that we have time to allocate the rooms and make all the necessary arrangements. The form will be emailed to you and should be returned in the digital format it was sent in originally, once complete.

[Risk Assessment \(youth groups\)](#)

We require a completed risk assessment for all youth groups. We will issue a standard form, which we will ask you to *check, sign and return 7 days before arrival*. A copy of this should be kept with the organiser staying with the group.

EQUALITY ACT 2010 AND ACCESS

QMUL is committed to the provision of equality of opportunity for all staff, students and visitors. Should you have any guests who have a disability they wish to declare, or any additional needs, advise the Events team at least 14 days in advance, so that appropriate measures, such as a personal evacuation plan may be put in place, if required.

TRAVEL AND TRANSPORT

CAMPUS MAP

A campus map for the Mile End campus can be found online at <http://www.qmaccommodation.co.uk/contact/downloads/>

PUBLIC TRANSPORT

Full public transport information, including ticket information, can be found at www.tfl.gov.uk/

If using the journey planner on the TFL website, the postcode for the Reception in France House where guests check-in is E1 4QA, and for the centre of the Mile End campus it is E1 4NS.

QMUL is located in zone 2 and the nearest underground stations are Mile End and Stepney Green which are both approximately a 6-8 minute walk to the centre of the campus. For guests checking into accommodation on arrival, it is advisable to travel to Mile End.

CAR PARKING

There is no parking at the Mile End campus on weekdays and limited parking at weekends (*by prior arrangement*). There is limited metered street parking in the local area. Details of public car parks can be found at www.towerhamlets.gov.uk/ignl/transport_and_streets/Parking/car_parks.aspx

COACHES

It is possible for coaches to drop off / pick up in the Student Village, however, we regret we are unable to offer parking on campus. Engines must be turned off when stationary on campus. If you are arriving by coach, the details required by the Events team in advance of arrival on campus are:

- Coach company name
- Telephone number
- Number of coaches expected
- Anticipated arrival time

On the day of arrival should you be running late we ask you call the Residences Reception 020 7882 6470 with your revised anticipated arrival time.

Details of coach parking in London can be found on the Transport for London website at www.tfl.gov.uk/. Follow the link and search 'coach drivers'.

CAMPUS SERVICES AND FACILITIES

SERVICES

RECEPTION

Rooms are available for check-in from 2pm onwards on the day of arrival and are to be vacated by 10am on the day of departure. All guests should carry some form of ID (ideally photographic) as this will be checked before keys are issued. Keys are collected from / returned to Reception, Sir Christopher France House (number 54 on the campus map) which is open 24 hours, 7 days a week. Any keys and access cards not returned to the reception may be subject to a charge of £60.00.

Reception can also assist with:

- Queries regarding accommodation
- Information on the campus / local area
- Advice on transport

LEFT LUGGAGE

A left luggage facility is available for both individual guests and groups.

There is no charge for individual guests leaving luggage but this is limited to one suitcase/bag per guest, which must be fully secured. Unfortunately, we are unable to accept bags with additional items attached to it. Luggage can be left for a maximum of 6 hours.

If you are staying as part of a group, please speak to your group organiser regarding luggage storage.

CLEANING

Bedrooms and communal areas are clean upon arrival and serviced on a daily basis; with bed linen and towels changed on a weekly basis for guests staying longer than one week. If you/your guests experience any problems with housekeeping during your stay, report this to Reception.

CATERING

Each flat has a communal kitchen with a kettle and microwave, however, we do not provide crockery / cutlery / cooking equipment. A tea and coffee tray is provided in the kitchen for all guests to share during their stay.

For groups staying on a bed and breakfast or half board basis, breakfast is served between 07:00 and 10:00 and dinner from 17:00 – 19:30 (if pre-booked for your group). If you require alternative times to fit in with your schedule or additional meals such as packed lunches, discuss your requirements with your Events team contact. Meal vouchers for all guests will be included in key packs at check-in. If you would prefer to distribute meal vouchers yourself, sometimes advisable for youth groups, let the Events team know in advance of your stay.

INTERNET ACCESS

There is complimentary WIFI available during your stay with us. A password which will enable you / your guests to access the internet will be given to you / your guests on arrival at Reception. Please note the password changes weekly on a Wednesday.

CAMPUS SERVICES AND FACILITIES (CONTINUED)

FACILITIES

THE VILLAGE SHOP

This is located in the Student Village selling newspapers, snacks, toiletries and also has a photo booth for passport / identity card photos and is open from 9am to 4pm, Monday to Friday.

SPORTS FACILITIES

Qmotion is located in the Students Union and provides modern gym facilities with short-term memberships for guests. Details can be found at: www.qmsu.org/qmotion

LAUNDRY

Card operated launderettes are located in Feilden House and France House. Ironing boards are provided in each flat with irons available at Reception. Laundry cards can be purchased in the Residences Reception and topped up online, if needed.

BANK

A branch of Santander is located in France House, together with a 24hr cash machine. There are also cash machines at nearby supermarkets on Mile End Road and at banks in Whitechapel.

FIRE SAFETY

The Fire Safety Standard and Management Procedures have been developed to minimise the risk of fire as well as the potential consequences of fire.

The policy and procedures are available at:
<http://www.qmaccommodation.co.uk/contact/downloads/>

The following guidance is intended to supplement the QMUL procedures.

IN THE EVENT OF FIRE (RESIDENTIAL AND NON RESIDENTIAL BUILDINGS)

- If the alarm is not already sounding, raise the alarm by shouting 'FIRE'
- Activate a red break glass – there will be one at the fire exit from the flat or adjacent to the final exit door
- Leave the building immediately by the nearest available fire exit
- Where possible, close all doors behind you to prevent the spread of fire – do not lock them – but don't delay
- Do not use the lift – lifts automatically go to ground floor and will not operate when the alarm sounds
- Call the Fire Brigade from the nearest telephone – using 999 (if you are off campus) or dial 020 7882 3333 to report to the Security Service
- Report to the assembly point (The location can be found on the emergency action notice adjacent to the manual fire alarm call points or on the back of the room doors), give your room number when the roll call is taken and remain there until the all clear is given by the Security Service

FIRE ALARM ACTIVATIONS

The fire detection devices on the ceilings in the bedrooms can be activated by heat, steam or other mists. Guests should take the following precautions to avoid false alarms:

- Keep the shower door closed when showering in ensuite rooms and communal bathrooms
- Stay away from fire detector heads when using aerosols, hairsprays, hairdryers, curling and straightening tongs

FIRE FIGHTING EQUIPMENT

The fire extinguishers and fire blankets provided in the halls of residence are for use by persons who have received training in their use and operation. All other residents should refrain from using them and focus on raising the alarm and evacuating the building.

FIRE DOORS

Fire doors, including kitchen doors are fitted with door closers and smoke seals to prevent the spread of fire and smoke. The kitchen doors are alarmed and the alarm will be activated if the doors are left open. All residents must comply with the following fire safety instructions:

- Keep all fire doors shut – doors must not be wedged open
- Do not tamper with kitchen door alarms or related equipment
- Report all fire door faults to Residences Reception

FLAMMABLE SUBSTANCES

The use and storage of the following flammable substances and paraphernalia are prohibited in all parts of residences:

- Candles, hookah, shishas, incense sticks, including joss sticks

FIRE SAFETY (CONTINUED)

FIRE SAFETY IN KITCHENS

To minimize the risk of fire and avoid unnecessary fire alarm activations, please follow these guidelines:

- Never leave cooking unattended
- Keep oven, grill and hob clear of accumulated grease
- Open the window or run the mechanical extraction to clear cooking smoke
- Keep the kitchen door closed
- Chip pan, deep fat fryers or utensils holding large quantities of oil are not permitted

COMPLIANCE

Queen Mary University of London takes fire safety seriously and any offence will be dealt with in accordance with the relevant disciplinary or other procedures.

The following are examples of deliberate or reckless actions that will be regarded as non-compliance:

- Tampering or interfering with any part of the fire alarm system and fire safety equipment, including:
 - heat / smoke detectors
 - break glass units (call points)
 - fire extinguishers and fire blankets
 - fire alarm panels
- Obstructing fire exits
- Holding fire doors open with wedges or other restraints

All such cases will be reported to the relevant QMUL authority for disciplinary action to be instigated against the offender(s). The incidents may also be reported to the police.

HEALTH AND SAFETY

Health and Safety is about taking precautions in the halls of residence to provide a safe and secure environment to stay and live in.

The QMUL policy is available at
<http://www.qmaccommodation.co.uk/contact/downloads/>

SECURITY

The Security Service provides crime prevention 24/7 foot and cycle patrols throughout the campus and makes appropriate use of CCTV cameras to deter unauthorised access, protect property and provide reassurance, assistance and advice to visitors, students and staff.

You can help to maintain a secure and safe environment by taking some basic precautions:

- Secure any ground floor windows before leaving your flat
- Keep your bedroom, flat and hall doors locked
- Be aware of 'tailgaters' – unauthorised persons following you into your hall or flat

In case of emergency the QMUL Security Service can be contacted on: +44 (0)20 7882 3333

SMOKE-FREE ENVIRONMENT

QMUL has a Smoke-Free Environment Policy. This policy prohibits smoking including electronic cigarettes on all QMUL premises, aside from designated smoking shelters. This applies to indoor and outdoor locations and within halls of residence and all other facilities.

A copy of the Policy and more information on smoking is available at:

<http://www.qmaccommodation.co.uk/contact/downloads/>

ELECTRICAL APPLIANCES

Guests are permitted to bring portable electrical appliances into halls of residence. The resident is responsible for ensuring that their appliances are maintained in a safe condition. Any resident using such equipment must have the correct adaptor and / or electrical convertor. The standard domestic supply in the UK is 240 volts.

WINDOW RESTRICTORS

A window restrictor is normally a metal bar fitted to the window to enhance safety and security, and to allow ventilation by opening or closing the window. The restrictor will stop the window opening beyond the safe opening distance; this device must not be removed. Regular inspections are carried out and any evidence of tampering or removal will be fully investigated and charges made for repair.

FIRST AID

There are members of staff on duty at all times who are qualified first aiders. In the event of an emergency on campus contact the Security Service by calling +44 (0)20 7882 3333 or extension 3333 (internal line) and provide the following details:

- Name and location of the injured person and your name;
- The type of injury – if the injury is serious and an ambulance is required, please request for this to be organised;
- The number of injured people.

Should you call an ambulance please advise the Security Service you have done so. To call an ambulance, please dial 999 or 112.

If it is not an emergency an NHS community walk-in clinic open daily 8am-8pm is available at St. Andrews Health Centre, details can be found at:
www.standrewshealthcentre.nhs.uk/