

WELCOME TO UNIVERSITY OF ESSEX



COLCHESTER CAMPUS INFORMATION PACK

ACCOMMODATION WELCOME PACK



Dear Guest,

Event Essex would like to welcome you to the University of Essex.

We hope you had a pleasant journey reaching us. If this is your first time staying with us, it is nice to meet you! If you have been with us before it is great to have you back!

Kind Regards,

The Event Essex Team

For any queries, Event Essex can be contacted via:

eventessexreception@essex.ac.uk

01206 872358 (Monday-Friday 9:00-17:00)

07825608085 (Monday-Friday 9:00-20:00)

Outside of these times, our security team can offer assistance on

01206 872125

CHECK INS, OUTS AND NAVAGATING CAMPUS

The check in time is from 14:00 on the day of your arrival. Check out time is by 09:30.

Please ensure you provide the reception team with your car registration to be able to utilise the free parking during your stay.

This can be done at the Event Essex Office (4.402) on Square 2 of the University of Essex campus during our opening times of 09:00 to 20:00

Outside of these times please check in and out at the Information Centre on Square 3. They can also help if our office is closed for any queries if we are out of the office supporting guests

Once you arrive on campus, we have a helpful website that will help guide you to our office, your accommodation, security and anywhere else you need to get to!

(Event Essex Office can be found by searching 4.402)
(Information Centre can be found by searching 3SA.4.4)
<https://findyourway.essex.ac.uk/>

Scan the QR code to find your way!



EMERGENCY PROCEDURES



In the event of sudden illness or collapse please call security on their emergency line: **01206 872222** state your name, location and nature of the incident. Security will contact the appropriate service, please do not contact 999 directly as this can potentially delay the arrival of the emergency service. Security will also attend the location to administer first aid or provide support whilst waiting for the arrival of the emergency services. If you believe you may have difficulty evacuating in an emergency, please contact the Event Essex team who can put together a Personal Emergency Evacuation Plan. For non-emergencies, contact security using **01206 872125** General First Aid is provided on Campus by trained members of our Security team. For telephone advice regarding minor ailments the NHS helpline can be contacted on **111** You can also visit the Colchester NHS Walk in Centre located on Turner Road, this service is open 07:00-22:00 every day.

FIRE PROCEDURES



If the fire alarm sounds, without delay leave the accommodation following the green and white signage and make your way to the nearest exit. Nobody is to re-enter the building until it is instructed safe to do so.

If you see a fire and the alarm is not already sounding, please make your way to the nearest exit and activate a manual call point on the way out.



University of Essex

FIRE ACTION

Shout out
Raise the alarm and operate a break glass point by the exit.

Get out
Follow the fire exit signs; shut doors; Go to assembly point; report anyone missing.

Stay out
Do not enter past red flashing lights. Do not re-enter until authorised by Security staff.

Do not fight fires
Unless specifically trained!

EMERGENCY ACTION

In case of serious illness or accident:

Dial: 01206 87 2222

State requirements and location
First Aid available from the Information Centre
Please **do not** dial 999
We will call the Emergency Services

FIRE PROCEDURES



Read below our fire safety regulations:

- Never cover or interfere with smoke detection units. These are in place for the safety of everyone in the building.
- Please be careful with aerosols and showering with the shower door left open, these could activate the alarm system.
- Smoking and the use of e-cigarettes are not permitted anywhere inside premises.
- Do not use candles, T-lights or any open flame in the accommodation.
- If you are using our kitchen facilities, do not leave cooking unattended, use the extraction on the cookers and please open kitchen windows.
- Deep fat frying is not allowed in our kitchens, refrain from using all methods to deep fat fry.

CAMPUS FACILITIES



Event Essex Reception:

The Event Essex Reception Team can be contacted via **07825608085**. The team work between the hours of 09:00-20:00, Monday-Friday and can assist with any enquiries.

Essex Sport:

The University offers a wide range of sports and fitness facilities, please enquire at the Sports Centre for details and prices (screcept@essex.ac.uk or 01206 873250) If you have a package with Gym access you will find a pass in your pack – please complete and hand to the Essex Sport Reception on arrival for registration and access to the Gym.

Public Transport:

For taxis, telephone numbers can be found with Event Essex Reception team, who can also assist with booking.

Buses run every 20 minutes to Colchester Town Centre from Boundary Road, further details are available from the team or the [findyourway](#) website.

B&B:

If you have the Bed and Breakfast package, you'll have a meal card provided when you check in; this can be used in Buffalo Joe's on Square 3 during the times of 07:30-9:15. Alongside Buffalo Joe's, Essex Food has a variety of other cafes and restaurants on campus, which also hosts Essex's Student Union bar.

CAMPUS FACILITIES

Shops:

The SU Store is located in Square 4, it is open Monday-Sunday 07:00am-01:00am.

The Store sells groceries, frozen meals, over the counter medicine, alcohol (18+), etc. These timings are subject to change during termtimes and student vacations.

Banking:

A cash machine is located on Square 3.

Launderette:

The launderette is open 24 hours a day, for the Houses, this is located in the Hex causeway & for South Courts, this is located within Harwich Court. This service is provided by Circuit Laundry and payments can be made via the 'circuit go' app.

Parcels and Postage:

If you are needing a parcel delivery during your stay, please put the address as follows:

Your Name, FAO: Event Essex, Wivenhoe Park, Colchester, CO4 3SQ.

Event Essex will contact you when we have received this.



INTERNET CONNECTION



Wi-Fi Connection:

1. Connect to 'ASK4 Wireless'
2. Go to signup.ask4.com
3. Follow the sign up steps shown on the website

Wired Connection:

1. Connect Ethernet cable from computer to wall socket
2. Go to signup.ask4.com
3. Follow the sign up steps shown on the website

Once your account is created, to connect additional devices by:

1. On your new device, log into myaccount.ask4.com
2. Click on 'enable this device'

Problems with connecting?

ASK4's multilingual support team are here to help 24/7/365, please report any issues to ASK4 directly to ensure the quickest solution

TERMS AND CONDITIONS

- 1) These terms and conditions apply when you book a room or rooms at our premises with University of Essex Campus Services Ltd ("Event Essex").
- 2) You must be aged 18 years or over to book a room.
- 3) Children aged under 16 years are not permitted to stay in our premises. Children 16 years and above are permitted to stay in our accommodation only if accompanied by a parent/guardian.
- 4) You must pay for the room in full prior to arrival. This payment is non-refundable. Room prices are inclusive of VAT at the rate applicable when you make your booking.
- 5) Check in is open from 14:00 hrs Monday to Friday and you must vacate your room by 09.30 hrs on the last day of your stay. If you do not leave your room by 09.30 hrs Event Essex may charge you a late departure fee.
- 6) As required by law, if you are a non EU national, you must complete a registration form, provide your passport details and next intended destination (overseas).
- 7) Rooms are single en-suite and single occupancy only. The maximum number of people permitted in a single room is 1.
- 8) We do not accept any responsibility or liability for loss or damage to any of your personal possessions.
- 9) The use of portable heaters, halogen lamps or heaters, wax melters, candles, tealights, aromatic oil heaters, joss sticks or any other device which has a naked flame are prohibited in University owned or administered residential accommodation. The storage of flammable materials of any kind or compressed gases, other than aerosol products are also prohibited.
- 10) You must not:
 - bring pets or other animals into our premises, with the exception of assistance dogs;
 - smoke or use E-cigarettes/vaping anywhere in the premises;
 - bring any potentially hazardous or dangerous items or materials into our premises;
 - use any electrical appliance that could set off fire alarms or smoke detectors;
 - without good reason interfere with any fire alarms, fire-fighting or fire detection equipment;
 - remove, damage or destroy any property belonging to Event Essex or to the University of Essex;
 - cause unreasonable disturbance to other guests or staff;
 - re-sell or transfer your booking;
 - use any of the University of Essex' premises for advertising or marketing purposes.
- 11) We do not accept responsibility for any claims for consequential loss following cancellation or abandonment of your booking.

TERMS AND CONDITIONS

- 12) If you cause damage or loss to Event Essex or the University of Essex, or to other guests or their property, you will be responsible for that damage or loss and will pay on demand the amount required to make good or remedy such damage or loss.
- 13) Event Essex may cancel or amend your booking by giving you written notice (including by email) if it is prevented from providing the room or rooms you have booked because of events outside its reasonable control. Such events include (but are not limited to) war, rebellion, civil commotion, strike, lock out or industrial dispute, fire, explosion, earthquake, act of God, flood, drought or bad weather, the unavailability or late delivery of supplies, the inability to secure labour or by any other cause whatsoever beyond the control of Event Essex. We do not accept liability for failure to meet our contractual obligations because of events outside our reasonable control.
- 14) Event Essex may cancel your booking with immediate effect and ask you to leave our premises if during your stay you cause damage to our property or cause damage or nuisance to other guests or staff or otherwise materially breach these terms and conditions. In these circumstances Event Essex will retain any payments you have made, may refuse to accept future bookings from you and will not give you a refund or compensation for any losses you may suffer as a result of the cancellation.
- 15) You agree that Event Essex may process information about you that you provide in connection with your booking. The information we hold, and process will be used for the following purposes: the administration needed for the booking process, including invoicing; marketing and promotions; and the information we are required to retain by law.
- 16) We accept liability for death or personal injury from our negligence or that of our employees or agents. We do not seek to exclude liability for fraudulent misrepresentation by us, our employees or agents.
- 17) Our maximum liability to you (save as prohibited by the application of law) is limited to the cost of your booking.
- 18) Access to the student common room area is not permitted.
- 19) Access to the kitchen is limited.
- 20) This contract is subject to English law.