



INFORMATION FOR GUESTS STAYING AT WADHAM COLLEGE

*We welcome you to Wadham College and wish you a pleasant stay. In order to ensure that you make the most of your time here we have compiled a list of general information together with some **important health and safety guidelines**. Please take the time to read this information carefully.*

The Lodge: The Lodge, located by the main entrance, is open 24 hours a day 7 days a week. The Lodge staff will be pleased to answer any questions you may have and provide you with directions to areas within the College and externally.

Lodge contact numbers:

Enquiries: **Dial 77900** internally, or **01865 277900** from an external telephone.

E-mail: lodge@wadh.ox.ac.uk

*Emergencies only: Dial **77999** internally, or **01865 277999** from an external telephone.*

The front entrance on Parks Road closes at midnight, however, the Night Porter may be summoned by ringing the bell at the main entrance.

Check-out Time: You will be issued with your room key upon check-in. Please keep your key with you at all times. Please return your room key to the Lodge on departure. **Please note that all rooms must be vacated promptly by 10.00am on the day of departure.** Please note that guests will be charged a further 24 hours at the standard conference rate if they have not vacated by 10.00am.

If required, temporary luggage storage facilities may be provided if arranged in advance.

Any guest with a mobility difficulty requiring assistance with luggage etc. is asked to give the Lodge advance notice in order that the staff may arrange appropriate and timely assistance.

Fire: There are fire notices and smoke detection systems in all rooms. There is also a fire alarm system on each staircase which is relayed directly to the Lodge. **It is vital that you acquaint yourself with the instructions on what to do in the event of a fire, so please take the time to read the fire notice in your room as soon as you are settled in.**

Slips, Trips and Falls: Guests are asked to take extra care when walking around the College both inside and out as, due to the age of some of the buildings, stairs and walkways may be uneven. Great care should be taken in all areas of the College and guests are advised to wear sensible footwear and to ensure when climbing stairs that one hand remains free in order to make use of handrails where appropriate.

Security: Whilst the College has a CCTV system in place the College cannot accept responsibility for the loss or theft of personal possessions. **All guests are asked to be vigilant and are advised to lock their rooms, including windows, whenever they are left unoccupied even for short periods of time. Similarly, it is advisable to keep money and valuable items with you.** If you see anyone or anything suspicious in the College please report this immediately to the Lodge.

Smoking: Smoking is NOT permitted in any internal spaces or within College grounds. Thank you for your co-operation.

Dining

Breakfast is normally served in Hall.

Breakfast: 08:00-09:15 Monday – Sunday

Conferences/Groups: Guests will receive information from their organiser on the location of their pre-arranged meals. Please arrive promptly for all meals. Please note that alcohol, soft drinks and food should not be brought into College for consumption in meeting, dining or public rooms. A full catering service, including refreshments, is available upon request.

Meals are served in Hall, the New Refectory or Old Library. Unless notified otherwise the normal meal times are:

Lunch: 13:00
Dinner: 19:15

Food allergies/intolerances: Guests with food allergies/intolerances are asked to advise the service staff prior to consuming any food prepared by the College.

Your Accommodation:

The College is divided into staircases. There are 34 staircases. Of these 31 are numbered 1 - 32 (there is no staircase 8) and three are known by specific names: King's Arms, Holywell Court and Library Court. We offer a mix of standard and en-suite bedrooms. For guests staying in our standard bedrooms, the toilets and bathrooms and/or shower rooms are located on the same staircase. Further toilets may be found in the Front Quad below Staircase 6, the basement of the Junior Common Room (JCR), Staircase 19 basement and in the Bar area.

Although some staircases have kitchenettes these are for use in the academic terms only and not available for use by guests.

Servicing of Rooms: Your room will be cleaned and your bed made daily during week days by your 'Scout' (cleaner/maid). As part of our commitment to environmental issues, bed linen is normally changed every seven days and towels changed every two to three days. If you require an enhanced service then please ask your scout in the first instance; there may be an additional charge for this service.

Electrical equipment: Please make sure that electrical equipment is compatible with UK voltage rates before use. Cooking, ironing and/or the use of naked flames (candles etc.) are not permitted in bedrooms.

Recycling: Please help us to protect and sustain the environment for future generations. Please place recyclable waste in the green bin and general waste in the other bin in your room. Please help to conserve energy by turning off lights and electrical appliances when they are not required.

Maintenance: We aim to keep the College in a perfect operational condition, however, there could be an issue that has not been seen or reported. We would like to apologise if this is the case. Please contact the Lodge to report a maintenance issue and the matter will be resolved as soon as possible.

Smoke-free: All rooms are non-smoking. Guests will be charged £100 for the cost of fumigation should anyone smoke in their room during their stay.

Telephones: The telephone in your room is connected to the University telecommunications network. To make external calls you will need to use a phone card purchased from the Lodge. Room-to-room calls are free as are internal calls within the University. To make internal calls dial the five-digit extension number of the person you wish to contact.

It is possible to receive direct incoming calls on your room telephone from outside the University by dialling 01865 280000 (omit the first '0' if calling from outside the UK) and then follow the prompts. Any external caller will require your telephone extension number to reach you and this number is shown on the telephone in your room.

Facilities & Services

Wi-Fi: Wi-Fi broadband is available free of charge in bedrooms and public areas. Simply search for available networks and choose 'The Cloud'. Please visit the Lodge Porter should you have any queries.

Gardens: Wadham has splendid gardens and you are encouraged to use and enjoy the Fellows', Back Quad, Barbara Naylor Terrace Garden and Bar Quad Gardens. Whilst the gardens are unsuitable for ball or other games, the University Parks located a short walk from the College has suitable space.

If the Fellows' garden is closed for a private event taking place, please use one of the alternative gardens. You are kindly requested not to walk on the Front Quad lawn.

Bar: The College Bar is located in the JCR Bar Quad. A selection of beers, wines, spirits and soft drinks are available. Opening times may vary but are normally 19:00 to 23:00. Please ask the Lodge for bar opening hours during August and September.

TV: There is a TV in the JCR Bar available for general public use in the evenings only (as the area is sometimes used during the day for conferences).

Soft drinks vending machine: Located in the foyer of the Goddard Building.

Laundry: Washing machines and tumble dryers are located in the basement of the JCR. Machines are operated either by cash or using a Wash Station laundry card, which is registered online and topped up using a bank card. A laundry card and instructions can be obtained from the Lodge for a £5 deposit. Guests must supply their own washing powder. There are also two irons and ironing boards. Please note that the use of travel irons is not permitted in bedrooms for safety reasons.

Sports: The College has on-site squash courts and tennis courts at its Sports ground located about 2 miles north in Summertown. Squash Courts may be booked via the Lodge and are available between 19.00 - 22:00hrs unless the adjacent Moser Theatre is in use. There is a charge of £10.00 an hour for this facility. The Tennis Courts at the College Sports ground may also be booked via the Lodge at a charge of £6.00 an hour.

Mail and Telephone Messages: The number for telephone messages is 01865 277900. Guests are requested to check at the Lodge for mail and messages at around midday or 17:00hrs. If the message is urgent the Duty Porter will attempt to deliver the message by telephone or in person.

Other information:

Children: Parents and guardians are kindly asked to ensure that children are carefully supervised at all times. The College has assessed the risk of all areas of the College to children and a guidance document can be obtained from the Lodge upon request.

First Aid: Information on the location of First Aid kits and trained first aid staff can be obtained from the Lodge. Please contact the Lodge on 77900 in the first instance if first aid assistance is required. The Lodge will contact the Emergency Services if required or you may dial them directly from your room by dialling **999**. You will need to give the Name and Address of the College: Wadham College, Parks Road, Oxford OX1 3PN. If you have had to call the Emergency Services please also, where possible, notify the Lodge.

Car Parking: There is no parking available in College. Please contact the Lodge for information on the nearest public car parks or visit www.wadham.ox.ac.uk/visit-us

Taxi: Please contact the Lodge for help to organise a taxi for you.

Visitors: Please meet your visitors at the Lodge. For health and safety reasons, guests must not allow visitors to stay overnight in their rooms without obtaining permission from the Conference and Events Manager.

Moser Theatre Access: Guests are asked to alert the Lodge 24 hours in advance by telephone to arrange for disabled access to the Moser Theatre during evenings and weekends. This is in order to allow the Lodge to arrange assistance in using the lift.

Lost keys: Please contact the Lodge as soon as possible if you have lost your room key. A replacement key will be charged for at the rate of £30 inclusive of VAT.

Lost and Found/Personal Property:

To contact the College about lost property please email: lodge@wadh.ox.ac.uk
The College is not liable for the theft, loss, damage or destruction of personal property in the absence of gross negligence on the part of the College or its staff. The College will make every effort to retrieve and hold any items accidentally left behind for up to 60 days. After this period has passed, and the item remains unclaimed, it is disposed of. The guest is responsible for the

shipping cost and custom fees (where applicable) for the return of lost and found items.

Any items left in or near waste bins are considered refuse and will be discarded. The College is not responsible for items that appear to be for disposal. Guests are encouraged to avoid confusion by placing all items in the drawers, cabinets and wardrobes provided, or in their luggage.

Disabled Access: We have undertaken a services-based access audit and introduced a number of structural and procedural measures; other adjustments are actively planned for implementation. As part of this broad process, Wadham College has a Disability Equality Scheme. To be as effective as possible this must take account of the views of College members, staff, guests and other institutional stakeholders -- with or without disabilities. We should be very pleased to receive comments and suggestions. Please contact domestic.bursar@wadh.ox.ac.uk

Conference & Events Office: The Conference and Events team is on duty from 8.30am – 4.30pm, Monday - Friday. The Conference Office is situated in Staircase 17, room 1.

Comments: Should you have any comments or suggestions during your stay with us, please contact the Lodge. A comment card is also provided and we would be grateful if you could spare the time to complete this. Alternatively, please e-mail conference.office@wadh.ox.ac.uk
Please also find us on TripAdvisor.

Your comments and experiences are important to us and help us to continuously monitor and improve our services and facilities.

Thank you for staying with us. Our professional and friendly staff are committed to ensuring that your stay is both enjoyable and comfortable.

We hope you will consider us again on future trips to Oxford.

Conference and Events Manager

Domestic Bursar