

## BANGOR UNIVERSITY - GUEST INFORMATION

Thank you for booking with us. The following provides useful information for your stay with us.

### Service / Facilities

Tea and coffee making facilities, free Wi-Fi, bed linen and a towels are provided.

You will have access to shared kitchen facilities, which contain a fridge, freezer, hob, oven, microwave, toaster and kettle. We do not provide any kitchen utensils, crockery or cutlery. You will share access to these kitchen facilities with other guests in the flat.

In addition, there are two, card-operated laundrettes for guest use, one near Reception, the other opposite the Security Lodge (*No. 8 on map*). Guests can purchase cards from a machine in the Security Lodge. An on-line top up system is then available.

### Accessibility

Please contact the Conference Office if you have specific accessibility requirements.

### Car Parking

Vehicles parked on University premises must display a valid Parking Permit, collectable with your room key. Please note that guests may not park in the Canolfan Brailsford car park.

### Arrival – 2pm – 8pm

Please collect your room key from the Halls Office after 2pm on your arrival day (*No. 15 on map*). Idwal Building, Bangor LL57 2GP

### Late Arrivals (after 8pm)

The Halls office closes at 8pm. If arriving later please inform Conferencing on 01248 38 8088 or [conferences@bangor.ac.uk](mailto:conferences@bangor.ac.uk) before 5pm on your day of arrival. If arriving on a Saturday or Sunday please inform Conferencing by 5pm on the Friday before as the office shuts at the weekend.

### Departure – 9.30am

Your keys must be returned to the Halls office by 9:30am on the day of your departure or in the express checkout located outside the Halls Office. There is a £20.00 non- refundable charge for lost keys.

### Wi-Fi

Use of the University's network is free. Please contact site reception for a valid user name and password. You will need to read and sign our acceptable use policy.

### Heating

The heating is on a timer. Please check the heater socket is 'ON' before reporting heating problems. In addition, never cover electric heaters or dry items on them as they could burn.

### Smoking

The University prohibits smoking and electric smoking devices in and within 5metres of University buildings.

### General Fire Safety

Fire alarms are tested weekly in the afternoon, ringing for a short interval only. If you hear the fire alarm at any other time, or it is continuous please evacuate as detailed over the page.

**Please familiarise yourself with the Fire Evacuation Procedure displayed in your room** and keep fire routes and Fire Exits clear at all times. In addition, do not burn candles, incense or similar and **NEVER cover smoke detectors** (*guests covering detectors will be asked to leave*).

### Shower

Please keep the shower room door closed as steam from hot water can activate the fire system.

### Electricity

Guests may only use standard electrical equipment such as hair dryers, shavers, laptops and phone chargers. Please remember to switch off heating appliances after use and never leave unattended e.g. room heater, hair dryers, and kettle. If you have a problem with University electrical equipment please call the Conference Office, Monday to Friday, 9am – 5pm and Security outside of these hours.

### Safety and Security

Secure your bedroom and corridor door at all times. Do not leave valuables in open view and call Security immediately if you have concerns or see anything suspicious.

### Personal Possessions

Please do not leave personal items in the corridors or kitchen. Although we make every effort to reunite guests with left property, items not reclaimed in 3 months will be disposed of.

### USEFUL NUMBERS

University Security Lodges	01248 - 38 3472 / 38 2795 / 38 8041	24hrs
Shop	01248 38 8626	8am – 10pm
Conference Office (Mon- Fri)	01248 38 8088	9am – 5pm
University Switchboard	01248 35 1151	9am – 5pm
Tourist Information	01492 53 1731	9am – 5pm
NHS Direct	111	24hrs
Taxis	ACE – 01248 35 53 55 / Chubbs 01248 35 35 35	24hrs

### IN AN EMERGENCY / FIRE EVACUATION

In an emergency (eg First Aid) call Security on 3472 / 2795 / 8041 if using the building's foyer phone or the above 01248 numbers if using a mobile. 333 also links to Security and is our equivalent of 999.

#### If you discover a fire:

- Operate the nearest call point and evacuate immediately.

#### If the fire alarm sounds:

- Do not use the lift.
- Leave the building by the nearest Fire Exit (*do not stop to collect personal items*).
- Go to the Assembly Point and await further instruction.
- Never re-enter the building until authorised by the Fire Brigade or University Security staff.

#### If you cannot evacuate via the stairs:

- Go to the Refuge Point.
- Operate the system – it links to Security.
- Await further instruction from Security.



**Braint Refuge Point:** Found by the lift (not ground floor)