

GUEST INFORMATION (IDWAL – G BLOCK ON THE MAP)

Welcome to Bangor University. We hope the following information will be helpful.

Covid-19

Please contact us immediately if you display any symptoms. We can be contacted on conferences@bangor.ac.uk or please ring the Security team on 01248 382 795 after 5pm or at the weekend.

Service / Facilities & Kitchen Use

In order to reduce the risk of infection please keep your face covering on in the shared areas of the accommodation block and the flat kitchen and corridor.

We provide tea and coffee making facilities in your bedroom, free Wi-Fi, bed linen and towels. 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. **The kitchen can be used but do not exceed the maximum capacity of two people in the kitchen at the same time. After you have used the kitchen please sanitise the area with the cleaning products provided.**

Housekeeping

On arrival fresh bed linen and towels will be provided but our domestics team will not enter the bedrooms or the shared kitchen while you are in residence. Your towels and linen won't be changed for stays of less than seven nights. If you are staying for seven nights or longer, clean linen and towels will be left outside your door and you will need to change your bed yourself. The dirty linen can be left outside your door for collection. On the day of check out please strip your bed and leave the linen and towels outside the bedroom door. The kitchen won't be cleaned during your stay in order to minimise the risk for staff and customers.

Ventilation

Please keep the kitchen and any shared areas well ventilated.

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.

Sunday Arrival

Please collect your room key from the Ffriddoedd Site Security Lodge (number 8 on the map), which will be open 24hrs a day, 7 days a week .

Weekday Arrival

Please collect your room key from the Halls Office , 2pm to 5pm (number 15 on the map). After 5pm you can pick up your key from the Security Lodge (number 8 on the map).

Wi-Fi

Wi- Fi is available free of charge by connecting to The Cloud wireless service. If you are new to The Cloud you will need to create an account.

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 5 metres of University buildings.

Room Maintenance

If you experience any problems with your room please email conference@bangor.ac.uk . If any issues occur at the weekend or after 5pm please contact the Security Team on 01248 382 795.

General Fire Safety

Do not use aerosols close to smoke detectors. 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 immediately.**

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 contact Security.

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
Taxis	ACE – 01248 35 53 55 / Chubbs 01248 35 35 35	24hrs

IN AN EMERGENCY / FIRE EVACUATION

In an emergency (e.g. 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.

FEEDBACK

Your feedback is very important to us and will be used to ensure that we continue to improve our service. We would be grateful if you could complete the feedback form provided to you at check in. If you haven't received a form please ask our reception team. Completed forms should be returned with your key. Thank you.