

THAMES VALLEY

Important Information

Conduct

- Please be respectful of other guests by keeping noise levels to a minimum within the accommodation blocks and surrounding spaces. This includes volume of music, closing and opening of doors and use of inappropriate language.
- Co-habiting of single bedrooms is not permitted.
- If you experience unacceptable behaviour from other guests, please report to Reception staff or Security out of hours.

Power

- Once inside your room, the white key card should be removed from its holder and placed in the power-saving slot on the wall to activate the electricity. **DO NOT** leave the room without collecting the white key card from the slot.
- If the key card is left inside the room – a spare key card can be borrowed from Reception. This spare must be returned immediately once you have gained entry to retrieve the original key card.
- The original key card must be returned within the key card holder at end of your stay. If the key card holder is identified as faulty, please obtain a replacement from Reception immediately.

Housekeeping and Maintenance:

- Rooms are cleaned after every occupation to an acceptable site standard.
- Unless you identify an urgent H&S issue please do not request immediate assistance, but report faults via email address below.
- Due to our rural location it is possible that rooms will encounter visiting insects, this is unavoidable.
- Please keep the room tidy at all times. If the bin becomes full please tie up the bag and leave outside the bedroom for collection.
- The room has been provided with a duvet and 2 pillows. 1 sheet, 1 duvet cover and 2 pillowcases. For hygiene reasons, it is your responsibility to ensure the bed is made up correctly throughout the duration of your stay.
- Upon departure, all linen must be stripped by the occupant and placed in a pile for easy collection by cleaning staff.
- Reception is staffed between 0800-1700hrs Mon to Fri*. The Site Security Guard is available 1800-0700hrs Mon to Fri and 24hrs Sat, Sun and Bank Holidays (see mobile No. below). Please do not attend Reception to request assistance outside of these times.

Catering:

- If you are a residential student you are entitled to breakfast and evening meal as per the below:-

Items included (per sitting) –

Breakfast - 5 breakfast items, cereal/porridge and 1 tea/coffee

Evening Meal - 1 main course & dessert with 1 tea/coffee

- Additional tea/coffee and lunch must be funded by the individual unless the course administrator has provided a Meal Voucher.

COVID Safe:

- Guests' rooms have been supplied with a bottle of spray sanitiser, paper towel and a bottle of hand gel, please use these as and when necessary. (Do not remove from the bedroom).
- Guests should be aware of the current COVID-19 Government Regulations and ensure these are adhered to.

Checking Out:

- Upon departure, vacate the room of all personal belongings and return the key card with accompanying fob, by 0900 hrs on the day of your departure. These can be placed either in the depository box on Reception desk or handed to the Reception team.

Please note this is a Publicly Funded facility; non-compliance of the above rules could result in your accommodation provision being withdrawn.

Useful contacts:

Security Guard Mobile Number (1800-0700 hrs): **07890027995**

To report Housekeeping or Maintenance issues/faults:

ImbertCourt@thamesvalley.pnn.police.uk

Reception (0800-1700 hrs*)

**Please check digital signage in Reception/Training block for current Reception opening hours.*

Emergency: **999**

Non-emergency Police Matters: **101**

NHS Direct: **111**

Imbert Court "What3Words" grid ref =

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