

INFORMATION FOR SHORT STAY GUESTS

Welcome to the University of Wolverhampton. Here are a few tips to ensure you have a comfortable stay with us

PERSONAL SAFETY

- Security staff are on duty 24 hours a day, 7 days a week you can call them on 01902 32 2106
- There are onsite CCTV cameras for your safety.
- The water in the domestic supply can be very **hot**, please be careful when using it.

YOUR ROOM KEYS & FOB

- You can collect your keys from 12 noon & you will be required to return your keys by 10am on the day of your departure.
- Upon arrival you will be issued with keys & a fob, which will give you access into the building, corridor & bedroom of where you will be staying.
- Keys/cards will be charged for if they are lost or stolen. if you misplace yours keys out of hours (between 5pm - 9am or at weekends) you will be given access to your room by a member of Security Staff and must report to you Campus Reception the next working day to receive another set of keys.

SAFETY OF YOUR BELONGINGS

- Your belongings are left in your room at your own risk.
- Keep your bedroom door locked when you are not in your room.
- Do not let anyone into accommodation that you do not know.
- Do not leave expensive equipment on display.
- Close your windows when you leave the room.

FIRE SAFETY

- Smoking and the use of ecigarettes, candles & incense sticks is prohibited in ALL buildings
 - Never leave pans or food unattended when cooking.
 - Ensure that all electrical equipment is safe to use & conforms with EU standards, if you are unsure, please check with a member of staff.
 - No cooking is permitted within bedrooms
 - **** IF A FIRE ALARM IS ACTIVATED, PLEASE EVACUATE IMMEDIATELY & GO TO THE NEAREST EVACUATION POINT ****
- Tampering with, or vandalism of fire safety devices, or failing to follow evacuation procedures, will result into the relevant warning.

VISITORS

- **No overnight visitors are permitted.**

YOUR COMFORT

- Please be respectful of, and aware that there are guests in other rooms nearby.
- Please leave kitchen & lounge areas tidy & remove any food items on departure
- All University Accommodation is self cleaning except standard accommodation bathrooms.
- All short stay bookings include the cost of linen except where a bed pack has been purchased.
- Towels, crockery, pots, pans can be provided at an additional cost.
- You will be given a code to access the wifi on one device upon your arrival.

REPAIRS & MAINTENANCE

- Should you identify any problems in your room or communal area when you arrive or during your stay, please ensure that you report them to your Campus Reception. Alternatively, contact your Accommodation Hub on the details below

PARKING

- If you require access to a car park you will need to request this whilst enquiring for your booking
- Limited free car parking is available at each accommodation and you will only be allowed to park in designated bays. Parking on the yellow lines, grass or curbs is prohibited.

CANCELLATIONS

- 7 days' notice is required via email to your chosen hub for refunds to be considered, see Terms and Conditions for more information

DIRECTIONS

Wolverhampton City Campus, Lomas Street, Wolverhampton, WV1 1QU

Maps to Wolverhampton Campus: www.wlv.ac.uk/maps

Walsall Campus, Gorway Road, Walsall, WS1 3BD. J9 M6

Maps to Walsall Campus: www.wlv.ac.uk/maps

CONTACT INFORMATION

Accommodation Hub

Lomas Street,
Wolverhampton,
WV1 1QU

Opening Hours: 8:45am - 5:00pm

Email: cityaccommodationhub@wlv.ac.uk

Tel: 01902 32 1268

Walsall Campus Reception: 01902 518 961

Telford Campus Reception: 01902 323 900

EMERGENCY CONTACT INFORMATION

Security Office All Sites: 01902 322106

Police / Fire / Ambulance: 999

NHS Direct: 111

