

## **Bangor University - Guest Information**

Thank you for your booking with Bangor University. The following is some useful information for your visit:

### **Level of Service**

Tea & Coffee making Facilities

Free Internet Access

Bed Linen & Towel 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.

### **Arrival**

Please pick up your room key from our reception desk after 2.00pm on the day of arrival, the desk will be open from 9am to 8pm Monday to Sunday and is situated in the Neuadd Reichel building. If you are arriving after 8pm, you can collect your key from the security lodge, which will be open 24hrs. If you are arriving before 2:00pm, the reception team can arrange luggage storage.

### **Departure Time - 9.30AM**

Your keys must be returned to reception by 9.30am on the day of your departure so our housekeeping team can prepare the room for the next guest.

### **Use of Internet**

You are welcome to use the Internet connection with your own laptop. Please contact site reception for a valid user name and password. You will need to read and sign our acceptable use policy.

### **Personal Possessions**

Please do not leave any personal items in the corridors or kitchen. Left property, all clothing items will be disposed of, for all other items we will make every reasonable effort to locate the owner and return it. If we cannot locate the owner and an item is not reclaimed within 3 months of departure it will be disposed of.

### **Smoking**

This is prohibited anywhere in the building and 5 metres away from entrance hall.

### **Lost Key**

Please note there is a £15.00 non-refundable charge for lost keys.

### **Laundrette**

There are two on site, one located near the reception area and the other located opposite the Security lodge. Both are coin operated.

### **Car Parking**

Any vehicle parked on the University site must display clearly a valid parking permit. A permit can be collected with your room key from the reception desk when you arrive.

### **Heating Arrangements**

The heating system is on a timer in all bedrooms. Before reporting a problem with your heating, please check that the heater socket is switched on.

**Shower** Please keep the door to your shower room closed when in use as steam from the shower can activate the sensitive fire alarm.

### Useful Telephone Numbers

You can use the phone in the kitchen for internal University calls (*in italics*)

<b>Ffriddoedd Security</b>	<b>01248 38 3472</b>	<i>Available 24 hours a day</i>
<b>University Security</b>	<b>01248 38 2795</b>	<i>Available 24 hours a day</i>
<b>Conference Office</b>	<b>01248 38 8088</b>	<i>9am – 5pm</i>
<b>University Switchboard</b>	<b>01248 35 1151</b>	<i>9am – 5pm</i>
<b>Maes Glas Sports Centre</b>	<b>01248 38 2571</b>	<i>9am – 10pm (5pm Sat/Sun)</i>
<b>Ysbyty Gwynedd Hospital</b>	<b>01248 38 4384</b>	<i>Available 24 hours a day</i>
<b>NHS Direct Wales</b>	<b>0845 46 47</b>	<i>Available 24 hours a day</i>
<b>Tourist Information</b>	<b>01492 53 1731</b>	<i>9am – 5pm</i>
<b>ACE Cabs</b>	<b>01248 35 5355</b>	<i>Available 24 hours a day</i>
<b>Chubbs Cabs</b>	<b>01248 35 3535</b>	<i>Available 24 hours a day</i>

### How can you get help:

#### Security

By dialling 3472 or 2795 on the internal telephone or 01248 38 3472/2795 on a mobile telephone. In an emergency **dial 333** using an internal phone located in the kitchen of your accommodation or **dial 999** using the external telephone in the security lodge.

Please make a note of your room number & building name when reporting an incident or contacting Reception or Security.

#### In case of a fire

**It is important to familiarise yourself with the instructions in your bedroom. Make sure that you are aware of the nearest fire exit & assembly point, this information is provided in your bedroom.**

#### If you discover a fire:-

- Immediately operate the nearest fire alarm
- Evacuate the area immediately

#### Evacuation Procedure: -

- Leave the building by the **NEAREST** safe exit.
- **Do not** use the lift
- **Do not** stop to collect personal belongings
- Do not re-enter the building unit instructed to do so by the Fire Brigade or a member of the security staff.
- Proceed to the designated assembly point and await further instruction

The fire alarms are tested weekly in the afternoons and will ring for short intervals only.

### Safety and Security

Please lock your bedroom door and the corridor door at all times. Do not leave valuables in open view. If you see anyone or anything suspicious please contact Security immediately.

### Electricity

- Please report any fault with electrical equipment to Reception (for example damaged cable, hot plugs etc)
- Never touch electrical equipment with wet hands
- Do not leave heating appliances plugged in or switched on while unattended) e.g. kettle, room heaters, hair dryers etc).
- Guests are permitted to use their own low voltage equipment such as hair dryers, shavers & laptops. Use of all other appliances is strictly forbidden.
- Guests must take full responsibility for the safe use of your own small electrical appliances. Make sure the appliance is safe and has been tested by a qualified electrician.