



# WELCOME



 Stay affordable

 Stay accessible

 Stay on campus

Welcome to the University of Reading! We hope that you have an enjoyable and comfortable stay with us.

## RECEPTION OPENING HOURS

Our reception areas are open between 8.30am and 5.30pm Monday to Friday. If you require assistance outside of these hours, please call the halls hotline on **0800 029 1984**.

If you have queries specific to your booking, please call the Stay@Reading office on **0118 378 8922**.

The office is staffed between 9.00am and 4.30pm Monday to Friday.

## Internet access

Please see below instructions for connecting to the WiFi:

1. Search for available WiFi networks
2. Click on the Glide network
3. Sign up for a Glide student account
4. Add Home Network to your basket and check out (don't worry, there is no charge)
5. Add your devices via Manage Devices
6. Join the Glide\_HN Network

## FACILITIES

### Your room

We do not provide a cleaning service for bedrooms, so please keep your room clean and tidy during your stay and upon departure. A vacuum cleaner is kept in your communal area.

### Your kitchen

Kitchens are cleaned once a week and rubbish is cleared twice per week. Please be aware that communal areas are shared with other residents and that flats may be at full occupancy throughout summer, so please respect others by clearing up after using the facilities.

We ask that you use the recycling facilities provided and take empty bottles to the site bottle bank. Please remove all items in the shared fridge freezer upon departure.

### Laundry

All guests have access to our 24 hour laundry facilities. Washing machines are operated via the Washstation app, on this app you can also top up your laundry balance. You can download the app here: <https://washstation.co.uk>. There is signage to direct you to the laundry, or ask at reception for directions.

### Safety and maintenance

All utilities are included in the room price. If you experience any maintenance issues, please report them immediately to the 24 hour on-site Halls Hotline.

Please familiarise yourself with our fire safety procedures which are in every bedroom.

Pay particular attention to:

- your nearest escape route
- fire assembly point
- fire alarm call points

Fire alarm testing takes place throughout the week. There's no need to vacate the building during testing, but if the alarm continues for a longer period, please follow the fire safety procedures.

Smoking is not allowed inside or within 10 metres of any building.



## On-campus amenities and the local area

All halls are within walking distance to convenience stores, takeaway restaurants and pharmacies. There is a Co-Op on campus. Please ask at reception for specific details.

Details about University catering outlets and bars can be found here [reading.ac.uk/ready-to-study/accommodation/stay/stay-faqs/](http://reading.ac.uk/ready-to-study/accommodation/stay/stay-faqs/)

## Transport and car parking

Frequent bus services to the train station, supermarkets and the town centre run through campus and stop nearby to halls. For routes and timetables please [www.reading-buses.co.uk/university/](http://www.reading-buses.co.uk/university/)

Contact numbers for taxi companies are available from reception.

If you would like to park your car on campus please purchase a permit via [www.reading.ac.uk/parking/students/park-student-apply-for-permit-campus.aspx](http://www.reading.ac.uk/parking/students/park-student-apply-for-permit-campus.aspx)

Authorisation for your permit may take up to 48 hours and longer on weekends.

## Extending your stay

If you need to extend your stay, please ensure you do so in good time via the online booking system on [www.reading.ac.uk/stay](http://www.reading.ac.uk/stay).

We ask you make your extension a minimum of three working days before your booking is due to end. If you're due to check out on the weekend, please request your extension by 10 am on the Friday before.

If you have any queries please contact the Stay@Reading office by e-mailing [stay@reading.ac.uk](mailto:stay@reading.ac.uk) or phoning **0118 378 8922**

## Check-out

Check out is at 10am. Please ensure you return your room card/keys, laundry card and postal locker key upon departure. If you are departing outside of reception opening hours, please check the arrangements for departure with your reception prior to your departure.

Overstaying will result in a penalty of £50 per night.

# CAMPUS HALLS



## Welcome to STAY@READING

For more information, please contact:



[stay@reading.ac.uk](mailto:stay@reading.ac.uk)

[www.reading.ac.uk/stay](http://www.reading.ac.uk/stay)