

GUEST INFORMATION

Reception

Reception has staff on hand 24-hours a day.

The Reception has some useful items on sale – such as; toothpaste, toothbrushes, razors, phone cards etc.

Also available on loan: irons and hairdryers.

Bedroom / Kitchen Facilities

In your bedroom, you are supplied with: duvet, fitted sheet and two pillows, bath towel, hand towel and bath mat (en-suite only).

Kitchens are equipped with: kettle, cups and saucers, teaspoons, tea/coffee, milk, tea towel, washing-up liquid and washing-up cloth.

Bedrooms and kitchens are serviced daily.

Fire Detectors

Each room is fitted with a fire detector. Please be aware that these detectors are extremely sensitive and can be set off by hair dryers, hair straighteners, large amounts of hair spray etc. It is advisable to open your room windows if you are using these types of equipment or styling products.

Telephones

Telephones are provided in each bedroom (operating instructions are included in this pack). Phone cards can be purchased from Reception. Public telephones are situated around the main Highfield campus.

Health & Safety

For your personal safety you will find a range of security measures in place, from digital locks to uniformed patrolling officers. However, we would urge you to take basic everyday precautions when staying in the Halls of Residence:

- Don't leave valuables in unoccupied rooms
- Always lock your bedroom door; even for the shortest time
- Keep your keys safe and the door codes confidential
- If you are on the ground floor; use the window locks and catches and close the curtains when you are out
- Remove items from view in your car and always keep it locked
- Report any suspicions to Reception or University Staff; in an emergency call the police directly

Fire Evacuation

Fire instructions are provided in your bedroom – please familiarise yourself with the emergency procedures.

Health & Safety

University Health Centre is situated on the main Highfield Campus
Opening hours are Monday to Friday 8.00am - 12.30pm and 2.00pm - 5.00pm
Telephone 023 8055 7531.

Southampton General Hospital has Accident & Emergency and eye units
Telephone 023 8077 7222.

Laundry

Laundry facilities are available at your Halls of Residence – please ask at Reception for details.

Local Information

Shopping - The local shopping centre is Portswood, which has a range of shops, banks and supermarkets. Southampton town centre has a vast range of shops, banks and restaurants. The town centre is a short taxi or bus ride from the University.

On the main Highfield Campus you will find a range of banks including Barclays, Abbey and Lloyds TSB, along with a bookshop and a Post Office. The Student Union Shop is open 10:00–16:00 Monday to Friday and sells a range of goods including fresh produce, newspapers, magazines and confectionery. There is also a cash point situated outside of the Student Union shop.

Travel - The Uni-link bus service operates a wide service around Southampton – please telephone 023 8059 5974 or visit www.uni-link.info for further details and timetables. The main Interchange for the Uni-link bus service is situated on the Highfield Campus.

Dining

The dining halls are opened in accordance with your conference programme (if applicable). Please see your conference programme or reception for confirmation of times.

Vending machines are available in your Halls of Residence and on the main Highfield Campus.

Sports Facilities

A fitness suite, 25m 6-lane swimming pool and 8-court sports hall are available at the Jubilee Sports Hall on the main Highfield Campus. Contact Reception on 023 8059 2119 or visit the website: www.sportrec.soton.ac.uk.

Smoking

Please note that it is illegal to smoke in any building throughout all University of Southampton campuses. This also applies to all bedrooms, dining rooms and social areas in the Halls of Residence.

Departure

All bedrooms must be vacated by 9:30am on your day of departure. Please ensure your key is returned to main reception at your Halls of Residence. A charge of £25 per key is made for any missing / lost keys.

Conference delegates arriving back to their Halls of Residence late are requested to return quietly.

The Halls of Residence are often heavily populated and other residents may be disturbed by excessive noise.

TELEPHONE / INTERNET SERVICE

Freewire Telephone

- Your Freewire phone must be connected to:
 - a) The power socket via the power unit provided
 - b) The network using a Ethernet/LAN cable connected to the data socket on the wall in the room



 move networks

How to use your Freewire Phone

Connecting your phone

Your phone will have been connected to the data socket in your room and to a power outlet. Please leave all cables supplied with the phone in the room when you move out. *There will be a charge for any missing cables.*

You may connect a computer into the phone using the cable provided. Ensure that the phone is plugged into the power socket and that the power is on and connect as normal.

Your phone number

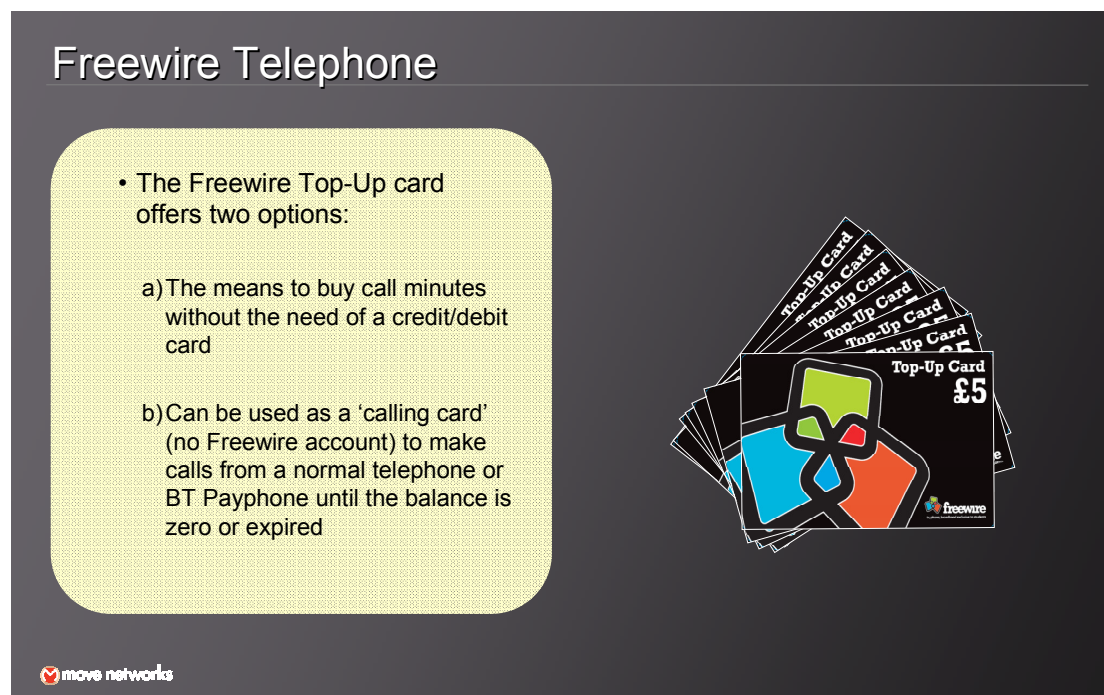
Your phone (handset) number is the number shown on the display. It should have three numbers followed by three to five digit extension number e.g 033338 4xxxx. If your phone number is not displayed simply turn the phone off, wait for 30 seconds and turn it back on again. The phone will take 5-7 minutes to connect to the internet. Once it has done so, your phone number will be displayed.

Making Calls

Internal Calls


It is free to call extensions within the Halls, the University network and other bedrooms.

You simply pick up the handset, dial the extension number and press the 'send' button.



Freewire Telephone

- The Freewire Top-Up card offers two options:
 - a) The means to buy call minutes without the need of a credit/debit card
 - b) Can be used as a 'calling card' (no Freewire account) to make calls from a normal telephone or BT Payphone until the balance is zero or expired



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The image shows a stack of Freewire Top-Up Cards. The top card is a £5 card with a colorful logo and the Freewire logo. The cards are fanned out, showing multiple 'Top-Up Card' labels.

External Calls (landlines and mobiles)

To do this you need to have a "Calling Card" which can be purchased from Reception at £5 each.

To make a call – enter the destination phone number and press 'Send.'

If there is no credit on the phone you will be prompted to enter the calling card number and pin which are found under the scratch off panel. Once you have done this the call will be routed to its destination.

Internet Access

Connect your laptop to the ethernet cable in the back of the telephone (this should be connected to the PC port)

Your laptop will be connected to the internet, at no additional cost.