ARRIVAL, CHECK-IN/KEY COLLECTION
Your room will be available for check-in from 2.00pm on the day of arrival. Keys should be collected from Residences Reception.

On arrival, check your accommodation and report any concerns to Residences Reception within 2 hours. This will allow us to avoid you being charged for any damage caused during the stay of a previous guest.

DEPARTURE/CHECK-OUT
Rooms should be vacated by 10.00am on the day of departure.

Check-out should be completed at Residences Reception by handing in the key and access card for your room, otherwise a charge of £60 may apply.

TRANSPORT
Queen Mary is close to Mile End and Stepney Green underground stations (zone 2). Both are on the Districtline and Mile End is also on the Central line.

During peak hours, the Hammersmith & City line serves both stations as well. Further information on travel in London, including a journey planner, can be found online at www.tfl.gov.uk.

ACTION IN EMERGENCY: AMBULANCE, FIRE BRIGADE OR POLICE
If you have access to a Queen Mary telephone, dial 3333. If you do not, dial 999 and then inform the Security team on 020 7882 3333.

SAFETY EQUIPMENT
Please respect the equipment provided within your accommodation and on campus, in particular any fire protection and warning systems. Safety equipment is for use only in an emergency.

It is a criminal offence to tamper with any fire detection system and anyone doing so (which includes covering detectors) will be asked to leave.

SECURITY
Please lock your bedroom door and close all windows whenever you leave your room. Queen Mary accepts no liability for loss of possessions brought on its premises.

SMOKING
Queen Mary operates a no smoking policy across the entire Mile End campus (including electronic cigarettes), where smoking is prohibited. This applies to all indoor and outdoor locations, as well as within the accommodation and bedrooms, where smoke detectors are fitted for your safety.

SMOKING is only permitted in designated smoking shelters. Please refer to the campus map or ask at Reception for more information on the locations of the shelters.

LOST PROPERTY
If you have lost any items, please check with Reception to see if they have been handed in. Should you find any items, please bring them to Reception.

IF YOU ARE LOCKED OUT
If you lose your key or leave it inside your room, contact Reception and a member of staff will check your ID, and upon validation, let you back into your room. There may be a wait of up to 30 minutes between 08.00–20.00 for you to be let in and longer overnight. Please ensure you carry your key and access card with you at all times.

IF YOU LOSE YOUR KEY AND/OR CARD
If you lose your keys or access card, there is a charge of £60 to replace them.

Please be advised that it can take up to one hour for the Security team to arrange access, or to replace lost keys should you lose them or forget to take them with you.

UK ELECTRICAL CURRENT
Any equipment purchased overseas must have a correctly fused and BS standard marked adaptor and/or electrical converter. The standard domestic supply in the UK is 240 volts. Any electrical appliance that does not meet these standards may be removed from our property as they pose a safety risk.

INTERNET ACCESS
Complimentary WiFi is available free of charge during your stay. Please ask at Reception for the password. Please note the password changes weekly (every Wednesday at 11am).

POST
A post box is located on campus outside the Joseph Priestley building (nos. 41 on map). We regret that Queen Mary is unable to accept any postal deliveries sent to guests.

HEALTH CENTRE/A&E
There is an NHS Urgent Care Centre at:
Hornsey University Hospital Hornsey Road, London, N19 5DR
This is open daily from 07:00 to 03:00 (closed 03.00–07.00), except on UK public holidays, when it is open 07:00–22:00.

The closest Accident & Emergency (A&E) department is located at:
The Royal London Hospital Whitechapel Road, London, E1 1BZ
This is open 24 hours a day, 7 days a week. www.bartshealth.nhs.uk

LADY FACILITIES
A laundry is located on the ground floor of Flane House. This is open 24 hours a day and can be accessed using the access card on your key. Guest can purchase laundry cards for £10 at Residences Reception and top them up online at www.circuit.co.uk/card-top-up-smart or download the Circuit mobile app to their phone and pay via the app.

SHOPS
THE VILLAGE SHOP is located on campus within Beaumont Court.
Mon to Fri: 09.00–26.00
Supermarkets:
SAINSBURY’S is located opposite the Queens’ Building.
Mon to Sun: 07.00–midnight
SAINSBURY’S is located behind
Stepney Green station.
Mon to Sun: 07.00–23.00
CO-OP is located on Mile End Road under the Green Bridge.
Mon to Sun: 06.00–midnight
CO-OP is located on Mile End Road opposite Stepney Green station.
Sun to Thurs: 06.00–23.00
Fri & Sat: 06.00–midnight

TOURIST INFORMATION
Local tourist information can be found at Reception. Information can also be found on the West London website at www.visitlondon.com

FEEDBACK
We always appreciate feedback from our guests to help us learn and improve our service.

We encourage you to share your thoughts using our short online survey available at www.surveymonkey.co.uk/r/stayqm2019 or you can simply scan the QR code below on your smartphone.

To show our appreciation for your time, you will be given the opportunity to enter into a prize draw to win one of five £50 Amazon Vouchers!

SPORTS FACILITIES
Queen Mary has gym facilities on the Mile End Campus. Qmotion memberships are:
• £4.50 before 3pm on a weekday
• £5.00 after 3pm on weekdays and weekends
• £3.60 for a month
Proof that you are resident with us must be shown. Further information can be found at www.qmsu.org/qmotion ( Rates applicable from 12/06/19–11/09/19 inclusive.)