

# 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 on-site CCTV cameras for your safety.
- The water in the domestic supply can be very hot, please be careful when using it.

## YOUR ROOM KEYS & CARD

- 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 swipe card 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 your 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 your 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 e-cigarettes, 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 in the following financial penalties:
- Failing to evacuate upon hearing a fire alarm: £30 fine.
- Maliciously activating a fire alarm - £250 fine.



## 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 economy & 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 Accommodation Services on the details below

## PARKING

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

## CANCELLATIONS

- 7 days' notice is required via email to [accommodationservices@wlv.ac.uk](mailto:accommodationservices@wlv.ac.uk) for refunds to be considered, see Terms and Conditions for more information

## DIRECTIONS

- Wolverhampton City Campus, Lomas Street, Wolverhampton, WV1 1QU. Sat Nav WV1 1QU. Maps to Wolverhampton Campus: [www.wlv.ac.uk/maps](http://www.wlv.ac.uk/maps)
- Walsall Campus, Gorway Road, Walsall, WS1 3BD Sat Nav WS1 3BD. J9 M6 Maps to Walsall Campus: [www.wlv.ac.uk/maps](http://www.wlv.ac.uk/maps)

## CONTACT INFORMATION

Accommodation Services Office, Lomas Street, Wolverhampton, WV1 1QU  
Opening Hours: 8:45am-5:00pm  
Email: [accommodationservices@wlv.ac.uk](mailto:accommodationservices@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