

Key contact numbers

Reception

Telford	01902 323 900
Walsall	01902 323 200
Wolverhampton City	01902 321 000

Conference team

Tel:	01902 321 259
Tel:	01902 323 839
Tel:	01902 321 273
Tel:	01902 321 533
Email:	shortstay@wlv.ac.uk

University of Wolverhampton
Telford Innovation Campus
Hospitality and Accommodation Services
Shifnal Road
Priorslee
Telford
Shropshire
TF2 9NN

Visitor Safety Guide *for*

short stay accommodation
and conference guests

Arrivals and departures

Arrival time: from 3.00pm
Departure time: by 10.00am

Please note, if you do not vacate your room by 10.00am and hand in your keys/cards at reception, you may be charged for an extra night's stay.

Your wellbeing

Welcome to the University of Wolverhampton. Our accommodation is safe and secure, but we do ask that you follow a few basic guidelines for your own safety, the safety of fellow guests and to safeguard your possessions.

Personal safety

- Our main reception is staffed 24hrs-a-day to provide assistance.
- CCTV cameras are on site for the security of guests.
- Please lock your door when leaving your room.
- The University reserves the right to conduct random room inspections.

Visitors

Only registered guests may stay overnight in our accommodation. Guests can pre-book and pay to stay by contacting the conference team on: 01902 321 533. Please refer to a list of useful telephone numbers on the back of this leaflet.

Damages/repairs

The Reception staff will help if you need something fixing such as a new light bulb in your room. If you notice any damages when you check-in, please notify Reception.

Noise levels

Please be aware there are other guests in the rooms nearby.

Smoking and fire doors

Smoking bins are provided outside for the guests to use. Please do not smoke indoors.

Insurance

We make every effort to create a secure environment, but please be aware that your belongings are left in your room at your own risk. There is no insurance cover with your booking.

Fire safety

Fire safety is especially important within University accommodation due to the communal aspect of living. We therefore ask you to observe the following rules.

- Smoking is prohibited in all buildings.
- Ensure that your personal electrical equipment is safe to use and that it conforms to EU standards.
- Be aware of evacuation routes in the event of a fire.
- All doors are fire doors.
- Use the main entrance/exit to evacuation.
- International guests may need to purchase an adapter for electrical items.

If a fire alarm is activated:

1. on hearing the alarm evacuate immediately
2. go to the nearest assembly point

It is a criminal offence to abuse the following items:

- fire alarm (break-glass and smoke detectors)
- emergency exit doors
- fire-fighting equipment (extinguishers/fire blankets)
- self-closing fire doors (bedrooms and kitchens)
- smoke/heat detectors

Your comfort

The conference team and Reception can provide help with the following:

- wireless Internet access
- on-site catering services
- on-site self-service laundry
- directions to the nearest shops
- taxi numbers
- directions to the nearest payphone
- contact details for local dentist/doctors
- recommend local places of interest
- first aid (main reception)

Accommodation cleaning services

Cleaning services depend on the type of bookings you have made. For most bookings the following applies:

- less than one week's stay – no mid-week clean
- more than one week's stay – mid-week clean and linen/towel change

All personal belongings must be moved off floors, work surfaces and your bed, to enable the cleaners to clean. If items are left out your room may not be cleaned.

Your keys and cards

When you arrived, you were provided with either:

- keys
- keys and swipe cards