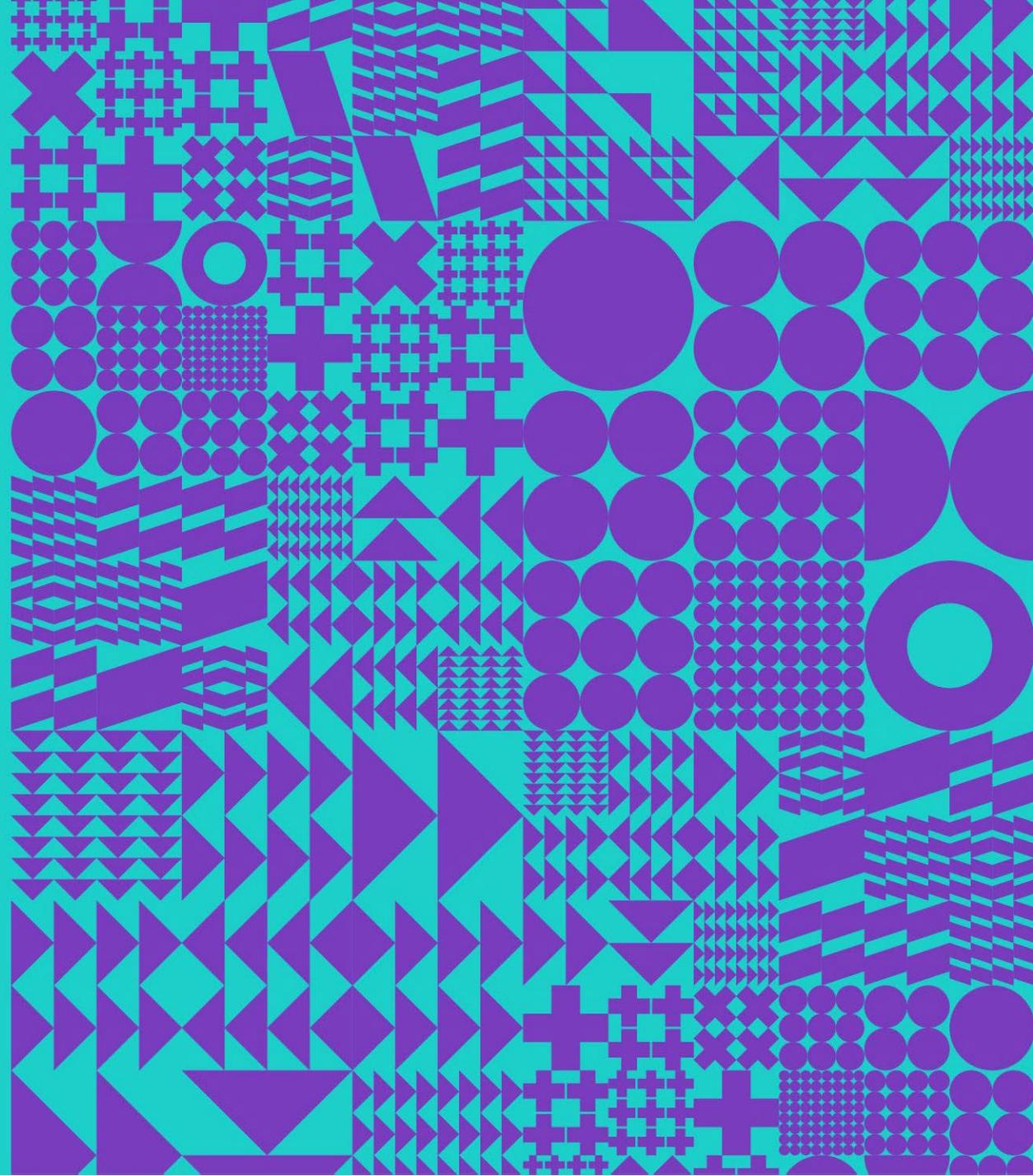


Welcome to the University of Cumbria

Information for staying with us in Ambleside



Welcome

We are very pleased that you have chosen to use our accommodation here at the University of Cumbria, Ambleside campus. We hope you are looking forward to your stay. We have put together the following information to answer any queries you may have about your stay with us and to ensure the safety and well-being of each guest.

We hope the information will guide you through your stay with us, including:

- Prior to Arrival
- What to do on arrival
- During your stay
- What to do on departure

If you have any further queries or feedback, please do get in touch.

We wish you a very enjoyable stay
University of Cumbria Conference Team



Prior to Arrival

- ❑ We will require payment in full in advance of your stay and you can pay this by card over the phone or by bank transfer.
- ❑ We will also require you to complete registration information on or prior to your arrival
- ❑ If you are traveling internationally, we recommend visiting gov.uk/coronavirus to double-check the latest travel advice prior to travel.
- ❑ Our standard cancellation terms allow you to inform us up to 24 hours prior to arrival if you need to amend or cancel your individual reservation.
- ❑ If you have any queries regarding your visit, please contact amconferences@cumbria.ac.uk



How to Find Us

By road

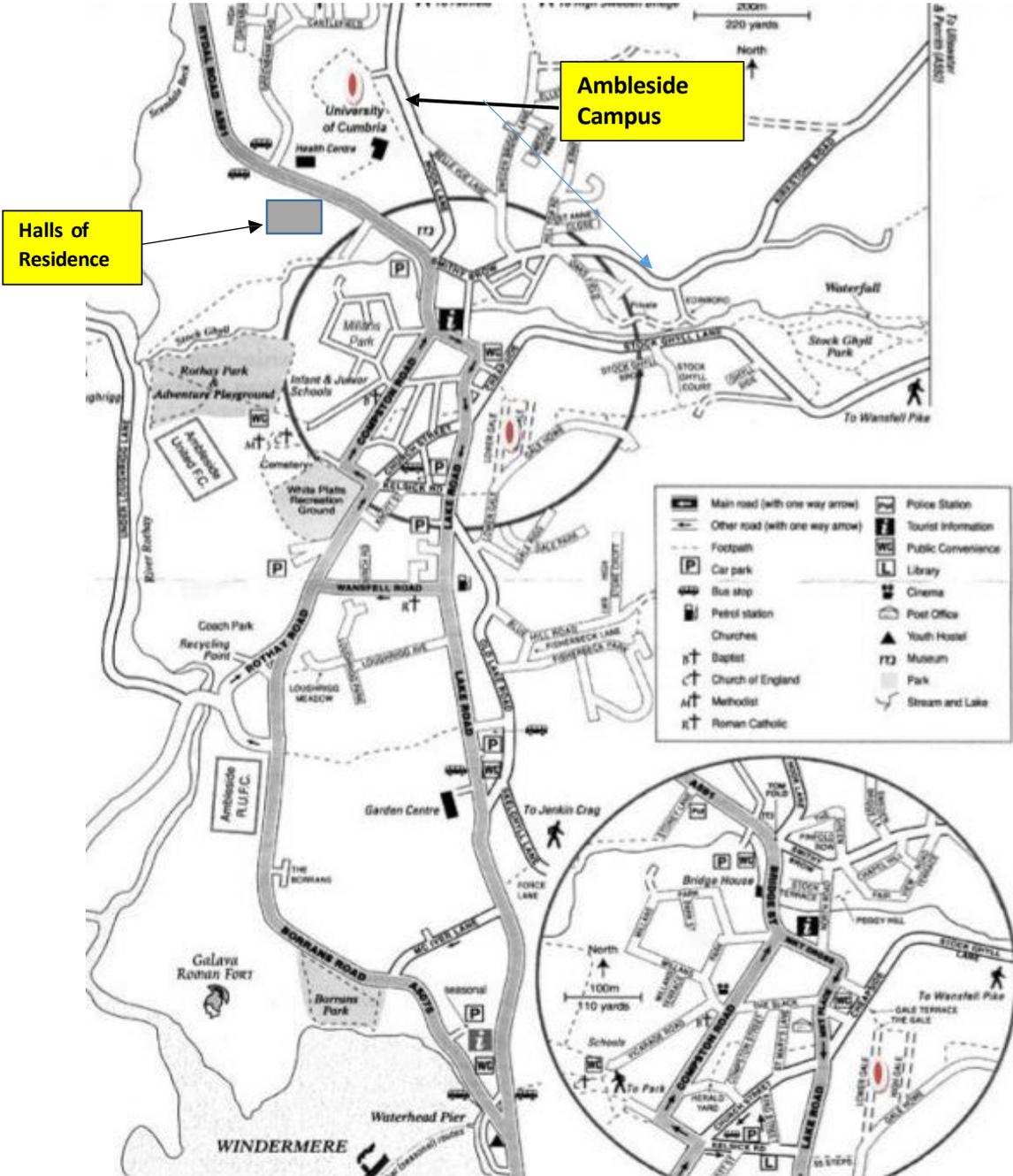
- Ambleside is about 22 miles from Junction 36 of the M6 motorway.
- Our postcode for Sat Nav is LA22 9BB.

By rail

- The nearest main line railway station is at Oxenholme, about 15 miles from Ambleside. Oxenholme is on the main west coast rail line from London to Glasgow
- There is also a branch line station at Windermere, which is only six miles away from the campus. Both stations normally have taxis available for hire.



Map



Your Arrival

- ❑ On arrival on campus please make your way to Reception, located in Low Nook (no.6 on the campus map on the next page). Reception is open from 9am to 5pm, Monday to Friday.
- ❑ If you would like to arrive after 5pm, please contact the conference office to make arrangements to collect your key.
- ❑ The university operates a cashless car parking system on campus. Details can be found here <https://www.connectcashlessparking.com>
- ❑ (Please note there is no charge from 6pm each evening until 8am the next morning).
- ❑ You can also visit the following website to find car parks in the village <https://www.southlakeland.gov.uk/parking-roads-and-travel/parking/car-parking/car-parks-and-parking-charges/ambleside-car-parks-and-parking-charges/>



Ambleside CAMPUS

Address
University of Cumbria,
Rydal Road, Ambleside,
Cumbria LA22 9BB

Telephone
01539 430274

University Buildings

	no.
The Barn	1
Beehive	2
Barrowdale	3
CMB Charlotte Mason Building	4
LD Landgale (inc Percival Lecture Theatre)	5
Low Nook	6
Millet	7
Rigg Cottage	8
Scale How	9
Stockghyll Estates	10
	11

Student Residences

no.	
A	Ashfield
B	Beechfield
C	Castle Crag*
D	Eagle Crag*
E	Fairfield
F	Fellbarrow*
G	Greenbank North
H	Greenbank South
I	Hazeldene
J	Heathfield
K	Helvellyn

Student Residences:

no.	
L	Rosthwaite
M	Seathwaite
N	Stybarrow
O	Wansfell
P	Yewbarrow



Campus map key

- Main Reception To Building 1
- Building Access
- Accessible Entrance
- Staff And Student Permit Parking
- Designated Disabled Persons Parking Bay
- Pay-As-You-Drive Parking Bay
- Designated Car Share
- Bicycle Parking
- Vehicle And Pedestrian Access
- Pedestrian Access Only
- Showers
- Disabled Accessible Showers
- Café
- Pay And Display Parking (Open To The Public) Parking Bays

Public transport

- Northbound— Buses to Grasmere and Keswick
- Southbound— Buses to Windermere train station, Kendal and Lancaster

Check In

- ❑ Check In from 2pm on the day of your arrival
- ❑ Please head to Low Nook Reception on arrival to campus. If you are arriving after 5pm our security team will check you in. They can be found in The Barn (No 1 on the campus map)
- ❑ If you have not already completed the a registration form you will be asked to do so
- ❑ You will be issued with keys for your accommodation. These may include a swipe card for access to the building and a key for your door
- ❑ Reception can be contacted on 01228 279395 (Monday-Friday: 9am - 5pm)
- ❑ Security can be contacted on 07809 190 531 (Evenings 5pm - 9am and throughout the weekend).



Your Accommodation

- Your room will be allocated prior to your arrival.
- Your booking includes bedding and towels.
- Residents in Fell Court and Fairfield Hall of Residence have ensuite shower and w/c
- Residents in Wansfell Hall of Residence, Helvellyn Hall of Residence and the cottages have shared bathrooms. Please be respectful of other guests and leave these as you find them.
- All guests have access to a shared well-equipped kitchen with cooker, fridge, freezer and microwave along with crockery, cutlery and pots and pans. When using the kitchens, please be mindful of other guests and keep the areas clean.



Your Accommodation

Access to your Accommodation - Fell Court (incl. Yewbarrow, Stybarrow, Fellbarrow, Rosthwaite, Seathwaite, Eagle Crag and Castle Crag)

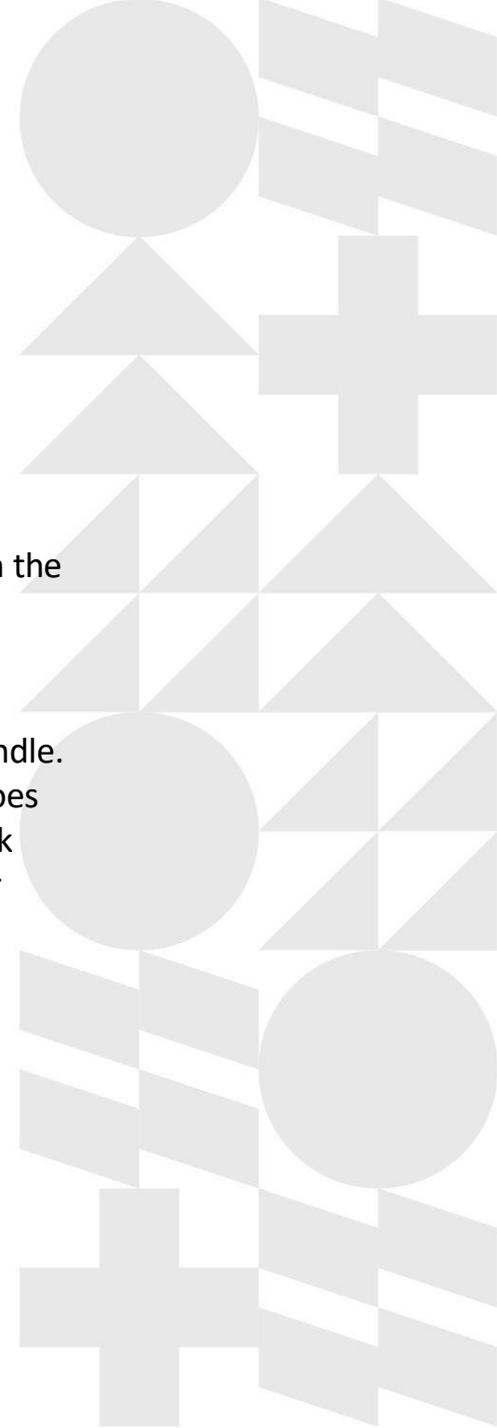
To open the front door

To gain entry through the main door of your house, hold your key card against the card reader next to the front door. The door will automatically open. The front door will automatically lock when closed. Please note the swipe access to FAIRFIELD HALL is through the side entrance at the right hand side of the building

To open your bedroom door

For Fell Court accommodation your swipe card will allow access to your room. Tap the key card against the black knob below the handle. The knob will flash green. Turn it anti clockwise (it may take a couple of twists). This will then unlock the door. Your bedroom door does not automatically lock so please ensure you lock the door when you leave your bedroom. To Lock, Tap your key card against the black knob again and turn clockwise towards the door frame. After 3 seconds, it will beep and flash red and the knob will spin freely. Your door is now locked.

Rooms in Fairfield Hall, Wansfell and Helvellyn have Yale key access



During Your Stay

- ❑ Cars may be parked in the lower car park near the main entrance to the campus or, for those staying in halls, in the car park beside our accommodation. The university operates a cashless car parking system details can be found at <https://www.connectcashlessparking.com/>.
- ❑ Please make yourself familiar with the fire exit and assembly points and the location of the firefighting appliances. Details of the fire procedure can be found on the back of the door in each room.
- ❑ Please keep your keys with you at all times. If you lose your keys, please inform Reception, Security or the Conference Officer immediately. There is a charge of £30 for lost keys.
- ❑ An internal telephone is situated at the entrance of each block/hall. These can be used to contact Reception/ Security Staff in an emergency on x. 5274.
- ❑ Northern Security patrol the campus outside operating hours. CCTV is located at numerous points throughout the campus. Please lock your room whenever it is unoccupied. The University of Cumbria cannot accept responsibility for loss or damage to personal property.
- ❑ To protect both you and our staff, please note that only essential maintenance will be carried out during a guest's stay and you will be asked to vacate the room whilst this take place. Please report any defects in your room by calling Reception on 015394 30274. For for urgent repairs, outside of office hours, please call Security on 07809 190 531 .
- ❑ Delegates are asked to vacate their rooms no later than 10am on the day of departure and hand their keys in to the Main Reception at Low Nook.



What to do if you are feeling unwell

- Out of hour doctors can be obtained at the Cumbria Health on Call (CHoC) Emergency Doctors Services: Tel: 03000 247 247
- The nearest pharmacy is located in the Health Centre on Rydal Road, opposite the entrance halls of residence. Should you experience Covid-19 symptoms (a high temperature, a new continuous cough or a loss or change to your sense of smell or taste) during your stay with us, please visit the NHS website: 111.nhs.uk for the current advice .
- You can also call the NHS 111 number if you are unable to access the online service.



How to Connect to the Internet

The internet in our halls of residence is operated by an external provider, Glide. Please find below details of how to connect to the internet and if you experience any problems during your stay, please contact Glide directly. Their contact details are on the next page.

Let's Connect - Set up Guide - Glide

If you need to create an account, simply follow our quick and easy set up guide.

STEP 1: FIND OUR NETWORK

- Scan for available Wi-Fi networks and select Glide, or alternatively connect your device using an Ethernet cable.
- Open a browser window, such as Google Chrome or Firefox. You should be re-directed to a Glide welcome screen.
- Click GET STARTED.

STEP 2: SELECT YOUR SERVICE

Free

- For our free broadband product, click REGISTER.
- You will automatically be re-directed to the CREATE ACCOUNT page.

Upgraded

- If your residence has upgrade options available and you would like to purchase an upgrade, click the basket next to the product of your choice.
- Click PROCEED TO CHECKOUT.
- Review your basket and click CONTINUE.
- If you're an existing user, log in using your username and password. If you're a new user click CREATE ACCOUNT.

STEP 3: CREATE ACCOUNT

- Complete all fields and choose a memorable username and password.
- Click REGISTER (by clicking REGISTER, you are accepting the StudentCom Terms and Conditions).

STEP 4: SET UP A PAYMENT

- If the services selected require payment you will be asked to enter your payment and billing details.
- Click PAY NOW to accept Terms and Conditions.



How to Connect to the Internet continued...

STEP 5: START BROWSING

- If registration has been successful a confirmation screen is displayed and you will be logged in automatically.
- You will receive an email confirming your username.

TIME OUT

Once you have completed your registration on the Glide portal, you may be asked to log in if you have been disconnected from the Glide network for a period of time.

The reason they ask you to do this is to keep your account secure and ensure that others are not using your service without permission.

For help with other technical issues, please visit:

<https://glide.co.uk/contact-and-help>

DO I.T. YOURSELF

Before you get in touch, follow our three step process and see if it fixes your connectivity issues.

1. Clear your browsing history, cookies and data

Chrome (Windows/Mac)

Go to Menu > Settings > History > Clear browsing data. Select and clear everything other than passwords and form data.

Chrome Mobile (Ios & Android)

Go to Menu > Settings > Privacy > Clear Browsing History/Data.

Safari (iOS)

Go to Settings > Safari > Clear History and Website Data.

2. Forget your Wi-Fi network

iOS (iPhone/iPad)

Go to Settings > Wi-Fi. Find the network name and select 'Forget this network'.

Alternatively:

Go to Settings > General > Reset and Reset Network Settings.

Android

Go to Settings > Wi-Fi. Find the network name and select Forget.

Windows 10

Go to Windows > Settings > Network & Internet > Wi-Fi Settings > Networks. Find the network name and select Forget

Mac

Apple Icon > System Preferences > Network > Wi-Fi > Advanced. Find the network name and click the minus (-) icon.

3. Turn off the Firewall

Windows 10

Click the Windows icon > search for Control Panel > System and Security > Windows Firewall. Select Turn Windows Firewall on or off and turn it off for all locations.

Mac

Click the Apple icon > System Preferences > Security > Firewall. Switch the Firewall to off.

CONTACT US:

Tel: 0333 123 0115

[Email:studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)

Web:my.glidestudent.co.uk

Twitter:@GlideStudentHelp



Useful Information

- ❑ A cash point machine is located in the village centre, a five minute walk from campus.
- ❑ A Laundrette can be found in the village on Kelsick Road and is open from Sunday to Friday 09.30am – 9.00pm and on Saturday 09.30am – 7pm <http://www.amblesidelaundrette.co.uk/home>
- ❑ The Post Office. The Hub is located at Central Buildings in the village.
- ❑ Shopping. The main shopping area is in the village centre, just a short five minute walk away. Within the village there is Tesco Express, Co op, Spar and Granny Smith's grocers. Turn left from the Campus entrance, Spar and Coop are located to the right of the first set of traffic lights on Compston Road. Tesco and Granny Smith's are located on Lake Road.
- ❑ Taxis Hilltop Taxis 07979 664 472, Adams Taxis 07553 835 820



Checking Out

- Please leave the communal areas as you found them, ensuring you dispose of all food and rubbish.
- Please empty the bin, using the bin bags provided and deposit the bag in the rubbish and recycling shed in in the carpark by Fell Court
- In your kitchen, you will find cupboards and drawers containing crockery, cutlery, pots and pans for you to use during your stay with us. Please wash and return any items you do use back to the drawer/cupboards before you leave.
- On departure, please leave the window slightly open to ventilate the room after your visit.
- Ensure you lock your bedroom door and ensure the main door is secure
- Please return your key to reception by 10am on your day of departure.
- Wishing you a safe onward journey and if you have a moment on your return, please drop us an email with feedback about your stay.



Useful Contact Numbers

Ambleside Reception: 01228 279295

Ambleside Security: 07809 190531

Ambleside Conference Office 01228 242574

Contact Us

Ambleside

Helen Wright, Conference & Events Officer

email: amconferences@cumbria.ac.uk

Carlisle

Kirsty Mills, Conference & Events Officer

email: conferences.carlisle@cumbria.ac.uk

Lancaster

Pilar Garcia-Sanchez, Conference & Events Officer

email: conferences.lancaster@cumbria.ac.uk



