

INFORMATION FOR ORGANISERS MEETINGS AND CONFERENCES

Thank you for choosing Events & Hospitality QM at Queen Mary University of London (QMUL) for your event.

This guide is designed to assist you in the run up to your event, and also provide information on documentation to complete and procedures you and your guests need to be aware of to ensure a successful event. We recommend that all representatives who will be at QMUL during the event bring this guide as a useful document to refer to.

Should you have any additional queries, do contact us; we look forward to welcoming you to QMUL and delivering your event.

Your Events & Hospitality QM team

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CONTACT DETAILS

The Events team is located at the Mile End Campus.
The office is open Monday – Friday 9am to 5pm, however,
there may be representatives on site outside of these
hours when events are taking place.

You will have a point of contact for your booking – if your
contact is not in the office, another member of the team will
be happy to assist. Our contact details are:

Katy Baron	Sales Executive	020 7882 8174	katy@qmhospitality.co.uk
Saran Deb	Sales Executive	020 7882 8176	saran@qmhospitality.co.uk
Jackie Fitzpatrick	Events Administrator	020 7882 8177	jackie@qmhospitality.co.uk
Lucy Yelland	Events Administrator	020 7882 8175	lucy@qmhospitality.co.uk

Callers from overseas should drop the first 0 and pre-fix
the number with +44.

The postal address for the Events team is:

Events & Hospitality QM
Room E207, Queens' Building
Queen Mary University of London
Mile End Road
London
E1 4NS

USEFUL VENUE INFORMATION

ACCESS TIMES ON THE DAY(S) OF THE EVENT

Facilities for your event will be available *30 minutes* prior to the booked start time of your booking, unless advised otherwise. If you require additional time, please contact the Sales team as soon as possible who will advise if this is possible – an additional charge may apply if we are able to assist.

SIGNAGE

Directional signage will be provided from the entrance of the building to the relevant rooms. Please assist us by providing accurate details regarding the event title. If you would like us to incorporate a particular logo, supply this at least 7 days prior to the start of your event.

AUDIO VISUAL FACILITIES

A data projector is included in the room hire charge, although you will need to bring a laptop with you to use in conjunction with it. The two connectors we provide are a VGA and HDMI input, so if you do not have either of these you will need to bring an adaptor. If you require a dedicated technician for your event, or additional equipment, contact the Sales team.

INTERNET ACCESS

There is event WiFi access in QMUL's teaching buildings and accommodation – a password which will enable you and your delegates to access the internet will be emailed to you in the run up to your event. Guests staying in QMUL accommodation will also be able to get the password from Reception. Please note the password changes weekly on a Wednesday.

DELIVERY OF MATERIALS / EQUIPMENT

If you are intending to have any materials or equipment delivered to QMUL prior to an event at the Mile End campus, please liaise with the Sales team to ensure we are able to accommodate the delivery. Any deliveries /pickups should be scheduled Monday to Friday during office hours by prior agreement with the Sales team. Materials for events at the Mile End campus should be clearly marked with the **name and date of the event** and addressed to:

Sales team
Events & Hospitality QM
Room E207, Queens' Building
Queen Mary University of London
Mile End Road
London
E1 4NS

Please note we are unable to accept deliveries at the Charterhouse Square, West Smithfield or Whitechapel campuses. Should you will need to have equipment delivered on the day to the venue and be present to accept it.

STORAGE OF EQUIPMENT

If your event runs for more than 1 day, note that QMUL accepts no responsibility for any items stored overnight. Let the Sales team know if this is required.

OFFICE SERVICES

We are able to provide photocopying and fax services during office hours for events taking place at the Mile End Campus, charges may apply. Office services are not available at the Charterhouse Square, West Smithfield or Whitechapel campuses.

PRAYER FACILITIES

Should you require use of rooms for prayers, or require information on the nearest public venues, discuss this with the Sales team. Please note that if you book additional meeting rooms for prayers – these may incur further room hire charges.

TRAVEL AND TRANSPORT

CAMPUS MAPS

Maps of the Mile End, Charterhouse Square, West Smithfield and Whitechapel Campuses are available for download at

<http://qmhospitality.co.uk/contact/downloads/>

PUBLIC TRANSPORT

Information on travelling in London can be found at

www.tfl.gov.uk/

If using the journey planner on the TFL website nearest stations / postcodes are:

Mile End:

Mile End and Stepney Green underground stations, zone 2, the postcode for the centre of the campus is: E1 4NS. The postcode for Reception in France House, where residential guests check-in is: E1 4QA.

Charterhouse Square:

Barbican and Farringdon underground stations, zone 1.
Postcode: EC1M 6BQ

West Smithfield:

Barbican, Farringdon and St. Paul's underground stations, zone 1. Postcode: EC1A 7BE

Whitechapel:

Whitechapel underground station, zone 2.
Postcode: E1 2AD

CAR PARKING

Mile End:

There is no parking at the Mile End campus on weekdays and limited parking at weekends (*by prior arrangement*). There is limited metered street parking in the local area. Details of public car parks can be found at www.towerhamlets.gov.uk/ignl/transport_and_streets/Parking/car_parks.aspx

Charterhouse Square & West Smithfield:

There is no parking at the Charterhouse Square and West Smithfield campuses at any time. The nearest public car parks to Charterhouse Square and West Smithfield can be found at:

- **Charterhouse Square:**

www.eurocarparks.com/thecharterhouse

- **West Smithfield:**

www.cityoflondon.gov.uk/services/transport-and-streets/parking/pages/smithfield-car-park.aspx

Whitechapel:

There is no parking at the Whitechapel campus. Metered parking can be found on Turner Street, Ashfield Street, Varden Street and Cavell Street. Details of public car parks can be found at

www.towerhamlets.gov.uk/ignl/transport_and_streets/transport_and_streets.aspx

COACHES

It is possible for coaches to drop off / pick up in the Student Village, however, we regret we are unable to offer parking on campus. Engines must be turned off when stationary on campus. If you are arriving by coach, the details required by the Events team in advance of arrival on campus are:

- Coach company name
- Telephone number
- Number of coaches expected
- anticipated arrival time

On the day of arrival should you be running late we ask you call the Residences Reception with your revised anticipated arrival time.

Details of coach parking in London can be found on the Transport for London website at tfl.gov.uk/. Follow the link and search 'coach drivers'.

RESIDENTIAL EVENTS

DOCUMENTATION

Prior to your event, your Events team contact will contact you to start liaising on final arrangements for your event with us. You will receive:

A Names and Catering Numbers Form

We allocate all bedrooms prior to your arrival, to enable this, you will be sent a names list to complete with guest names and dates of stay plus any particular notes that you feel we should be aware of. Groups staying on a bed and breakfast, half board or full board basis, will also need to complete the catering numbers section on the second worksheet of the form. The completed form should be returned to us no later than *7 days prior to arrival* in order that we have time to allocate the rooms and make all the necessary arrangements. The form will be emailed to you and should be returned in the digital format it was sent in originally, once complete.

A Risk Assessment (youth groups)

We require a completed risk assessment for all youth groups. We will issue a standard form, which we will ask you to *check, sign and return 7 days before arrival*. A copy of this should be kept with the organiser staying with the group.

CHANGES TO DATES OF STAY

Should you need to make any changes (additional rooms / reduced numbers of rooms / change of dates for example) ahead of your stay, discuss this with the Sales team. If guests wish to amend their dates of stay whilst in-house, they will be advised to discuss any changes with the event organiser – this is to ensure you / the organiser is aware of any additional / amended charges that may need to be made. Any additional nights / rooms are subject to availability.

RECEPTION

Rooms are available for check-in from 2pm onwards on the day of arrival and are to be vacated by 10am on the day of departure. All guests should carry some form of ID (ideally photographic) as this will be checked before keys are issued. Keys are collected from / returned to Reception, Sir Christopher France House (number 54 on the campus map) which is open 24 hours a day. Any keys not returned may be subject to a lost key charge of £60.

Reception can also assist with:

- Queries regarding accommodation
- Information on the campus / local area
- Advice on transport

LEFT LUGGAGE

A left luggage facility is available for both individual guests and groups.

There is no charge for individual guests leaving luggage but this is limited to one suitcase/bag per guest, which must be fully secured. Unfortunately, we are unable to accept bags with additional items attached to it. Luggage can be left for a maximum of 6 hours.

If you are staying as part of a group, please speak to your group organiser regarding luggage storage.

CLEANING

Bedrooms and communal areas are clean upon arrival and serviced on a daily basis; with bed linen and towels (hand towel and bath towel) changed on a weekly basis for guests staying longer than one week. If you/your delegates experience any problems with housekeeping during your stay, report this to Reception.

CATERING

Each flat has a communal kitchen with a kettle and microwave, however, we do not provide crockery / cutlery / cooking equipment. A tea and coffee tray is provided in the kitchen for all guests to share during their stay.

For groups staying on a bed and breakfast or half board basis, breakfast is served between 07:00 and 10:00 and

dinner from 17:00 – 19:30 (if pre-booked for your group). If you require alternative times to fit in with your schedule or additional meals such as packed lunches, discuss your requirements with your Events team contact. Meal vouchers for all guests will be included in key packs at check-in. If you would prefer to distribute meal vouchers yourself, sometimes advisable for youth groups, let the Events team know in advance of your stay.

CAMPUS FACILITIES

THE VILLAGE SHOP

This is located in the Student Village selling newspapers, snacks, toiletries and also has a photo booth for passport / identity card photos and is open 9am to 4pm Monday to Friday.

SPORTS FACILITIES

Qmotion is located in the Students Union and provides modern gym facilities with short-term memberships for guests. Details can be found at www.qmsu.org/qmotion/.

LAUNDRY

Card operated launderettes are located in Feilden House and France House. Ironing boards are provided in each flat with irons available at Reception. Laundry cards can be purchased from the Reception and topped up online, if needed.

BANK

A branch of Santander is located in the Student Village together with a 24hr cash machine. There are also cash machines at nearby supermarkets on Mile End Road and at banks in Whitechapel.

FIRE SAFETY

The Fire Safety Standard and Management Procedures have been developed to minimise the risk of fire as well as the potential consequences of fire.

The policy and procedures are available at <http://qmhospitality.co.uk/contact/downloads/>

The following guidance is intended to supplement the QMUL procedures.

IN THE EVENT OF FIRE (RESIDENTIAL AND NON RESIDENTIAL BUILDINGS)

- If the alarm is not already sounding, raise the alarm by shouting 'FIRE'
- Activate a red break glass – there will be one at the fire exit from the flat or adjacent to the final exit door
- Leave the building immediately by the nearest available fire exit
- Where possible, close all doors behind you to prevent the spread of fire – do not lock them – but don't delay
- Do not use the lift – lifts automatically go to ground floor and will not operate when the alarm sounds
- Call the Fire Brigade from the nearest telephone – using 999 (if you are off campus) or dial 020 7882 3333 to report to the Security Service
- Report to the assembly point (The location can be found on the emergency action notice adjacent to the manual fire alarm call points or on the back of the room doors), give your room number when the roll call is taken (residential guests) and remain there until the all clear is given by the Security Service

FIRE ALARM ACTIVATIONS (RESIDENTIAL BUILDINGS)

The fire detection devices on the ceilings in the bedrooms can be activated by heat, steam or other mists. Guests should take the following precautions to avoid false alarms:

- Keep the shower door closed when showering in ensuite rooms and communal bathrooms
- Stay away from fire detector heads when using aerosols, hairsprays, hairdryers, curling and straightening tongs

FIRE FIGHTING EQUIPMENT (RESIDENTIAL BUILDINGS)

The fire extinguishers and fire blankets provided in the halls of residence are for use by persons who have received training in their use and operation. All other residents should refrain from using them and focus on raising the alarm and evacuating the building.

FIRE DOORS (RESIDENTIAL BUILDINGS)

Fire doors, including kitchen doors are fitted with door closers and smoke seals to prevent the spread of fire and smoke. The kitchen doors are alarmed and the alarm will be activated if the doors are left open. All residents must comply with the following fire safety instructions:

- Keep all fire doors shut – doors must not be wedged open
- Do not tamper with kitchen door alarms or related equipment
- Report all fire door faults to Residences Reception

FLAMMABLE SUBSTANCES

The use and storage of the following flammable substances and paraphernalia are prohibited in all parts of residences:

- Candles, hookah, shishas, incense sticks, including joss sticks

FIRE SAFETY (CONTINUED)

FIRE SAFETY IN KITCHENS

To minimise the risk of fire and avoid unnecessary fire alarm activations, please follow these guidelines:

- Never leave cooking unattended
- Keep oven, grill and hob clear of accumulated grease
- Open the window or run the mechanical extraction to clear cooking smoke
- Keep the kitchen door closed
- Chip pan, deep fat fryers or utensils holding large quantities of oil are not permitted

COMPLIANCE

Queen Mary University of London takes fire safety seriously and any offence will be dealt with in accordance with the relevant disciplinary or other procedures.

The following are examples of deliberate or reckless actions that will be regarded as non-compliance:

- Tampering or interfering with any part of the fire alarm system and fire safety equipment, including:
 - heat / smoke detectors
 - break glass units (call points)
 - fire extinguishers and fire blankets
 - fire alarm panels
- Obstructing fire exits
- Holding fire doors open with wedges or other restraints

All such cases will be reported to the relevant QMUL authority for disciplinary action to be instigated against the offender(s). The incidents may also be reported to the police.

EQUALITY ACT 2010 AND ACCESS

Queen Mary University of London is committed to the provision of equality of opportunity for all staff, students and visitors. Should you have any guests who have a disability they wish to declare or any additional needs please advise the Sales team, at least 14 days in advance, so that appropriate measures, such as a personal evacuation plan can be put in place.

HEALTH AND SAFETY

Health and Safety is about taking precautions to provide a safe and secure environment to live in.

The policy is available at
<http://qmhospitality.co.uk/contact/downloads/>

SECURITY

The Security Service provides crime prevention 24/7 foot and cycle patrols throughout the campus and makes appropriate use of CCTV cameras to deter unauthorized access, protect property and provide reassurance, assistance and advice to visitors, students and staff.

You can help to maintain secure and safe environment by taking some basic precautions:

- Secure any ground floor windows before leaving your flat
- Keep your bedroom, flat and hall doors locked
- Be aware of 'tailgaters' – unauthorised persons following you into your hall or flat

In case of emergency the QMUL Security Service can be contacted on: +44 (0)20 7882 3333

SMOKE-FREE ENVIRONMENT

QMUL has a Smoke-Free Environment Policy. The policy prohibits smoking including electronic cigarettes on all QMUL premises aside from designated smoking shelters. This applies to indoor and outdoor locations and within halls of residence and other buildings.

A copy of the Policy and more information on smoking are available at
<http://qmhospitality.co.uk/contact/downloads/>

ELECTRICAL APPLIANCES

Guests are permitted to bring portable electrical appliances into halls of residence. The resident is responsible for ensuring that their appliances are maintained in a safe condition. Any resident using such equipment must have the correct adaptor and / or electrical convertor. The standard domestic supply in the UK is 240 volts.

WINDOW RESTRICTORS (HALLS OF RESIDENCE)

A window restrictor is normally a metal tie bar fitted to the window to enhance safety and security, and to allow ventilation by opening or closing the window. The restrictor will stop the window opening beyond the safe opening distance; this device must not be removed. Regular inspections are carried out and any evidence of tampering or removal will be fully investigated and charges made for repair.

FIRST AID

There are members of staff on duty at all times who are qualified first aiders. In the event of an emergency on campus contact the Security Service by dialling +44 (0)20 7882 3333 or extension 3333 (internal line) and provide the following details:

- Name and location of the injured person and your name;
- The type of injury – if the injury is serious and an ambulance is required, please request for this to be organised;
- The number of injured people.

Should you call an ambulance please advise the Security Service you have done so. To call an ambulance, please dial 999 or 112.

If it is not an emergency an NHS community walk-in clinic open daily 8am-8pm is available at St. Andrews Health Centre and details can be found at
www.standrewshealthcentre.nhs.uk