



If you are staying in a University Managed residence this information will be of use to you.

The university offers a variety of accommodation types, all of which are university managed. All accommodation prices include a fast, unlimited broadband internet service.

### **Accommodation facilities**

When you arrive we aim to help you to settle in as quickly and as smoothly as possible. We know that when you arrive at Surrey you may feel anxious that you do not know anyone. But everyone feels the same, and living in university accommodation you soon get to meet your neighbours.

All university accommodation is self-catering, with cooking facilities in communal kitchens, which is a great place to meet your neighbours. All bedrooms have broadband internet access and an optional direct dial telephone service, so keeping in touch with family and friends is easy. There is a launderette on campus, along with shops, health services and other essential facilities.

### **Notification of Room Allocation Letter**

This will be emailed to you shortly before the start of the course. This letter contains:

- The Court, room and postal address of where you will be living
- Information about where you can collect your room key on arrival
- Information about how to order a bedding pack (duvet, pillow, sheets etc)

You should print this letter and have it with you when you arrive and bring it to the ISC on the first day.

**You will also need your Surrey student ID during your Induction Week, so please record it and take it with you to the ISC.**

### **Arrival**

Please do not arrive more than 2 days before your course is due to start as your room may not be available.

**We expect to see you arrive on Saturday 7<sup>th</sup> January 2012**

Should you be arriving outside of the arrivals weekend, please inform the International Admissions Centre - IAC (+44 (0)1273 339333) of your arrival time. Please note that we cannot guarantee that your key will be issued if you fail to inform the IAC of this.

**Please note that you are liable for payment of your room from the first day of your tenancy – if you subsequently do not arrive you may be charged cancellation fees until the room is re-let.**

Please note that dependant on your study plan, you may be required to move rooms during your course, and may have to sign separate contracts for each tenancy period.

### **Settling In**

Please note that all areas of residence across the university are non-smoking.

If you have ordered a bedding pack, you will find it in your room when you arrive.

There is free broadband internet in all rooms. User instruction packs and free virus protection software will be issued to you when you collect your keys. You can set up and activate your university email account before you arrive. To activate your university email account, go to <https://magic.surrey.ac.uk/userquery>. You will need your university number, and you will be able to locate your University of Surrey IT account username, and create your initial password.

All rooms have a Freewire telephone handset. For more details go to:  
<http://portal.surrey.ac.uk/accom/ug/phones>

You can buy a bus travel card online before you arrive. It costs £50 for three months and £120 for 12 months. This will allow you to travel on Arriva Buses, between the Manor Park site, the Stag Hill site, Guildford town centre and the outskirts of Guildford. Arriva buses operate a regular service to the University between 06:00 and midnight. If you buy online before you come, after you have registered, you can collect your new pass from the kiosk beside the Information Point in the Austin Pearce Building between 10:00 and 14:00 during Welcome Week. You can also collect bus maps and timetables with your travelcard. For more information, or to buy online go to: <http://portal.surrey.ac.uk/transport/buses>

Surrey accommodation 'Policy and Rules' information can be found at the link below:  
[http://portal.surrey.ac.uk/portal/page?\\_pageid=909,336752&\\_dad=portal&\\_schema=PORTAL](http://portal.surrey.ac.uk/portal/page?_pageid=909,336752&_dad=portal&_schema=PORTAL)

Please see the ISC Frequently Asked Questions Page to answer any other queries you may have -  
<http://www.studygroup.com/isc/surrey/faqs.aspx>