

Welcome to the College Lane Campus

We look forward to welcoming you to College Lane. We hope you enjoy your stay. The College Lane campus is made up of eight student accommodation blocks as well as various amenities. These pages contain directions to the campus and some helpful information to ensure that your stay is as pleasant as possible.

Arriving at the College Lane Campus

The campus can be reached by car, bus, taxi or via pedestrian route. The various bus stops and pedestrian routes can be seen on the map at the end of this document.

To reach the accommodation on campus via sat-nav please use the following address:

University of Hertfordshire
The Oval
College Lane
Campus
Hatfield
Hertfordshire
AL10 9BT

The entrance is on Bishops Rise.

Car Parking

On arrival please give your car's registration number to The Oval Helpdesk team who will issue you with a permit for the duration of your stay. If you have done this there is no need to pay and display. Failure to register your vehicle with The Oval Helpdesk team at check-in may result in a fine.

There is accessible parking approximately 200 metres from The Oval Reception; as seen on the map in grid section B3. If you require closer access or assistance to your accommodation please advise your event organiser prior to your arrival so this can be arranged.

On Arrival

When you arrive on site please follow signage to **The Oval**. Park in car parks R or S as seen on the map in grid section B2. Please then make your way to The Oval (grid section B3) to check-in and collect your key card. You'll then be able to park in a closer car park to your assigned accommodation. The Oval is open 24 hours a day, 7 days a week and ready to deal with any residential requests during your stay.

The Oval: **01707 284063**

Your Room

If you've booked through our online portal our **student accommodation bedrooms with en suite shower** (excluding studio flats) on College Lane campus are equipped with:

- Bedding
- Towels
- Shower gels and shampoo
- Shower mat
- Toilet rolls

In the communal areas:

- Tea and Coffee making facilities
- Free to use refrigerators and freezers
- Iron and ironing board

Please be aware that, as we primarily operate as student accommodation, we are unable to provide additional items such as hair-dryers, extension leads or adapters.

If you should have issues with your room the team at **The Oval** are happy to assist you. Phone **01707 284063**.

If you have not booked through our online portal you may not receive all of the above in your package. Please check with your group leader.

On Departure

On your departure date, please vacate your room by 10am and hand in your room key at **The Oval**. Please note there is a charge for lost, broken or unreturned key cards. If your conference or event has not yet finished please ask a member of staff or your conference organiser about storage.

Please be aware late check out may result in an additional night's charge.

Internet Access

All of the residential blocks are equipped with Wi-Fi for your convenience.

Logging In

- 1) To log into the University's Wi-Fi, Locate “_The Cloud” in your Wi-Fi networks and connect
- 2) Use your browser to access ‘www.conferencehertfordshire.co.uk’ and The Cloud Home Screen will appear
- 3) Click “Get online or register now” to Register or Login

Should you encounter any problems the residential team at The Oval can be contacted **01707 284063** where a member of staff will be able to assist you.

Breakfast

The Forum Restaurant is open from 8.00am to 9:30am unless otherwise stated. A variety of options are available to purchase for bedroom only delegates.

If you have a pre-booked breakfast you will be provided with a breakfast voucher for each morning of your stay upon check-in.

Fire Safety

Please take a moment to acquaint yourself with the fire safety procedures on the back of your bedroom door.

These will provide safe evacuation information and who to contact in the event of an emergency.

Onsite Amenities

The Oval

The Oval team are available 24/7 unless otherwise stated. If you have any general queries regarding your room or stay please contact The Oval.

01707 284063

Forum Café

Serving fresh Starbucks coffee

Monday – Friday	08.00 – 16.00
Weekends	Closed

The Forum Restaurant

The Forum Restaurant is available for all of your **prepaid** meals at peak times unless otherwise stated.

Breakfast	08.00 – 09:30
Lunch	12:00 -14:00
Dinner	18:00 – 19:30

Sandwiches and snacks can also be bought throughout the day.

Monday – Friday	08.00 – 16.00
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RØre Café

RØre is located behind College Lane Main Reception in Chapman Lounge. ‘Simple. Natural. Different’. Menu options including freshly made sushi, ramen noodles, premium coffees and wraps.

Monday – Thursday	08.30 – 15.30
Friday	08.30 – 15.00
Weekends	Closed

Subway

Monday – Friday	08.00 – 20.00
Weekends	09.00 – 16.00

Forum Shop

Located in between the Forum Restaurant and Forum Café it stocks a range of essentials including snacks and toiletries. Opening times vary and are advertised on the main entrance to the shop.

Non term Time Hours

Monday – Friday	08.00 – 16.00
Weekends	Closed

Cash Point

A cash machine can be found on the first floor of The Forum. There are also cash points in Hutton Hub and Learning Resource Centre.

Hertfordshire Sports Village (de Havilland Campus)

A short 20 minute walk or 5 minute inter-campus shuttle bus away is the Hertfordshire Sports Village. As a residential conference delegate access to the pool* and the gym is available at no charge for guests staying more than one night. However you must supply your own towel, toiletries, suitable clothing and equipment. You may hire badminton and squash racquets if required. Bookings for outdoor courts and other facilities can be made through Sports Village Reception **01707 284466**. Normal charges will apply. For further information please visit <https://www.hertssportsvillage.co.uk/>

Opening Hours:

Monday - Thursday	06.30 – 22.30
Friday	06.30 – 21.00
Saturday & Sunday	08.00 – 19.00

* Unfortunately the pool is closed for refurbishment from 25th June 2018 until 14th October 2018. It will reopen from Monday 15th October 2018.

Useful information

Personal property

Please note you are responsible for your own property during your stay on campus. Whilst we take every care, the University cannot accept responsibility for any loss or damage to personal property.

Emergencies and First Aid

In the event of an emergency contact security on 01707 285555 immediately. If you are feeling unwell and would like to contact a member of staff, please call The Oval on 01707 284063 on an internal phone, or if out of hours please contact Security Services on 01707 281010 at any time throughout your stay.

Smoking Policy

The University has a no smoking policy; however there are designated smoking areas across the campus clearly marked approximately 10 metres from the main building entrances.

Where can I get a bus and how often do they run?

The bus route comes through campus outside The Forum, with a limited number of services also running through the stops at the top of the Residences along Bishops Rise. All buses and their routes can be found at www.unobus.info, alternatively a timetable is available from the College Lane Accommodation Helpdesk in The Oval.

Frequently Asked Questions

Do you have any rooms with a bath fitted?

Unfortunately all of our standard and premium rooms have a shower en-suite.

Can I charge items to my bedroom?

Any additional services that incur a charge are unable to be charged to a room. These must be settled on a cash basis; however some specific services can be paid via credit/debit card.

Help, I am locked out of my room.

Please report the problem to the helpdesk team at The Oval (open 24/7), they will then call security to give you access to your room. If you have a mobile you can contact Security Services directly on **01707 281010**.

Do you have a Taxi number?

There are a number of taxi firms operating in the local area. The Oval will be happy to call one for you.

AAA Taxis - 01707 888 888

Hilltop Taxis – 01707 266 666

How close is the Train Station?

The train station is a five minute taxi ride from the College Lane Campus, located the other side of Hatfield Town.

Where is the nearest post box?

There is a post box located adjacent to The Oval next to the staff car park for prepaid/stamped items to be posted. Alternately there is a post office located in the 'Martin's' newsagents at the Hilltop shops; a five minute walk from the College Lane campus.

Is there any social space to relax and unwind?

There are many peaceful and social spots on the College Lane campus. There are plenty of green areas to relax outside or, should the weather not permit, there are non-exclusive common rooms attached to every block as well as additional social space in The Oval.

Where is the nearest laundrette to my accommodation?

There are laundrettes located in each of the block common rooms.

The opening times are between 6am-11pm. Should you require access in an emergency security can be contacted from a mobile on **01707 281010**. The facilities do not accept change but operate on a contactless card system. Prepaid cards can be purchased in the laundrette.

If you have any additional questions which have not been covered please feel free to ask a member The Oval staff or contact one of the events team. We hope you have an enjoyable stay at the College Lane Campus.

Useful Numbers

The Oval - All general enquiries during your stay

(24/7)

01707 284063

Security – Emergencies

(24/7)

01707 281010

Hertfordshire Sports Village – General gym enquiries

(10.30 – 18.30)

01707 284466

AAA Taxis

01707 888888

Hilltop Taxis

01707 266666

Conference Hertfordshire - Pre & post stay enquiries

(08.30 – 17.00)

01707 285032

College Lane campus

University Buildings

University Building Names	Grid
Art & Design Building	E1
Automotive Centre	C2
CP Snow Building	C2
Document Services	D1
Elehouse	D4
Film, Music & Media Building	D1
Health Research Building	C2
Hertfordshire International College	C3
Hillside House	D2
Hut D	D2
Hut E	D2
Hut G	C3
Hut Q	D3
Hutton Building	D3 D4
Hutton Hub	D3
Innovation Centre	D2
Learning Resources Centre	C2
Lindop Building	E2
Main Building	D2 D3
Mercer Building	E2
Nursery	E4
Post Room & Goods Inwards	D1
Science Block	D2
Science Building	C2
The Barn	C2
The Forum Hertfordshire	D4
The Key	D4
Todd Building	E2
Vehicle Road Simulation Lab	C2
Wright Building	C3 D3
Yorkon Building	C2

Student Accommodation

Accommodation	Grid
Bellingham Court	B2
Maclean Court	A3
Newton Court	A4
Schofield Court	B4
Spalding Court	A2
Telford Court	C4
The Oval	B3

Facilities & Services

Facilities & Services	Grid
Accessible Parking	
Bank	D3
Bicycle Rack	
Bus Stop	D4 E2
Cafe	C2 D2 D3 D4 E1
Car Park	
Cash Point	C2 D4
Gradient	
Internal Route	
Library	C2
Lift	D4
Medical Centre & Pharmacy	D3
Nursery	E4
Reception	D2
Restaurant	D4
Shop	D4
Stairs	

