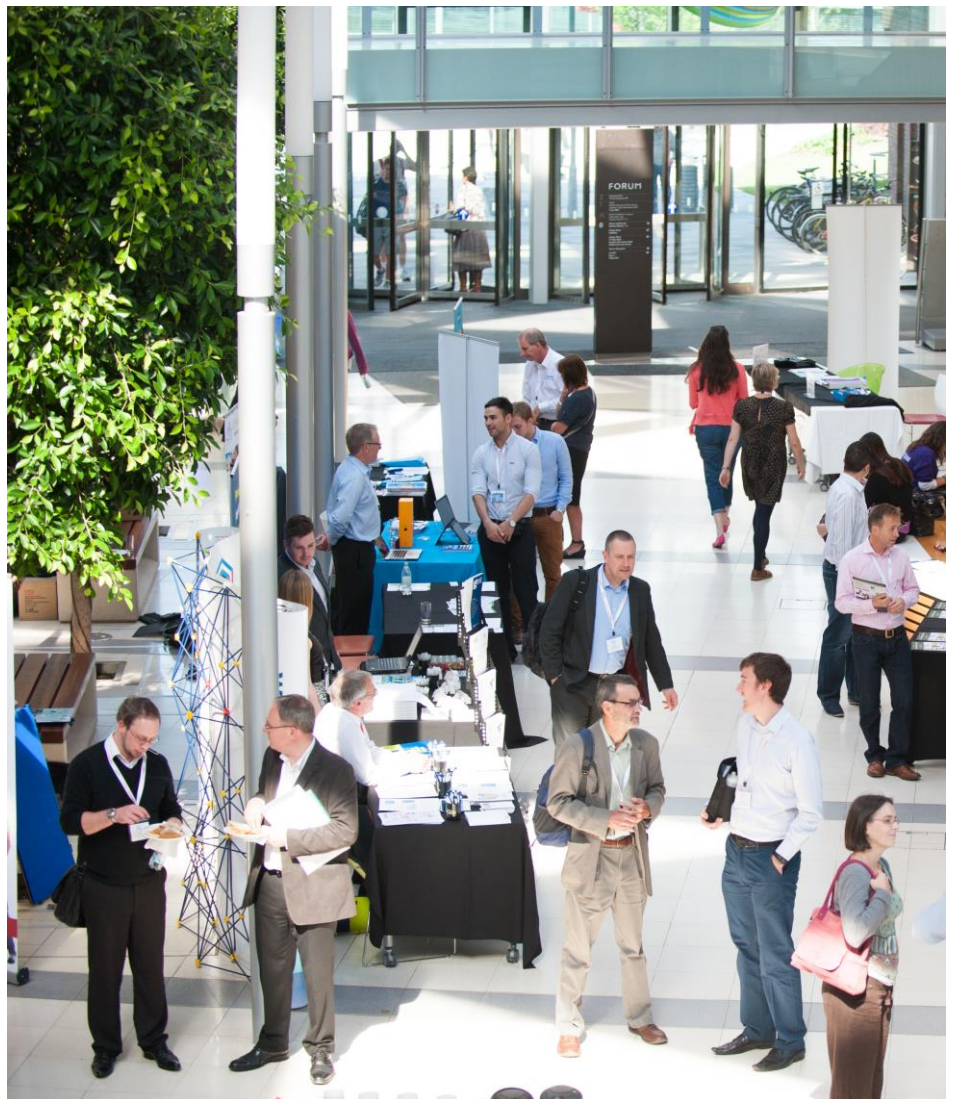


DELEGATE INFORMATION PACK



Joining Instructions

WELCOME

On behalf of all of our staff here at Event Exeter, we look forward to welcoming you to the University of Exeter. We have pleasure in enclosing travel, accommodation and registration details.

Event Exeter

Situated in one of the most beautiful locations in the UK, the University of Exeter's Streatham Campus is a stunning 300 acre estate. Event Exeter, located in Reed Hall, an elegant Italianate building in glorious landscaped gardens with stunning views, is renowned for delivering a wide range of highly professional events. Excellent planning, creative thinking and customer service are at the heart of our success.

TRAVEL AND PARKING

Directions to the Streatham Campus

University of Exeter
Streatham Campus
Northcote House
Exeter EX4 4QJ



On Foot

The University is within easy walking distance of Exeter city centre. The city centre map www.exeter.ac.uk/visit/directions/streatham/#map shows the location of the Streatham Campus plus routes to Exeter St David's and Exeter Central train stations, all within walking distance.

By Bike

Exeter is a Cycling Demonstration Town and the University is well served with traffic-free cycle routes. You can download the Exeter Cycle map to plan your route from the Cycle Devon website www.cycledevon.info/cycle-routes/.

The University provides a range of cycle parking facilities across the Exeter campuses. To find your nearest cycle parking facility, use the campus map www.exeter.ac.uk/visit/directions/streathammap/

Note: Bike storage facilities are located at Holland Hall and Pennsylvania Court



By Bus/coach

The Streatham Campus is served by Stagecoach D and H bus routes www.stagecoachbus.com/. The D bus route includes Digby, St Luke's Campus, the City Centre and Streatham Campus. The H bus route includes the RD&E hospital, St Luke's Campus, the City Centre, St David's station, Cowley Bridge and Streatham Campus.

National Express coaches www.nationalexpress.com/ (08705 808080) call at Exeter Coach Station. The Coach Station is a short walk to the High Street where you can catch the local D bus which will take you to the Streatham Campus.

By Rail

Exeter has two railway stations - Exeter St David's (main station) and Exeter Central. Exeter St David's Station, which has a taxi rank outside the main entrance, is approximately 10 minutes walk from Streatham Campus. The average journey time from London Paddington is 2 hours 30 minutes to Exeter. See Streatham Campus map for the walking route.

Use National Rail Enquiries www.nationalrail.co.uk/ to plan your route, telephone 08457 484950.

By Taxi

Apple Central Taxis, 3-4 Isambard Parade, Exeter EX4 4BX, **01392 66 66 66** is the University's preferred taxi company. If arriving by train to Exeter St David's, Apple's booking office can be found in the parade of shops to the right of the main exit.

By Car

The M4/M5 links Exeter directly to London, the Midlands, South Wales and the North including Scotland. The average journey time from either London or the Midlands is 3 hours. Download our detailed directions to Streatham Campus by car.

www.exeter.ac.uk/media/universityofexeter/webteam/shared/pdfs/directions/streathamdirections2014.pdf

Satellite Navigation

- To Holland Hall – use postcode EX4 4QR. This will lead you to Streatham Campus. Then follow signage to Holland Hall. *Note: Please avoid Clydesdale Road, which is a residential area.*
- To Pennsylvania Court – use postcode EX4 4PL. The reception is located in Lopes Hall.
- To Birks Grange Village – use postcode EX4 4PQ.
- To Reed Hall – use postcode EX4 4QR

By Air

Exeter International Airport operates flights to and from international and UK destinations including London, Edinburgh and Belfast. The airport is five miles from the city of Exeter and is situated adjacent to the A30, close to junction 29 of the M5 motorway.

Exeter Airport's preferred taxi supplier is Apple Taxis 01392 66 66 66.

Further information is available from Exeter International Airport website

www.exeter-airport.co.uk/

Residential Delegate Car Parking

Residential delegates will be issued a free of charge Residential Car Parking Permit on key collection.

- Please display your permit, marked with your car registration number, clearly in your vehicle.
- Subject to availability, you may use any of the Residential campus car parks. If you are unable to find a residential car parking space, then you would be required to purchase a standard car parking ticket – see further information below.



Day Delegate Car Parking

Day Delegates must purchase a car parking ticket from the machines located near to the car parks on campus. Full information including charges, accessibility and location of car parks can be found on our website www.exeter.ac.uk/visit/directions/carparks/

ACCOMMODATION

Check In

- On the day of your arrival you may check in to your accommodation from 3pm onwards.
 - **Pennsylvania Court** – for guests arriving at Pennsylvania Court, please check in to Lopes Hall reception (see Area B on the Streatham Campus map at the end of this document). The full address is:

Pennsylvania Court c/o Lopes Hall
St German's Road
Exeter EX4 6TH

- **Holland Hall** – for guests arriving at Holland Hall, please check in at Holland Hall reception:

Holland Hall
Clydesdale Road
Exeter EX4 4SA

- **Birks Grange** – for guests arriving at Birks Grange, please check in at the main reception in central block:

Birks Grange Village
New North Road
Exeter EX4 4PQ

- If you arrive early, you may contact reception to request luggage storage until your designated check in time. This service is also available after checkout.
- The reception desk will be open from 8am until 10.30pm during your event.
- If, on the day, you do arrive after 10.30pm please call 24hr Campus Security on: 01392 723999
 - Provide your name and your residence


- If you know in advance that you will be arriving after 10.30pm please telephone the Event Exeter: 0300 555 0214.

Check Out

- Please return your keys to Reception and vacate your room by 10.00am on the day of your departure.

Facilities

En-suite rooms are equipped with their own private bathroom. Economy or Standard rooms offer shared bathroom facilities. All of the bedrooms are well equipped and accommodation comprises of:

- Tea and coffee making facilities
 - A selection of toiletries
 - Full linen, including towels
 - Rooms are serviced daily
- 
- Free WiFi – passwords provided – via a leaflet in each bedroom
 - Access to laundry facilities – please ask at reception for further information
 - Small fridge
 - Safes are available in Holland Hall and Pennsylvania Court bedrooms
 - If you require a hairdryer or an alarm clock (these items have limited availability), these can be requested from reception
 - Irons and Ironing boards can be found in the Utility Rooms
 - Televisions are not provided in our bedrooms.

If you require any further assistance during your stay please ask at the reception desk for the Duty Manager, who will be delighted to help you.

Emergency Information

In the event of any type of emergency please dial:

- 01392 263999 to contact our 24hr Campus Security team

If, for any reason, you are not able to get in touch with our security team please dial:

- 999 for emergency response from Fire, Police, Ambulance, Coast Guard.
- 101 for events that do not require an emergency response

If you feel unwell at any time, please inform a member of staff on site, or the Duty Manager who will help you with information about local GP services and pharmacies.

ACCESSIBILITY

We have a number of bedrooms which have been adapted. The adaptations are suitable for wheelchair users and include vibrating alarm pillows and warning lights on the walls in case of a fire alarm. The adapted bedrooms comply with DDA legislation. For other special requirements we will refer to our designated Disability Resource Centre, in order to best meet your needs.

Accessible bedrooms must be booked in advance.

All buildings on campus have been reviewed with regards to accessibility and have been updated to comply with the Disability Discrimination Act. Please advise us if you have any special requirements such as hearing loops so that the necessary arrangements can be put in place.

Designated disabled car parking is available at a variety of locations on campus, listed on our web site www.exeter.ac.uk/visit/directions/carparks/accessible/

MEAL TIMES

If you are staying on a bed and breakfast basis, breakfast is served from 07.30 – 09.00 unless other specific arrangements have been made. If you are staying on a room only basis, visit www.exeter.ac.uk/campuservices/cafesandshops/ for details of where to eat on campus.

For details of all other meal times, please refer to your event programme.

WIFI

Unlimited WiFi is provided free of charge in all of our accommodation. Access passwords will be provided to you on request when you check in.

SMOKING

All rooms are strictly non-smoking. Smoking is prohibited in all accommodation in University residences or residences managed on behalf of the University. These restrictions apply to private study bedrooms and all shared areas such as corridors, stairways, rest-rooms, kitchens, entrances or reception areas.

The grounds of the University support a wide range of biodiversity and wildlife and we ask that you dispose of any smoking litter conscientiously.

REFRESHMENTS ON CAMPUS

Restaurants and Shops

The University has a range of cafés and restaurants on campus including:

- Reed Hall Restaurant and Café
- Costa Coffee, upstairs at the Forum
- La Touche Café, in Building:One, The Business School
- Northcott Theatre Bar, upstairs at Northcott Theatre
- Monthly Farmers' Market on the Piazza with hot food stalls, arts and crafts, local produce and much more!

For more information please do visit our website - www.exeter.ac.uk/retailoutlets

Useful shops located around the campus include the Market Place, located in both the Forum and Cornwall House providing take away food including sandwiches and snacks, groceries, confectionery, alcohol, newspapers, stationery and toiletries.

Vending machines are located around campus, offering hot and cold drinks, snacks and confectionery and even toasted sandwiches

www.exeter.ac.uk/campusservices/cafesandshops/vending/

FACILITIES AND SERVICES

Banks

We have 2 cashpoints and banks

- Natwest Bank is located on the ground floor of the Forum. Opening hours: 09.00-16.30 weekdays.

Santander is located on the first floor of Devonshire House. Opening hours: 10.00-18.00 weekdays

HEALTH AND FITNESS

Exeter University's Sports Park, on Streatham Campus, is home to some of the most advanced sporting facilities in the South West including: Exeter Tennis Centre; the Sir Christopher Ondaatje Devon Cricket Centre; the Russell Seal Fitness Centre; and the Vic Ambler Golf Centre which all provide an unrivalled sporting and athletic experience.

Cornwall House pool, open seven days a week during the summer months, is our four lane 25m outdoor swimming pool set in a large grass and patio area, heated to a constant 29°C and staffed by qualified lifeguards making it great for relaxing during those warm summer days.

For further information please go to Sports Park reception 01392 724452, or visit www.sport.exeter.ac.uk/facilities/



Botanical Tours of Streatham Campus

Self-guided or seasonal tours are available for the Streatham Campus. The University of Exeter's Green Flag awarded Streatham and St Luke's Campuses are acknowledged as the most beautiful and botanically interesting of any UK University. Streatham Campus is described by The Times as the 'best-gardened campus in Britain' and by The Independent as having a 'sublime' setting.

Our experienced guides will lead you through the botanical gardens, past lakes and woodland, with the chance to take in many of the rare species of plants and trees.



To find out more about the beautiful and diverse grounds and gardens at the University please visit www.exeter.ac.uk/visit/campuses/gardens/aboutus/

Cycling Routes

Exeter is a cycle friendly city with a range of traffic-free cycle routes which enable easy cycle commuting to the campuses, and provide fantastic leisure cycling opportunities for the weekend. www.cycledevon.info/cycle-routes/

Event Exeter's three recommended routes can be found here:
www.exeter.ac.uk/eventexeter/3-scenic-cycle-routes-self-catering-stay-exeter/

FEEDBACK

We hope you have found this guide useful and that you now have all the information you require. Feedback is very important to us so we can monitor our performance and improve our customer experience.

If you have any comments or suggestions, please visit www.exeter.ac.uk/eventexeter/feedback/ and complete our online feedback form

We look forward to welcoming you to the University of Exeter.

STREATHAM CAMPUS MAP GUIDE



Residences

Birks Grange Village	66 5B	Holland Hall	62 4D	Lazenby	38 7L	Pennsylvania Court	36 6L
Bonhay House	53 11C	Holland Hall Studios	62 4D	Llewellyn Mews	70 4A	Ransom Pickard	35 6L
Clydesdale Court	64 5C	Hope Hall	41 7K	Lopes Hall	34 6K	Rowe House	45 7J
Clydesdale Rise	65 4C	King Edward Court	68 5A	Mardon Hall	58 5E	St David's	51 12B
Cook Mews	69 4A	King Edward Studios	67 5A	Moberly	71 3B	St German's	42 7K
Duryard	72 2B	Lafrowda	43 7J	Nash Grove	57 5D		
Garden Hill House	27 3J	Lafrowda Cottage	44 8J	Northfield	75 9C		

Academic, administration and social buildings

Alexander	47 10E	Forum	3 6G	Laver	22 4G	St David's	
Amory	29 5H	Geoffrey Pope	20 5F	Library	4 6H	Retail Services	52 11B
Bill Douglas Cinema		Great Hall	1 6G	Mary Harris		Sir Henry Wellcome	
Museum	7 8G	Harrison	23 4H	Memorial Chapel	10 7F	Building for Mood Disorders	
Business School		Hatherly	6 7G	Newman	18 5F	Research	82 8F
Building:One	84 6I	Henry Wellcome Building		Northcote House	12 6F	Sports Park	60 4E
Byrne House	37 7K	for Biocatalysis	19 5F	Old Library	7 8G	Streatham Court	31 6H
Catholic Chaplaincy	74 3A	Innovation Centre	25 4I	Peter Chalk Centre	17 5F	Streatham Farm	5 6H
Clayden	54 8D	Institute of Arab and		Physics	21 4F	Student Health Centre	86 6E
Clydesdale House	63 5D	Islamic Studies	16 5E	Queen's	11 7F	Tennis Centre	61 4E
Cornwall House	32 6I	INTO International Study		Redcot	56 7D	Thornlea	48 10D
Cornwall House		Centre	83 5G	Reed Hall	14 6E	University Reception	1 6G
Swimming Pool	80 7I	Kay Building	24 4H	Reed Mews		Washington Singer	9 8E
Devonshire House	2 6G	Kay House Duryard	85 1A	Wellbeing Centre	15 5E	Xfi	30 5I
Exeter Northcott Theatre	13 5F	Knightley	55 8E	Roborough	8 8F		
Family Centre	59 5E	Lafrowda House	33 6J				