

## Dear Guest,

Welcome to The Hub accommodation at Royal Holloway. In this folder you will find details about the University, the services we offer and information about the local area.

To access the Wi-Fi, please firstly connect to CampusNet and then follow the detailed Wi-Fi access instructions overleaf.

Please take a look at our Food and Drink section to find details of the catering outlets on campus and their opening times.

For your safety, please read the fire action notice on the back of your bedroom door and familiarise yourself with your nearest exit route. Please notify reception on arrival should you have any special needs which may impact your ability to respond to an evacuation alarm.

We trust you will enjoy your stay with us; however, if we can be of any assistance please do not hesitate to speak to the receptionist on duty. The reception desk is open from 08:00-22:00 Monday-Friday and from 09:00-17:00 on Saturdays and Sundays. Outside of these hours, the telephone and reception desk are manned by our security team.

Please note that checkout is at 10:00.

# Instructions for Wi-Fi set up

CampusNet is Royal Holloway's residential and campus-wide network. Whilst visiting, you can register to CampusNet for 24 hours at a time.

When you use your device for the first time on campus and select Campus Net as your network, a registration page should automatically appear. If it doesn't, open your web browser and visit [rhul.ac.uk/wifi](http://rhul.ac.uk/wifi). This should redirect you to our registration page.

There are two options: "Students and staff" and "Visiting the University". You should select "Visiting the University" and enter your full name and email address.

Once you have successfully entered these details, you will be registered on our network for 10 minutes to give you time to validate your email address. To do this, you will need to open the email sent from [campusnet@royalholloway.ac.uk](mailto:campusnet@royalholloway.ac.uk) and click the confirmation link in the email. Please check your spam and junk folders if you have not received the email within 5 minutes.

# Food and drink

There are a number of catering outlets on Campus to suit different budgets, tastes and dietary needs. Please note that during the student Christmas, Easter and summer vacations, The Hub and Imagine are closed and The Boilerhouse Café, Café on the Square and Crosslands have reduced opening hours. Details of vacation opening times can be seen in reception.

**The Hub** offers a wide variety of international food to suit all tastes.

## Opening hours

11:30-14:30 Monday to Friday

11.30-14.30 and 17:00-19:30 Saturday and Sunday.

**Kimiko** is situated within The Hub, serving hot Japanese dishes and freshly made sushi.

## Opening hours

10:00-20:00 Monday to Friday

**Imagine** is downstairs in The Hub, selling Starbucks coffee and Pearls Bubble Tea as well as a range of sweets and snacks.

## Opening hours

11:00-11:00 Monday to Saturday

11:00-20:00 Sunday

**Café on the Square** located in the Davison Building, serves Starbucks coffee and a wide range of salads, snacks and sandwiches, as well as a selection of hot and cold drinks.

## Opening hours

08:00-22:00 Monday to Thursday

08:00-19:00 Friday

09:00-17:00 Saturday and Sunday

**Crosslands** located on the ground floor of the Founder's Building behind the Visitor Centre, is a stylish café bar serving hot food and alcoholic beverages to your table.

## Opening hours

10:00-22:00 Monday to Friday

**The Boilerhouse Café** located between the Moore and International Buildings, is an artisan café serving a variety of vegetarian and vegan options.

## Opening hours

08:30-17:00 Monday to Friday

**Little Café on the Square** located in the Windsor Building, serves Costa coffee and a range of healthy snacks and drinks.

## Opening hours

10:00-15:00 Monday to Friday

**The Packhorse** is a stylish pub located north of the A30 serving the whole community.

## Opening hours

12:00-23:30 Monday to Thursday

12:00-00:00 Friday and Saturday

12:00-23:00 Sunday

# General information

## Address

The Hub is at Royal Holloway, University of London, Egham, Surrey TW20 0EX.

## Contact telephone numbers

### Reception

01784 443285, internal extension 3285. Email: [customerservices@royalholloway.ac.uk](mailto:customerservices@royalholloway.ac.uk).  
Open from 08:00-22:00 Monday-Friday and from 09:00-17:00 on Saturdays and Sundays for general information, fault logging and photocopying.

### Office

01784 276190, internal extension 6190.  
Open from 10:00-16:00 to answer any enquiries.

## Bedrooms

Rooms are serviced daily with fresh towels, soap, shampoo and shower gel as required. Linen is changed every third day of your stay. Please help us to help the environment by leaving your towels in the bath or shower only if you require them to be changed. If you do not wish to be disturbed, The Hub Reception can provide you with an extra toilet roll and clean towels or these can be left outside your room. Guests are kindly reminded that if they put the "Do not disturb" sign on their door, then their room will not be serviced. Valet Rooms are situated on each floor, equipped with an iron and ironing board for guests to use. Extra toiletries are also available in these areas.

The bathrooms are equipped with shaver sockets and hair dryers are located in the bedrooms. A beverage welcome tray is also situated in the bedroom. All bedrooms are non-smoking.

## Check in and check out times

Check in time is 16:00 and check out time is 10:00. Please ensure you hand your key back to reception on the day of your departure. Keys can be put in the express check out box located in reception when the reception desk is closed.

# General information

## Cash point

A cash point is located by the Student's Union Building.

## College bus and local taxi operators

The College operates a bus service to and from Egham mainline train station every day during term time. Tickets can be bought directly from the driver and cost £1. (Please note that a reduced timetable operates outside of term times and that from June to September the Bus Service does not operate).

When calling a taxi, please specify your name and the precise pick up point, ie The Hub. This will ensure the taxi arrives promptly at the correct place.

**Ace Cars** 01784 637011

**Windsor Cars** 01753 677677

**Egham Taxis** 01784 434484

## Laundry

A cashless laundrette is on the lower ground floor of The Hub.

## Mail

There is a post box outside the Windsor Building.

# General information

## Medical

The College Health Centre (01784 443131) is located in Founder's Building, in the North East corner of the first floor.

## Opening hours

Term time: Monday to Friday: 08:00-18:30 (last patient at 18:15).

Vacation time: Monday to Friday: 09:00-13:00 and 14:00-17:00 (last patient at 16:45).

When closed, please call 01753 865773 for the out of hours service.

The nearest hospitals are Ashford (01784 884488) and St Peter's, Chertsey (01932 872000). There is a Lloyds Pharmacy located at 98 St Judes Road, Englefield Green, TW20 0DF (01784 432161). In an emergency, dial 999. The emergency number from internal telephones is 444.

## Parking

There are a number of car parks across campus. Please register your vehicle at reception. Please note that vehicles and contents are left entirely at the owner's risk.

## Personal property

The College accepts no responsibility for injury to yourself or for any loss or damage to your belongings whilst on College premises.

## Security

The Reception Team can be contacted on 01784 276190, internal extension 6190, from 08:00-22:00 Monday-Friday and from 09:00-17:00 on Saturdays and Sundays for all non-emergency scenarios. For emergencies, our 24-hour Security Control Centre is located at Founder's reception (01784 443063, internal extension 3063). If you dial 444 from your room this will initiate an emergency response. CCTV cameras are also in operation across campus.

# General information

## Shop

The Union Shop sells newspapers, magazines, cards, stationery, confectionery, food and drinks. Please note that during the student Christmas, Easter and summer vacations the Union Shop has reduced opening hours.

### Opening hours (term time):

08:00-23:00 daily

## Sport

The College has a 60 station Fitness Suite located by Nobles Field at the bottom of campus and runs a number of exercise classes throughout the week. There is also a wide range of sports available on Campus including tennis, squash, badminton and table tennis. For further information on any of the facilities please contact the Sports Centre on 01784 443892.

### Opening hours (term time):

07:00-22:00 Monday to Friday

09:00-20:00 Saturday

10:00-22:00 Sunday

### Opening hours (vacation time):

07:00-21:00 Monday to Friday

09:00-18:00 Saturday

10:00-18:00 Sunday

There is a large indoor swimming pool at Achieve Lifestyle Egham Orbit (01784 333111). Windsor Leisure Centre has a pool with slides and waves as well as a lane pool. It also has a Spa suite and gym (01753 778577).

Windsor Great Park and Virginia Water are approximately 10 minutes' walk away and are popular for walking and jogging.

## Telephones

The telephones are for internal calls only. In an emergency, please dial 9 for an outside line and then 999 for the emergency services.

## Television Channels

The main TV channels can be found as follows:

1 BBC ONE	6 ITV2	18 4MUSIC
2 BBC TWO	8 LONDON LIVE	19 YESTERDAY
3 ITV	9 BBC FOUR	123 SKY NEWS
4 CHANNEL 4	10 ITV3	130 BBC NEWS
5 CHANNEL 5		

# The local area

## Egham

Egham is a short walk from the College. Exit the main gates and turn right. Walk down Egham Hill until you reach the roundabout, turn right and continue walking down the road until you meet the main street where all the shops are located.

Egham has a partly pedestrian High Street, with car parking behind the shops and a variety of restaurants.

## Windsor

Situated approximately five miles away from the College, Windsor is readily accessible by road and rail. There are many attractions in the town including Windsor Castle and The River Thames as well as lots of shops and restaurants.

Guided walking tours of the town can be taken or if you prefer to sit back and enjoy the surroundings, there is an open topped bus tour. For further information, please contact Windsor Tourist Board on 01753 743900 or visit [www.windsor.gov.uk](http://www.windsor.gov.uk).

## Eton

Just a short stroll over the bridge in Windsor is Eton High Street, famous for its boys' College. A variety of antique and gift shops can be found along the High Street.



# The local area

## Runnymede

Runnymede Meadow is located next to the River Thames on the A308 and it is possible to walk to it from the College (the walk takes approximately 45 minutes). The Meadows are where King John signed the Magna Carta in 1215 as well as being the site of The John F. Kennedy Memorial.

There is a National Trust tea room situated on the Magna Carta site.

Above the Magna Carta site at the top of the hill is the Royal Air Force Memorial.

A launch pad is also located at Runnymede for pleasure cruises on the Thames to either Windsor or Hampton Court.

## Staines

Situated about 3 miles away, Staines is readily accessible by road and rail. The Elmsleigh Shopping Centre has branches of many major retailers and there is also a multi-storey car park.

The Two Rivers Shopping complex, just north of Staines High Street is home to a wide range of shops and restaurants as well as a multi-screen Vue Cinema.

The bus station is next to the Elmsleigh Centre and the train station is just a few minutes' walk away.

# Places of **interest**

## **Windsor Great Park**

Windsor Great Park is located close to the College Campus and can be accessed via the A30 and A308 main roads. The park covers 4,800 acres of managed parkland that is open daily to the public from 07:00 to dusk. It is the perfect place for walking, cycling, horse riding and picnics.

## **The Savill Garden**

The Savill Garden is within Windsor Park on the Eastern boundary, accessible from the A30. Facilities include a plant centre, gift shop, restaurant, coffee shop and picnic site. It is open daily throughout the year from 9:00-18:00 (March-October) and 9:00-15:30 (November-February).

## **Kew Gardens**

Kew is famous for its 300 acres of magnificent gardens containing the finest plant collection in the world. The gardens boast breathtaking landscapes and world-class attractions from iconic glasshouses full of rare and beautiful plants to historic buildings, botanical art galleries and the soaring treetop walkway. Open daily from 10:00-18:00. Trains run every 30 minutes from Egham station to Kew Bridge station.

# Places of **interest**

## **Brooklands Museum**

The world's fastest banked race-track, a racing car collection, the Wellington Bomber and Concorde are just a few of the museum's attractions. Open daily from 10:00 throughout the year apart from 22nd-26th December.

The museum is located 10 minutes by car from junction 10 or 11 of the M25. Trains run directly from Egham to Weybridge and the museum is just a short walk or taxi ride from Weybridge station.

## **Windsor Castle**

Located in the centre of Windsor town, Windsor Castle is the oldest and largest inhabited castle in the world and is also the official residence of Her Majesty The Queen. The castle is open daily from 09:45-17:15 (March-October) and from 10:00-16:15 (November-February).

By car, take the A308 to Windsor and park in the town centre; by bus from outside the College gates; by train every 30 minutes from Egham and change at Staines for a connecting service to Windsor.

## **Cinema**

The website for the Vue Cinema in [www.myvue.com/home/cinema/staines](http://www.myvue.com/home/cinema/staines). Alternatively the information telephone line is: 0871 224 0240.

# Theme parks

## **Thorpe Park**

Located just off the M25 at Junction 11 in Chertsey, there are over 100 rides and attractions including the new ride "Colossus". Telephone for information: 0871 663 1673 or visit [www.thorpepark.com](http://www.thorpepark.com) for further information.

## **Chessington World of Adventures**

In addition to its 40 rides and attractions, Chessington also offers a zoo and sea life centre. The park is located on the A243, just 2 miles from the A3 and junction 9 of the M25. If travelling by car, use postcode KT9 2NE or by train, change at Clapham Junction to go to Chessington South. The park is a 10 minute walk from the station. Visit [www.chessington.com](http://www.chessington.com) for further information.

## **Legoland Windsor**

A unique family theme park with 55 rides and attractions located just two miles from Windsor town centre on the B3022 Windsor/Ascot road. Trains go directly from Egham to Windsor. Alternatively, take a bus from outside the College gates to Windsor and the park is a short taxi ride away. Visit [www.legoland.co.uk](http://www.legoland.co.uk) for further information.