



All New Graduates

We look forward to welcoming you to St Hilda's College. We have put together some basic information to assist you on your arrival. If you are not living in College accommodation, information on meals, shopping and laundry facilities may still be useful to you.

Arrival

If you are staying in College accommodation you should report in the first instance to the Lodge where you will be welcomed and given your keys and directions to your residence. If arriving by taxi, do not pay off the taxi at the Lodge, as your accommodation is a few minutes' walk from the main site and you may wish to use the taxi to transport your luggage.

Accommodation

If you have been allocated accommodation belonging to St Hilda's College, your room will be in an off-site graduate house and you should have been notified of which one before your arrival. The Accommodation and Housekeeping Manager is in charge of organising the cleaning of on- and off-site accommodation. Your room will usually be cleaned once a fortnight and your bathrooms and kitchens will be cleaned regularly, arrangements vary from house to house.

If you have any questions, please contact the Accommodation and Housekeeping Manager at accommodation@st-hildas.ox.ac.uk; the Accommodation Office/Domestic Bursary is located in Anniversary Building.

You must supply all bed linen and towels.

The houses have shared kitchens with cooker, fridge and kettle. There are no kitchen utensils, crockery, cutlery or saucepans, etc. If you have not brought any linen or kitchen equipment with you there are stores locally or in the city centre, 15 minutes' walk away, which sell these items.

All College accommodation is covered by the UK Accommodation Code of Practice.

Meals

All meals are paid for using a swipe card system called UPay. Students living in College accommodation will be required to pay a catering credit of £50 per term; this is returned to you in the form of meal credits which can be used to buy food, pay for formal halls (including wine), exchange dinners, or in the college bar. Extra credits can be purchased online via UPay. Please note that you can carry catering credit over from term to term within one academic year. The credits will expire on 31 July i.e. there are no refunds. During the Easter vacation and Trinity Term you may exchange unused credits with other St Hilda's students.

A full food service is available in the Dining Hall. Meal times can be found on UPay, which can be found at the College's online bookings portal. Between these times the Dining Hall is open for coffee and snacks. Service provision and mealtimes may be liable to change throughout the year due external events.

If you have any **special dietary requirements** please do not hesitate to get in touch with the Catering Manager, Garry Luke (garry.luke@st-hildas.ox.ac.uk). If you have a food allergy please check the information provided on the screen behind the counter in the Dining Hall, if you are unsure please ask the staff. All feedback on meals and products at the College is welcomed, we are always glad to hear from you and listen to any suggestions that you may have.

Laundry

Washing machines are located in 25 Alma Place, 25a Alma Place, 205 Cowley Road, 19 Tyndale Road, 39 St Margaret's Road and 11 Norham Gardens. There are machines at JMQ and on-site in the Wolfson, Anniversary and Christina Barratt Buildings. There is a charge for this service.

Room Faults

All maintenance requests should be directed to: buildings-support@st-hildas.ox.ac.uk

All requests relating to furniture in your room should be directed to sarah.luke@st-hildas.ox.ac.uk, housekeeping and cleaning problems should be directed to: accommodation@st-hildas.ox.ac.uk

Further information

For any domestic enquiries please contact the Domestic Bursar's Office. For financial enquiries you should contact the Bursar or Accounts Office, and for academic information please contact the Academic Office.

If you require any further information, please do not hesitate to contact us.

Gerri Cane, Domestic Bursar
Tel: 01865 276808
Email: gerri.cane@st-hildas.ox.ac.uk

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