



## **To: All Undergraduates**

We look forward to welcoming you to St Hilda's College. We have put together some basic information to assist you on your arrival.

### **Arrival**

You should go in the first instance to the Porters' Lodge where you will be welcomed and given your keys and directions to your residence. Members of the JCR will be available to offer help and advice.

If arriving by car you will be given an hour's time slot and directions for parking to unload your belongings. Although we appreciate that people may wish to stay for longer we would kindly request that off-site parking is used in order to leave space available for those still to arrive.

### **Accommodation**

Your room will be in one of the first-year undergraduate accommodation buildings and you should have been notified of which one before your arrival. The Head of Accommodation and Housekeeping is in charge of organising the cleaning of college accommodation. Your room will be cleaned once a fortnight and bathrooms every weekday. You are expected to do your own washing up and you must ensure that cooking utensils, crockery and cutlery are put away after each use. If you have any questions, please contact [accommodation@st-hildas.ox.ac.uk](mailto:accommodation@st-hildas.ox.ac.uk).

You must supply all bed linen, towels and kitchenware. All College accommodation is covered by the UK Accommodation Code of Practice.

### **Meals**

All meals are paid for using a swipe card system, UPay. Students living in College accommodation will be required to pay a catering credit of £150 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) 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, but not meal deals. 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 via the College's online bookings portal. Between these times the Dining Hall is open for coffee and snacks.

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](mailto:garry.luke@st-hildas.ox.ac.uk)). If you have a food allergy please check the information provided 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 the Wolfson, Anniversary and Christina Barratt Buildings. There is a charge for this service. Please see instructions in the laundry.

## **Room Faults**

All maintenance requests should be directed to [buildings-support@st-hildas.ox.ac.uk](mailto:buildings-support@st-hildas.ox.ac.uk)

All requests relating to furniture, housekeeping and cleaning problems should be directed to [accommodation@st-hildas.ox.ac.uk](mailto: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 me.

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