



To: All Visiting Students

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.

Accommodation

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.

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. You will receive £150 of meal credits on your card 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 credits over from term to term but the credits will expire on 31 July 2025, i.e. there are no refunds.

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). 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 11 Norham Gardens. 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

All requests relating to furniture, 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 me.

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