



WELCOME TO CONNAUGHT HALL

bed and breakfast accommodation for visitors



www.staycentral.london.ac.uk



ABOUT US

The University of London is a federal university consisting of a number of self-governing colleges and other smaller research institutes of outstanding reputation. It is one of the oldest, largest and most diverse universities in the UK. It was established by Royal Charter in 1836 and is recognised globally as a world leader in higher education.

Stay Central offers a great range of accommodation options, from single and double rooms with breakfast to 3 bedroom self-catered apartments, in superb central London locations just a few minutes walk from London's most iconic attractions. All rooms are located in the University of London's Halls of Residence, whilst our apartments are situated in self-contained residential buildings in the historic Bloomsbury area. Whether you are here for business or leisure, we have a place to suit your needs.

Connaught Hall was established by HRH Prince Arthur, the Duke of Connaught, the 3rd son of Queen Victoria, in 1919, at Torrington Square. He gave the Hall to University of London as a gift in 1928—the university naming the hall after him as a sign of appreciation. The Hall moved to its current pleasant location a splendid Georgian terrace with a grade II listed façade overlooking the greenery of Tavistock Square Gardens in 1961.

The Hall is centrally located with major attractions such as the British Museum and Oxford Street, within walking distance or a short bus or tube ride away. For your convenience, we have included some useful advice about getting around the city.

USEFUL CONTACTS

CONNAUGHT HALL

info.connaught@london.ac.uk

+44 (0) 207 756 8200

36–45 Tavistock Square
London
WC1H 9EX

Reception open 24/7

BOOKINGS

staycentral@london.ac.uk

+44 (0) 207 862 8881

Stay Central
UoL Housing Services, Student Central
Malet Street
London
WC1E 7HY

Open Monday to Friday 10 a.m.–5 p.m.
Tuesday 11 a.m.–5 p.m.

PAYMENTS

uolacc.finance@london.ac.uk

+44 (0) 207 862 5772

Residential Finance, Senate House
Malet Street
London
WC1E 7HU

Open Monday to Friday 10 a.m.–5 p.m.

BREAKFAST

Breakfast includes English breakfast options, cereals, pastries, fruit and hot and cold drinks. Vegetarian options are available, however, unfortunately we cannot cater to any special dietary requirements.

Times*

September – June

Breakfast – Monday to Friday:

8 a.m. – 9:30 a.m.

[†]Brunch – Saturday to Sunday:

11 a.m. – 12:30 p.m.

June – September

Breakfast – Monday to Sunday:

8 a.m. – 9:30 a.m.

[†]On weekends, we can provide a packed breakfast (carton of juice, two pieces of fruit, yoghurt, either a croissant or a pain au chocolat, a disposable spoon and a napkin) for our guests instead of brunch, which you can book up to 5 p.m. the day before, and collect from reception the next morning.

**Please note meal times are subject to change without notice. Meals may be served in an alternative location depending on uptake. Please contact reception for current meal times if you are unsure.*

DURING YOUR STAY

Reception

Reception is on the ground floor and is open 24 hours a day, 7 days a week. The building is accessible for residents 24 hours a day.

Check-in

Your room will be available from 2 p.m. on the day of your arrival. Please check-in at reception where you will be given your key and a hall card to be used for taking your meals.

Guests with special needs

If in an emergency you feel you would have difficulty evacuating the building or need special assistance during your stay with us, please inform reception.

Deliveries

You are welcome to receive mail during your stay. Please make sure the address includes your room number and inform reception that you are expecting it. We are unable to accept any mail before you check-in or after you check-out.

If you have ordered food to be delivered to your room, please make sure you wait at the reception to receive it.



DURING YOUR STAY

What's in the room?

All rooms have a chair, work desk and a wardrobe. Towels, bed linen are provided and a complimentary set of toiletries (only on the first night). We do not provide hair dryers.

Internet connection

Wi-Fi is available in all common areas and bedrooms. During your stay your Wi-Fi username and password can be obtained from reception. If you have any problems with your connection please contact the IT Help Desk on +44 (0) 207 862 8111 or on swan.support@london.ac.uk Monday to Friday between 9 a.m.–5 p.m.

Facilities

There is a TV room, a common room with pool table and table football, and a music room which may be booked at reception.

Pantries

There is a pantry on each floor of the building with a sink, kettle, microwave and a fridge for communal use. Please make sure you leave the pantry clean once you have used it.

Bathrooms

Showers and toilets are for shared use—apart from en-suite rooms—please leave them as you would like to find them yourself.

Cleaning

Your room will be serviced every 7 days (typically between Monday and Friday)—this includes cleaning of the room and toilets (in en-suite rooms) and change of bed linen. Towels are changed every Monday, Wednesday and Friday and bins are emptied Monday to Friday.

Security

We make every effort to ensure that Connaught Hall is secure. For your own safety, please keep your room locked at all times when it is not occupied. We cannot accept any responsibility for loss or damage to personal belongings.

Noise

If you are disturbed by noise at any time you should contact reception. Please keep the level of noise to a minimum at all times and especially between 11 p.m. and 7 a.m. The University reserves the right to remove any guest creating unreasonable noise or disturbance. No refunds will be made.

Visitors

You may invite guests to Connaught Hall provided they do not cause a disturbance to other residents and are 18 years or over. Please collect your guest from reception on arrival as they will not be allowed in unaccompanied. We ask that all visitors leave the building by midnight. No visitors are allowed to stay

in your room overnight. If you would like to book an additional room for your guest (2 nights minimum) please visit our website www.staycentral.london.ac.uk or send an email to the Stay Central team. All single rooms are let for single occupancy only.

Use of equipment

It is prohibited to use large electrical appliances other than those provided in your room.

Smoking, candles and fire safety equipment

The hall operates a strict no smoking policy (including e-cigarettes) throughout the whole building—it is illegal to smoke in public buildings in the UK. The use of candles is prohibited due to fire safety regulations. It is illegal to tamper with the fire safety equipment and anyone found doing so will be asked to leave.

Maintenance

Please report broken or faulty furniture or equipment in the maintenance book at reception. Most problems will be dealt with the next working day. Report any potentially dangerous problems to reception.

Vending machines

There is a vending machine in the reception area selling soft drinks at reasonable prices.

Laundry

There is a top-up card-operated laundrette on the lower ground floor. The cards can be collected at reception and topped up following the instructions. Detergent can be purchased from local shops. You will find an iron and ironing board in the laundry room on the lower ground floor.



EMERGENCIES

For assistance please contact reception or call 999 if it is a medical emergency.

IN CASE OF FIRE

If the alarm sounds, please leave the building immediately using the nearest stairs. Do not stop to collect your personal belongings and do not use the lifts. Please go to your designated assembly point as outlined on the evacuation plan on the back of your bedroom door. Please note that fire drills are held at 1 p.m. on each Wednesday when the alarm will be tested and will sound for a few seconds.

Hospital (with A&E)

UCH (University College Hospital)
235 Euston Road
NW1 2BU
T: +44 (0) 845 155 5000

Private Doctor

Harley Street Health Centre
17 Harley Street
N1G 9QH
T: +44 (0) 207 323 3830,
E: info@harleyhealthcentre.com
W: harleyhealthcentre.com

Emergency Dentist

Please visit: 24hour-emergencydentist.co.uk
T: +44 (0) 208 748 9365.
Baker Street, Kensington, Liverpool Street and
Hammersmith.

LAUNDRETTE



How to top up your Laundry Card

1. Go to www.washstation.co.uk.
2. Click on the icon which says 'Top Up Your Card'.
3. Returning Pinmate customer can log in to their account. If you are a new customer, please click the 'New Customer/Not Registered?' to register your card. Type in the card number which is found at the back of your Washstation card.
4. Top up your card by following onscreen payment instructions (minimum £5.00). Please note that there is no option for a refund. One wash costs £2.20 and one drying cycle costs £1.00.
5. Record your unique six digit pin number.
6. Go down to the laundrette located on lower ground floor (if unsure, please ask reception for directions).
7. Once inside the laundrette, place your washstation card against the card reader on the Pinmate machine located at the back end of the room.
8. Enter your unique six digit pin number. The Pinmate machine will register that your card has been topped up and it will now be ready to be used.
9. To use the card: hold it against the card reader on a washing machine or tumble dryer. The amount for a cycle will be debited from your card.

PAYING FOR DINNER

If you would like to join us for dinner* (**Monday to Sunday 6 p.m.–7:30 p.m.**), tickets can be obtained from reception but they must be purchased online in advance. To do this, simply follow these steps:

Visit www.staycentral.london.ac.uk, scroll to the bottom of the page and click



Put the correct amount (for current prices contact Reception) in the box labelled 'Amount (£)' and click 'Add to Basket':



When asked for your Customer ID, write:
ICH (Family Name)

For example: ICH "SMITH"

When asked for your Invoice Number, write:
UOLACC (Booking Reference)

For example: UOLACC "12345"



You will then be directed to a page where you can register your details and make a secure online payment.

This method can also be used to pay for extra nights but this must be arranged with the Stay Central team or Hall Management Office prior to payment.

**Dinner may be served in an alternative location between June to September depending on uptake.*

ON YOUR DEPARTURE

Check-out time

Please vacate your room by 10 a.m. on the morning of your departure to avoid incurring additional charges.

Returning your key

You should return your room key and hall card to reception on departure. Failure to do this will result in a £45.00 charge as the lock will need to be changed for security. Please remember to check with reception if you have any mail or messages, as it is very difficult for Hall Management to forward these on once you have departed. Any unclaimed post will be returned to the sender after your departure.

Luggage

Storing space for luggage is limited but we will do our best to accommodate all storage requests. If you arrive early we can usually store your luggage at reception until you check in. If you are travelling with a large group, please contact the office before your departure date in case we need to arrange for additional space. Please note that we do not store luggage overnight. You will, however, find luggage storing facilities at all mainline train stations; the nearest ones being King's Cross St Pancras and Euston Station. For further information please visit www.networkrail.co.uk.



INSIDE BLOOMSBURY



Bloomsbury is the literary and academic district of central London, historically patronised by an impressive tableau of celebrated writers and artists, including the novelist Virginia Woolf, poet T.S. Eliot, and artist Roger Fry.

At its centre sits Russell Square, named for the Russell family of the 17th and 18th centuries whose investment in the area transformed it into the fashionable residential and cultural locale it is today. Additional gardens, such as Tavistock Square, Torrington Place and Gordon Square are pleasant, quiet places to sit and relax, all within walking distance of the Hall.

Also worth noting are the numerous research hospitals and healthcare institutes, housed typically in grand buildings of Georgian architectural design, as well as the cluster of central University of London campuses; academic bodies which enjoy an almost unrivalled international prestige, each able to boast global recognition in its respective field.

As well as being the city's largest and most famous scholarly area, the accessibility of the West End's theatres, cinemas, shopping attractions, and other famous metropolitan landmarks truly make Bloomsbury feel like the epicentre of the city. The trendy bars, cafés and restaurants that line the streets all contribute to the lively, friendly and diverse atmosphere of the area, while internationally renowned institutions like the British Museum and the British Library are within a stone's throw and certainly worth a visit while in London.

Banks

- HSBC Bank, 1 Woburn Place, Russell Square, WC1H 0LQ
- NatWest Bank, Tavistock House, Tavistock Square, WC1H 9NA
- Barclays Bank, 58 Southampton Row, WC1B 4NB
- Lloyds Bank, Victoria House, Southampton Row, WC1B 5HR

Bureaux de Change

- 17 Woburn Place, Bloomsbury, WC1H 0LU
- Marchmont Street Post Office, 33 Marchmont Street, WC1N 1AP

Supermarkets

- The Brunswick Centre, Marchmont Street, WC1H–This is a small open air shopping centre with cafés, restaurants, fashion stores, a mobile phone store, the Renoir Cinema and Waitrose supermarket for groceries.
- Tesco, Bernard Street –opposite Russell Square Underground Station.

Restaurants

There is a wide variety of options to eat out in the area with several restaurants to be found in the Brunswick Centre, along Marchmont Street, Southampton Row or on nearby Tottenham Court Road. You can also visit www.squaremeal.co.uk and search for a specific type of restaurant or area.

Fitness/Gyms

Most local gyms will offer guest memberships for short periods, as well as a pay-as-you-go admission. There is a gym and swimming pool at Student Central (www.studentcentral.london/energybase/) on Malet Street and the Bloomsbury Fitness gym is located at UCL Union on Gordon Street –both of which are very nearby. There are also Fitness First, Nuffield Health, Living well and Bannatyne gyms within easy walking distance of the Hall.



GETTING AROUND LONDON



London Underground – The ‘Tube’

The tube covers the whole city, is easy to use and is usually the quickest way to travel. Travelcards—for daily, weekly or monthly use—are the most economical way of getting around the city as they give you unlimited travel within your chosen zones. Besides the tube, travelcards cover all bus journeys and travelling by train within your zones. The closest tube stations are Russell Square, King’s Cross St Pancras, Goodge Street, Warren Street, Euston Square and Euston.

Red London Buses

These are one of the sights of the capital and can be used to travel across most parts of London.

It is a slower alternative to the tube but has more regular stops in more residential areas and certainly has more interesting views—<http://www.tfl.gov.uk/tfl/gettingaround/maps/buses/>. For further information on public transport please visit www.tfl.gov.uk.

Black cabs

These taxis are licensed and can be hailed from the roadside when the yellow ‘For Hire’ light is on. For your own safety, never use an unlicensed minicab or taxi.

You can hire a car, but the congestion charge (<https://tfl.gov.uk/modes/driving/congestion-charge>), parking fees and sheer volume of traffic make it advisable to use public transport instead.

Please note that University of London does not have parking facilities.

Bicycle Hire

A Transport for London bicycle hire station is located opposite Student Central on Malet Street. Cycling in London can be very dangerous and we strongly advise you to wear suitable protective and high visibility clothing including a helmet, and to use cycle paths where possible. Details of cycle paths can be found at www.sustrans.org.uk, and further details about cycling in Camden can be found at www.camden.gov.uk.

National Rail and Eurostar

Euston, King’s Cross, and St Pancras national rail/mainline stations are all within 15 minutes’ walk of Connaught Hall. St Pancras is also the main Eurostar terminal, for international connections to Paris and Brussels (passports and/or visas may be required).

For tickets and timetables: www.nationalrail.co.uk and www.eurostar.com.

GETTING AROUND LONDON



University of London, Connaught Hall,
36–45 Tavistock Square, London, WC1H 9EX





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Thank you for choosing Connaught Hall.
We hope you enjoy your stay with us!