



SUMMER
Tower

MOVING IN GUIDE



WWW.COLLEGIATE-AC.COM

Collegiate UK is a leading student accommodation operator managing a diverse property portfolio. See website for details.


COLLEGIATE
UK

WELCOME TO

Tower

We are looking forward to welcoming you to Tower for this summer. Just to ensure you have all the information you need before you move in, we have put together some helpful guidelines.



GENERAL INFORMATION

Office contact details

You can get in touch with a member of the team in person, or by phone and email. In the weeks leading up to check-in, our phones and enquiries are extremely busy and it may take us a little longer to get back to you. We appreciate your patience whilst we get to your enquiry.

Telephone: +44 (0) 1173 250 420

24hr Site Mobile Number: +44 (0) 7710392834

Email: towerreception@collegiate-ac.com

The main office address is:

Tower, Rupert Street, Bristol, BS1 2QJ

Travelling:

If you need advice on how to get to your accommodation, please contact towerreception@collegiate-ac.com or phone us on +44 (0) 1173 250 420 and the Accommodation Team will be able to help.

The following travel times are approximate:

Airport:

Bristol Airport: 30 minute drive/taxi or 45 minutes by public transport

Heathrow Airport: 1 hour 45 minute drive/taxi or 2 hours 30 minutes by public transport

Gatwick Airport: 2 hour 45 minute drive/taxi or 3 hours by public transport

Train:

Bristol Temple Meads Train Station to Tower - 10 minute drive/taxi or 20 minute walk

Car Parking

There are no parking places at Tower. However, there are many car parks around the city centre just a few minutes' walk from our accommodation. If you're looking for the closest, we have an NCP car park right next door to us!



ARRIVAL INFORMATION

Check-In at your accommodation

On the day of your arrival, you will be guided by your friendly site team to the check-in desk where you will be given your keys to check in to your room.

What to bring

Your stay with us is based on 'room only' which means you will need to bring the following things with you for your stay as they are not included:

- Bedding
- Kitchen utensils, crockery & cutlery
- Towels
- Toiletries, including toilet roll

Contents Insurance

We've partnered with Howden to provide contents insurance for all students staying with us this summer. Your belongings are covered while you're living in our residence, but it's important you register on the Howden for Students app to check what is and isn't included in your cover. Once registered, you'll be able to view your policy details, personalise your cover, access student-friendly discounts, make use of the gadget trade-in portal, and get 24/7 support through the wellbeing helpline. If you're bringing a bicycle, please note that it isn't covered as standard – you'll need to add this to your policy if you want it protected.

You can register here: <https://students.howdengroup.com/registration?accommodationUUID=ac-collegiate>



DURING YOUR STAY

Internet

Access to unlimited WiFi is included in your stay. Your internet will be provided by Glide. Please search for this WiFi network, connect and wait for a pop-up screen to appear which will ask you to create an account for your stay. Once completed, this will give you full access.

For any connectivity issues, please contact the internet provider:

Glide: [+44 \(0\) 333 123 0115](tel:+44203331230115)

Out of hours emergency contact

In the event of an emergency out-of-hours please contact us on: [+44 \(0\) 7710 392 834](tel:+44207710392834)

Mail

There are post boxes on-site where mail is delivered at most of our properties. Please ask one of our friendly team at the reception desk where these are located or any other system we may have in place.

Any larger mail/parcels will be stored in the parcel room. If your parcels need signing for, a member of the team will be happy to do this. You will need to bring photo ID to reception to collect your parcels.

Cycle Store

Cycling is a great way to exercise and a cheap and enjoyable way to explore. You can bring your bicycle to Tower.

We offer secure bike storage located under the building, which is free to use. Access can be added to your key on request, as not all residents will have entry by default.

Please note, we do not allow the storage of E-scooters or E-bikes. We can't take responsibility for any loss or damage to bicycles left in the storage area. If there is a problem, please notify the police and the accommodation team.

Be considerate about noise

Not everyone shares your taste in music, and even if your whole flat loves your latest download, the person downstairs might not appreciate a thumping ceiling. Try to keep noise to a minimum – if you can hear your music outside of your room, then the chances are that everyone else can too.

Try to be quiet coming in and out of your flat as well, especially at night when others might be sleeping. Remember that all doors in building are fire doors – so if you don't close them quietly, they will close themselves with a loud thud!

Your Guests

Overnight guests are allowed in your room for a maximum of three consecutive nights, and **MUST** sign in on arrival at reception via our online App.

Similarly, your kitchen is designed for the number of people living in your flat, so although it's OK to invite friends over for lunch or dinner now and again, you should be careful not to inconvenience your flatmates. The behaviour of any person you invite into your building, apartment or room is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, or any damages caused by your guest(s), so make sure they behave as well as you do!



WE CAN FIX IT

Can't find your keys? Got a leaky tap? Whatever you need, we're here to help.

Lost your key card or locked yourself out?

These things happen, so don't worry — we can help. If you lose your key card, we can replace it for a small fee. Just request a replacement from the accommodation team during office hours.

If you're locked out outside of office hours, our security team can let you back into your room, but they are unable to issue replacement key cards. A new key card will be created by the Collegiate team once they are back on site during office hours.

Security contact: [+44 \(0\) 7710 392 834](tel:+44207710392834)

Key cards are important to keep hold of, and costly to replace. Please keep them safe and remember where you left them.

Got a maintenance issue?

Things wear out and things get broken — it's a part of life. If something needs fixing, please report it through your online portal. This ensures the issue is logged correctly and can be prioritised by our maintenance team.

Repairs will be carried out based on an agreed schedule of priorities, and a suitable time will be arranged for our maintenance team to attend. They will always knock before entering a bedroom, and you can rest assured that the issue will be resolved as quickly and efficiently as possible.

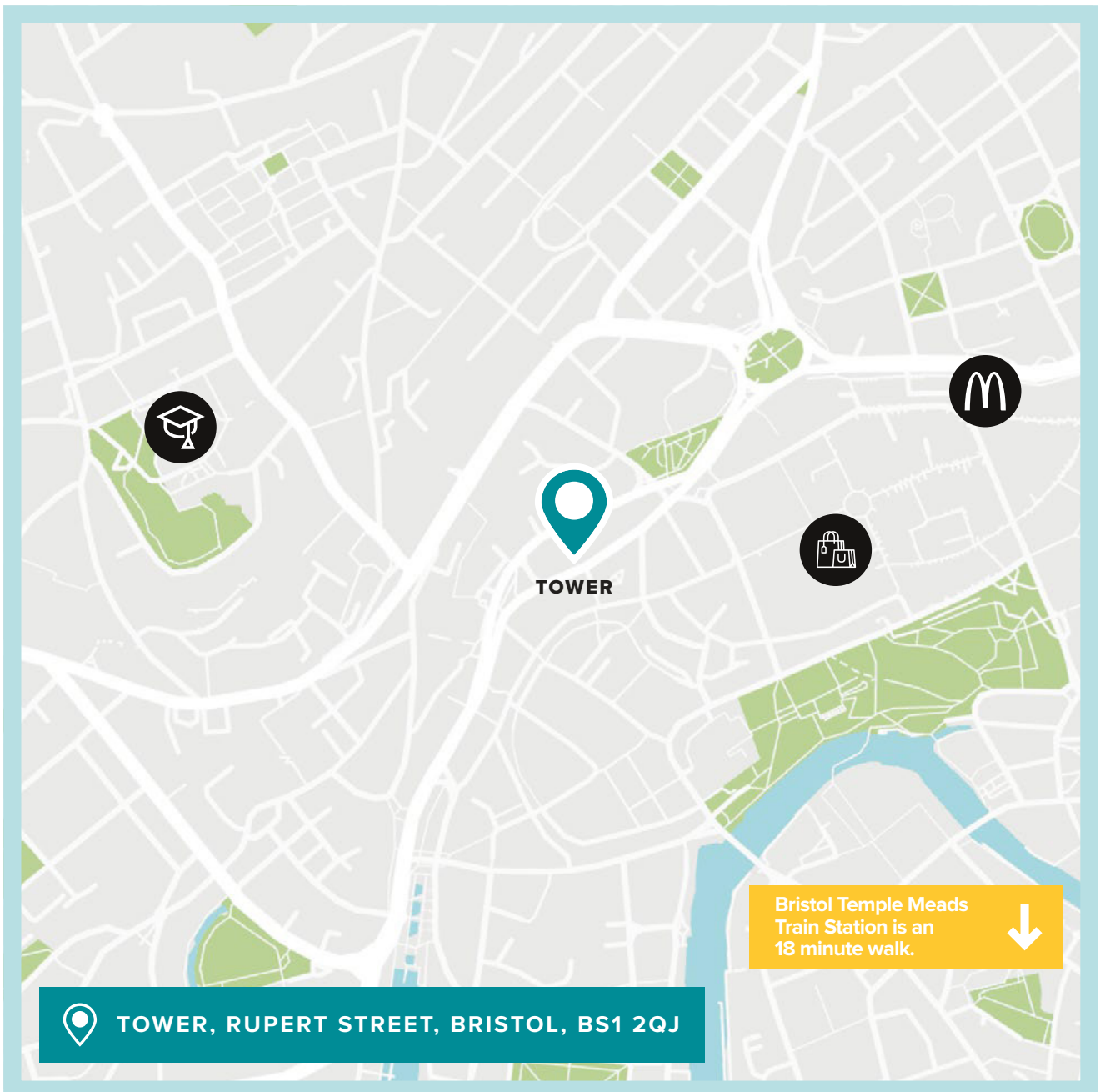
Need an emergency repair?

If you have an emergency maintenance issue, such as a burst pipe or a broken window, and it's outside of maintenance staff working hours, please report it directly to the security team. They will escalate the issue to the appropriate out-of-hours contractors to ensure it's dealt with as quickly as possible.

For non-emergency issues, such as a faulty fridge/freezer or a blocked drain, please report these to the accommodation office during working hours so they can be resolved by the maintenance team.

PROPERTY LOCATION

See what's around or speak to the team on reception to find out what's on in your local area.



University of Bristol



McDonald's



Bristol Shopping Quarter



CHECK OUT

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Please leave your key card on the study desk upon departure
- Please make sure your room and en-suite are clean before you leave

Protecting your personal information

Collegiate Group is committed to protecting and respecting the privacy of all parties with which it comes into contact.

You have a number of rights and protections under Data Privacy Law and Regulation. From the 25th May 2018, this is governed across all EU member states by the introduction of the General Data Protection Regulation (GDPR).

For more information, and to read our full Privacy Notice, please visit our website at:

www.collegiate-ac.com/privacy-policy

IF YOU NEED US

If you have any further queries please do not hesitate to contact us - you can send us an email at

towerreception@collegiate-ac.com

Welcome Home



COLLEGIATE
UK