

GUEST ARRIVAL INFORMATION

Arrival and departure

Check-in is from 2pm and check-out is by 10am. All keys should be collected from and returned to 'The Lodge', located near the Main car park. Conference Reception at The Lodge is open between 8am and 8pm, out of these hours Security staff will help you.

Parking

Overnight parking is available in the main car park only. Your token can be validated at The Lodge at any point during your stay.

Campus Facilities

- Shops, cash machines and a post office are located on The Street.
- Free Wi-Fi is available via The Cloud. This is easy to set up on all mobile devices.
- Regular buses run from campus to the city centre. Timetables available at bus stops.
- Guests can use the Student Union bar; please take ID.

Accommodation

- Bed linen and towels are provided in each room. Extra pillows, duvets and towels can be requested from your housekeeper by 12.30 each day.
- Rooms are cleaned twice weekly (daily if you have a B&B booking).

Food and drink

- Self-catering guests - Crockery, cutlery and cooking equipment provided in kitchens.
- For those with an inclusive meal package, vouchers will be provided upon check-in.
- Choice of cafes and restaurants on campus: Zest restaurant, Ziggy's Café, INTO restaurant, Sainsbury Centre Café, and Sportspark Café. Opening times may vary, check our [website](http://www.uea.ac.uk/about/visiting-staying/campus-facilities/campus-services) for all available services:

www.uea.ac.uk/about/visiting-staying/campus-facilities/campus-services

Additional notes:

- Smoking and vaping is prohibited in, and within 5 metres, of all UEA buildings.
- Luggage storage - by prior arrangement only.
- Lost property is kept at The Lodge.
- Lost keys and damage to property will be charged on an individual basis.
- Hair dryers and televisions are not available in residences.

Useful Telephone Numbers

Conference Reception (8am to 8pm during your stay) - 01603 591111
Security (24/7) - 01603 592352 / Emergency (24/7) - 01603 592222