

EMMANUEL COLLEGE

DOMESTIC MATTERS 2023–2024



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STAFF INFORMATION

Students are encouraged to get to know the College staff, many of whom have worked at the College for many years. If you have any questions, or an issue that you need help with, please do not hesitate to get in touch with the relevant member of staff. Staff with whom students are particularly likely to have contact on domestic matters are listed below.

Bursar: Catherine Webb	Has overall responsibility for Domestic Matters	Front Court, B Staircase: 34255 csw28@emma.cam.ac.uk
Housekeeper: Donna Bass	In charge of the bedmakers, the College Laundry and soft furnishings	Hostel Basement: 34216 Housekeeper@emma.cam.ac.uk
Head Porter: Stephen Montgomery	In charge of the Porters' Lodge and security within College	Porters' Lodge: 34274
Fire, Health & Safety Officer	Responsible for Fire, Health and Safety within the College	Front Court, A Staircase: 34215 ffs@emma.cam.ac.uk
Buildings Manager: David Hobbs	Responsible for the day-to-day running of the Maintenance Department	Front Court, A Staircase: 34223 dh437@emma.cam.ac.uk
Function Rooms: Jason Machado	Responsible for setting up public rooms, audio visual aid equipment etc.	07759 130588 eventsupport@emma.cam.ac.uk
Head of Catering: Matt Carter	In charge of the Catering Department	New Court, N1 – office at the rear of the kitchen: 34262 mc256@emma.cam.ac.uk
Head Chef: Nathan Aldous	Responsible for the kitchen, menu planning and dietary requirements	Office at the rear of the kitchen: 34277 na385@emma.cam.ac.uk
Catering Administrator: Jane Carter	Responsible for the administration in relation to dinners and functions etc.	Office at the rear of the kitchen: 34235 jms48@emma.cam.ac.uk
Senior Tutor's Secretary: Marion Dorkings	Responsible for internal bookings of public rooms	Front Court, B Staircase: 34254 mjd71@emma.cam.ac.uk
Committee & Accommodation Manager: Anna Battison	Supports the Bursar in the general management of accommodation and committee meetings	Front Court, A Staircase: 34241 ab392@emma.cam.ac.uk
Guest Rooms: Carey Pleasance	Manages guest room bookings	Front Court, B Staircase: 34255 guestrooms@emma.cam.ac.uk
Student Billing: Bianca Ovidenie	Responsible for students' College bills	Front Court, A Staircase, Bursary: 34207 student-billing@emma.cam.ac.uk

COLLEGE ACCOMMODATION

The basis on which accommodation is provided by the College is different from that provided in many universities or in the private rental sector. The accommodation at Emmanuel is not offered on a self-catering basis, instead College rooms are provided as part of a package which includes access to Hall and the cafeteria. In houses or on staircases the gyp rooms provide only very limited facilities – suited to preparing cold snacks or making toast etc. This model of College accommodation does assume that students living in College rooms will make use of Hall and the cafeteria and the College's accommodation is not intended for, or suited to, extensive cooking. Other facilities are also provided centrally and are shared across all College accommodation – for example, a central staffed laundry is provided, and no washing machines are located in individual undergraduate houses. It should be noted that one advantage of this 'College model of accommodation' is that undergraduates need only pay room rent for the 30 weeks of Full Term each year.

It is important to understand the basis on which College accommodation is intended to operate and to be clear that extensive self-catering is not possible in undergraduate houses or staircases.

COLLEGE REGULATIONS REGARDING ACCOMMODATION

College rooms are occupied in accordance with the College Regulations (a copy of which can be found on the College website). The following College Regulations (4, 5, 6, and 23) set out the formal conditions covering the occupation of rooms by undergraduates, and College Regulation 17 applies to the occupation of rooms by both undergraduates and postgraduates:

4. The College operates a system of Normal Period of Residence (NPR). This allows Students to be in residence in the College for a few days at either end of Full Term. Students who are allocated a room in College or in College-owned accommodation are permitted to occupy such rooms only during NPR and subject to the right of the College to resume possession at any time, whether or not the student is allocated other accommodation by the College.

5. All undergraduates must leave College accommodation by the end of NPR each term and all personal property must be removed. You therefore need to plan on that basis: for example, ensuring your travel plans correspond with that deadline.

6. You can only be in residence outside of NPR (staying late, arriving early, or returning for a period within a vacation) for exceptional academic or welfare related reasons, and with written permission from the Senior Tutor and/or the Bursar.

17. Sub-letting College accommodation is strictly prohibited. Failure to comply with this rule will invoke disciplinary proceedings against the individual.

23. Every student's College bill for any term shall be paid by the third Wednesday of the next Full Term with the exception of the Lent Term bill which must be paid by 27th April. The College reserves the right to levy charges against students whose bills remain unpaid by those dates. No student whose education fees and/or College bill remains overdue shall be allowed to return or to remain in residence after a vacation without the prior written permission of the Senior Tutor. Since the University Regulations require residence in a College or College-approved accommodation as a condition of pursuing a course of study in the University, this means that non-payment of bills can result in the interruption or termination of your course of study at Cambridge.

1. DATES OF TERMS ETC.

The dates of University & Full Term, and Normal Period of Residence, for the academic year 2023/2024 are as follows:

	MICHAELMAS	LENT	EASTER
University Term starts	1 October	5 January	17 April
NPR starts	27 September	10 January	13 April
Full Term starts	3 October	16 January	23 April
Full Term ends	1 December	15 March	14 June
NPR ends	5 December	20 March	22 June
University Term ends	19 December	24 March	25 June

2. UNIVERSITY CARD

Students are issued with a university card when they arrive at College. Cards identify students and provide access (e.g., to the College Library, faculty libraries and through various College gates) and allow the use of services (e.g., charging for meals in the College cafeteria). Your card will be programmed to provide access through the various College gates, to the library and so as enable you to purchase meals in Hall.

If your card is lost, stolen or damaged, you should contact the College card representative, Marion Dorkings, Senior Tutor's Secretary, univcard@emma.cam.ac.uk, as soon as possible. The University levies a £10 fee for replacing lost and stolen cards, and charges incurred in this respect are recovered via a student's College account. In the latter case, this fee can be avoided if a crime report number is available. Damaged cards are usually replaced free of charge, as long as the damaged card is returned to the College card representative.

All university cards must be returned to the College when you graduate. For undergraduate students there are arrangements in place for the cards to be collected immediately prior to graduation day.

3. ROOMS AND KEYS

a. ALLOCATION OF ROOMS TO FRESHERS

Questions concerning the allocation of rooms to undergraduate freshers should be directed to the Committee & Accommodation Manager in the first instance, whilst rooms are allocated to postgraduates by the Postgraduate Tutor.

The Bursar is responsible for the decoration, furnishing and maintenance of rooms. With the Buildings & Services Committee (which includes student representatives) she is also responsible for the assessment of room rents.

b. FIRST ARRIVAL AT POSTGRADUATE ACCOMMODATION

Keys for postgraduate rooms are issued from the Porters' Lodge. To collect a room key on first arrival at the College, postgraduate students will need to present at the Porters' Lodge a hard copy of an email confirmation that a first payment has been received by the College. The Bursary will send this email confirmation as soon as the first payment is received.

Please note:

- i. That you will not be able to collect a room key or take occupation of a College room without presenting this email confirmation
- ii. If, for any reason, you are unable to complete the first payment in time to take occupation of your room, please contact the Bursar as soon as possible. In appropriate circumstances he will be able to provide a letter authorising the Porters' Lodge to issue a room key.
- iii. If you arrive at the Porters' Lodge without either the email confirmation described or a letter from the Bursar, you will be able to pay the first payment by card. Cheques or cash will not be accepted; a room key will not be issued to you.

c. RESIDENCE REGISTER & LOST KEYS

On every occasion when coming into residence the Residence Register at the Porters' Lodge must be signed to obtain a room key.

On every occasion when going out of residence, the Residence Register must be signed, and the room key returned. Failure to return a room key and to sign the Residence Register on the date of Final Exeat will make the undergraduate liable to a fine at the discretion of the Senior Tutor, the fine being added to the undergraduate's College bill.

Should the room key be lost, a charge, to be agreed annually by the Senior Tutor & Bursar, will be made and added to the student's College bill.

If a student mistakenly locks a key inside a room, a temporary key will be issued without charge, provided it is returned to the Porters' Lodge the same day.

Students are not permitted to get keys cut at their own expense as the Head Porter needs to be aware that all keys are procured through the Porters' Lodge for security reasons.

d. UNIVERSITY CARDS & GATE ACCESS

Students will need to present their university card at the Porters' Lodge so that it can be set to operate the locks to the various external gates around the main College site.

e. 2ND AND 3RD YEAR ROOM BALLOTS

Rooms for 2nd & 3rd year undergraduates are chosen in a room ballot which is held in the Easter Term. The current 2nd years choose first followed a week later by the current 1st years.

Details of the room ballot will be circulated in the Lent Term.

f. ROOMS FOR 4TH YEARS

Rooms are set aside for those going into their 4th year, and potential 4th year students will be asked to nominate the other 4th years they would like to live with. The final list of 4th years is not confirmed until the end of Easter Term, when many students have already gone out of residence.

It is not therefore possible to hold a ballot for 4th year students to choose rooms, and instead the allocation of rooms is carried out by the Committee & Accommodation Manager, taking into account preferences expressed.

g. ROOMS ARE FULLY FURNISHED

In general, students in College occupy bed-sitting rooms which are adequately furnished. Each staircase has bathrooms or showers, WCs & gyp rooms (small kitchens).

Students should not substitute items of their own furniture for those supplied by the College

without the express permission of the Bursar, nor should they add items of their own nor remove College items without written permission from the Bursar.

h. BED LINEN

The College will provide a mattress protector, single duvet and one pillow in all rooms as standard. Please note that sheets, pillowcases, and duvet covers are not provided by the College. If these items are required, students will need to request a bedding package prior to their arrival, or once they have moved into their room. This will include a single sheet, duvet cover and one pillowcase. The bedding package is priced at £15 and will be charged to your College bill.

Request a bedding package via the College website: [/apps/helpdesk](#). Fill in the details required and then choose 'Household' as job type and click 'Add Job'. A sheet and a pillowcase can be included in your weekly bag of laundry (see para 5a below).

i. CROCKERY AND CUTLERY

Crockery and cutlery are not provided, and these items must not be taken from Hall or the cafeteria.

j. PICTURES AND POSTERS

Pictures/posters may be hung on the walls provided that appropriate hooks rather than adhesives are used (College Regulation No 18 refers). Suitable hooks are available free from the Porters' Lodge and the ECSU Shop.

Nails, Blue Tac, White Tac, drawing pins, Sellotape and other adhesives must not be used on walls in College rooms.

k. INVENTORY

The rooms allocated to students are fully furnished. An inventory for a typical room is as follows although precise provision depends on room size etc.:

- 1 x bed and mattress
- 1 x mattress protector
- 1 x pillow
- 1 x duvet
- 1 x desk lamp
- 1 x desk
- 2 x chairs
- 1 x coffee table
- 1 x wardrobe (freestanding or built-in)
- 1 x chest of drawers
- 1 x bookcase
- 1 x mini fridge

If students experience any problems with these furnishings or have any special requirements, they should discuss the matter with the Housekeeper, who, in consultation with the Bursar, may agree to the replacement of the items concerned.

l. CONDITION OF ROOMS

Please remember that rooms are exchanged annually, and that you must leave the room at the end of the year in the condition in which you found it. The College will charge for all non-accidental

damage to rooms or furnishings, including damage caused by the use of adhesives on walls (see also 22 below).

If rents are to be kept at a reasonable level, it is important to avoid unnecessary redecoration of rooms.

m. VACATING ROOMS AT THE END OF EACH TERM

At the end of each Term, the room must be vacated, and all property must be removed from the room. Failure to empty belongings will result in the student being charged for the additional days outside of NPR that the belongings remain in the room.

Items of property may only be left or stored in the room with the prior written permission of the Bursar.

n. ACCESS TO ROOMS BY STAFF

The following guidelines are intended to ensure that the privacy of students in College accommodation is respected and, at the same time, that maintenance and other work can be completed efficiently by the College. Arrangements for visits to rooms by the Housekeeper or bedmakers are not included within these guidelines:

- i.** When planned maintenance work is to take place on a staircase or within a house, residents will receive an email notice 24 hours in advance of the work being carried out and the expected time frame of the works.
- ii.** When unplanned works need to be completed quickly, notice will not be possible, but staff will knock before entering student rooms and take reasonable steps to reschedule their visit should it be inconvenient at that time. Equally, when staff are responding to faults entered in the reporting system, it will not be possible to give advance notice of a visit, but reasonable steps to protect the privacy of residents will be observed. The same applies when responding to urgent situations involving the safety of residents.
- iii.** Visits to student rooms, staircases, or houses for reasons other than maintenance, for example to inspect decorations or to plan future works, will be kept to a minimum, and all reasonable steps to protect the privacy of residents will be observed. Residents will receive an email notice of the expected time and intention of any such visit at least 24 hours in advance. Repeated visits to a room within the same Term will be avoided.
- iv.** Students will observe College Regulations concerning the occupation of accommodation.
- v.** Except in cases where security or safety is at risk, a warning will be issued concerning any student's possessions which are not permitted in College accommodation. Only if those warnings are not acted upon will possessions be removed by the College. The Head Porter will act as a point of contact to supply information should possessions be removed in these circumstances.
- vi.** The College will warn occupants via email notice suitably in advance of any planned changes to facilities or equipment on staircases or in houses.

If you enter a fault or breakage in the maintenance reporting system on the College website, it is taken to indicate your consent for a member of College staff to enter your room to complete the required repair, and in those circumstances, notice of the visit to your room may not be given.

o. ACCOMMODATION ON THE NIGHT OF THE MAY BALL OR JUNE EVENT

Please note that rooms on the College site must be vacated on the night of the May Ball or June Event. You will be asked to vacate your room by a certain time on the day of the Ball/Event, and the College cannot provide accommodation elsewhere.

p. RECYCLING

The College aims to promote recycling throughout its residential accommodation. This requires residents to separate rubbish in the standard way. For rooms on the main site a recycling bin for paper, cardboard, glass, tins, and plastic bottles is provided in each student room and will be cleared twice a week by the bedmaker. A recycling bin is also provided in each gyp room and will be emptied on a daily basis.

In outside properties use is made of the kerbside collection bins provided and emptied by the City Council. Up to date details of recycling arrangements are provided on the College and ECSU websites and are displayed within the entrance hall of each outside property. Please do not put recyclable materials in the general rubbish bins.

q. GYP ROOMS

It is important to emphasise that College accommodation is provided as a part of a package which includes access to Hall, cafeteria and the meals provided by the College kitchens. On that basis, the accommodation does not include full kitchens on each staircase or in each house, but instead gyp rooms are provided.

Gyp rooms include very limited cooking facilities, often only a microwave, and are intended for the preparation of light snacks only, and not full self-catering. The facilities provided in gyp rooms are limited by the space available, and considerations of fire safety etc.

Electrical equipment, other than that listed at 9(a) below may not be used in gyp rooms.

r. HOUSEKEEPING

Housekeeping will visit each staircase/property to clean the gyp rooms, toilets, bathrooms, and communal areas on a daily basis. En-suite facilities are cleaned once a week. All undergraduate and postgraduate students are responsible for cleaning their own rooms, and cleaning equipment (vacuums etc.) are made available for this purpose. The bins provided in student rooms will be emptied twice a week, and bins provided in gyp rooms will be emptied on a daily basis.

The precise schedule of visits by bedmakers to staircases and houses will vary, but a notice on each staircase/house will record the arrangement applying there. In addition, the bedmaker on each staircase will discuss the arrangements with residents.

Bins should not be left in corridors or on landings, as this presents a fire and trip hazard. A 'do not disturb' sign should be hung on the door handle if you do not want the bedmaker to enter.

s. VISITORS

After 2200, all guests of students living on the main College site and offsite must be accompanied by their host, and all such guests must leave College premises by 0200, unless only staying for one night or registered for an overnight stay. Overnight guests can be registered at: [/life/facilities/accommodation/visitor](#)

Please refer to College Regulations 20–23 for further information.

4. RESIDENCE OUT OF NORMAL PERIODS

- a. Postgraduate Students: depending on the course for which they are studying, some postgraduates occupy their College rooms on the same basis as undergraduate students, and the rent paid by them only covers the NPR. Other postgraduates pay a higher termly rent and are entitled to occupy their rooms for 13 weeks each term.
- b. Undergraduate Students: Rents paid by undergraduates cover only the Normal Period of Residence, not the University Terms. Undergraduates wishing to stay in College outside the Normal Period of Residence must obtain the permission of the Senior Tutor and/or the Bursar and pay a rent of £17.55 per day. Such permission will normally be given to overseas students, but only to a limited number of home students, who must have an exceptional reason for staying in Cambridge.

During the Long Vacation, if permission is granted by the Master & Tutors' Committee for a student to occupy a College room, a higher charge may be levied, and payment will be required in advance. Applications to stay and study must be supported by the Director of Studies, and a form for this can be obtained from the College Registrar.

Outside NPR, there is no guarantee that a student may continue to occupy their 'own' room, and an alternative room might be allocated. It must be fully understood that if requested by the College, you are expected to move rooms. This is particularly likely to be necessary for students based on the main College site. You must move rooms/vacate your room by the date instructed by the College. The allocated room may be of a lower grade compared to your Term-time room and could have more limited gyp facilities than you are used to.

All rooms must be vacated by 9am on the day after graduation at the end of the Easter Term. During the summer Vacation, students with permission to be in residence will most likely be housed in outside properties. Students staying for 7 nights or more during the summer Vacation will be invoiced separately for this accommodation and are expected to pay monthly in advance.

- c. Graduands: In the case of graduands, the room rent charged in the Easter Term is higher than for the other two Terms, as those graduating may stay in residence until graduation.
- d. Guest rooms booked for a period beyond the Normal Period of Residence in the Easter Term must be paid for in advance, before accommodation can be reserved.

5. ANUK

Together with all other Colleges in Cambridge, Emmanuel College observes the ANUK code of practice in the provision of student accommodation and services.

6. LAUNDRY AND IRONING

- a. A laundry to serve students is situated in East Court which is at the north-east end of the Paddock. The service provides for the washing (but not ironing) of one 4.5 kg bag/week of laundry. This bag can include a sheet and a pillowcase. The cost of this service is included in the room rent charge, appearing on your termly College bill. You will need to purchase a reusable laundry bag from the Laundry (at a cost of £15) and have your name clearly visible on the outside. Please sign in on the sheet provided when leaving your laundry bag. Laundry services will not be provided to students outside of NPR and bank holidays, regardless of permission to stay in residence over the Vacation period, therefore bags cannot be left during this time.
- b. Additionally, there is a small launderette in the North Court Cloisters, which can be used by students to launder items which are unsuitable for the Hostel Laundry. Keys to this Laundry are available in the Porters' Lodge and must be signed for and returned after each use of the

machines. There is no charge for this facility.

C. There are ironing rooms in North Court and the Hostel.

7. LUGGAGE STORAGE

a. A very limited amount of storage space is available in College, for use during the Vacation periods for exceptional circumstances only (e.g., international students). Students must seek permission from the Senior Tutor and/or the Bursar to store any belongings before the end of Term, and before placing any luggage in the College store. Please note that when you drop off your belongings at the College store, you will be required to show the email granting permission to leave belongings to the Household member of staff.

b. With the exception of students who have been granted permission to use the College storage space during the Vacation period, all possessions must be removed from College at the end of each term. Please take this into account when bringing your belongings to College.

C. The maximum that any student, who has been granted permission, can deposit in the College storerooms is eight items (including suitcases and boxes). The size of each box must not exceed the following dimensions: 40.5cm x 40.5cm x 40.5cm (64 litres). Medium size storage boxes of these dimensions can be purchased via Amazon. All such items are deposited at the owner's risk.



d. The limits on vacation luggage storage set out here cannot be exceeded. If you need to store more than is permitted in the College luggage stores you will need to arrange that with a commercial storage company at your own cost. A number of student luggage storage companies operate in Cambridge on a collect-and-store basis, and their details can be found online.

e. The College cannot store the empty containers in which computers or pieces of electrical equipment were packaged when purchased. These must either be returned home once you have unpacked, or otherwise disposed of.

f. Deposits to, and collections from, the College stores can only be made when members of the Household staff are available to unlock the store. A notice on the door to the stores, and in the Porters' Lodge, will indicate the times at the beginning and end of each Term at which the store will be open. Access to the store will not be possible outside of these times. It should also be noted that the store will not be accessible at weekends, bank holidays, or outside of normal working hours.

g. All items to be deposited must be securely packed and be clearly & prominently labelled with the name and CRSid of the depositor and the date of deposit.

h. Unless specific arrangements are made with the Bursar, and confirmed in writing, any items left in the stores by individuals who are no longer in residence will be disposed of.

i. Gyp rooms and cupboards etc. in staircases & houses are cleared during the summer Vacation, and any items left in these areas are disposed of. All of your belongings must therefore be cleared from these areas and taken home. Anything left in other areas will not be retained for when you return to College.

8. GUEST ROOMS

- a. Guest rooms can be booked via an online booking form at: </conferences/accommodation/guestrooms>
- b. Alternatively, students can call 34255, or come into the Bursary between 9am and 12noon only to book a room.
- c. Bookings without 24-hour notice will not be accepted. If an online request form is submitted after 12noon, it will be dealt with the following morning. Likewise, if a telephone message is left in the afternoon, it will be dealt with the following morning. All submission forms and telephone calls will be dealt with between 9am and 12noon daily.
- d. No room can be booked provisionally, and no specific room can be requested. Guests may only stay in guest rooms as long as the student is also resident in College accommodation.
- e. The address of the room being booked will not be made available in advance to those booking. The Porter's Lodge can be used as a point of reference, if necessary.
- f. Students may charge the cost of a guest room to their College bill (their CRSid will be required). However, if a student books a guest room during their final term, payment in advance will be required (cash, credit card or cheque only). If a student wishes to book a guest room for those attending graduation, payment must be made on booking. The guests of a graduating student will be allocated to a room (they will be notified of the room upon arrival), and it is not possible to request a specific room.
- g. If there is a cancellation within 7 days of the booking, there will be no refund. If the cancellation is more than 7 days in advance, the room charge will be refunded, minus a £20 admin fee/room.
- h. The maximum number of rooms that can be booked by a student is two – two singles or a twin and a single – for up to 7 nights. Students, College clubs and societies, needing to book more than two rooms, should contact the Bursar.
- i. The College does not accept guest room bookings for guests who are under the age of eighteen, even if they are accompanied.
- j. Student rates are £28.00 for a basic single and £56.15 for a basic twin.

9. SAFETY PRECAUTIONS

a. ELECTRICAL

- i. No alterations may be made in the electrical fittings of College rooms, except by members of the maintenance staff, or by those who have been authorised by the College.
- ii. Additional heating or cooling devices may not be introduced into College rooms.
- iii. All privately owned electrical equipment used in College accommodation is the responsibility of the owner. All such equipment must conform to either British Standards (BS) or European (EU) regulations. No electrical appliances, apparatus, leads, adaptors, transformers or plugs, other than BS or EU stamped, are permitted.
- iv. Particular care must be taken to avoid overloading the electrical supply system. While residents in the College and College hostels are responsible for the safety of their equipment, they, and College staff, have a duty to report any unsafe wiring or equipment which they may notice immediately.
- v. The use of 3-way adapters is not allowed. Multi-gang fused sockets only may be used. These may be obtained from the Maintenance Department and charged to your College bill.

vi. ENERGY SAVING

Any waste of electricity or heating increases the cost of operating College accommodation, and in turn increases room rents. It also damages the environment. Do not bring to College unnecessary electrical equipment, for example, all College rooms already have adequate lighting. Turn off all electrical equipment when you leave your room. Do not leave equipment on standby, as this wastes electricity.

vii. ELECTRICAL EQUIPMENT FOR COOKING

Microwaves have been installed in some gyp rooms in College and in outside properties. Instructions for the use of these microwaves are displayed in these gyp rooms. They must not be removed from the gyp room where they have been placed.

With the exception of Old Court (see below), and subject to conforming to 9a (iii) above, the following electrical household appliances may be brought to College for use only in gyp rooms: Toasters, kettles, coffee makers, sandwich toasters, rice cookers, slow cookers, blenders, juicers, grilling machines, bread makers and air fryers. Equipment such as deep fat fryers, hot plates and tabletop cookers is not permitted in College accommodation.

If any other appliances are found in College rooms, they will be confiscated.

viii. OLD COURT

Except for kettles, no other electrical cooking equipment may be brought to College for use in the sets in Old Court. This restriction has been introduced at the instruction of the City Fire Officer.

ix. COMPUTERS, MOBILE PHONE CHARGERS, ETC.

Electrical equipment such as computers, mobile telephone chargers etc. must be turned off and unplugged when the room is unoccupied. Laptop computers used in the library must be unplugged when not in use.

x. 3D PRINTERS

3D printers are not permitted in College rooms.

xi. LIGHTING

Other than the light provided by the College, only one additional light, using a low energy maximum 28-watt bulb, may be used in student rooms.

b. GENERAL SAFETY PRECAUTIONS

i. Candles, barbecues, inflammable solvents, fairy lights, paper lampshades, plug-in air fresheners and lava lamps are not allowed on any College property, because of the danger of fire. Any student found burning a candle in their room will be liable to a fine at the discretion of the Senior Tutor.

ii. Automatic door closers must not be disconnected, and fire doors throughout College, including those in the library, must not be propped open. Any interference with fire doors reduces the effectiveness of the fire precautions and jeopardises the safety of all residents.

iii. It is forbidden to interfere with sealed radiator valves.

iv. Smoking is not permitted in any College room (see 25 below for more general restrictions on smoking within the College site).

v. It is forbidden for residents to access the roofs of any College buildings. Any student who goes onto the roof areas will be liable to a fine, or be asked to vacate College accommodation, at the discretion of the Senior Tutor.

10. LIGHTBULBS

The need for a replacement lightbulb should be entered in the maintenance reporting system on the College website. This is reviewed daily, and appropriate action will be taken.

11. REPAIRS/FAULTS

Details of any matters requiring the attention of the maintenance staff should be entered on the maintenance reporting system on the College website (</apps/maintenance>). Reports are reviewed daily, and all items are investigated, and appropriate action taken.

Any matter which has safety implications (i.e., the replacement of light bulbs in public areas,) should be indicated in the reporting system and remedial action will be taken as soon as possible. Problems concerning faulty curtains and tracks should also be entered in the reporting system.

It is important that every member of College takes responsibility for reporting a fault or breakage which has safety implications. It should not be assumed that the fault has already been reported by someone else.

12. FRIDGES

All students in College accommodation have access to a fridge, located near or in their room. Fridges must not be moved. Faults should be reported via the maintenance reporting system on the College website.

13. TELEVISION SETS

The use of private television sets in rooms is allowed, provided that the occupant holds the appropriate licence. It is your responsibility to obtain a TV licence for any television brought into College, including using your computer to watch broadcast or BBC streaming programmes. Your home licence will not usually cover you, and there is no College-wide cover. The TV licensing website advises that: "your parents' licence will not cover you while you're away at university, unless you only use a device that's powered solely by its own internal batteries and not connected to the mains." Full details are available at: <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

TV licensing authorities make checks on a regular basis, and you are personally liable for any fines imposed.

14. SHARPS BOX

Sharps boxes for the safe disposal of syringes etc. are available in the Housekeeper's Office in the Hostel basement, and in the Porters' Lodge. Syringes etc. must not be disposed of in wastepaper bins. Consideration for safety of bedmakers and other members of staff must be shown in the disposal of such material.

A student who requires a personal sharps box in their room should contact the Housekeeper.

15. SAFE DISPOSAL OF BROKEN GLASS

All broken glass, and other items which might cause injury if handled, must be disposed of in the special bins provided in gyp rooms. Broken glass and other items that may cause injury must not be left in wastepaper bins, sinks, gyp rooms etc.

There was recently a serious injury in College because broken glass was left on a floor. Therefore, please ensure all broken glass is disposed of carefully, so as to avoid injuries to others.

16. BARBECUES

Barbecues are not permitted to be used on the main College site, or at any College properties, including in the gardens of outside properties.

17. MAIL

Mail for student residents in College is placed in pigeonholes in the post room by the Porters. Postgraduate students who live out of College, and work for the most part in a university department should contact the Head Porter to have their mail forwarded to their department.

During Vacations, mail is forwarded to students at their home address (or an alternative address, if the Porters' Lodge has been informed of one). If there is a high-cost implication in forwarding mail, the student will be contacted by the Porters' Lodge to agree how to proceed. Once students have left the College, mail will continue to be forwarded to them for up to 6 months.

18. BICYCLES

- a. Cycle racks are provided in the following areas:
 - Chapman's Garden
 - East Court
 - North Court
 - Some outside properties
- b. All bicycles must be registered with the Head Porter and must bear the allotted College number.
- c. Bicycles belonging to members of the College must not be left outside the front entrance to the College. The few racks at the entrance are for the use of visitors who have business in the College. Bicycles improperly parked are liable to be removed by the Porters.
- d. Bicycles may not be brought inside the College, except to wheel them from the gate to the nearest cycle shed or rack. They may not be wheeled through Front Court other than on the direct route from the front gate to the Chapman's Garden cycle sheds. They may not be stored or kept elsewhere in the College, nor may they be leaned against the walls of College buildings. (College Regulation 52 refers).
- e. Bicycles must not be stored in any College rooms or the common parts of College properties. Obstructions will be removed from College property if left in common areas.

19. PAYMENT OF TERMLY BILLS

Freshers are asked to refer to the note from the Bursar on 'Payment of Termly Bills and Payment of Fees' which has been previously circulated.

Bills for the Michaelmas, Lent and Easter* Terms must be paid by dates shown below.

Reminders are not sent, and any bill not paid by the appropriate settlement date will be subject to a College fine. Bills will be sent by email early in each term and should be paid to the College bank account shown on the invoice.

The following are the dates by which Undergraduate termly bills should be paid:

- Easter Term 2023 by 18 October 2023
- Michaelmas Term 2023 by 17 January 2024
- Lent Term & 'Estimated'* Easter Term 2024 by 27 April 2024

The following are the dates by which postgraduate termly bills should be paid:

- Long Vacation 2023 by 18 October 2023
- Michaelmas Term 2023 by 17 January 2024
- Lent and 'Estimated'* Easter Term 2024 by 27 April 2024
- Easter Term 2024 by 21 August 2024
- Long Vacation 2024 by 16 October 2024

For postgraduates in the last year of their course, special dates and procedures will apply. Details available from the income section of the Bursary. Payment should be made via bank transfer using the bank account details shown on the invoice. Students should inform their Tutor of any difficulty which they may have in paying their College bill, as soon as possible.

NB: *'Estimated' Easter Term bills are included on the Lent Term bills of all graduands. Any services not included on the estimated bills, e.g., special dinners, functions, guest room bookings and additional days of residence etc., must be paid for in advance. A final bill will be issued in July, and any overestimate will be refunded at that time.

20. ASSOCIATION FEE

Having matriculated you are a member of the College for life. When you graduate your final College bill will include the association fee, set at the symbolic sum of £15.84. This is a one-off charge, and covers the lifetime cost of the College Magazine, which you will receive each year, and all the other publications and communications to ensure that you and the College remain in touch.

21. QUERIES RELATING TO BILLS

The income section of the Bursary will deal with all queries relating to College bills. The normal hours during which this section is open for general queries are between 1100--1230 and 1400-1600 on weekdays. Queries relating to meal charges on the 'electronic point of sale' system in the catering department should also be addressed to the income section between these times.

22. DAMAGE TO COLLEGE PROPERTY

The College will charge for all non-accidental damage to rooms, fittings, and furnishings, such as spillages which stain carpets, or damage resulting from hot pans or irons. The College also reserves the right to charge for accidental damage to College rooms. This is not a trivial matter, since replacement of an accidentally burned carpet can cost as much as £500 and specialist carpet cleaning as much as £80.

23. SECURITY & INSURANCE

a. PERSONAL BELONGINGS

The College accepts no responsibility for the personal possessions of students, and you are advised to ensure that doors are locked, and windows closed whenever your room is unoccupied - even for very short periods. All windows have catches, but if you have a ground or first floor room you can contact the Head of Maintenance to request that a window lock be fitted. You can make this request before coming into residence if you wish. If there is a fault with a ground floor window or window lock, please report this via the [maintenance reporting system](#) on the College website as soon as possible.

The College cannot take responsibility for monies that are stolen from rooms. It is advised that you set-up a bank account immediately upon arriving if not before. If you intend to keep large amounts

of money in your room, then you must invest in a lockable safe box and not rely on drawers or secret places.

Accommodation in multiple occupancy houses and staircases offers tempting opportunities for thieves: there is much coming and going and it is all too easy for a stranger to disappear into the background. For this reason, it is important that strangers encountered on staircases should be challenged politely and asked who it is they are visiting, and the room number they are looking for: this is usually enough to deter someone who does not know the answer. If answers are unsatisfactory, such incidents should be reported to the Porter on duty without delay. Similar precautions should also be taken in the Boathouse and at the Sportsground.

b. COLLEGE FIXTURES AND FITTINGS

The College reserves the right to charge for damage caused to fixtures and fittings (see para 22).

c. INSURANCE

It has been agreed with the MCR and ECSU that with effect from October 2010 a basic level of contents insurance will be provided by the College for all those residents in College rooms.

The cost of this contents insurance is included within the room rents charged. The full details of the cover will be available from the College website. While this contents insurance cover will apply automatically to all those who are resident, and it is not possible to opt out of it, there is also the provision for you to top up and extend the basic cover.

The College has a large and open site. In order to maintain security all members of College must take responsibility for ensuring that doors are kept locked, faults with doors, windows, locks, gates or lighting are reported via the maintenance reporting system on the College website, and any strangers who do not appear to be visiting a member of College are reported to the Porter on duty as soon as possible.

24. CCTV

There are close circuit television cameras installed at various locations around the College. These are connected to a recording system. The Bursar is in overall charge of the CCTV system, and the Head Porter manages it on her behalf. The object of the system is to create a safer working and living environment, and to protect property. In the event of an incident, the CCTV recording would be used in an attempt to identify those responsible. The system will not be used to infringe an individual's right to privacy. Any enquiry relating to the CCTV system and its operation should be directed, in the first instance, to the Bursar. The College CCTV policy can be found on the College website.

25. SMOKING

The College is a smoke-free site, and smoking is not permitted in any part of the College buildings or grounds including but not limited to:

- Any residential accommodation
- All gardens
- Boathouse
- All gyp rooms, bathrooms, changing rooms, toilets, TV rooms and communal areas.
- College vehicles
- JCR bar

- Sportsground pavilion
- Swimming pool

Smoking includes the use of cigarettes, cigars, pipes filled with tobacco or any other substance, and any form of e-cigarette or electronic device that is used in a similar way to cigarettes.

26. QUEEN'S BUILDING

Eating and drinking are not permitted in the auditorium of the Queen's Building.

27. SWIMMING & TENNIS

a. SWIMMING POOL

The College has an open-air swimming pool which can be used at times during the Easter Term. During the Easter Term, students in residence may use the pool from 0630-0900 and 1230-1900 daily, including Sundays. After the end of Term, the pool is open from 0630-0900 and 1715-1900 daily, including Sundays, until 31 August. Access is restricted whilst the pool is cleaned between 0900-1230. Use of the swimming pool outside of these times is not permitted.

Any misuse of a swimming pool can be extremely dangerous, so the rules for the use of the pool must be observed at all times. The unaccompanied use of the swimming pool at any time is not permitted. The rules for the safe use of the pool, which are displayed beside it and listed below must be observed. The pool is unsupervised, and students use it at their own risk.

SWIMMING POOL RULES:

- For use by Fellows, College staff, students and permitted guests only.
- No entry after 1900
- No lone swimming
- No diving
- No running
- No smoking or alcohol
- No consumption of food or drink permitted.
- No photography permitted.
- Children are the responsibility of parents/guardians or other responsible persons.
- Students are permitted to bring a maximum of two guests.

b. PADDOCK TENNIS COURTS

A limited number of tennis courts are available on the paddock for use during Easter Term and the rules for their use are displayed in the Porters' Lodge. The tennis courts may be withdrawn from use if the grass becomes worn. Better quality grass (and hard) courts are available at the sports ground at Wilberforce Road.

28. RESPECTING OTHERS

We are committed to providing a welcoming, supportive and collaborative environment where individuals are treated with respect and dignity. It is our intention that staff and students behave appropriately at all times, and any behaviour which causes offence, whether intentional or not, will be treated very seriously. It is the responsibility of all of us to ensure that staff and students are able to contribute fully to the life and work of the College, free from harassment. It is the unwanted

nature of the behaviour which distinguishes harassment from friendly behaviour, which is welcome and mutual.

The following documents listed below provide further advice on behaviour which is unacceptable, and can be found at: /about/official

- Student Complaints Procedure
- Student Respect and Dignity Policy
- Meetings on College Premises

The University's Equality and Diversity agenda is set out at: <http://www.admin.cam.ac.uk/offices/hr/equality>

29. COMPLAINTS

If you have any concerns about the accommodation services provided by the College, or suggestions for improvement, please speak to the relevant member of staff (these are listed on page 3 of this booklet). If a matter cannot be resolved in that way please raise it with the Bursar, Catherine Webb (csw28@emma.cam.ac.uk). Equally, concerns or suggestions can be raised with ECSU or the MCR.

There is student representation (via ECSU and the MCR) on the College committees, which are responsible for providing accommodation & catering services, and matters of concern can therefore be raised at those committees:

- Building & Services Committee
- Catering Committee
- Garden Committee
- Health and Safety Committee
- Information Systems Committee

In addition, the College operates a formal complaints procedure, a copy of this is available from the College website.

30. DATA PROTECTION – ELECTORAL REGISTRATION

Personal data, including @cam email addresses, will be passed to the local electoral registration authorities for electoral registration purposes, but a student's email address will be withheld at the request of a student.

Please contact the Bursar if you wish your email address to be withheld.

CATERING ARRANGEMENTS 2023-2024

1. SERVICE OF MEALS

The following meals are served in the Hall during the Normal Period of Residence (see below) at the times stated:

Breakfast	0815-0915	Monday-Saturday: self-service cafeteria
Lunch	1215-1330	Monday-Friday: self-service cafeteria
	1215-1315	Saturday: self-service cafeteria
	1215-1315	Sunday outside Full Term: self-service cafeteria
Brunch	1030-1230	Sunday only in Full Term: self-service cafeteria
Dinner: Informal Hall	1745-1900	Daily: self-service cafeteria
Formal Hall	1930	Daily except Wednesday

A set three-course meal, followed by coffee, with waiter service. Gowns must be worn.

Service continues until 1900, but diners must leave the Hall by 1910, so that staff may complete preparations for the 1930 Formal Hall.

At the end of the Normal Period of Residence in the Michaelmas and Lent Terms, continental breakfast only will be provided, but after the end of the Easter Term full breakfast will be provided until graduation weekend.

At the beginning and/or end of the Normal Period of Residence, if the numbers in residence are low, a cafeteria meal in the evening may not be provided. In such a case a notice to this effect will be posted in the cafeteria and in the pigeonhole room.

No food may be eaten in Hall unless purchased from the College.

Standing on, or walking across, the tables in Hall is not allowed in any circumstances. Students sitting on the benches by the walls in Hall must remain seated until there is a convenient opportunity to depart past those who are still dining at their table.

On occasions when the Hall is in use for special dinners (e.g., matriculation) a self-service meal may be obtained as usual from the servery from 1745 and eaten in Upper Hall.

2. FORMAL HALL

During NPR, Formal Hall is provided each evening except Wednesday. On Monday, Tuesday, Friday & Sunday evenings, Formal Hall is more traditional, with a limit of 4 (non-Emmanuel) guests per person. Thursday and Saturday evenings are open to clubs, societies or groups wishing to book for a larger number of guests. Individuals with or without guests may also dine on these evenings. So that the correct number of meals may be provided, and specific dietary requirements met without undue waste, kitchen staff need to know how many people will be attending Formal Hall. You must therefore book in advance by 1900, three days (72hrs) before you intend to dine. Tables cannot be reserved in advance.

Formal Hall Bookings must be made online in accordance with the following procedure:

- All Emmanuel students should make their own bookings for Formal Hall individually online. Students should note that the only method of booking Formal Hall is via the online system.
- Places at Formal Hall cannot be booked by one Emmanuel student on behalf of another Emmanuel student, even if a group dinner is being organised.

- The cost of a Formal Hall is £11.00 if you live in College accommodation and £12.70 if you do not.
- You can book up to 4 (non-Emmanuel) guests using the online booking system; the cost for the first guest is £15.25, and the second, third and fourth guest are charged at £22.90 each.
- The charges for Formal Hall will appear on your termly bill.
- If you or a guest are a vegetarian or have any special diet, please indicate this when booking the meal. Consult the Head Chef if you or your guests have other specific requirements.
- Each Thursday and Saturday, when group bookings are possible, up to 20 non-Emmanuel guests may be booked into Hall at the above prices. No bookings for Emmanuel students should be made in this way.
- Bookings for groups of up to 20 non-Emmanuel guests must be made at least 10 days before the date that you intend to dine.
- Payment for all attendees will be made as a charge to your termly bill.
- Students should note that it is the group organiser's responsibility to notify the Head of Catering of any dietary requirements, and that it may not be possible to accommodate last minute dietary notifications.
- To avoid disappointment, please organise any group Formal Hall well in advance.
- You will need to ensure that any Emmanuel student planning to attend a group booking uses the online system to book themselves into Formal Hall
- One of the College's public rooms (other than Hall) may be booked via the Head of Catering for a private or a club/society dinner. Formal Hall prices will not apply to such a booking.
- During Normal Period of Residence, online cancellation is permitted without penalty, until 1845 the day before. After this deadline, an email should be sent to the Head of Catering, no later than 1000 on the day of the meal. After 1000 on the day of the meal, it is not possible to cancel, and the price of the meal will be charged to your College bill.
- Please be at the entrance to the Lower Hall by 1915 to be seated.
- Dinner starts at 1930.
- Late arrivals may be refused entry.
- Formal Hall is a special occasion, and students should always have regard for their fellow diners, College property and staff.

Guidelines for behaviour at Formal Hall is as follows:

- Gowns must always be worn by members of the College in Formal Hall
- You and your guests must arrive promptly before 1915. Entry to Formal Hall will be refused if you are late.
- Members of College staff will refuse admission to anyone who, in their opinion, is not in a fit state to participate in Formal Hall
- You have been asked to specify in advance, both for yourself and for your guests, any food allergies or other food restrictions. Dishes will have been prepared for you to take into account those restrictions, and when you are served during Formal Hall, you must not ask for an alternative dish. Staff have been instructed to serve only the dish which has been

prepared for you on the basis of the food restrictions you have previously specified.

- Staff need to know that everyone has remained in their original seats so that the correct dishes can be served to those who have reported food allergies. Therefore, you must remain seated during Formal Hall and are not allowed to move round the Hall during dinner.
- Table setting objects must not be removed from Hall.
- You can take photographs after the Fellows have left the Hall or after coffee has been served. If you choose to do so, you are expected to respect the privacy of the other diners and the reputation of the College.
- There must be no toasting, singing, or drinking games. The Hall is licensed premises, and rowdiness and drinking games breach the terms of the College's alcohol licence.
- Breach of these guidelines in Formal Hall will be considered a disciplinary matter and will be dealt with by the Senior Tutor and the Master & Tutors' Committee.

3. PARENTS' FORMAL HALL

Two parents' Formal Halls may be served each Term, likely at the beginning and end of each term, which are for members of College and their close families. Other College members are able to dine, but no other guests are allowed.

4. DIETS & ALLERGIES

a. SPECIAL DIETS

Vegetarian and other diet dishes are always available in the cafeteria, and at Formal Hall. Please consult the Head Chef if you have other dietary requirements.

b. FOOD ALLERGIES

Students who are allergic to particular food ingredients, should discuss the matter with the Head Chef as soon as possible after coming to College. The Head Chef will be able to advise on the ingredients in particular dishes.

The College kitchens collect information from suppliers as to the ingredients in products purchased from suppliers and seek to avoid the unnecessary use of nuts and nut products. However, the possibility of cross contamination of nuts, nut products or other ingredients, either during preparation or serving, cannot be ruled out. The elimination of all potential allergens is an impracticable objective, and the College cannot guarantee that any dish produced in the kitchens is free of nuts or other potential allergens. The nature of a kitchen which produces a wide range of dishes means that, despite the precautions that are taken, there is an element of risk, and if in doubt, particular items or dishes must be avoided. The Head Chef will be able to discuss particular requirements further.

If you are allergic to a particular ingredient the responsibility for your health rests with you. The British Allergy Association advises that:

"Adults, you are responsible for your allergy, you know what you are allergic to and can make informed decisions about what constitutes a reasonable level of risk when you choose a processed food or eat out. Always carry your auto-injector(s). If you have to use your adrenaline injection, then you must go to hospital for observation. If you do have a reaction in a public place, you must inject yourself first and delegate someone to call an ambulance."

5. SPECIAL DINNERS

Apart from club and society functions, the catering department is glad to arrange special dinners and other functions for College clubs and societies, or for individual members of the College.

- Rooms needed for such events must be booked through the Senior Tutor's Secretary
- Application can be made using the form on the College website.
- Once the room booking has been confirmed by the Senior Tutor's Secretary, arrangements for catering must be made promptly with the Head of Catering
- Catering arrangements must be finalised at least 10 working days before the event.
- In the Easter Term, any charges to 3rd year undergraduates arising from special dinners or other functions must be paid in advance.

6. CHARGING FOR MEALS

a. Undergraduates pay a contribution towards the fixed costs of operating the College kitchens, which is included within their room rent. Having paid this contribution towards fixed costs, undergraduates are entitled during the Normal Period of Residence to pay a reduced price for meals. Outside NPR, all students are charged the full price for meals.

b. Postgraduates who live in College accommodation on the main College site pay a room rent, inclusive of the same contribution to the fixed costs of operating the College kitchens, as do undergraduates, and are entitled to take meals at a reduced cost during NPR. The rent charged to postgraduates who live in College accommodation off the main College includes a reduced contribution towards the fixed costs of operating the College, and those postgraduates are entitled to meals during NPR at a reduced cost, in the same way as undergraduates. Postgraduates who do not live in College accommodation, and postgraduates living in married accommodation do not pay any contribution to the fixed costs of operating the College kitchens and must therefore pay the full price for any meals taken. Postgraduates in this category may, if they wish, elect to pay a contribution towards fixed costs, and then pay the reduced price for any meals taken.

7. PAYMENT FOR MEALS

Your university card must be presented to the cashier whenever you purchase meals from the cafeteria, or goods from the Buttery Shop. The till will read your account number from the card, and the cost of your purchases will then be transferred to your College account in the Bursary. The cost of any Formal Hall meals will be transferred to your College account in the same way. When your College bill is issued each Term (see General Information para. 19 above), a weekly summary will be shown of all your spending in the College kitchens and on Formal Hall.

Important – please note the following points carefully:

- Cash will not be accepted for the purchase of meals.
- Please ensure that you have your card ready before you join the queue.
- Each time you make a purchase from one of the tills in the kitchens, the total amount that you have charged to your catering account so far that term will show on the till display.
- If you have any questions about the operation of the 'EPOS' system, or the charges which have been made to your catering account, you should contact the income section in the Bursary, between 1100-1200 & 1400-1600 on weekdays, where a detailed breakdown of the spending on your catering account will be available.

During the Normal Periods of Residence, the lower prices for meals are charged to those who have paid the contribution to kitchen fixed costs. Outside those periods, all meals are charged at the higher rate.

The kitchens will be closed:

- After lunch on 19 December, and re-open for dinner on 3 January
- After lunch on 28 March, and re-open for dinner on 8 April
- After lunch on 10 August, and re-open for dinner on 28 August

8. BUTTERY SHOP

The Buttery Shop is open Monday-Friday 1100-1330 & 1730-1900. It sells wine, beer and minerals, milk, bread and confectionery for cash. Items can also be purchased from the Buttery Shop using your university card.

A list of the items stocked, with prices, is on display outside the shop. In addition, there is a vending machine for soft drinks and one for confectionery nearby. It also stocks a wide range of wines suitable for Formal Hall or other functions, and these can be purchased immediately prior to the beginning of Formal Hall.

Catherine Webb, Bursar
August 2023