



DOMESTIC MATTERS

(UNDERGRADUATES)

2024–2025

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STAFF INFORMATION

You can get in touch with the staff below if you have any questions about domestic matters:

NAME	ROLE	OFFICE	CONTACT
<u>Catherine Webb</u> Bursar	Overall responsibility for Domestic Matters	B staircase Front Court	34255 csw28@emma.cam.ac.uk
ACCOMMODATION AND ROOMS			
<u>Donna Bass</u> Housekeeper	Manages the bedmakers, Laundry and furnishings	Basement Hostel	34216 housekeeper@emma.cam.ac.uk
<u>Anna Battison</u> Committee & Accommodation Manager	Manages student accommodation and committee meetings	A staircase Front Court	34241 ab392@emma.cam.ac.uk
<u>Harriet Carey</u> Conference Manager	Coordinates public room bookings	A staircase Front Court	748987 conference@emma.cam.ac.uk
<u>Jason Machado</u> Function Rooms	Coordinates setup of rooms, AV etc.		07759 130588 eventsupport@emma.cam.ac.uk
<u>Carey Pleasance</u> Guest Rooms	Manages guest room bookings	B staircase Front Court	34255 guestrooms@emma.cam.ac.uk
CATERING			
<u>Nathan Aldous</u> Head Chef	Responsible for catering, menus and dietaries	Opposite kitchen New Court	34277 na385@emma.cam.ac.uk
<u>Jane Carter</u> Catering Administrator	Administration for dinners/functions etc.	Opposite kitchen New Court	34235 jms48@emma.cam.ac.uk
<u>Matt Carter</u> Head of Catering	Runs the Catering Department	N1 New Court	tel. 34262 mc256@emma.cam.ac.uk
MAINTENANCE AND BUILDINGS			
<u>David Hobbs</u> Buildings Manager	Responsible for college buildings and their upkeep	A staircase Front Court	34223 dh437@emma.cam.ac.uk
<u>Darran Kerry</u> Maintenance Manager	Runs the Maintenance Department	Workshop North Court	07720 160112 dk420@emma.cam.ac.uk
SAFETY AND SECURITY			
<u>Stephen Montgomery</u> Head Porter	Responsible for the Lodge, security and safety	Porters' Lodge	34274 porters@emma.cam.ac.uk
<u>Michael Proudfoot</u> Health, Safety & Fire Officer	Manages College Health, Safety and Fire	A staircase Front Court	768734 mp2154@emma.cam.ac.uk
FINANCIAL			
<u>Bianca Ovidenie</u> Senior Accounts Assistant	Responsible for students' college bills	A staircase Front Court	34207 student-billing@emma.cam.ac.uk
GARDENS			
<u>Brendon Sims</u> Head Gardener	Runs the Gardening Department	'Sheds' Emmanuel House	330905 bs678@emma.cam.ac.uk
SPORTSGROUND			
<u>Mark Robinson</u> Groundsman	Runs the Sportsground	Wilberforce Road	07922 590912 mr414@emma.cam.ac.uk

INFORMATION UPDATES

From time to time information regarding the College and its services will be updated. Please look out for emails from the Bursar and Senior Tutor communicating any updates.

1. 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 kitchens provide only very limited facilities – often only a microwave, and are intended for the preparation of light snacks only. The facilities 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 kitchens.

Other facilities are also provided centrally– 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 only pay rent for the 30 weeks of Full Term each year.

2. 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, 17 and 24) set out the formal conditions covering the occupation of rooms:

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.

24. Students are required to pay tuition and education fees, in accordance with any Higher Education Act that Parliament may pass, along with charges for accommodation and services provided by the College in the form of a College bill. Tuition Fees are to be paid in accordance with the Financial Agreement signed by the student prior to admission. 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 that date. No student whose education fees and/or College bill remains overdue shall be allowed to return, or to remain in residence after a vacation.

3. DATES OF TERMS ETC.

The dates of University & Full Term, and Normal Period of Residence, for the academic year 2024/2025 are as follows:

	MICHAELMAS	LENT	EASTER
University Term starts	1 October	5 January	17 April
NPR starts	2 October	15 January	19 April
Full Term starts	8 October	21 January	29 April
Full Term ends	6 December	21 March	20 June
NPR ends	10 December	26 March	28 June
University Term ends	19 December	25 March	25 June

4. 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 report this to the Tutorial Office using the following email address as soon as possible univcard@emma.cam.ac.uk. 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. 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.

University cards must be returned to the College when you graduate, and there are arrangements in place for the cards to be collected immediately prior to graduation day.

5. ROOMS AND KEYS

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.

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 setting room rents.

Residence Register & Lost Keys

On every occasion when coming into residence the Residence Register at the Porters' Lodge must be signed. Students will then be issued with their room key or have their University card enabled for Salto access if applicable. Students are not permitted to get keys cut at their own expense as all keys must be procured through the Porters' Lodge for security reasons. 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 and 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.

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.

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.

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.

Rooms are fully furnished

In general, students in College occupy bed-sitting rooms which are adequately furnished. Each staircase has bathrooms or showers, WCs and kitchens. Students are not permitted to substitute items of their own furniture for those supplied by the College, nor are they permitted to add items of their own or remove College items.

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](#). 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 6 below).

Crockery and cutlery

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

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.

Inventory

College accommodation is fully furnished. An inventory for a typical room is as follows although precise provision depends on room size etc. 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.

- 1 x bed and mattress
- 1 x wardrobe
- 1 x mattress protector
- 1 x bookcase
- 1 x pillow
- 1 x desk
- 1 x duvet
- 2x chairs
- 1 x desk lamp
- 1 x mini fridge
- 1 x chest of drawers
- 1 x coffee table

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

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. 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.

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:

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 which will include the expected time frame of the works.

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.

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.

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 of any such visit at least 24 hours in advance. Repeated visits to a room within the same Term will be avoided.

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 should possessions be removed in these circumstances.

The College will warn occupants via email notice suitably in advance of any planned changes to facilities or equipment on staircases or in houses.

Accommodation on the night of the May Ball or June Event

Rooms on the College site must be vacated by a certain time on the night of the May Ball or June Event. The College cannot provide accommodation elsewhere.

Recycling

The College encourages recycling. This requires rubbish to be separated. 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 kitchen 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.

Housekeeping

Housekeeping will visit each staircase/property to clean the kitchens, toilets, bathrooms, communal areas and empty kitchen bins on a daily basis. En-suite facilities are cleaned once a week. All undergraduate rooms will be cleaned once a week, and the bins provided will be emptied twice a week.

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.

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 [on the college website](#). College Regulations 20–23 include further information.

Residence out of normal periods

Rents only cover the Normal Period of Residence. Undergraduates wishing to stay in College outside the Normal Period of Residence (for academic or welfare reasons) must obtain the permission of the Senior Tutor and/or the Bursar via the termly Exeats process announced by the Tutorial Office. 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.

Outside NPR, students may be unable to stay in their own room and it must be fully understood that if requested by the College, you will move rooms. This is particularly likely to be necessary for

students based on the main College site, and during the summer Vacation, students with permission to be in residence will most likely be housed in outside properties. Students staying up outside NPR 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.

Students staying outside NPR will need to pay a rent of £18.20 per day. 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.

Students who are graduating may continue to occupy their room until 9am on the day after graduation at the end of the Easter Term. To reflect this, in the case of graduands, the room rent for Easter Term is higher than for the other two Terms.

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.

6. ANUK

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

7. LAUNDRY AND IRONING

A laundry 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 on your termly College bill. Students need to purchase a reusable laundry bag from the Laundry (at a cost of £15) and have their 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.

There is a small launderette in the North Court Cloisters, which can be used by students to launder items which are unsuitable for the College laundry. Keys to 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. There are ironing rooms in North Court and the Hostel.

8. LUGGAGE STORAGE

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 Bursar to store any belongings before the end of Term, and before placing any luggage in the College store. In order to obtain the key for the College store, you will be required to show the email granting permission to leave belongings to the Porters' Lodge.

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.

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.



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.

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.

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.

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.

Kitchens and cupboards etc. in staircases and 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.

9. GUEST ROOMS

Guest rooms can be booked [via the online booking form](#). Alternatively, students can call 34255, or come into the Bursary between 9am and 12noon only to book a room. Student rates are £29.05 for a basic single and £58.30 for a basic twin. The College does not accept guest room bookings for guests who are under the age of eighteen, even if they are accompanied.

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.

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. 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 resident in College accommodation. 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.

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.

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.

10. SAFETY PRECAUTIONS

Electrical

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.

Additional heating or cooling devices may not be introduced into College rooms.

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.

Particular care must be taken to avoid overloading the electrical supply system. 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.

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.

Energy saving

Any waste of electricity or heating damages the environment and increases the cost of operating College accommodation, and in turn increases room rents. 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.

Electrical equipment for cooking

Microwaves have been installed in some kitchens in College and in outside properties. Instructions for the use of these microwaves are displayed in these kitchens. Microwaves must not be removed from the kitchen where they have been placed. With the exception of Old Court (see below), and subject to conforming to the above, the following electrical household appliances may be brought to College for use only in kitchens: 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.

Old Court

The City Fire Office has instructed that, except for kettles, no other electrical cooking equipment may be used in Old Court sets.

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.

3D printers

3D printers are not permitted in College rooms.

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.

General safety precautions

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.

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.

It is forbidden to interfere with sealed radiator valves.

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

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.

Repairs/faults

The College website has [a system for logging jobs](#) for the attention of the maintenance staff, household department, IS department and the Porters. Reports are reviewed daily, and all items are investigated, and appropriate action taken. Please note that it is essential that jobs are logged properly, reporting an issue to the Porters is not a substitute for this, as the Porters cannot be expected to relay messages to the other teams responsible. 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.

Each member of College must take responsibility for reporting a fault or breakage which has safety implications. It should not be assumed that it has already been reported by someone else.

Fridges

All students in College accommodation have access to a fridge, located near or in their room. Fridges must not be moved.

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 which is also necessary to watch broadcast or BBC streaming programmes. Your home licence will not cover you unless you only use a device that's powered solely by its own internal batteries and not connected to the mains, and there is no College-wide cover. Full details are [available on their website](#). TV licensing authorities make checks on a regular basis, and you are personally liable for any fines imposed.

11. 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.

12. SAFE DISPOSAL OF BROKEN GLASS

To avoid injuries to others, all broken glass, and other items which might cause injury if handled, must be disposed of in the special bins provided in kitchens and must not be left in wastepaper bins, sinks, kitchens etc.

13. 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.

14. MAIL

Mail for student residents in College is placed in pigeonholes in the post room by the Porters. 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 to 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.

15. BICYCLES

Cycle racks are provided in Chapman's Garden, East Court, North Court, the basement of Janus House and some outside properties. All bicycles must be registered with the Head Porter and must bear the allotted College number.

There has been an increase in bike thefts and students are advised not to leave their bicycles outside the front entrance to the College. These racks are for the use of visitors who have business in the College and, given the risks of theft, are not suitable for bikes to be left for longer periods. Bicycles improperly parked are liable to be removed by the Porters.

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 53 refers). 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.

16. PAYMENT OF TERMLY BILLS

Bills for the Michaelmas, Lent and Easter* Terms must be paid by the following dates:

- Easter Term 2024 by **16 October 2024**
- Michaelmas Term 2024 by **15 January 2025**
- Lent Term & 'Estimated'* Easter Term 2025 by **27 April 2025**

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

The payment due date should be after you have received your student finance payment. If your student finance payment has been delayed, we may be able to offer a later payment date. Please contact student-billing@emma.cam.ac.uk as soon as possible or you can also call at 01223 334207 on Tuesdays and Wednesdays between 0900-1100 and 1400-1530.

If students have difficulty paying their bill for any other reason, they should contact their Tutor. The College can offer support to students in financial difficulties and will be able to talk through the options on a confidential basis.

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.

17. 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 contributes to the lifetime cost of the College Magazine, which you will receive each year, and other publications and communications that ensure that you and the College remain in touch.

18. QUERIES RELATING TO BILLS

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

19. 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.

20. SECURITY & INSURANCE

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 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.

Insurance A basic level of contents insurance applies automatically to anyone living in College rooms. The cost of this insurance is included within the room rents. The full details of the cover is available from the College website. It is not possible to opt out of it, but you can top up and extend the basic cover.

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 safe 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.

21. SMOKING

The College is a smoke-free site, including 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. 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 kitchens, bathrooms, changing rooms, toilets, TV rooms and communal areas.
- College vehicles
- the College bar
- Sportsground, including the pavilion
- Swimming pool

22. QUEEN'S BUILDING

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

23. SWIMMING & SPORTS

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 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.

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 sportsground at Wilberforce Road.

Sportsground

The College sportsground on Wilberforce Road is only a short cycle away. It has facilities for cricket, football, hockey, netball rugby and tennis. If you have questions about the Sportsground, please contact the [Groundsman](#).

The hard tennis courts are open all year round with no booking required. The grass courts are typically up from 1st May onwards (weather depending) until the start of July. Bookings for the grass courts can be made via the online booking system.

Community gardens

The College Community Gardens are a series of new planting beds located in the rear gardens of Park Terrace. The spaces are there to be used by any students, staff or Fellows who would like to take responsibility for one of the beds (or shared between friends). The beds can have anything you would like to grow in them (fruit, vegetables or cut flowers). The Garden Department are available for support but these spaces are designed to bring the College community together and aid to general wellbeing. For further details please contact the [Head Gardener](#).

24. RESPECTING OTHERS

We are committed to providing a welcoming, supportive and collaborative environment where individuals are treated with respect and dignity. Staff, Fellows and students must behave appropriately at all times, and any behaviour which causes offence, whether intentional or not, will be treated very seriously. We are all responsible for ensuring that staff, Fellows 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 University sets out their Equality and Diversity agenda [on their website](#). The following documents listed below provide further advice on behaviour which is unacceptable, and can be found [on our website](#).

25. 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 and catering services, and matters of concern can therefore be raised at those committees:

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

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

26. 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.

27. PRESCRIPTION CHARGE REIMBURSEMENT

Students can apply to claim reimbursement for prescription charges – both single issue and pe-payment certificates on the College website: prescription reimbursement form.

You will be asked to complete the form and include a receipt for the charges. Please ensure that you only include the receipt, and not the prescriptions or any details of your health condition. The completed form will be sent to the Bursar for approval, and once approved a credit will be applied to your College bill.

28. COUNSELLING

The College Counsellor, Tim Ellis, can be contacted via [the counselling request form](#) on the College website, to request a session or information: counselling form or [by email](#).

29. CATERING ARRANGEMENTS 2024-2025

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

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.

The kitchens will be closed:

- After lunch on 22 December, and re-open for dinner on 5 January
- After lunch on 11 April, and re-open for dinner on 22 April
- After lunch on 16 August, and re-open for dinner on 3 September

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.

Formal Hall

Formal Hall is a set three-course meal, followed by coffee, with waiter service. Gowns must be worn. Self-service cafeteria continues until 1900, but diners must leave the Hall by 1910, so that staff may complete preparations for the 1930 Formal Hall. During NPR Formal Hall is provided each evening except Wednesday.

Arrangements for Formals

- Formals held on Monday, Friday, Saturday and Sunday evenings have a limit of 4 guests per person.
- Tuesday and Thursday evenings are open to clubs and societies and larger numbers of guests up to 10 guests per Emmanuel student (although you can book without guests).

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) except for group bookings which must be booked at least 10 days in advance (see below) 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 £12.50 if you live in College accommodation, £13.30 if you do not, and £10.75 if you pay Contribution to Fixed Costs (CFC).
- You can book up to 4 (non-Emmanuel) guests using the online booking system; the cost for the first guest is £18.00, and the second, third and fourth guest are charged at £27.00 each. The charges for Formal Hall including your guests 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. Please consult the Head Chef if you or your guests have other specific requirements.

- Each Tuesday and Thursday, when group bookings are possible, up to 10 non- Emmanuel guests may be booked into Hall at the above prices. Students should note that it is the group organiser's responsibility to notify the Head Chef 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.
- 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.

Formal Hall is a special occasion, and students should always have regard for their fellow diners, College property and staff. This means:

- Gowns must always be worn by members of the College in Formal Hall
- Dinner starts at 1930 and 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, 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 staff have been instructed to serve only the dish which has been prepared for you.
- 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 will be considered a disciplinary matter and will be dealt with by the Senior Tutor and the Master & Tutors' Committee.

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.

DIETS & ALLERGIES

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. Halal meals are available on Wednesdays and Saturdays during term time.

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 and seeks to avoid the unnecessary use of nuts and nut products. However, the possibility of cross contamination either during preparation or serving, cannot be ruled out. The elimination of all potential allergens is an impracticable objective and, 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."

Room bookings

The College has a range of rooms which can be booked for supervisions, society events and private dining. Rooms needed for such events must be booked using [the online enquiry form](#).

Once the room booking has been confirmed arrangements for catering must be made promptly with the Head of Catering. All food and drinks consumed in rooms and outdoor spaces must be purchased from the College.

Charging for meals

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.

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. If you forget your University card, you may purchase your meal by debit/credit card but you will be charged at full price for using this payment method rather than the reduced price for CFC payers. 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. 18 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.

Buttery Shop

The BATTERY Shop is open Monday-Friday 1100-1330 & 1730-1900. It sells wine, beer, mineral water, milk, bread and confectionery. Items can also be purchased using your university card or debit/credit card payment. 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.

Catherine Webb, Bursar

August 2024