

Queens' College, Cambridge

Student Handbook

INFORMATION AND REGULATIONS

To be read in conjunction with the College Website

<http://www.queens.cam.ac.uk/>

For the University of Cambridge Student Handbook, see

<http://www.admin.cam.ac.uk/students/gateway/>

2013-2014

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1. THE COLLEGE AND ITS RESIDENT MEMBERS

The College

The *Queen's College of St Margaret and St Bernard*, commonly called *Queens' College in the University of Cambridge* was founded by royal charter in 1448. Its buildings represent the architecture of every century from then until the present. Within the College live the President and his family, a number of the Fellows and graduates, and the undergraduate members of the College.

The President and Fellows

The President is the head of the College. There are several classes of Fellow. *Honorary Fellows* are members of the College who have attained eminence and whose election by the Governing Body is a mark of recognition of that eminence. *Professorial Fellows* are elected from amongst the Professors in the University. *Official Fellows* constitute the major part of the Fellowship; they are active researchers who undertake much of the College teaching, and are also likely to be *College Officers* (see below). *Research Fellows* are usually elected when they are research students; the tenure of their Fellowships is limited and they are expected to devote the major part of their time to research. *Bye- Fellows* are elected for a limited period conditional on their undertaking certain College duties. Professorial and Official Fellows of long standing become *Life Fellows* on retirement; they thereby maintain their association with the College although they no longer take an active part in its government. The President, the Professorial Fellows and the Official Fellows constitute the *Governing Body* of the College. Several undergraduates and graduates are elected annually to serve as observers on the Governing Body.

The Graduate and Undergraduate Students

The *graduate* student members of the College fall into two categories:

Research students who are taking courses leading to research degrees such as the Ph.D., M.Phil. and some Diplomas;

Other graduate students who are taking courses leading to various postgraduate degrees, diplomas and certificates such as the M.B.A., the M.A.St., the LL.M., the Certificate in Education, clinical degrees and some Diplomas.

Graduate students may have been undergraduates at the College, or may be graduates of other Universities. A graduate student, if not a Cambridge graduate, has *B.A. Status* while at Cambridge, but any graduate student aged 24 or more has *M.A. Status* while at Cambridge.

The *undergraduate* members of the College are those who are working for the B.A. degree. *Affiliated students* are graduates of other universities who pursue undergraduate courses here for two years in order to gain a Cambridge B.A. degree (as a second first degree). Occasionally, undergraduates from other universities intermit their courses in order to spend one undergraduate year in Cambridge. Graduate, undergraduate, and affiliated students are members of the College.

Regulations

All student members of the College are required to conform both to University Regulations and to the College Regulations (and this they formally agree to do when they sign the Matriculation Register). The University Regulations are summarised at <http://www.admin.cam.ac.uk/students/gateway/regulations/>. The College Regulations are included in the document you are now reading, which is made available to every member on first joining the College: the latest version is available from <http://www.queens.cam.ac.uk/student-information/student-official-documents>. Both University and College Regulations are liable to change from year to year. Students are required to conform to the current regulations. Regulations cover all College property, including College houses, flats, and Owlstone Croft.

2. THE COLLEGE OFFICERS

From among the Fellows, the President or the Governing Body appoints College Officers to undertake the academic and administrative duties in the College. Many of these College Officers have advertised times at which members of the College may consult them.

The President

As head of the College, the President, Lord Eatwell, is responsible for ensuring that the Statutes of the College and the decisions of the Governing Body are duly observed. The President chairs the Governing Body and its major Sub-Committees.

The Vice-President

In the President's absence the Vice-President assumes the President's duties. The Vice-President is Professor Lisa Hall (B1).

The Senior Tutor

The Senior Tutor, Dr James Kelly (Essex 8), is responsible for teaching and learning within College, as well as the welfare of students.

Directors of Study

For each undergraduate the College appoints a Director of Study, usually a Fellow of the College, who will recommend University lecture courses, arrange Supervisors for College teaching, and advise on all matters related to the subject which the undergraduate is studying. Supervisors may be Fellows of Queens', Fellows of other colleges, faculty or departmental academics or graduate students. Complaints about any aspect of University or College teaching should be taken to the Director of Studies in the first instance.

The Tutors

Each student member of the College has a Tutor who:

- advises on those aspects of academic studies which do not fall within the province of the Director of Studies;
- conducts correspondence with the University authorities on behalf of the student;
- deals with administrative matters which are not directly the concern of any other College Officer;
- advises over financial issues;
- offers help and advice on any matter whatsoever while the student is in residence.

Any Tutor may assist any junior member of the College, whether or not the student is that Tutor's own pupil.

The Tutors are available for tutorial business at fixed times that are announced by notice, and at other times on request. In case of illness or emergency, students may contact the Duty Tutor via the Porters' Lodge. The Lodge telephone number is (01223) 335500

The Dean of College

The Dean of College, Dr Martin Dixon (H4), is responsible for addressing breaches of College and/or University regulations pertaining to discipline.

The Steward

The Senior Bursar, Mr Jonathan Spence (Essex 7) is currently Acting Steward. The Steward has responsibility for the College Kitchens, College Bar, and all other aspects of College catering.

The Chaplain and the Dean of Chapel

The Chaplain conducts services in the College Chapel. The Revd Tim Harling (DD1) has a pastoral role in the College and is available for consultation on any matter, whether spiritual or otherwise, by any member of Queens' or its staff. The Dean of Chapel, Dr Jonathan Holmes (FF8) has overall responsibility for the Chapel.

The Director of Music

The Director of Music, Dr Silas Wollston (S1a) oversees and promotes all music-making within the college. As well as conducting the Chapel Choir, he advises and assists in the planning of concerts given by the St Margaret Society, and organises termly chamber concerts in the President's Lodge.

The Librarian and Keeper of the Old Library

The Fellow Librarian, Dr Ian Patterson (Y8), is responsible for the College Library comprising the War Memorial Library (WMR), and the Law Library. The WMR contains books for use in connection with undergraduate and graduate studies. The Fellow Librarian is also responsible for the College's collection of older books and manuscripts.

The Garden Steward

The Garden Steward, Professor Allan Hayhurst (AA6), is responsible for the upkeep of the courts and gardens in College.

The *Praelector*

The *Praelector*, Professor James Diggle (AA5), is responsible for the matriculation of new students and the graduation of students.

The Senior Bursar

The Senior Bursar, Mr Jonathan Spence (Essex 7), is the financial director of the College. The preparation of College bills and the administration of student loans is carried out in the Financial Office, under the jurisdiction of the Senior Bursar. Students with financial problems should see their Tutor in the first instance.

The Junior Bursar

The Junior Bursar, Dr Robin Walker (Office, Cloister 1), is in charge of the maintenance of buildings and the furnishing of College rooms and has responsibility for the Maintenance Staff, Porters, Housekeeping, and the Accommodation Officer.

The Safety Officer

The Safety Officer, Dr Brian Callingham (bac5@cam.ac.uk), is responsible for all aspects of safety within the College. He is assisted in this task by the Regulatory Compliance Officer, Mr Jim Coulter (S2b, rco@queens.cam.ac.uk).

The Director of Development

The Director of Development, Mr Rowan Kitt (T7), is responsible for College Alumni Relations and Fundraising.

The Data Protection Officer

The data protection officer, Dr Laurence Tiley (W16), is responsible for the retention and security of potentially sensitive information.

3. WELFARE

The College aims to provide a comprehensive system of welfare support enhanced by referral to other sources in the University and beyond as required. Integral to this system is the welfare provision offered by the JCR and MCR. The whole is under the direction of the Senior Tutor.

Welfare at Queens' comprises four main elements, any of which provide a starting point for a care pathway:

The College Welfare Officer: Mrs Mairi Hurrell (DD2, The Welfare Centre) mh331@cam.ac.uk

Mrs Hurrell will offer an initial interview to determine how the problem is best addressed. In many cases she will undertake to give support herself or she may refer the student to another source of support inside or outside the College as appropriate.

The Chaplain: The Revd Tim Harling (DD1, The Welfare Centre) tch42@cam.ac.uk, extension 35562

The Revd Tim Harling is available to offer welfare support in a faith-based capacity if desired by the student. He may undertake to give support himself or he may refer the student to another source of support inside or outside the College as appropriate.

The Tutors

Every student member of Queens' will meet his or her assigned Tutor on arrival in College. Tutors are available at set times and by appointment to provide welfare support and advice on any aspect of life at Cambridge. Tutors may undertake to give support themselves or may refer the student to another source of support inside or outside the College as appropriate.

JCR and MCR Welfare Representatives

The students run an effective system of peer-based support. Details will be advertised by the JCR and MCR at Freshers' Week briefings and on their respective websites.

Once a student has accessed the care pathway by any of the entry points above, he or she can expect support to be delivered in a timely manner to the point where the difficulty is resolved or under effective control. If these outcomes are not possible due to capacity issues or resources within College, the student may be referred to other sources of care outside Queens'. These may include: the Disability Resources Centre or the University Counselling Service, and an array of other professional organisations beyond the University.

If a student chooses to access welfare provision outside Queens' it is recommended that he or she consult the Student Advice Service at CUSU in the first instance: <http://www.cusu.cam.ac.uk/advice/>.

Jewish Chaplains

Rabbi Yisroel Malkiel and Mrs Elishevah Malkiel
6 Alpha Road
Cambridge

Tel: 07748 040879

4. ACADEMIC STUDIES, EXAMINATIONS AND RESIDENCE

Academic Studies

Students are expected to take courses which are recommended by their Directors of Study. Students may not arrange Supervisions without the agreement of their Directors of Study.

Graduate students may or may not have Supervisions provided by the College but, notwithstanding this, may request advice from an appropriate Director of Study within Queens'.

Students are expected to take responsibility for their own learning and to devote the major part of their time during term to their studies. Students are also expected to continue academic study for periods during the vacations. For this reason, they should seek the advice of both their Directors of Study and their Tutors before undertaking any activity likely to absorb a significant part of their time. This applies both to University and College activities during term-time, and to employment during vacations.

Students are expected to withdraw from the College:

- if they persistently neglect their studies;
- if they fail a University examination.

See *Academic Failures, Neglect of Studies and the Procedures of the Review Committee* at <http://www.queens.cam.ac.uk/student-information/student-official-documents>

For the purpose of these Regulations and of the relevant College procedures, a candidate shall be deemed to fail an examination for which he or she has been entered as a candidate when his or her name does not appear on the published University class list for that examination, whether or not he or she is granted an Allowance towards the Ordinary Degree.

The College is committed to providing students with opportunities to acquire and develop transferable skills.

Supervision Guidelines for Students

Queens' is committed to ensuring that supervisions provide a stimulating environment for learning. This is best achieved in an atmosphere of open and free discussion within a clear framework of mutual expectations. The initial supervision should normally include discussion of the supervisor's own view about what the supervisions are intended to achieve. This should involve:

- Clear guidance about learning goals (e.g. connection to lectures, balance between understanding the subject and preparation for Tripos)
- Clear guidance about what the supervisor expects of students
- Clear guidance about how your Supervisor thinks that you should best structure your time in preparing for supervisions

Supervisions give you the chance to ask questions; they are not a test of your intelligence.

What you can expect of supervisions

- A full hour
- Your work to have been marked before the supervision, where appropriate.
- Discussion of your questions and problems with constructive comment and respect for your own opinions
- Teaching that is relevant to your course and contributes towards your understanding.
- Opportunities to discuss with your Supervisor, in privacy and in full confidence, any problems you perceive in the quality, relevance, or dynamics of the supervision you are receiving.

What is expected of you

- Turn up on time

- Hand in your work on time
- Contact your Supervisor in plenty of time if you are unable to make the supervision or complete work set
- Make an active contribution to the supervision and make your opinions known. The supervision is not intended to be another lecture, but a *two-way process of interaction*.

What to do if you encounter any problems

- Talk to your Supervisor
- See your Director of Studies or Tutor if you have persistent problems with either your Supervisor or supervision partner. It may be possible to change either or both of these.

Examinations

Students are required to take all University examinations for which they are eligible within the course for which they are registered unless the College gives permission otherwise. Entries for the majority of University examinations are completed on line. Candidates are responsible for ensuring that their own entry is correct. Any mistake should be reported immediately to the Head of Academic and Tutorial Services, Mrs Jackie Mahony (Essex 4). The University will not accept late changes to entries. A candidate whose name does not appear on the final list may not take the examination.

Students who suffer illness just prior to, or during, examinations may be entitled to apply to the University for an Examination Allowance. An application for an Allowance must be made via a Tutor and requires, beyond evidence of sound academic performance, full supporting medical documentation. The University will only grant a candidate the examination Allowance on one occasion during their undergraduate career.

Students who suffer serious illness during the academical year, and are thereby prevented from completing their studies, may be entitled to apply to the University to be allowed to *intermit* and repeat the year. This must be done via a Tutor and requires, beyond evidence of sound academic performance, full supporting medical documentation. Students who have so intermitted will not be allowed to return into residence until a qualified Cambridge-based general medical practitioner has confirmed their fitness to return to full-time study.

All members of the College are required to respect the two Quiet Periods in Easter Term. The two Quiet Periods in 2014 are between: 21 April - 9 May; 19 May - 13 June. During these periods it is expected that all noise in College will be kept to an absolute minimum to allow students to prepare for examination.

Residence

To qualify for the BA degree, an undergraduate must not only pass certain examinations but must also *keep* nine Terms. For each of the Michaelmas and Lent Terms this involves residing for 60 days; for the Easter Term, 53 days. Within the dates of each *Term* is a period called *Full Term* which is 60 days (or 53 days) long, and within which lectures and examinations are concentrated. Thus anyone who resides for every day and night of Full Term has automatically *kept the term*. If a student is away from Cambridge for a night during Full Term, this night must be made up by residence before or after the period of Full Term, but within Term. Similar residence requirements apply to most graduate students although qualification for other degrees, certificates or diplomas may require fewer Terms to be kept.

The dates of Term and of Full Term for future years are:

	Term begins	Full Term begins	Full Term ends	Term ends
<i>Michaelmas</i>				
2013-14	1 Oct	8 Oct	6 Dec	19 Dec
2014-15	1 Oct	7 Oct	5 Dec	19 Dec
2015-16	1 Oct	6 Oct	4 Dec	19 Dec
2016-17	1 Oct	4 Oct	2 Dec	19 Dec

Lent

2012-13	5 Jan	15 Jan	15 Mar	25 Mar
2013-14	5 Jan	14 Jan	14 Mar	25 Mar
2014-15	5 Jan	13 Jan	13 Mar	25 Mar
2015-16	5 Jan	12 Jan	11 Mar	24 Mar
2016-17	5 Jan	17 Jan	17 Mar	25 Mar

Easter

2012-13	17 Apr	23 Apr	14 June	25 June
2013-14	17 Apr	22 Apr	13 June	25 June
2014-15	10 Apr	21 Apr	12 June	18 June
2015-16	10 Apr	19 Apr	10 June	18 June
2016-17	17 Apr	25 Apr	16 June	25 June

In order that the College may certify to the University that its members have kept each Term:

- (i) At the beginning of each Term, each member must sign at the Porters' Lodge when collecting room keys.
- (ii) Absence from Cambridge for one or more nights must be notified in the *Intermediate Exeat* Book in the Porters' Lodge in accordance with the instructions given in it.
- (iii) At the end of each Term, each member must sign at the Porters' Lodge when they return their keys to certify that they have kept residence for that Term.

At the end of each Term, all student members of the College are required to state the date on which they will go out of residence (the *exeat* date). Any subsequent change of *exeat* date must be notified, during office hours, to the Accommodation Officer.

The College Periods of Residence

The academical year is constituted by College Periods of Residence and College Vacation Periods. The College [70-day] Periods of Residence are defined to be:

- Michaelmas and Lent Terms (70 days): noon on the Thursday before Full Term to noon on the Wednesday after Full Term
- Easter Term (64 days): noon on the Thursday before Full Term to noon on the Thursday after Full Term.

College charges (including termly charge for College Rooms) cover the *College Periods of Residence*. A student has the right to reside during these periods but at other times accommodation may be limited (and, if available, might entail a change of room). For accommodation in *College Vacation Periods* (i.e. Excess Residence), a daily charge is made and permission has to be obtained in advance from the Tutors. The Tutorial Office notifies all students of the required procedures and deadlines. During excess residence periods and at the beginning and end of each *College Period of Residence* College rooms are not available for occupation until noon on the day of arrival and they must be vacated by noon on the day of departure. There are long-term contract schemes available so that students who have to live in College accommodation for long periods of the vacations (for example overseas students) may do so. Details may be obtained from the Accommodation Officer.

The vast majority of rooms on the College main site are not available for the purpose of accommodating students during *College Vacation Periods*. Therefore excess residence and the long-term contract schemes may involve moving to a room other than that normally occupied (and may be either in College or at Owlstone Croft). Full details are given in the *Schedule of Fees and Charges to Members*.

During College Periods of Residence all facilities are normally available to resident members of the College. Outside these periods, members of the College do not have a right to these facilities, whether or not they are on a long-term contract scheme.

5. DISCIPLINE

A degree of discipline is fundamental to the educational and social life of the College, as to any community. At the point at which a student formally accepts the written offer to become part of this community, he or she enters into a contract with the whole of the College.

Members of the College are required to observe these regulations and other rules, and to adhere to established standards of good behaviour. Non-compliance may result in disciplinary action being taken against them.

All members of the College are to be aware that drunkenness is never an excuse for the infringement of rules and regulations.

The maintenance of good order and discipline in the College is entrusted by Statute to the Tutors. Breaches of discipline are addressed in the first instance by the Dean of College.

Breaches of University or College regulations may lead to the suspension of certain privileges (temporarily or permanently), or to the College having to withdraw certain of its guarantees in individual cases (such as the right to pay charges and fees by instalment, or the offer of College accommodation), or to the College having to require a student to withdraw from their course, or to the imposition of personal sanctions such as fines or loss of use of College facilities.

Junior members of the College are expected to co-operate with the Dean of College when that officer investigates an actual or alleged breach of College regulations. Refusing to answer questions relating to actual or alleged incidents is not compatible with the life of the community and may lead to losing the right to reside in College.

Anti-social behaviour is also subject to the College's Codes of Discipline. Every student has a right not to have their work, rest, or recreation disturbed by the action of others (whether that disturbance arises intentionally or unintentionally). It is the duty of the College to guard those rights, and it will do so in all cases through disciplinary action if necessary. Any incident involving the breach of criminal law will be reported to the police.

The College reserves the right, at no notice, to move a student from his or her room into alternative accommodation when it is believed that such a move would be conducive to the general welfare of the student community.

The College's disciplinary codes prohibit bullying in any form and, in particular, initiation ceremonies of any description are not permitted.

Students are advised to consult the following documents for further information. All are available from the College website (except the first two, which are on the University website).

- [University regulations](#)
- [Statutes and Ordinances of the University of Cambridge](#)
- [Policy on the Possession, Dealing or Misuse of Drugs](#)
- [Procedures for Dealing with Alleged Sexual Harassment](#)
- [Student Complaints Procedure](#)

6. FACILITIES

The Porters' Lodge

The Porters' Lodge is on Silver Street, at the end of Fisher Building closest to the River Cam.

All students have personal pigeon-holes (mail-boxes) in the Porters' Lodge.

The Porters are responsible for security in the College, and for responding to emergencies. Any emergency, suspicious activity or causes of concern should be reported at once to the Porters' Lodge 01223 335511. It is staffed twenty-four hours a day. The Porters may contact the Senior Tutor, Duty Tutor, College Nurse, Maintenance Staff, the Police, Fire and Medical Services at any time of the day or night.

The Porters are responsible for the safe keeping of all keys. Keys for bookable rooms and facilities have to be signed out by the user and in again by a Porter. The Porters are forbidden to issue keys for residential rooms to any person other than the resident; you might be required to offer proof of identity when asking for keys to your own room.

Found property should be taken to the Porters' Lodge and registered in the Lost Property Book. If you have lost anything report this to the Porters so that they can let you know if anything has been handed in. Full proof of identity will be required of anyone claiming back lost property from the Porters.

Administrative Offices

The **Bursary** (Essex 2, 1000-1400, Mon, Tue, Thu, Fri only). Lilani Rupesinghe deals with gymnasium applications.

The **Financial Office** (Essex 1, 0815 - 1600) Emma Symonds handles College Bills and Student Loan Company loan registration, and deals with tuition fee administration; Jo Fisher coordinates room allocation (but not complaints about defects).

The **Tutorial Office** (Essex 5, reception: 1030 - 1430). All tutorial and admissions enquiries should be addressed to the Tutorial Receptionist in the first instance. The *Head of Academic and Tutorial Services* is responsible for Tutorial administration, including matriculation, examination entries and graduation. The *Graduate Administrator* deals with all graduate enquiries.

The **Admissions Office** (Essex 5, reception: 0930 - 1600). The *Admissions Co-ordinator* handles all undergraduate admissions matters. The *Graduate Administrator* is responsible for all graduate admissions.

The **Development Office** (Fisher T5/7 09.00 – 17.00) Alumni Relations and Fundraising including the maintenance of the database of Queens' Members. The details held on this database are confidential and the College reserves the right to decline requests for information from it.

Bicycles and Bicycle Storage

Each bicycle must (to satisfy University Regulations as well as to maximise the chance of its return if it is stolen) bear a *College Bicycle Number*, allocated by the Head Porter. Cambridge Police have a large collection of impounded bicycles, which they sell if unclaimed within two weeks; bicycles displaying a College number are retained during vacations and for two weeks of the following term.

There are two covered bicycle sheds in College, one behind Friars' Building and the other alongside the path to Fisher Building. The latter is primarily intended for bicycles which are in daily use; students who rarely use their bicycles should use the sheds behind Friars'. There is a secure cycle cage behind Friars' for those who wish to lock their cycles out of

reach. Bicycles may not be ridden within the bounds of the College. Bicycles may not be taken into rooms or staircases, and may not be left in any of the courts of the College. Bicycle maintenance may not be carried out in College rooms. Every summer the College disposes of bicycles which appear abandoned or derelict or which have no College number, or which were registered three years or more years previously.

Chapel

Services are held in Chapel during term time, summarised on the Chapel Card, and distributed to all members of College at the start of each term. The Communion is open to members of all denominations. The Chapel is open until late evening for private prayer and meditation, but can sometimes be hired, through the Dean of Chapel, for rehearsals, concerts, or other events, provided these do not clash with regular service times. The Chapel may be available for the weddings of current students or old members - enquiries should be directed in the first instance to the Dean of Chapel. The Organ may be used by arrangement with the Senior Organ Scholar (H2 Walnut Tree Court), after permission for the use of the organ has been granted by the Dean of Chapel.

Common Rooms

The **Junior Combination Room (JCR)**, located in the Solarium, AA8 Cripps Court, is administered by the JCR Committee and provides quiet social facilities for students, including newspapers: entry is controlled by University Card. The College Bar is located on EE staircase in Cripps Court.

The **Middle Combination Room (MCR)**, located in the Woodville Room, AA1 Cripps Court, is administered by the MCR Committee and provides social facilities for graduate students, including newspapers and television. Graduate students gain entry to the MCR by use of their University Card.

Computers and the internet

A Computer Room, for use by College members, is on the ground floor of Essex Building. Entry is by University Card. There is another Computer Room in Owlstone Croft. They have a mixture of PCs and Apple Macs on the University *Managed Cluster Service* (MCS, see <http://www.ucs.cam.ac.uk/desktop-services/mcs>), all of which have access to the Cambridge University Data Network, the Internet, and to MCS file storage and applications.

Users need to provide their own A4 cut paper for the free-of-charge mono laser printers; the colour laser printers are part of the Desktop Services Common Balance scheme, see <http://www.ucs.cam.ac.uk/desktop-services/ds-print/paying-for-ds-print>.

Students have been pre-registered for *user identifiers* and *passwords* on the following University systems:

- the electronic mail system (*Hermes*), see <http://www.ucs.cam.ac.uk/email/>
- the *Raven* web authentication system, see <http://raven.cam.ac.uk/>
- the *Desktop Services*, see <http://www.ucs.cam.ac.uk/desktop-services>

Students will be able to collect their passwords after their arrival in Queens' by means of a special "signup" procedure (a) in the Computer Room, or (b) by first registration of their PC in their bedroom, or (c) from a link on the landing page of the *Lapwing* wireless network. You will need your UCAS personal identifier or Board of Graduate Studies (BGS) number.

The Computer Officers, Andy Eddy and Vas Kiourtsoglou, are able to change the passwords for the MCS facility during office hours (Ground Floor, Essex Building). *Hermes* and *Raven* passwords can only be reset by the University Computing Service.

Ethernet wired internet connections are available in all student rooms across the entire college estate. Registration for this service is automatic: just connect your PC to the ethernet socket, open a web browser, and follow instructions on the registration pages: you will need your *Raven* password, which can be obtained as the first step of the registration

process. There are also ethernet sockets at most library desks which can be used in the same way.

The university *Lapwing* and *eduroam* (see <http://www.ucs.cam.ac.uk/wireless>) wireless internet services (for laptops, tablets and mobile phones) are available in all bedrooms in college and its external hostels, and in most communal areas, including the library, dining hall, and bar. *Lapwing* offers an insecure unencrypted internet service into which you have to login every time, but *eduroam* provides automatic secure internet access whenever your device is within range. For *Lapwing*, open a web browser, and follow instructions: you will need your *Raven* password. For *eduroam*, your device requires special pre-configuration, see: <http://www.ucs.cam.ac.uk/wireless/eduroam/localusers>

Macs and Windows PCs connected via the college wired or wireless networks can print directly to the laser printers in the Computer Rooms and to the photocopier in the Library. See <http://www.ucs.cam.ac.uk/desktop-services/ds-print/individual> for the necessary software download. At the Library photocopier, you need to swipe your University Card to start printing.

Students who send e-mail to College or University staff should do so from their Cambridge *Hermes* e-mail account, and not from any other personal e-mail account they might have. Students are expected to check their *Hermes* in-box regularly in case of incoming e-mail from College or University staff.

It is compulsory that all PCs (a) are kept up-to-date with critical security updates as soon as they are released; and (b) have an anti-virus system active which automatically updates itself at least once a day. Computers not in compliance are liable to summary disconnection from the college network.

There might be excess network traffic charges if you use an excessive volume of data: avoid file sharing and TV-streaming services. Students must respect the law relating to copyright: students detected with copyright material on their PC without the copyright-holder's permission might be subject to penalties, for instance, enforced deletion of all offending material, fines, or disconnection from the internet.

First Aid and Accidents

There are First Aid Kits at the Porters' Lodge and at various stations within the College and external properties. If you suffer an injury, other than one you can readily treat yourself, you should ask for help from one of the qualified First Aiders whose names are listed in the Porters' Lodge, or from the College Nurse (see below). If the injury requires this level of attention you are expected to enter the details, or have them entered, on an accident form. The information is treated confidentially.

In the event of a serious accident you or someone attending you should ask the Porters to summon an ambulance. Three Defibrillators (AEDs) are available for use in the event of a life threatening event. They are situated in the Porter's Lodge, the Boathouse, and the Sports-ground changing rooms.

Actions on Encountering an Intoxicated Person

Symptoms of serious intoxication include: shallow breathing, inability to sit upright or remain standing; a marked desire to lie down/roll over; staggering, stumbling, unusual behaviour; vague or violent reactions; bloodshot eyes; stupor; unconsciousness. When these symptoms are observed the following actions should be taken:

- Keep the intoxicated person safe from physical injury, especially falling. Help the intoxicated person (IP) to a safe seat or to the floor. If the IP is lying down and beginning to heave or vomit, place them in the recovery position (on their side with the higher knee bent) to prevent choking. Put something behind their back to prevent them rolling onto their back or stomach.

- Telephone the Porters Lodge (01223 335500) and ask for assistance; state location. If, for any reason, the Porters cannot be contacted, ring Emergency Services (999).
- Remain with the IP. Check the IP regularly until the Porters and/or Emergency Services arrive. Say the IP's name loudly, prod them, and look for a response. Watch the chest for breathing movements - a rate of 12-20 breaths per minute is normal. *Do not induce vomiting and do not offer food.* Do not put the person into a cold shower: this may induce shock.

Health Centre

The Health Centre is located between BB and CC staircases in *Cripps Court*. Nurse Emma Dellar (nurse@queens.cam.ac.uk) is the College Nurse. Her consultation times are posted outside (normally, Monday to Friday 0830-1100 and 1500-1700, during Full Term). She can be contacted outside her normal hours through a Tutor, the Duty Tutor, or the Chaplain. You may consult her for any reason, and you must inform her if you suffer illness. It is important to ask for advice at once if you have any symptoms which you suspect may be associated with Meningitis (symptoms notices are widely posted in College). The names and photographs of those liable to Anaphylaxis (extreme allergic reaction to specific food or other substances) are posted in the Porters' Lodge and the Catering Department, and staff are trained in the emergency action to take. If any of your friends are known to suffer, it may help to save lives if you also knew what simple action to take.

For further information please refer to the Cambridge Student Health website (<http://www.camstudenthealth.co.uk/>), developed by local GP surgeries, which provides information and guidance about a wide range of health matters and services for students.

Housekeeping Department

The Housekeeping Department is located at CC4 Cripps Court. The Head of Housekeeping is Ms Helen Heath. All requests, suggestions or complaints concerning housekeeping staff, furnishings, domestic matters or the general cleanliness of College should be made in the first instance to the Housekeeping Office, or by e-mail to housekeeping@queens.cam.ac.uk or by phone to 01223 335585.

Launderettes

Coin-operated launderettes are to be found in three locations: just outside Q staircase, *Dokett Building*; at the bottom of FF staircase, *Cripps Court*; at the far end of Owlstone Croft Block A, and at 73 Maids Causeway. Any faults should be reported by telephone to the number on display in the Launderette, not to the College (the College does not maintain the equipment).

An iron for pressing clothes may be borrowed from the Porters' Lodge. A drying area is provided in the *Cripps Court* launderette. Items may be sent to the commercial laundry used by the College: Housekeeping can provide details of this facility.

Library

The Library, between Old Court and Walnut-Tree Court, consists of:

- the **War Memorial Library** and the **Law Library**, containing books for student use, and desks for reading or working.
- the **Old Library**, containing manuscripts and books dating back to the eleventh century. It is not normally open but can be visited by arrangement with the College Librarian or Keeper of the Old Library and it is opened for special exhibitions from time to time.

Information about, and regulations concerning, the use of the Library are posted in the War Memorial Library or may be ascertained by consulting the College Librarian in the Library Office. Introductory sessions are held as part of Freshers' Week at the beginning of the Michaelmas Term.

See <http://www.queens.cam.ac.uk/student-information/library-archives>

Mail

All incoming mail is placed in students' *pigeon-holes* (mail-boxes) in the Porters' Lodge in College. Pigeon-holes are used for mail, and for official notices and publicising social events. Incoming telephone messages received by the Porters will be posted in pigeon-holes. During vacations your incoming mail, if stamped or franked, will be forwarded to your home address unless you give other instructions in writing to the Head Porter. It is College policy not to disclose students' home addresses or telephone numbers to any inquirer, but the College will redirect stamped mail on request.

For outgoing mail, there is a Royal Mail post-box set into the south outer tower of the Old Court Gate, Queens' Lane. Alternatively mail may be posted through the College's franking machine by cash payment in the Porters' Lodge.

During Full Term only there is a free inter-college student mail service for which the post box is in the Porters' Lodge. This service does not extend to University Departments. (The *University Messenger Service (UMS)* is a different system, and is not available to students.)

The correspondence address for the main site is: Queens' College, CAMBRIDGE, CB3 9ET. It is not necessary to quote a staircase and room number.

The address for Owlstone Croft is: Owlstone Croft, Owlstone Road, CAMBRIDGE, CB3 9JJ. The addresses for other hostels are on the College website.

Students resident in external College properties or private accommodation may wish to arrange for valuable items of mail to be sent to them at the main College site, and not their lodgings address, since the pigeon holes in the Porters' Lodge are a relatively secure location for the collection of mail.

Maintenance, Defects and Safety Hazards

The Maintenance Department is located at Q1, Dokett Building. The Head of Maintenance is Mr Steve Pauley. Defects in the buildings or the services of rooms, staircases or any other parts of the College should be reported immediately by email to maintenance@queens.cam.ac.uk, or by phone to 01223 335513. In an emergency outside working hours, please phone the Porters on 01223 335511.

It is particularly important to report any defect which could be a safety hazard; your report of these should be prefaced by "SAFETY HAZARD" in capitals. In emergency, the Porters can call the maintenance staff by mobile phone. The College is also anxious to repair water leaks, dripping taps, and overflows as soon as possible. The e-mail maintenance system is tracked. You will receive an automatic response to your report, and you should receive a further e-mail when the defect has been fixed. If repairs are held up you should receive an e-mail to that effect within 3 working days of your report. If you receive no such responses after 3 working days, you may escalate the issue to the *Head of Maintenance*. Once you receive the e-mail reporting that the defect has been fixed, your report is considered to be closed. If, after that, the defect has not been remedied, or it reappears, please report it again.

Complaints about standards of the services or maintenance in College will not be accepted unless there is evidence that the matter was reported to the Maintenance Department at the appropriate time, so retain your e-mails.

Meals, Catering, and Beverages

The College provides breakfast (0815-0930), lunch (1230-1400), brunch on Saturdays and Sundays (1100-1330). Dinner is available in two forms: an informal cafeteria self-service meal (1800-1900) and a served dinner (*Formal Hall*). Formal Hall (served on Wednesday, Thursday, Friday and Sunday at 1930) is a formal occasion at which students are required to wear gowns. High standards of dress and behaviour are expected. MCR Dinners are held on alternate Thursdays, commencing the first Thursday of each Term. Grace is said by

Scholars in turn. Payment for meals is made by cash or via the cashless payment system using your University card once your account has been set up (see *Catering information for Students at Queens*).

The College can cater for vegetarians, vegans, and others with dietary requirements. No meals are provided at Owlstone Croft; however there are extensive facilities there for self-catering. Students who seek self catering should apply for Owlstone Croft accommodation. A cover charge will apply for guests. Outside Full Term, meal times may vary. The kitchens are closed and no meals are served for a fortnight in August, and for ten days over Christmas/New Year, and possibly the Easter weekend.

The Catering Office is at the bottom of FF staircase in Cripps Court and is open to callers 0930-1230, Monday to Friday. The Catering Secretary can be contacted on extension 35592.

The Coffee Bar is open 1030-1600 Monday to Friday. The Bar is open 1830-2300 Sunday to Thursday, and 1830-2330 Friday and Saturday throughout the *College Periods of Residence*. Students may not bring their own drinks into the Bar. Cutlery, crockery, and glasses may not be removed from the Hall or Bar; students are reminded that they should bring their own for private use in their College rooms. The JCR keeps a stock of cutlery, crockery, and glasses which may be borrowed for special events.

See also: <http://www.queens.cam.ac.uk/mi-client/media/catering/catering-information-for-students.pdf>

Music Rooms

The Music Room, behind Chapel, two Music Practice Rooms in the basement of the Fitzpatrick Hall, and the piano in the Old Hall are administered by the St Margaret Society. There are booking sheets in the Porters' Lodge. Amplified music and drum-kits are not permitted in the Chapel Music Room. It should not be used when there are services, rehearsals, or concerts in the Chapel.

Notice Boards

Official College notices appear in the Screens, along the south side of Cloister Court. College Clubs and Societies post their notices on the boards outside the Bar, at the foot of EE staircase in the Cripps Court cloisters. General posters appear on the boards in the Bar lobby. Notices relevant to the coming week's activities appear on boards in the Cripps Dining Hall lobby.

Nursery

The College runs a weekday nursery 0830-1430 (with the option of extended hours to 1630) during school terms in the Green Room for children aged up to five years. Priority is given to children of students and staff, but early application is essential. For further information please contact the Nursery Head: Mrs Sandy Bullett on 01223 335623 during nursery hours. Out of nursery term times contact Sandra Lackenby on 01223 335556.

Photocopier

There is a photocopier in the Library which is available for use by Queens' students. It is operated by your University Card as part of the DS-Print service.

Photographic Darkroom

A darkroom in R Staircase basement, Dokett Building, is run by the Photographic Society.

Public Rooms and Other Areas

Certain rooms and areas in College may be booked by Queens' students or societies through the *Catering Secretary* (0800-1530, FF staircase). All rooms and areas have certain restrictions and conditions pertaining to their use, which should be inspected prior to booking.

Bookings for the present term can be processed directly by the *Catering Secretary*; bookings for future terms up to one year ahead are referred by her to the *Timetabling Committee*, which meets the day before each Full Term with the object of establishing priorities and resolving conflicts between bookings. The bookable rooms include:

The **Angevin Room**, off the passage between Cripps Court and Lyon Court, may be booked for activities which are quiet, and for teaching (whiteboards available). The Angevin Room can be used as a Bar in association with functions booked into the Fitzpatrick Hall.

The **Armitage Room**, FF staircase Cripps Court, when not in use as a dining room or for summer term revision, may be booked for small quiet meetings or teaching (for whiteboards, see the Housekeeper).

The **Bowett Room**, on the first floor of the Squash Courts in Lyon Court, may be booked for receptions, large meetings, table-tennis and for teaching (whiteboards available). For tables and chairs, see the Housekeeper. When not otherwise booked, it may be used for Table-Tennis without booking.

The **Erasmus Room**, first floor, I staircase, Pump Court, may be booked for meetings only, not for parties.

The **Fellows' Garden**, between Erasmus Building and the river, is private to members of the College. It may be booked for summer outdoor parties. In the Easter Term and Long Vacation, walking on the grass is permitted, and the bowling green may be used for bowls or croquet (only).

The **Fitzpatrick Hall**: see Theatre (below)

The **Grove** may be booked for summer parties. The Grove is a quiet wooded area alongside the river, open to all members of the College. Because of the spring bulbs planted there, please keep to the paths from October to June.

The **Munro Room**, Old Court, is a small dining room bookable by Fellows and external functions.

The **Old Combination Room**, Cloister Court, is bookable by Fellows and is also used for external functions.

The **Old Hall**, Old Court, is bookable for large club meetings, receptions, dinners, and quiet parties (no amplified music). The gallery of the Old Hall is reached from the first floor of I staircase in Pump Court. Its furniture should not be used without the permission of the Junior Bursar. The piano may be used only by arrangement with the *St Margaret Society*. Tables and chairs, shared with the Old Kitchens, are under the control of the Catering Manager. Users of the Old Hall share the use of cloakrooms and toilets in the Old Kitchens, Pump Court.

The **Old Kitchens**, Pump Court, are bookable for large club meetings, receptions, dinners, and parties. The Old Kitchens suite includes cloakroom and toilets which are shared by users of the Old Hall. Tables and chairs, shared with the Old Hall, are controlled by the Catering Manager.

The **Seminar Rooms** CC43, DD47, DD48 are bookable for college teaching and Direction of Studies. The Angevin, Armitage, Bowett Rooms are also suitable for large-group teaching.

The **Supervision Rooms** L3, L4, L5 are bookable for college small-group teaching.

Sports Facilities

Badminton is available in the Fitzpatrick Hall: see Theatre (below).

The Boathouse is on the river between Victoria Avenue and Trafalgar Road, and is administered by the College Union. Keys must be signed out of the Porters' Lodge before departure. Queens' Boathouse is also used by Magdalene College.

Bowls and croquet may be played in the Fellows' Garden during the summer.

A Multi-Gym in the Squash Court building in Lyon Court is administered by a club for which there is a subscription charge. Enquiries should be directed to the Bursary office, Essex 2.

Punts administered by the College Union are available for hire (from the Porters' Lodge) in the Easter Term and during the Long Vacation. Only the Union punts may be moored at the landing stage under the wooden bridge. All punts must be returned by 2200 daily. Private punts may be used on the river only after registration with the Conservators of the River Cam and after an approved mooring place has been found.

Queens' College Sports Ground, Barton Road, provides for cricket, hockey, rugby, football and tennis, each of which has its own club. There are all-weather tennis courts, one of which can also be used for netball, for which keys can be obtained from the Porters' Lodge. To protect the surface of the all-weather courts only proper tennis shoes may be worn. Queens' Sports Ground is used also by Robinson College, and is jointly managed with the King's and Selwyn Colleges' sports ground.

There are three Squash Courts (two with glass backs) in Lyon Court, with associated showers and changing rooms. During the *College Periods of Residence*, booking sheets for the courts are kept in the Porters' Lodge, and are administered by the Squash Club. There is a returnable deposit for keys. Table-Tennis is available in the Bowett Room.

Changing rooms and showers, for members and their guests, are available in the area of the Squash Courts in Lyon Court.

Telephones

The College's number for all incoming messages and emergency purposes is *Cambridge (01223) 335511*.

Free calls to university extensions in other colleges and university departments can be made from *University Network* telephones in (i) the Porters' Lodge, (ii) the MCR, (iii) the Owlstone Croft Common Room, and in the hallway of every college house and flat.

The public payphone nearest to the main site is on the opposite side of Silver Street bridge.

There is a Fax machine in the *Porters' Lodge* on *Cambridge (01223) 335577*. There are charges for both sending and receiving: consult the Porters.

The college no longer provides a landline telephone service in student bedrooms, and any residual telephone sockets in rooms are not operational.

Theatre and Cinema

The **Fitzpatrick Hall** in *Lyon Court* comprises an Auditorium which can (in raked seating layout) seat an audience of 208, or (in flat-floor layout) act as a *Badminton Court*, or a room bookable for *Discos/Bops* and *Parties* for up to 330 people, or indoor activities requiring a large room. In theatre seating layout, the Auditorium and Stage together can be booked for *Lectures* or large meetings. The Auditorium, Stage and *Machin Room* (control and projection room) together can be used for *Theatre* and *Cinema*. The *Machin Room* is not generally

bookable, and access is limited to those members of College who have demonstrated themselves proficient in its use, as judged by the Junior Bursar. The *Bats* (Queens' drama club) and the *Film Club* administer many aspects of the *Machin Room* and the technical installation of the theatre, including: digital video equipment, 16mm cine projection, 35mm slide projection, overhead transparencies, a public address system, lighting for theatre and discos. The *JCR Ents Committee* arranges the hire of the College's PA and the JCR's disco deck for bops. *Dressing Rooms* and *Green Room* may be booked in association with use of the Hall, subject to the needs of the College Nursery. (Badminton players can use the Squash Court showers and changing rooms). The *Stage* may be booked simultaneously with another booking of the Auditorium for activities which can co-exist without complete sound isolation.

University Cards

You will receive a University Card shortly after arrival at college. The card is used for access control to university departments, to the college site, and to certain rooms within it. The card can be activated for cashless payments in college at <http://www.upay.co.uk/>. The card is used to activate the Library printer/photocopier. The card entitles you to a discounted flat-rate fare on the *Uni 4* bus to the university West Cambridge site, and to Addenbrookes Hospital, which stops just outside Queens' in Silver Street.

The University Card Representative for students is the Head of Academic & Tutorial Services, in the Tutorial Office. The University Card Office imposes a charge for card replacement: the current charge is shown at <http://www.queens.cam.ac.uk/student-information/tutorial-information/university-card>. All applications to obtain a replacement card must be made to the Tutorial Office. Charges will be recovered from individuals via their College bills. Damaged cards must be returned to the University Card Office, via the Tutorial Office, in order to avoid a charge. In the case of theft, a Crime Reference Number is required or a charge will be made.

Any individual who sustains unavoidable damage/loss/theft involving their University Card, may apply for a waiver by representing their case to his or her tutor.

7. ROOMS AND SERVICES

All undergraduates may live on the College main site for three years. The allocation of College rooms is supervised by the Junior Bursar. Room allocations are normally made at the start of Easter Term for those going on to their second and third years of undergraduate study. Each room is licensed on terms which assume either a single or double occupancy: in no circumstances other than those governing the entry of guests (see below) may rooms be occupied by more people, irrespective of whether or not those people are members of the College. Similarly, College houses and flats may not be occupied by more than the number prescribed by the College. College accommodation may not be sub-let.

In their first-year undergraduates are allocated a room to themselves in College; in their second year about two-thirds will share a *set*. Third-year undergraduates can choose either to share a set or to have a single room. Undergraduates in their second and third years may choose to take a room in Owlstone Croft, or seek tutorial permission to live out of College; such permission is usually granted. Students are advised to take account of the levels of accommodation charge and services provided in College rooms before deciding to live out of College. Once a student has obtained permission to live out of College for a year it is not possible subsequently to provide accommodation in College for any part of that year.

There are some single occupancy sets or rooms available in College for graduate students though most will be accommodated at Owlstone Croft, which is just under a mile away. There is also accommodation available in College houses and flats for graduate students, but these are not suitable for students with children.

Acceptance of College accommodation is a commitment to occupancy for the whole academic year. Early departures are only possible subject to the conditions given in the document *Schedule of Fees and Charges to Members*. Accommodation is maintained to the best standard the College can manage subject to the fee it charges. Accommodation charge rebates are not given for short-term problems. Such problems should be reported to the Maintenance Department who will make every endeavour to resolve the problem in a timely manner.

The College is concerned to ensure maximum standards of safety and security in all its accommodation. The information in this section is provided to ensure that you are aware of the availability of and the procedures and rules associated with the use of College rooms and services. In addition specific safety instructions concerning electrical safety and food hygiene will be found at the end of this document.

Accommodation Standards and Policy

It is the intention of the College, as provider of accommodation, to comply with (i) the Housing Act 2004, (ii) the Cambridge City Council “*Amenity and Safety Standards for Accommodation Owned or Managed by Providers of Further or Higher Education*” at: <http://www.cambridge.gov.uk/sites/www.cambridge.gov.uk/files/docs/Standards%20for%20college%20properties.pdf>

and (iii) the Code of Conduct of the *Accreditation Network UK*, which can be seen at: http://www.nationalcode.org/Upload/File/NationalCode_Edu.pdf

See also: <http://www.nationalcode.org/> for further information.

If you believe that the procedures of the College do not comply with the ANUK Code of Conduct, and you have been adversely affected thereby, then you should e-mail or write to the Junior Bursar, drawing attention to the deficiency. This route of complaint should *not* be used for reporting routine maintenance or housekeeping defects.

Bathrooms and Showers

Bathrooms are available on all staircases except A, C, and F in Old Court. Showers are available in all buildings. Please report any fault including the failure of water temperature control to Maintenance Department.

Toilets are provided on all staircases except F in Old Court. There are male only toilets (i) in the Old Kitchens; (ii) in Cripps Court near FF staircase; and (iii) in Lyon Court cloisters. There are female only toilets (i) in the Old Kitchens; (ii) in Cripps Court near FF staircase; and (iii) in Lyon Court cloisters. Dispensing machines for sanitary supplies are in Cripps and Lyon female toilets. There are toilets with extra accessibility in (i) Lyon Court cloisters, and (ii) in Walnut Tree Court under the President's Lodge.

Central Heating and Energy Conservation

If you want to open a window, turn off your radiator first.

If you want to turn on your radiator, close your windows first.

All student rooms in College main site and Owlstone Croft are centrally heated from the first day of the Michaelmas period of residence to the day before the beginning of the Easter period of residence, and outside those dates only at the request of the President of the College Union (for College), or the MCR Committee (for Owlstone), at extra daily charge. At the College houses and flats, central heating is under the control of the residents who might need to adjust time-clocks and thermostats in order to conserve energy and limit their heating costs. With effect from October 2012, charges for heating will be finalised in arrears, based on energy consumption in the College boiler houses during the period in question, apportioned amongst the rooms heated by each boiler-house. So, if residents cooperate to reduce energy consumption, their bills will show the benefit.

Most rooms have thermostatic controls on radiators, which turn the radiator off when the room reaches the desired temperature. The maximum temperature which can be requested is 20C, or setting 3 on the scale, which should provide a comfortable level of warmth without excessive use of energy. Do not use force to turn thermostats beyond this figure, as many are pre-set to a maximum of 3. For bedrooms, setting 1 or 2 will be adequate. For correct operation, the free passage of air around the thermostat sensor should not be blocked; in some rooms the sensor is a small grey box on a wall nearby. Please try to use the thermostats intelligently to provide comfortable conditions without overheating. Do not open windows to cool down - turn down the thermostats instead. When leaving your room for a few hours or more, you should turn the radiator down to setting 1. Remember that turning the thermostat up will not cause the radiator to emit more heat; it just alters the temperature at which the radiator is turned off. Failure of the room to reach correct temperature can be due to causes other than the thermostat. If thermostats do fail (room too hot or too cold), report them at once by e-mail maintenance@queens.cam.ac.uk.

College Rooms and Furnishings

Please remember that your room has to be used after you by many generations of students, and you should strive to maintain your room in the condition in which others would wish to find it. Redecoration of rooms by students is not permitted. Rooms are furnished by the College: furnishings should neither be introduced nor removed without the prior consent of the Housekeeping Department (CC4). All personal furniture must be checked for fire hazards. Furniture may not be rearranged without permission of the Housekeeping Department. If furniture is rearranged within rooms, then it must be restored to the satisfaction of the Housekeeping Department before you go down at the end of each term, otherwise a detriment charge may be incurred. For the Fisher Building, a visual display of the normal room configuration is posted on the main notice board of each staircase. The College might require furniture (including refrigerators) introduced by residents to be cleared from rooms during vacations.

On the main site, beds are provided with a mattress, pillows, a duvet and protectors, but no covers or sheets: residents should provide any further bed linen themselves, or purchase a

bedding pack from Housekeeping. At the College Houses and Flats, residents supply all their own bed linen or purchase a bed linen pack from Housekeeping.

The use of cooking equipment of any nature is prohibited in residential rooms.

It is important that you should avoid damage to the walls and other surfaces in your room. In particular, the use of adhesive tape and drawing pins is forbidden, except on pin-boards where provided. *Blu-tack* and similar adhesives, despite their advertisement claims, leave oily, uncleanable stains on matt surfaces, and pull paint off plaster and lining paper. Such adhesives may therefore be used only on woodwork, gloss or semi-gloss paintwork on wood, and plastic laminate surfaces. Where *Blu-tack* is used, pay special attention to the manufacturer's instructions for proper removal of it. *Blu-tack* should definitely not be used on the textured finish plasterwork in *Cripps Court*, or any wall covered with lining paper. Pictures and posters can be hung from the picture rail by hooks and cord. To encourage this, the college will freely loan picture-hooks to residents; they can be obtained from the Porters' Lodge or the Housekeeping Department. As a special concession, the College will permit the use of *Blu-tack* on the sloping walls of attic rooms.

The College reserves the right for its officers or staff to enter student rooms with or without the resident's permission. The College also reserves the right to move you to alternative accommodation should the circumstances make it necessary. In cases of a serious or repeated breach of College Regulations, you may be required to leave all College accommodation. The Housekeeping Department are willing to assist with any concerns regarding your room and can be contacted by email to housekeeping@queens.cam.ac.uk.

Communal Hygiene and Precautions against Infection

All residents must conduct themselves in such a way as to minimise the risks to others of their accidents or illnesses. Spillages of blood, vomit, or other bodily fluids must be cleared up and disinfected by those responsible - it is irresponsible and unacceptable to leave these messes for College staff to handle. Cleaning supplies for student use are available in stores located in (i) ground floor entrance of Y staircase and (ii) inside Laundry near Q staircase. Keys for these stores are available at the Porters' Lodge.

The College takes very seriously any irresponsible behaviour which might put others in an unnecessarily vulnerable position to the transmission of viruses such as HIV (causing AIDS) or Hepatitis B. Any student found in breach of these regulations will be disciplined.

Those who participate in sports in which there is a risk of contamination of cuts and abrasions with soil, or who take part in field courses, are strongly advised to have a preventive course of anti-tetanus injections.

Damage and Detriment

Detriment Charges will be made on your College account in respect of making good the consequences of any misdemeanour or damage beyond fair wear and tear, or for clearing up unreasonable amounts of mess or rubbish (party-givers please note), or for special cleaning or missing College property.

At *Owlstone Croft* and the College houses and flats, the cleaning of rooms and the changing and laundry of bed linen is the occupier's responsibility, and detriment charges may be made at the end of a period of occupation if rooms are not fit for re-letting.

Electricity (see also [Electrical Safety](#))

Electricity is provided in all rooms by British Standard 13-amp sockets. Your 13-amp plug-tops must be fitted with correct fuses; use 3-amp (red) for appliances of less than 720 watts, otherwise 13-amp fuses (brown). Overseas students should note that the electricity supply is 240 volts, 50 hertz, alternating current, and take appropriate advice if they bring equipment to other specifications.

In College main site, electricity is metered and charged termly in arrears on your College account. Where the meter is accessible to you, you are strongly advised to check readings at the beginning and end of term to verify your account.

In *Owlstone Croft*, the electricity supply is not metered separately for each room, and electricity charges are included in the room charge. In college houses, electricity is charged on an estimated basis quarterly in advance, and corrected to actual consumption in arrears. In college houses, residents should control their use of high-powered electrical equipment such as hot water immersion heaters so that they minimise their use of energy and are not subject to high fuel bills.

In all College-provided rooms, dual-voltage shaver sockets are supplied over each wash-basin. These sockets may only be used for shavers (and not, for instance, hair-dryers).

Replacement bulbs for College fittings are available from the Porters' Lodge in exchange for the old bulb. Low-energy light bulbs are in use almost everywhere except where the fitting will not accept them.

Where circuit breakers are accessible to students, you may, after having disconnected any known suspect equipment, attempt to reset a tripped circuit breaker *once only*; if it trips again, there might be a serious problem requiring attention. The Maintenance Staff should be asked to investigate; they can be contacted through the Porters' Lodge.

Fires and Room Heaters

No student rooms have fires supplied by the College. Residents may use their own electric room heaters, of the convector or fan type, but entirely at their own fuel cost.

Owlstone Croft rooms have no fires, and residents may *not* use electric heaters in their rooms, because the electricity supply will not cope, leading to tripped circuit breakers.

Please refer to [Electrical Safety](#) for further information.

Fire Precautions and Safety

The College takes all aspects of fire safety very seriously. ***Misuse of fire-fighting equipment could lead directly to loss of life. Interference with any safety equipment is a criminal offence under Health and Safety law, and offenders may be liable to prosecution.*** Fire extinguishers must not be removed from their normal locations, must not be used as playthings, nor used to prop doors open. Fire doors (which include the doors to every student room) must not be propped open. Any kind of interference with fire safety equipment constitutes a breach of College regulations and offenders may be punished by being denied the privilege of accommodation itself or in College property

It is most important that fire alarms are not devalued by false alarms. In buildings protected by smoke detectors you are asked to avoid false alarms arising from cooking by following these rules:

- if the gyp room has an extractor fan, ensure that it is running;
- if it has no extractor fan, ensure that the window is open
- keep the gyp room door **closed** while cooking.

Charges will be made for dealing with false alarms.

The storage or use in the residential buildings of the College of any flammable liquids or appliances fuelled by such liquids is prohibited. It is forbidden to have naked flames or smouldering (such as candles or joss-sticks) in rooms. Waste paper bins in rooms must be made entirely of metal. It is forbidden to leave litter, bottles, other refuse or personal items on staircases, landings or corridors, which must be kept absolutely clear as a fire escape.

Gas

On the main site, there are no longer any gas appliances in student rooms or gyp-rooms. At College houses, gas for space heating, hot water, and cooking is charged on metered consumption in arrears.

Smells of leaking gas must be reported immediately to the Porters' Lodge.

You are entitled to sight of the safety certificates for gas appliances within your house or flat. Copies of these certificates are held in the Head of Maintenance's office, where they can be seen on demand.

Gyp-Rooms and Cooking (see also [Food Hygiene](#))

The Main Site is not intended to support full self-catering (the College provides a full meal service in the Dining Hall). Near your bedroom, a *gyp-room* has washing up facilities, recycling bins, and is equipped with an electric kettle, toaster, microwave, an electric hotplate and refrigerator. These items must remain in the gyp-room at all times. Some freezers are provided in gyp-rooms on Erasmus and Cripps Court 4th Floor. You are advised to label everything you put into cold storage: at times, there are problems with food going astray. If you require an electric kettle for your room, please ask Housekeeping.

Light cooking, specifically excluding deep-frying (a fire hazard) is permitted in gyp-rooms, provided that no extra work is required of housekeeping staff. This means that you must wash and tidy up completely and promptly. Dirty and/or clean kitchen equipment and utensils must not be left to build up or be stored on ledges, benches or sink area. Items left or stored inappropriately will be subject to removal and detriment charges may be made if you leave unreasonable amounts of mess in gyp-rooms.

Where an electric supply is available, you may use your own cooking appliances in gyp-rooms, but *not* in residential rooms. For reasons of fire safety, it is necessary to press a button to supply electricity to the sockets in gyp-rooms: the button has a timer which cuts off the supply after 10 minutes. Non-microwave ovens are not allowed in College. The college kitchens do not loan equipment to students.

For safety reasons, food, milk or other items must not be kept on outside window-ledges.

The electric cooking rings in BB and FF staircases of *Cripps Court* gyp-rooms are of the solid iron variety, which may be used only with heavy-bottomed saucepans with ground flat bases to ensure even contact. Light-weight pans and kettles (as designed for gas rings) *must not* be used. The rings must not be switched on while no pan is on them. Failure to observe these precautions will result in cracking and premature failure of rings. It is also a fire risk.

At *Owlstone Croft* (where residents are assigned to specific kitchens), and at the college houses, all kitchens have a full cooker, and self-catering is possible. Each set of residents is responsible for keeping their kitchen clean; periodic cleaning of the kitchens will also be done by housekeeping staff, but this does not extend to personal utensils, or personally generated mess, for which detriment charges may be made.

Housekeeping and Cleaning

On the College main site (only) your room will be serviced once a week by housekeeping staff. Please co-operate to the fullest extent. At the beginning of your residency, Housekeeping and you may agree a date and time for servicing your room. If you do not wish to be disturbed or you wish to change the agreed day and/or time, please discuss with Housekeeping. If housekeeping staff are not able to gain access for a prolonged period, the matter will be referred to the Junior Bursar.

For main site an inventory of College property will be issued and agreed between Housekeeping and yourself at the beginning and end of each term. For outside properties, the inventory will be issued and agreed at the beginning and end of your residency. Detriment charges may apply to missing or damaged College property.

Insurance

The College has entered into a block insurance agreement with *Endsleigh Insurance*, which provides limited basic cover for some of your possessions while they are in your college-provided accommodation. Details of this cover and exclusions will be made available to you separately. Should you wish to make a claim under this insurance, you should deal with *Endsleigh* directly, not the college.

See <http://www.endsleigh.co.uk/Student/Pages/blockhalls-insurance.aspx> for more.

Luggage Storage

The College has limited storage facilities that can be used in term times and short vacations. Permission to use all non in-room storage areas must be requested from Housekeeping Department (CC4). In rooms which have en-suite bathrooms, there is usually a luggage store above the bathroom which may be used for lockable storage during short vacations. The key for this store is on your room key bunch. Some Cripps rooms have a padlockable built in cupboard. In the older buildings, former coal bunkers have been converted into padlockable store units.

In *Cripps Court* the window seats in each corridor provide padlockable storage. Padlock keys for individual storage areas are available from Housekeeping. Communal storage areas are available in the Erasmus Building (second and third floors); in Dokett (basement of R staircase) and in Cripps Court (grd level near BB staircase). Keys for communal storage areas are available from the Porters' Lodge.

At *Owlstone Croft* there are luggage stores on every floor; contact Owlstone Housekeeping.

All items placed into communal storage areas must be safely and securely packed preferably in stackable containers. All containers must be clearly labelled with your name, room number, date in storage and individually numbered e.g. 1/3, 2/3, 3/3 etc. Bulky items, such as private furniture, or refrigerators cannot be stored. All possessions left in College, whether locked up or not, are left entirely at your own risk.

Security

Keep your keys with you at all times, and *always lock your room as you leave, even if you are only going to be away a few minutes*. Unlocked rooms make easy pickings for thieves. Report lost keys immediately to the Porters' Lodge. Do not remove the return-address tag from your College keys. Keys must be returned to the Porters' Lodge whenever you are away from Cambridge, otherwise you may be charged for the inconvenience caused and for replacements. The College will normally change door locks after loss of keys and the student will be charged the full cost of the operation (about £50). College locks are suited on master-key systems and we require the suiting to be maintained.

Your University Card will open the pedestrian gates outside W Staircase, the main gate of Old Court, and Dokett Gate, at all hours. The security of all residents in College depends on your responsible care and use of this card. You are not permitted to use the card to admit unauthorised persons into College. You must ensure that the gate is securely locked behind you. The University Card will also open certain doors inside college, such as the library, laundrettes, and computer room.

Strangers in College acting suspiciously should be challenged, provided this does not put you at risk. If you are not satisfied with their reasons for being in College you should report the incident to the Porters. Maintenance staff can be recognised by a lapel badge displaying their job title and the College's coat of arms.

If you want a spy-hole fitted to the door of your room please e-mail maintenance@queens.cam.ac.uk.

The College accepts no liability whatsoever for any loss or damage to property left in College, whether in rooms or elsewhere. Students are advised not to leave money, credit cards, cheque books or valuables in their rooms, and to lock their doors when they go out even for short periods. Students are also advised to secure lap-top computers with the special steel security cables which can be purchased from any computer shop. Thefts should be reported both to the Porters' Lodge and to the Police. Small items of valuable property may be left with the Head Porter at the owner's risk. Students are strongly advised to consider the insurance of their personal possessions while at College, but if insurance companies place requirements on room security beyond what is presently available it is unlikely that the College can comply.

Televisions, PCs and Licensing

Students using mains powered televisions, or watching a terrestrial TV channel streaming to a PC in real time, need a TV licence in their own name.

Vacations (see also [Luggage Storage](#))

During the vacations other people might use the room that you occupy during term time.

For the short vacations the College expects you to remove all personal items, leave all College property in your room and ensure the room is as tidy as you first found it. Where rooms have a lockable storage area, that space may be used by the resident: keys for these cupboards must be handed into the Porters' Lodge while you are away.

For the summer vacation the College expects all rooms to be completely cleared. The College cannot act as a general storage agency for all its residents, and it is generally expected that you will take all possessions home.

Where furniture has been re-arranged it must be returned to the original configuration before departure. A photographic display of the original configuration is posted on the main notice board of each staircase in Fisher Building.

Students who request excess residence over vacation times may be required to move rooms to another part of College, or possibly to Owlstone Croft

Waste Disposal and Recycling

There are two waste bins in your room. The metal bin is for paper waste only: this bin will be cleared by the Housekeeping Department. The plastic bin is for recyclable waste: this bin should be cleared by yourself into the recycling bins stored in your gyp-room.

The College runs a full recycling scheme. All gyp-rooms are supplied with a set of recycling bins. Instructions are posted nearby. Please sort all your waste into the appropriate recycling bin, and use the general bin only for items for which there is no available recycling channel. There is a special small bin (normally on a work-top) for all forms of food waste. Some small gyp-rooms do not have the full complement of recycling bins, and you might have to take certain recycling to a larger gyp-room nearby.

Liquids should not be poured into waste bins. Cooking fat should not be poured down a drain: allow it to solidify and dispose of it as a solid. Sharp objects such as broken glass and razor blades must be securely wrapped in card or paper so that there is no risk that those who subsequently handle the bin-liners can be injured by them. Those who need to dispose of hypodermic syringes *must* replace needles in cases before discarding them. Do not dispose of sanitary towels down toilets; one toilet per staircase throughout College is supplied with sanitary towel disposal bins, please find and use the nearest one. It is forbidden to leave litter, glass, or other refuse on staircases, landings or corridors.

Bulk waste from functions or parties should be taken by the organisers to the appropriate recycling wheelie-bin in the Delivery Bay behind Cripps Court.

Water

The water supply to the College is metered and you are therefore asked to exercise economy in your use of water. On the main site and at Owlstone Croft, the hot water is on a circulating system: the water should run as hot as it is ever going to get within a few seconds of the tap being turned on - if it does not, then give up: mistaken attempts to draw through hot water are extremely wasteful and exacerbate the situation by pulling more cold water into the system. Please report all dripping taps or showers to Maintenance. At College houses and flats metered water is charged quarterly on metered consumption in arrears.

Special Information: College Houses and Flats

At the houses and flats the electricity, gas, water and telephone accounts are registered in the name of the College. Occupiers must not contact the utility companies seeking final accounts or the cessation of services. All utility supplies are metered. The College will pay the utility bills, and pass on the charges divided equally amongst the occupiers: this will be done on a quarterly basis in arrears. At 65 Panton Street, separate electricity by-meters for each room enable individual bills to be made, with the residual communal consumption (central heating and hot water) being equally divided.

At all houses and flats the time switches and thermostats for central heating and hot water are under the control of the occupiers, who should ensure that the controls are set to their satisfaction so as to avoid unnecessary expense to themselves. The occupiers should determine when to run the central heating and when not to. In general, it is cheaper to use the gas boiler for hot water than to use the electric immersion heater; and it makes no sense at all to have both gas and electric water heating running at the same time. Fuel charges might be very high unless consumption is carefully controlled.

At the houses, a communal telephone is available for free calls to or from the University network (and college) and it will receive incoming calls from the public network.

At the *Newnham and Boathouse Flats*, there is a special Centrex telephone which gives free calls to/from the University network and normal charged calls to the public network. This telephone belongs to the College and students must not attempt to close the account or take it over in their own name. Call charges will be passed onto the student's College Bill. To make free calls to university and college extensions, dial *1 followed by the 5-digit extension number.

At the *Panton Street/Norwich Street* houses, occupiers may not park in the roads outside or nearby. Cycles may not be parked on the pavement, nor kept in the house (use the front or rear yards). Waste bins and recycling bins should be put out the night before emptying, and taken back off the pavement as soon as possible after emptying. Every effort must be made to avoid obstruction to the pavements.

At *71/73 Maids Causeway*, parking may be used by those tenants having parking permits, and at the *Boathouse Flats*, there are a couple of parking spaces available for allocation to tenants of the flats; consult the Head Porter.

At *71/73 Maids Causeway*, *98 Norwich Street* and *65 Panton Street*, an entry phone system permits residents to admit their visitors without going down to the front door; it is essential that this facility is used responsibly. Strangers, if admitted at all, should always be met at the front door, rather than let in by remote control. At *71/73 Maids Causeway* and *98 Norwich Street*, bedroom keys also operate the gates to the site, which occupiers may lock when they wish to exclude public access to the site.

At the *Boathouse Flats*, the front door incorporates a night latch and a separate dead lock. Occupiers must lock the door on the dead lock when they leave flats unattended in order to ensure that the flat is secure.

The *Boathouse Flats* are supplied with dual-tariff electricity: it is cheaper at night than during the day.

At *19 Marlowe Road* both flats have individual gas meters.

8 GENERAL REGULATIONS

Access to the College

All gates to College are locked at 2200 (earlier during College vacation periods or by direction of College Officers). When the gates are locked, residents may usually gain access by use of their University Card. The security of the College depends on those using their university cards ensuring (a) that the gate is properly locked shut after they have used it, and (b) that no person is admitted other than one permitted by College Guest Regulations.

The Porters' Lodge is manned 24 hours a day (except for brief periods when the Porter is out on patrol). During the *College Periods of Residence* (see page 9) the Porters' Lodge entrance remains open until about 0230, after which the external door is locked shut: it can be opened by University Card. Members of College and their accompanied guests may enter or leave through the Porters' Lodge. During the *College Vacation Periods*, the Porters' Lodge outer door closes at 0200.

Tourists are admitted to the College for a few hours each day by the *Old Court* gate only. The regulations regarding their access to College do not apply to you and your visiting guests. In particular, the external College gates labelled PRIVATE - NO ENTRY may be freely used by your guests.

The outer door to Owlstone Croft is kept locked, and is openable by University Card. Please be especially quiet as you use the door at night as others may be trying to sleep nearby. Spare keys for Owlstone Croft rooms are kept at the Porters' Lodge in College for the convenience of Owlstone residents who return to Cambridge when Owlstone Croft is unmanned.

Cars and Car-Parking

Undergraduates are not permitted to keep motor vehicles in Cambridge.

Graduate and postgraduate students under the age of twenty-four may apply, through their Tutors, to the Motor Proctor for the privilege of keeping a car. Personal convenience will not constitute grounds for keeping a car.

No parking is available in College for students. At Owlstone Croft, the Boathouse Flats, and 71/73 Maids Causeway parking is by permit only. Applications (accompanied by the Proctor's permit or the Tutor's application for it) should be made to the Head Porter. Students in Panton Street/Norwich Street houses may not park cars in neighbouring streets, and it is normally a condition of taking a room in one of these houses that the student will not keep a car in Cambridge.

Visiting family members or other guests of students have no rights of parking in College, although in practice there might at weekends be some spaces available, at the discretion of the Porters. At the beginning and end of term cars may be brought into College for the purpose of unloading or loading only, the drivers having called at the Porters' Lodge for instructions. The vehicle gates to Fisher Drive open automatically for exit and are otherwise controlled remotely from the Porters' Lodge.

Communicable Diseases

Meningitis C

All students are urged to ensure that they have been vaccinated against Meningitis C before arriving in Cambridge.

Mumps

All students are urged to ensure that they have had two doses of the MMR vaccine before arriving in Queens'

Tuberculosis (TB)

All students are urged to ensure that they have been vaccinated against TB prior to their arrival in Queens’.

Influenza

Influenza vaccine may be given annually between October and December. Protection afforded by the vaccine lasts for about one year.

Complaints

The College welcomes comments and suggestions about the services it provides. Junior members are encouraged to communicate any causes for concern to the College. A copy of the [Student Complaints Procedure](#) is available on the college web site.

Disturbance to other Members of the College and to the Public

Students must not disturb residents of the College and its hostels or their neighbours, by the use of amplifiers, by musical instruments, or by any other form of noise, and must show consideration to their neighbours who may wish to work or sleep. No noise should be audible outside a student’s room between 2345 and 0800. Students who are disturbed should ask the person responsible to be quiet. If the disturbance continues, then the student should inform the Porters’ Lodge. Students causing a disturbance may be subject to disciplinary measures.

Drunkenness and offensive behaviour in the Bar, the Dining Halls, or any other part of the College are punishable offences and will not be tolerated. Persistent transgression may result in the offending student being required to leave the College.

Gardens

The College has very attractive lawns and gardens. Walking on the grass in the College courts is not allowed. An exception to this pertains to use of the Fellows’ Garden during the summer months from the beginning of the Easter Term, and the lawn in the Round during the Quiet Period when tourists are excluded. Members of the College are expected to respect the work of the gardening staff and must not at any time pick or damage plants. Games or sports (including frisbee) may not be played on any lawns, except croquet and bowls on the bowling green in the Fellows’ Garden.

Guests

Guests of members of College are allowed into College, Owlstone Croft or the houses on the following conditions:

- (a) the host must be in residence in their College room;
- (b) the guest must be a bona fide acquaintance of the host and a person of fixed abode;
- (c) the presence of the guest must not pose a risk to College security;
- (d) all appropriate College regulations shall apply to guests, and the host will be responsible for any breach of regulations by the guest. Any guest in breach of regulations may be required to leave the College;
- (e) between 2359 and 0600 guests must be accompanied by their hosts when entering or leaving College or when moving around the Courts.

In addition to the above regulations, a guest may remain in College or Owlstone Croft between 0200 and 0600 during the *College Periods of Residence*, or between 2359 and 0600 (outside the *College Periods of Residence*) on the following conditions:

- (f) The guest may only be accommodated in:
 - (i) a College Guest Room, for which a charge is made, booked through the Receptionist in the Porter’s Lodge or Housekeeping at Owlstone Croft; or
 - (ii) the room of the host. The host must notify the College of the presence of a guest by marking a register in the Porters’ Lodge. The register is kept in order that the College may have an accurate record of occupancy of its buildings in the event

of any emergency (such as a fire). The register must be marked by 0200 or at the time of entry if after 0200 (during the *Term-Time Access Period*) and before midnight (during the *Vacation Access Period*). If the guest is also a resident of college, then their own room will be regarded as occupied for charging purposes.

- (g) no guest may be accommodated anywhere in College for more than three nights in any seven;
- (h) no student room may be used to accommodate a guest for more than three nights in any seven;
- (i) a student room or set may accommodate one guest only; College Guest Rooms may accommodate only those guests identified on the booking form. The number of guests allowed is specified by letting regulations for that Guest Room (details from the Porters' Lodge Receptionist).
- (j) overnight guests must be over the age of 18 years.

Hardship

Any student encountering 'hardship' (a condition in which unforeseen or unforeseeable circumstances lead to privation – a state wherein the student finds it difficult to obtain food, clothing, toiletries) or where the student is unable to undertake necessary travel for the purpose of study or where any other essential for wellbeing is lacking should see their own Tutor, the Duty Tutor, or the Senior Tutor at the earliest possible opportunity.

Meetings and Parties

For all parties, meetings, and events held on College property (whether in student rooms or public rooms within College or at Owlstone Croft or in College houses or flats) permission must be obtained from the Dean of College. Any social meeting of more than ten people at which alcohol is consumed is deemed to be a party. Permission is normally given for parties on Saturday evenings within Full Term and for the Saturday immediately following Full Term. Parties on Friday evenings within Full Term will sometimes be allowed; parties at other times will not be allowed.

Applications for permission for parties must be made through the Dean of College at least ten days in advance. Permission forms are available from the Catering Secretary, FF staircase.

Parties are not permitted during the periods of examinations in April, May, and June annually but are permissible on any day between the end of the examination period and the Thursday after Easter Full Term.

Permission is required for any meeting (including dinner) held on College property to which speakers who are not resident members of the College are invited, and for all other meetings at which more than fifteen persons are expected to be present, whether or not the meeting is open to the public. Permission must be obtained from the Dean of College at least 48 hours in advance and, if a room is to be reserved, a room booking must be made through the Catering Secretary.

All events which occur on College property must be such that they do not give rise to behaviour which would be unacceptable in any public place.

Many rooms are available for use by members of the College for meetings, parties, etc. Details of bookings, together with restrictions as to their use, may be obtained from the Catering Secretary: see page 17. Junior members may book rooms only for use by themselves, or on behalf of a College Club or University Society of which they are a *bona fide* officer. They may not book rooms for outside organisations.

The person to whom permission is given for a meeting or party is wholly responsible for those who attend that function. The person responsible is required to be present for the duration of the function, and is accountable for the behaviour of non-members of the

College attending the event, anywhere within College. All attendees, whether they hold College membership or not, are subject to College regulations.

Miscellaneous

Academical Dress. Academical dress (i.e. a gown) must be worn for Formal Hall Dinner and is customary, though not compulsory, in the College Chapel. University Regulations require that gowns be worn in the Senate House and in Great St Mary's Church for University Sermons.

Animals. No-one may introduce or keep animals in College.

Barbecues. No open fires or barbecues are allowed in College, other than barbecues organised through the Catering Manager during May Week.

Bathing. Bathing in the river is dangerous. It is forbidden to bathe within the bounds of the College.

Invitations. From time to time students are invited to College functions and other parties. They should remember that such invitations require a written reply be sent to such invitations, especially if they are marked 'RSVP'.

Posters. Posters may only be displayed on the Notice Boards provided. On no account are posters to be displayed in windows or outside College rooms.

Sponsorships. Any Club, Society or other College group that is negotiating sponsorship should consult the Senior Tutor before they finalise arrangements.

Safety

Two important safety statements are to be found on the College website, under [Student Official Documents](#). These should be read carefully as they are public documents, which form the basis of the whole safety culture in Queens'.

A Safety Committee advises the Safety Officer on matters relating to staff, students and Fellows as well as buildings. The Regulatory Compliance Officer (S3b, rco@queens.cam.ac.uk) should be your first port of call with any problem or query concerning safety in the College.

Smoking

Queens' is a smoke-free environment. Smoking is not permitted in the grounds nor in any room or building anywhere in the College, or in any College-owned property or building.

Taxi Fares

Taxis fares incurred from taking journeys to A&E (Addenbrookes Hospital) may, under certain circumstances, be reimbursed on the authority of the Senior Tutor: accidents on College property, accidents resulting from playing representative sport for the College or from participating in sporting activity approved by the College all qualify for reimbursement. Any student wishing to make a claim should apply in writing to their Tutor in the first instance, attaching receipts for journeys undertaken.

Travel Claims

Limited funds are available for student travel for academic and other purposes. Applications are to be addressed to tutors in the first instance, and will be assessed quarterly: 15 October; 15 January; 15 April; and 15 June. Applicants must complete a proforma, available from the Tutorial Office, giving detailed justification for the travel undertaken, together with an itinerary and a schedule of estimated costs or receipts.

9. FINANCIAL

Information about the structure and current levels of all College charges and all fees is given in the document *Schedule of Fees and Charges to Members*, copies of which may be obtained from the Financial Office, or the college web site. Any query about fees or charges should be addressed to the Senior Bursar.

Caution Money

Before coming into residence, every student is required to deposit *Caution Money* with the College (a sum of money to offset potential debts to the College and credit facilities allowed). Caution Money is credited on the final College bill after a student leaves Cambridge.

College Bills

College bills are presented at the beginning of each term and at the beginning of the Long Vacation Period of Residence. The bill consists of a pre-payment in respect of certain fixed charges, such as room charges, and a retrospective payment for *extras* incurred in the previous term. The extras include metered fuel, charges for excess residence, use of guest rooms, and sundry other charges. Except in special circumstances, when tutorial permission to defer payment has been obtained, bills must be paid within two weeks of receipt (Michaelmas and Lent), and within ten days of receipt in the Easter Term.

Failure to pay a bill will result in a debtor being charged for the costs incurred by delay and may also result in a debtor not being allowed to remain in residence (and therefore not being able to qualify for a degree). Students should consult their Tutors if they are in difficulty.

The College expects junior members to act in a financially responsible way – persistent irresponsibility may lead to the withdrawal of certain College privileges including the offer of College accommodation. In the event of a disputed charge, the charge should be paid and any refund due will be credited onto the next term's bill.

All students are ultimately liable for the fees for their course and are required, before coming into residence, to produce evidence that they have enough financial support to cover University and College (where applicable) fees and maintenance for the whole length of their course. British and EU undergraduates should have applied to Student Finance or SAAS (in Scotland) to establish eligibility for grants and/or loans. Students receive a separate bill for fees at the beginning of each academic year which takes into account any fees being paid directly by the SLC/SAAS or other sponsor. Fees may be paid in one lump sum or in three instalments, each of which must be paid before the first day of each full term.

For all forms of bills, the College accepts payment via the online Payment Portal: <http://studentaccounts.quns.cam.ac.uk/> where payment can be made by bank card. If payment cannot be made via this method, the Financial Office should be consulted prior to the deadline.

Cashless payments

The college runs a cashless payments system based on the University Card. You can charge up your cashless account by transfer from a credit card online, and then use your University Card to make small payments at cash tills in college. You can activate your University Card for this at <http://www.upay.co.uk/>

Student Loans

UK students who have established eligibility through Student Finance or SAAS may apply for loans from the Student Loan Company (SLC). In order to initiate your student loan payment, you need to register your attendance at the Financial Office at the start of Michaelmas Term. You must bring with you (1) Photographic proof of identity, and (2) SLC finance breakdown, payment timetable, and your university or college payment advice.

Financial Defaulters

Students are liable for the payment of a University Composition Fee and a College Fee. Any student unable to pay the University and/or College Fee as required should write to his or her Tutor immediately, setting out the exact circumstances of the case. Supporting documentation, as appropriate, must be appended to the letter. Any delay on the part of the student in communicating details may compromise the ability of the College to offer financial or other support.

Financial Guarantees

The College regards any financial guarantee made by a student to gain admittance to the University and/or the College as binding. Save in circumstances that were unforeseen, not reasonably foreseeable or in other extraordinary circumstances, a defaulting student shall be required to withdraw from College until the College is satisfied that the student is able to fulfil his or her financial obligations.

If it transpires, on further investigation, that a defaulting student falsified his or her financial guarantee to the Board of Graduate Studies and/or the College, the student may be struck off the register of students enrolled in the University and removed from College. If it transpires that a defaulting student has clearly been reckless or unrealistic in making the financial guarantee, he or she may, in consequence, be rendered ineligible to receive financial support from the College.

Financial Sponsors: Late Payment, Non-payment, and Reduced Support

A student who has a financial sponsor is still liable for the payment of fees, but the sponsor enables or helps the student to discharge his or her fees liability.

In the case of a student who experiences a delay in receiving monies from a sponsor, the College shall require written confirmation from the sponsor(s) of the date by which the monies will be received in full. In such cases where late payment is beyond the student's control but expected within a limited identifiable period, the College may allow fee payments to be rescheduled.

In the case of reduction in the level of support from a financial sponsor, or the withdrawal of support entirely, the College may allow a rescheduling of payments such that a fee payment is deferred for a limited period so as to allow the student limited time to seek additional/alternative support. If additional/alternative support is not forthcoming within that limited period, the student remains liable for the payment of fees. If the student is then unable to meet his or her fees liability, he or she shall be a defaulting student and, as such, shall be required to withdraw from College until after the College is satisfied that the student is again able to pay his or her University and College fees in full.

A student is unable to graduate while still in debt to the University and/or College.

Hardship Monies

Hardship is defined as any condition that presses upon a student in ways that lead to want or privation, thus inhibiting the ability of a student to study effectively. The College seeks to alleviate hardship insofar as it reasonably can, in part, through the monies that it has at its disposal for that purpose. For a student in hardship to receive financial support, save in truly extraordinary cases, the hardship must have been brought about by circumstances that were unforeseen and not reasonably foreseeable.

Students who, for any reason, are unable to pay their University or College fees or to meet their living expenses may apply for hardship support. All applications shall be assessed with a uniform rigour howsoever the declared want or privation has been brought about.

10. THE QUEENS' COLLEGE UNION

All undergraduates and graduate students are Ordinary Members, and all Fellows of the College are Life Members, of the Queens' College Union.

The aim of the Union is to collate and express the opinions of student members of the College on everything affecting their life in College and to co-operate with the Governing Body in furthering the corporate life of the College. The Union also provides a framework for the extracurricular activities and amenities for the members of the College.

The Union has jurisdiction over most of the sporting and other Clubs in the College. The Union allocates financial support to the various College activities. Everyone who is a member of the Union is automatically a member of each of the United Clubs and can take part in their activities. The JCR also comes under the control of the Union.

The JCR Committee, which is elected by the undergraduate and graduate students, is responsible for expressing the views of all students in the College on questions regarding their welfare and the College as a community.

Proposals from the JCR come before the Council of the Union, which is the executive authority of the Union in all matters, including its finances. The Council comprises members of the JCR and MCR Committees, and four Fellows elected by the Governing Body. The Council nominates students to serve on various College Committees and is the body through which the Governing Body formally communicates on all aspects of student affairs.

All graduate students are, in addition to their membership of the JCR, also members of the MCR. The Room itself (the Woodville Room) is the social centre for graduates. Regular dinners and various meetings feature among MCR activities.

The College Union, JCR, and MCR operate in a fair and democratic manner in accordance with the provisions of Section 22 of the Education Act 1994. Copies of the Union code of practice are available to all students.

11. THE QUEENS' COLLEGE ALUMNI ASSOCIATION

The College Alumni Association comprises all members of the College, past and present. From the day that students matriculate they become a Member of Queens' and the College has an active programme to foster that life long relationship after students leave Cambridge. The College is in regular contact with over 10,000 Queens' members world-wide and offers:

- The Annual Events and Services Guide
- The Queens' College Record, a publication giving news of the College
- The Legacy Newsletter
- Full information of ways to donate to the College
- A one-stop contact point at alumni@queens.cam.ac.uk
- The Alumni Pages of the College website www.queens.cam.ac.uk
- The College on-line shop
- Visits to the College free of charge. Those of MA status enjoy Members' Dining Privileges
- Anniversary Reunions and Special events including the College Alumni Weekend and Academic Saturday

For those who make gifts to the College Queens' has a Stewardship and Donor recognition programme. Office bearers of the JCR and the MCR are closely involved in the relationship between the College and Queens' Members.

12. FOOD HYGIENE AND SAFETY

In a densely-populated and well-heated environment such as the College, Owlstone Croft, or the college houses and flats, it is extremely easy for infestations of pests such as beetles to become established. Once established, such infestations are very difficult and inconvenient to eradicate: they might, for instance, involve your rooms and your gyp-rooms having to be closed, sealed, and fumigated.

Such infestations carry with them a risk to health of every member of the community. Rules relating to food hygiene are to be adhered to strictly.

The following rules are related especially to food hygiene:

1. Food may not be stored in bedrooms.
2. No cooking may be done in bedrooms or living rooms (not even in your personal microwave oven). It is impossible to maintain living rooms to minimum food hygiene standards.
3. Loose food (such as opened breakfast cereals, flour, and rice) must be stored in sealed containers (such as the air-tight plastic boxes intended for use in freezers, or jam jars with screw-down lids). You must not leave loose food such as cereals in open containers, such as plastic bags, or the cartons they were purchased in. Plastic bags with tied necks are not sufficiently well sealed. Only air-tight containers will stop a beetle intent on getting at your food, or laying eggs in it.
4. Food stored in refrigerators should be wrapped in cling-film to prevent cross-contamination with other food there.
5. Food waste or spillages must be cleaned up, and disinfected if necessary, whether the spillage be on a worktop, on the floor, or in a refrigerator. It is especially important to keep clean the margins of the floors, close to walls and skirting boards. Food which is no longer edible must be disposed of safely.
6. Food cupboards should be periodically emptied out (whether or not there is any sign of spillage or infestation), wiped down with mild disinfectant, and carefully restocked.
7. Refrigerators should also be periodically emptied out, wiped clean, and restocked. Refrigerators should be defrosted as frequently as necessary.
8. Washing up must be done immediately. Dirty crockery, cutlery, or cooking utensils must not be left overnight.

It is grossly irresponsible to introduce into the communal environment food which is already infested with insects (or their eggs or larvae), or which is contaminated with food poisoning bacteria. As a working assumption, it is probable that any food which is (a) neither treated with insecticide nor gamma-irradiated, or (b) advertised as organically grown, or (c) purchased from a shop which sells or stores the produce (especially cereals and rice) loose, is already infested. Any person bringing such food into college must observe the rules about air-tight storage with exceptional care. If you are sharing a kitchen or gyp-room with a person who uses such food, you too must adopt exceptional precautions in defence of your own stored food.

If the college ever finds it necessary to disinfest an area, then all food stored within that area will have to be destroyed, whether or not it is owned by the person(s) responsible for the infestation. No compensation will be paid.

If the college ever finds it necessary to organise special cleaning of an area which has been allowed to degenerate, then the users of that area will be jointly charged for detriment.

Communal hygiene is a communal responsibility. If you observe others neglecting this responsibility, then it is your responsibility to remind them of theirs. Persistent offenders should be reported to the College.

13. ELECTRICAL SAFETY

The College has a duty under UK safety legislation to ensure the safety of its staff at work. In the case of mains-operated electrical equipment (where there is risk of death should equipment be faulty), the obligation to ensure safety is absolute (not merely 'as safe as reasonably practicable'). For its part, the College has a programme of regular checks of all electrical equipment, including equipment supplied by the College in student rooms. As college staff (such as housekeeping staff) might be at work in student rooms, it is necessary for the College to ensure that equipment introduced by students is safe, and is operated in a safe manner. In order to meet the obligation to ensure safety, the Junior Bursar has made the following regulations:

1. No appliance may be connected to the mains supply in College property unless *either*:
 - it conforms to British Standard 2754, or has BEAB approval, or the equivalent standards or approvals of other EC countries. These approvals can normally be found stamped on equipment or in its operating instructions. It is expected that the majority of domestic electrical equipment of reputable European manufacture will satisfy this requirement; *or*:
 - it has been submitted to the College maintenance electrician for testing, and has passed that test. This regulation will apply to all home-constructed equipment, as well as equipment which does not clearly conform to the above standards. Requests for testing can be made to the Maintenance Department. The electrician will stick a label on the underside of equipment which passes the test as evidence; *or*:
 - it is an electric shaver (or similar very low wattage apparatus with a 2-pin plug) of any sort or origin, providing it is plugged into only the special shaver sockets provided over most wash-basins in College. These sockets are isolated from the mains supply.
2. No connection (other than by shaver sockets) may be made to the College mains supply other than by use of a plug top to British Standard 1363. Damaged or cracked plugs may not be used.
3. Appliances which are intended to be earthed, or which contain exposed metal parts (including bulb-holders), must be earthed by means of a 3-core mains lead and connectors providing earth continuity all the way back to the College wall socket.
4. Equipment rated at 720 watts (3 amps) or less (i.e. the vast majority) may not be connected to the mains if the fuse in the plug is rated over 3 amps. Note that plugs are usually sold with 13 amp fuses, which are not acceptable.
5. Extension mains leads must be joined with proper plug and socket connectors (not by terminal blocks or insulation tape). Extension leads may not be run into bathrooms or showers.
6. Mains leads may not be laid under carpets, or across the path of anybody moving around the room in normal circumstances.
7. Mains leads must be suited to the purpose (they may not be bell flex, for instance) and undamaged. The outer insulation sheath must extend into the plug at one end, and into the appliance at the other end, and be securely clamped at both ends.
8. Where light fittings have maximum bulb wattages marked, those bulb sizes must not be exceeded. In the absence of markings, the following maxima apply: Ceiling pendants with large shades: 100w; Cripps Court 1001 (anglepoise-style) lamps: 75w; Cripps Court alcove lamps: 40w; genuine Anglepoise lamps: 60w; upright table lamps with bulb fixed and pointing upward: 60w; small reading lamps: 40w.
9. The following electric appliances are banned from use in College property on grounds of safety:

Portable immersion heaters (sometimes known as infusers).

Once each year it will be necessary for the College maintenance staff to enter your room in order to test electrical equipment. You are requested to cooperate with this procedure.

14. IN THE EVENT OF FIRE

For your personal safety, you should detach this page, and post it prominently in your room.

It is your personal responsibility to know the location of alarms on your staircase and the buildings you frequent, such as the library. You should know where the fire extinguishers are on your staircase, and have read the instructions on the extinguishers. Wherever you are in a building in the College, you should know your main route(s) of escape. Expect to have to find them in smoke-filled air.

If you discover a fire anywhere:

- Break the glass in the nearest Alarm Box *before you do anything else*.
- Ensure your own route of escape.
- If another person is available, send them to the Porters' Lodge with details.

Fighting a fire:

- Do not attempt this unless you feel competent to do so.
- Keep between your escape route and the fire at all times.
- Do not use water extinguishers on electrical fires, fat, or oil fires.
- Burning oil or fat in a pan can be blanketed using a fire blanket. If no fire blanket is available use a *wet* large tea-towel or cloth, but approach with the cloth in front of your face, and be sure your hands are wrapped in the cloth.
- If you cannot extinguish the fire in one minute, vacate the room and close the door.
- If a person's clothing is alight, roll them in a fire blanket, blanket or coat to smother the flames.

If you hear the Fire Alarms:

Intermittent Ringing - **ALERT**

- Close all windows and doors;
- Switch off electrical and gas appliances;
- Be ready to leave without delay.

Continuous Ringing - **EVACUATE**

- Leave the building immediately;
- Close, but do not lock, doors behind you;
- Congregate at the assembly point identified by the fire procedure notices at the place you came from: normally the nearest lawn. Do not gather on paths, which might be needed for emergency access. There might be a roll-call. Do not re-enter the building until you are advised that it is safe to do so.

Fire Escapes:

- Your main route of escape is down your staircase.
- In *Cripps Court*, alternative routes are signposted through to adjacent staircases via gyp-rooms.
- In *Erasmus Building*, staircases K and L form alternative exits for the 2nd and 3rd floors.
- In *Owlstone Croft*, alternative staircases are signposted.