



Queens' College Cambridge

# Student Handbook

Information and Regulations

2019/2020

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/>

## CONTENTS

Page

1. THE COLLEGE AND ITS RESIDENT MEMBERS .....	5
The College .....	5
The President and Fellows .....	5
The Graduate and Undergraduate Students .....	5
Regulations .....	5
2. THE COLLEGE OFFICERS .....	6
The President .....	6
The Vice-President .....	6
The Senior Tutor .....	6
Directors of Studies .....	6
The Admissions Tutor .....	6
The Dean of College .....	6
The Head of Welfare and Dean of Chapel .....	6
The Librarian and Keeper of the Old Library .....	6
The Garden Steward .....	6
The Praelector .....	7
The Senior Bursar .....	7
The Domestic Bursar .....	7
The Estate Bursar .....	7
The Safety Officer .....	7
The Data Protection Officer .....	7
The Complaints Officer and Panel .....	7
3. UNDERGRADUATE AND GRADUATE WELFARE PROVISION .....	8
The Student Support Team (SST) .....	8
Undergraduate Tutors .....	9
Graduate Tutors .....	10
Welfare Advisers .....	11
JCR and MCR Welfare Representatives .....	12
4. MEDICAL WELFARE .....	13
The College Nurse / Health Centre .....	13
Students with Disabilities .....	13
First Aid and Accidents .....	13
Communal Hygiene and Precautions against Infection .....	14
Communicable Diseases .....	14
Actions on Encountering an Intoxicated Person .....	14
5. ACADEMIC STUDIES, EXAMINATIONS AND RESIDENCE .....	15
Academic Studies .....	15
Supervision Guidelines for Students .....	15
Examinations .....	16
Intermission .....	16

College Examination Period .....	16
Residence .....	16
The College Periods of Residence .....	17
Change of Subject .....	18
6. DISCIPLINE .....	19
7. FACILITIES .....	22
The Porters' Lodge .....	22
Administrative Offices .....	22
Bicycles and Bicycle Storage.....	22
Chapel.....	23
College Grounds.....	23
Common Rooms .....	23
Computers and the Internet .....	23
Housekeeping Department .....	24
Launderettes.....	25
Library.....	25
Mail.....	25
Maintenance, Defects and Safety Hazards.....	26
Meals, Catering, and Beverages .....	26
Notice Boards and Student Newsletters .....	27
Queens' College Day Nursery.....	27
Photocopier.....	27
Public Rooms and Other Areas .....	27
Sports Facilities .....	28
Telephones .....	29
Theatre and Cinema.....	29
University Cards .....	30
8. ROOMS AND SERVICES.....	31
Accommodation Standards and Policy .....	31
Bathrooms and Showers .....	32
Central Heating and Energy Conservation .....	32
College Rooms, Furnishings and Bedding .....	32
Cooking Equipment.....	33
Damage and Detriment Charges .....	33
Electricity ( <i>see also</i> Electrical Safety) .....	33
Fires and Room Heaters .....	34
Fire Precautions and Safety.....	34
Gas.....	35
Gyp-Rooms and Cooking ( <i>see Food Hygiene</i> ).....	35
Housekeeping, Cleaning and Room Inventory .....	35
Insurance .....	36
Internet Service.....	36
Luggage Storage.....	36

Security .....	36
Televisions, PCs and Licensing .....	37
Vacations (see also Luggage Storage) .....	37
Waste Disposal and Recycling .....	37
Water.....	38
9. GENERAL REGULATIONS .....	40
Access to the College .....	40
Cars and Car-Parking .....	40
Complaints .....	40
Disturbance to other Members of the College and to the Public .....	40
Guests .....	41
Hardship .....	41
Meetings, Parties, and other Organised Events .....	41
Miscellaneous .....	43
Safety .....	43
Smoking and Vaping .....	43
Taxi Fares .....	43
Travel Grants.....	44
10. FINANCIAL.....	45
Caution Money.....	45
College Bills .....	45
Cashless Payments .....	45
Student Loans .....	45
Financial Defaulters.....	46
Financial Guarantees .....	46
Financial Sponsors: Late Payment, Non-payment, and Reduced Support.....	46
Hardship Monies.....	46
11. THE QUEENS' COLLEGE UNION .....	47
12. QUEENS' COLLEGE ALUMNI.....	48
13. FOOD HYGIENE AND SAFETY.....	49
14. ELECTRICAL SAFETY.....	50
15. IN THE EVENT OF FIRE .....	51

## 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 most of 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 among the Professors in the University. *Official Fellows* constitute the major part of the Fellowship; they are usually 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. 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 Richard Weber.

### **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 Studies**

For each undergraduate the College appoints a Director of Studies, 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 Admissions Tutor**

The Admissions Tutor, Dr Andrew Thompson (Essex 9), is responsible for the College's admissions, student recruitment, and outreach policy.

### **The Dean of College**

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

### **The Head of Welfare and Dean of Chapel**

The Head of Welfare, Revd. Tim Harling, manages the Welfare Team in providing support for all students; pastoral; medical; mental health; other. As Dean of Chapel he manages the Chapel, services and advises people of all faiths how best to engage and receive support from their faith communities.

### **The Librarian and Keeper of the Old Library**

The Fellow Librarian and Keeper of the Old Library, Dr Tim Eggington (Old Library Office), is responsible for the College Library, which comprises the War Memorial Library (WML) and the Old Library (which houses the College's collection of older books and manuscripts).

### **The Garden Steward**

The Garden Steward, Dr Patterson, is responsible for the upkeep of the courts and gardens in College.

### **The Praelector**

The Praelector, Dr David Butterfield (S04), 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.

### **The Domestic Bursar**

The Domestic Bursar, Mr Andrew Bainbridge (AA12), is responsible for all aspects of College Catering, the Porters and Housekeeping Departments, the Accommodation Officer, and the Maintenance Department (day-to-day operations).

### **The Estate Bursar**

The Estate Bursar, Dr Robin Walker (Office, Cloister 1) is in charge of the College's building projects, large-scale maintenance operations, and IT infrastructure.

### **The Director of Development**

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

### **The Safety Officer**

The Safety Officer, Mr Andrew Bainbridge (Domestic Bursar), is responsible for all aspects of safety within the College. He is supported in this task by the Safety Office ([safety@queens.cam.ac.uk](mailto:safety@queens.cam.ac.uk)).

### **The Data Protection Officer**

The Data Protection Officer is responsible for the retention and security of potentially sensitive information. Contact the Data Protection Officer via the Head of Academic and Tutorial Services, Mrs Karin Ruthven (35601).

### **The Complaints Officer and Panel**

The College's Complaints Officers are: Prof Richard Prager ([rwp@eng.cam.ac.uk](mailto:rwp@eng.cam.ac.uk)) and Dr Robin Walker ([rdhw@cam.ac.uk](mailto:rdhw@cam.ac.uk)). The Students' Complaints procedure can be found on the Queens' website.

### 3. UNDERGRADUATE AND GRADUATE WELFARE PROVISION

#### **The Student Support Team (SST)**

***The SST comprises the Undergraduate and Graduate Tutors, and the Welfare team.***

The aim of the SST is to provide appropriate support to students in overcoming any problem or concern by establishing on-going support and/or ensuring specialist referral as necessary, in order to enhance the wellbeing of the individual so that she or he may pursue their course of study effectively.

The team offers an integrative solution to support students. Tutors and the Welfare Team manage a pathway to the most appropriate source of support. A student in need may contact any member of the SST and expect to receive a rapid referral to the person best able to deal with their issue.

The SST will ensure that any student enquiry is acknowledged rapidly. Where necessary an initial consultation will follow, within 24 hours whenever possible, with further consultations thereafter as required.

#### **SST Responsibilities:**

In general, *Tutors* manage matters of concern that are purely, or largely, academic-related and matters that require the student to interface with the University.

*Welfare Advisers* manage all other matters affecting a student's wellbeing sometimes in conjunction with a tutor or the Senior Tutor. Onward referrals beyond the College's resource are made as necessary.

The *College Nurse* manages welfare matters related to medical factors, and other welfare matters.

#### **SST Composition: Tutors**

##### **Tutors**

All students are assigned a Tutor. The details of assignment are containing in CamSIS.

The Tutors provide support to students with specific academic-related problems, academic underperformance (aside from support provided by the DoS) or concerns that require the student to interface with the University (intermission of study, change of course, etc.) or in cases where the student interfaces with their Faculty or Department, especially when these matters are problematic. Tutors also offer support to students when students are involved in a disciplinary process, or a complaints process, when students face financial problems, and in any other circumstances when significant factors inhibit a student's ability to focus on their studies. Tutors support students in making application for travel grants

The Head of Welfare may refer a student to a student's Tutor, and *vice versa*. Generally, the student's consent is sought before referral.

The Undergraduate Tutors this year are: Prof. Lisa Hall (BI); Dr Graham McShane (AA44)Dr Ana Rossi (C6); and Dr Andrew Zurcher (GO6).

Graduate Tutors this year are: Prof. Lisa Hall (BI); Dr Marie Edmonds (DD46); Dr Howard Jones (Essex 3); Dr Laurence Tiley (G4).

## Undergraduate Tutors



*Prof. Lisa Hall (B1)*  
[lisa.hall@biotech.cam.ac.uk](mailto:lisa.hall@biotech.cam.ac.uk)



*Dr Graham McShane (AA44)*  
[gjm.31@cam.ac.uk](mailto:gjm.31@cam.ac.uk)



*Dr Ana Rossi (C6)*  
[amr50@cam.ac.uk](mailto:amr50@cam.ac.uk)



*Dr Andrew Zurcher (GO6)*  
[aez20@cam.ac.uk](mailto:aez20@cam.ac.uk)

## Graduate Tutors



*Prof Lisa Hall*  
[lisa.hall@biotech.cam.ac.uk](mailto:lisa.hall@biotech.cam.ac.uk)



*Dr Laurence Tiley*  
[lst21@cam.ac.uk](mailto:lst21@cam.ac.uk)



*Dr Marie Edmonds*  
[me201@cam.ac.uk](mailto:me201@cam.ac.uk)



*Dr Howard Jones*  
[hrnj1@cam.ac.uk](mailto:hrnj1@cam.ac.uk)

## **SST Composition: The Welfare Team**

### **Welfare Advisers**

*Welfare Advisers* manage all matters affecting a student's wellbeing sometimes in conjunction with a tutor or the Senior Tutor. Referrals are made beyond the College's resource as necessary.

The Head of Welfare is Revd Tim Harling (Cloister 2).

The other Welfare Advisers are mostly based in the Health Centre. The Welfare Team comprises: Mrs Emily Farrar (Welfare Advisor and Mental Health Nurse); Ms Anna Reali (Welfare Advisor and Counsellor); Mrs Alex Green (Welfare Advisor and Physical Health Nurse); Revd Maximillian Bayliss (FF8). Any query or request for support may be addressed to any of the *Welfare Advisers*.

### **Welfare Advisers**



*Head of Welfare, Dean of Chapel*  
*Revd. Tim Harling*  
[tch42@cam.ac.uk](mailto:tch42@cam.ac.uk)



*Ms Alex Green College Nurse*  
[nurse@queens.cam.ac.uk](mailto:nurse@queens.cam.ac.uk)



*Ms Emily Farrar*  
[welfare.emily@queens.cam.ac.uk](mailto:welfare.emily@queens.cam.ac.uk)



*Ms Anna Reali*  
[welfare.anna@queens.cam.ac.uk](mailto:welfare.anna@queens.cam.ac.uk)



*Revd Max Bayliss*  
[mtb52@cam.ac.uk](mailto:mtb52@cam.ac.uk)

## SST Provision: Undergraduate and Graduate Flow Chart

### Academic Problem or Concern



Contact your Director of Studies (DoS) or Supervisor in the first instance.

If your difficulty concerns your DoS, or if you are referred by your DoS or any member of the SST, contact your tutor or the Senior Tutor. *You should request confidentiality if required.*



Your Tutor or the Senior Tutor will arrange a time for an initial consultation as necessary, and/or gather information by other means.



The Tutor will work with the student to resolve the problem and liaise with others as necessary - respecting agreed confidentiality.



The Senior Tutor will support the Tutor as required.

### Welfare Problems or Concerns



Refer to any of the SST by either attending the daily drop in session in the Health Centre (0830-0930hrs weekdays during term time) or send a welfare advisor an email with a brief outline of the nature of the problem.



The Tutor/Welfare Adviser will arrange a time for an initial consultation, as necessary, and/or gather information by other means.



The Tutor/Welfare Adviser will work with the student to resolve the problem and liaise with others as necessary - respecting agreed confidentiality.



The Tutor/Welfare Adviser will contact the Duty Tutor, or the Senior Tutor, if necessary. Confidentiality will be respected except in cases where there is significant risk of self-harm or harm to others.

### JCR and MCR Welfare Representatives

The students run an effective system of peer-based support. Details are 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 owing to limitations of capacity or resources within College, or when appropriate, the student may be referred to other sources of care outside Queens' including: the Disability Resources Centre (DRC); the University Counselling Service (UCS); 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.co.uk/about>

## 4. MEDICAL WELFARE

### **The College Nurse / Health Centre**

The College Nurse is based in the Health Centre, which is between BB and CC staircases in Cripps Court. She can be contacted by email [nurse@queens.cam.ac.uk](mailto:nurse@queens.cam.ac.uk) or telephone 01223 335578. Her consultation times are posted outside (normally, Monday to Friday 0830-1200 and 1400-1630, during Full Term). The Nurse can be contacted outside her normal hours through the Duty Tutor, Porters' Lodge, or a member of the Welfare Team. You may consult her for any reason, and you are very strongly advised to inform her if you become ill (evidence concerning illness can be very helpful if it subsequently has an adverse effect on your studies or your performance in examinations). It is especially important to ask for advice at once if you have any symptoms which you suspect may be associated with highly contagious conditions such as Whooping Cough, Chicken Pox or Meningitis.

Students who have a known Anaphylaxis risk (extreme allergic reaction to a specific food or other substances) have their photos discreetly posted in the Porters' Lodge and the Catering Department, and staff are trained in First Aid. Queens' has taken the decision to provide auto-injector adrenaline devices for use in an emergency, by an individual experiencing an anaphylactic reaction. These devices are situated in the Porters' Lodge, Dining areas, Health Centre, Nursery, Sportsground and the Boat House. Staff in these areas are trained to recognise signs of a reaction occurring and offer appropriate treatment. Further guidance can be found on the Queens' website under Health & Safety Documents: <http://www.queens.cam.ac.uk/life-at-queens/documents-policy.health-safety>. It may help to save lives if you also know what simple action to take in an emergency: <http://www.patient.co.uk/health/anaphylaxis-leaflet>

For further health information please refer to the Cambridge Student Health website <http://www.camstudenthealth.nhs.uk/>, developed by local GP surgeries. This provides information and guidance about a wide range of health conditions.

### **Students with Disabilities**

Queens' College is a diverse community, wholeheartedly committed to inclusivity and to equality of opportunity and treatment. Students with disabilities are encouraged to get in touch with the College Nurse about their condition (even before first arriving at Queens' if appropriate) so that reasonable adjustments, if needed, can be made in a timely way. For students with disabilities there is a wide range of support, including College Nurse, Tutors, SST, the JCR Disabilities Officer within College, and the Disability Resource Centre (DRC) within the University. 'Disability' can cover a wide range of situations and needs. If you feel you would benefit from some additional support (which would respect and embrace medical and personal confidentiality), please contact one of the Welfare Team. All enquiries will be dealt with sensitively on an individual basis. N.B. If you have any problem with mobility that could impair your ability to escape in an emergency, e.g., an outbreak of fire, you must inform the College Nurse, who is the Disability Liaison Officer. The College Nurse, along with the Safety Office, will then draw up a 'Personal Emergency Escape Plan (PEEP)', tailored specifically to your needs.

### **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 that you cannot 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. All such accidents will be entered in the College's accident/incident book, on a form kept by the Porters and First Aiders. The book is another legal requirement and is kept in strict confidence in a locked safe. Self-reporting is also encouraged, where possible, for minor mishaps, so that any safety implications or concerns can be addressed.

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.

### **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, other than due to acute illness, 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) the ground floor entrance of Y staircase (Fisher); (ii) the launderette near Q staircase (Dokett); and (iii) the ground floor entrance of F tower staircase (Old Court). Keys for these stores are available at the Porters' Lodge.

Irresponsible behaviour which might lead put to the transmission of viruses such as HIV or Hepatitis B. Any student found in breach of these regulations will be disciplined. The College follows the guidelines from the University on HIV/Aids and has a Sharps Injury and Safe Exposure Policy for further information:

<http://www.queens.cam.ac.uk/life-at-queens/documents-policy/health-safety>

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.

### **Communicable Diseases**

Students are strongly advised to ensure they are vaccinated for the following before arriving in Cambridge:

- Meningitis C
- Meningitis ACWY
- Mumps/MMR (full course)
- Tuberculosis (TB)

*Note:* Influenza vaccine may be given annually between October and December. Protection afforded by the vaccine lasts for about one year. Students can receive the vaccine from their Doctor / General Practitioner or a pharmacy. (A small charge may be payable.)

Students should seek advice from a Doctor before travelling or contact the College Nurse for further information.

### **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.

## 5. ACADEMIC STUDIES, EXAMINATIONS AND RESIDENCE

### Academic Studies

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

Graduate students may or may not have Supervisions provided by the College but, notwithstanding this, may request advice from an appropriate Director of Studies 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 Studies, Graduate Tutors, or Academic Tutors in the case of undergraduates, 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 University class list for that examination.

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 attend the supervision or to complete the work that you have been set.
- If you miss a supervision for any reason, you should notify your Director of Studies by email.
- 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 (DoS), Academic Tutor or Graduate Tutor. If you have persistent problems with either your supervisor or supervision partner. It may be possible to change either or both of these.
- If your difficulty lies with your DoS, make an appointment to see the Senior Tutor.

## **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 online. 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 Karin Ruthven (Essex 5). The University will not accept late changes to entries. A candidate whose name does not appear on the final list will not be permitted to take the examination.

## **Intermission**

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 an 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 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 intermitted for medical reasons will not be allowed to return into residence and resume their studies until the University's Applications Committee has received satisfactory medical evidence from a qualified professional (e.g. your home GP or a specialist consultant or practitioner) detailing the treatment by which the condition has been cured or controlled and offering assurances concerning fitness to resume full-time study. In some cases, the College may in addition require a qualified Cambridge-based GP, or a specialist consultant, to confirm a student's fitness to return to full-time study before the College will support an application to return from intermission.

## **College Examination Period**

All members of the College are required to respect the College Examination Period (20 April to 12 June 2020). During this period it is expected that noise in College will be kept to a minimum to allow students to prepare for their examinations.

## **Residence**

To qualify for the BA degree, an undergraduate must not only pass certain examinations but must also *keep* nine Terms. For a term to be 'kept' a student has to reside in Cambridge for a minimum number of nights (59 for the Michaelmas and Lent Terms and 52 for the Easter Term). If you are registered on a full-time basis and are resident in Cambridge for 21 days or more of a term you will be liable for the University Composition Fee for that term. The term will also be counted as a term of study.

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 the next three years are:

	Term begins	Full Term	Full Term ends	Term ends
<i>Michaelmas</i>				
2019-20	1 Oct	Tues 8 Oct	Fri 6 Dec	19 Dec
2020-21	1 Oct	Tues 6 Oct	Fri 4 Dec	19 Dec
2021-22	1 Oct	Tues 5 Oct	Fri 3 Dec	19 Dec
<i>Lent</i>				
2019-20	5 Jan	Tues 14 Jan	Fri 13 Mar	24 March
2020-21	5 Jan	Tues 19 Jan	Fri 19 Mar	25 March
2021-22	5 Jan	Tues 18 Jan	Fri 18 Mar	25 March
<i>Easter</i>				
2019-20	10 April	Tues 21 April	Fri 12 June	18 June
2020-21	17 April	Tues 27 April	Fri 18 June	25 June
2021-22	17 April	Tues 26 April	Fri 17 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.

The dates of signing for room keys at the beginning and end of Term constitute the College's evidence that students have satisfied their residence requirements. These dates must show that students have spent the required number of days and nights in Cambridge.

### **The College Periods of Residence**

The academic year is constituted by College Periods of Residence and College Vacation Periods. The College 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 to whom a College Room has been allocated has the right to reside during these periods, but at other times accommodation may be limited (and, if available, may entail a change of room).

For accommodation in College Vacation Periods ('excess residence'), a daily charge is made and permission has to be obtained in advance. During excess residence, and at the beginning and end of each College Period of Residence, rooms are not available for occupation until noon on the day of arrival and must be vacated by noon on the day of departure. Failure to vacate the room and return the keys by midday will mean the student is considered to be in unauthorised excess residence. This is charged at double the excess residence rate in force at the time.

Longer-term contract schemes (e.g., the quarterly scheme) are available for students who need to live in College accommodation for long periods of the vacations (for example overseas students). Details of these schemes are emailed by the Accommodation Officer at the relevant time of year to all student residents.

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 longer-term contract schemes may involve moving to a room elsewhere 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, for a variety of reasons, facilities and services are not always available and the longer-term contract schemes do not confer entitlement to them. During the Vacation Periods the College will undertake much of its maintenance work and applicants to the longer-term contract schemes accept that this is the case.

### **Change of Subject**

Should a student wish to be considered for a change of Tripos, a 'Change of Course Request' should be completed which can be downloaded from the Queens' website <http://www.queens.cam.ac.uk/life-at-queens/documents-policy/forms>

Along with the completion of a 'Change of Course Request', stating the reasons why a change of Tripos is requested, the student is required to discuss their request with both their current and their potential DoS.

For any request to change Tripos (for the following academic year) the deadline for receipt of the completed application in the Tutorial Office is 15th July.

The only exception is for those students applying to undertake Management Studies. Applications for this course can be found at <http://www.queens.cam.ac.uk/life-at-queens/documents-policy/forms> and should be submitted by the end of April in the student's penultimate year of their course.

## 6. DISCIPLINE

### Background

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

The maintenance of good order and discipline in the College is entrusted by the College's Statutes to the Dean of College. The process by which the Dean considers questions of alleged misconduct is set out in the College's Disciplinary Procedure, which is maintained by the Governing Body pursuant to its power under the College's Statutes to make Orders of importance in maintaining and improving the discipline of members of the College *in statu pupillari*.

All students must familiarize themselves with College regulations. However, this brief guide is intended to assist students of the College, whether making a complaint against another student or as the subject of a complaint facing disciplinary proceedings. It does not go into full details, which can be found in the [Disciplinary Procedure](#) online. Your Tutor can help you to understand and interpret the Procedure and broader Statutes, Orders, and regulations and other rules which are available:

University of Cambridge

- [Proctorial notice on University discipline](#)
- [Plagiarism and good academic practice](#)
- [University regulations and guides](#)
- [Disciplinary Procedure](#)

### What constitutes misconduct?

It is important to note that the following behaviours may constitute misconduct under the College's Disciplinary Procedure:

- Disruption of, or improper interference with, the academic, administrative, sporting, social, religious or other activities of the College, whether on College premises or elsewhere, including interference with anyone's right to freedom of speech within the law;
- Obstruction of, or improper interference with, the functions, duties or activities of any member of the College, employee or authorised visitor, including the unlawful denial of any such person's right to freedom of speech within the law;
- Violent, indecent, disorderly, threatening, abusive or offensive behaviour or language, including such language in any poster, sign, notice or publication (whether on College property or elsewhere, or on social media), aimed at any person if such conduct has a detrimental impact on the College or its members of employees; or when engaged in any College activity or if directed to any member or employee of the College or any visitor;
- Fraud, deceit, deception or dishonesty in relation to the College, in connection with holding any office in a College club or society or in relation to being a student;
- Action likely to cause injury or impair safety on College premises;
- Harassment of any member of the College, employee or authorised visitor ("harassment" means any physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating (whether intentionally or not) an offensive, intimidating, hostile, degrading or humiliating environment for the recipient and includes (subject to excluded matters summarised below):
  - behaviour that is unwelcome, uninvited and causes a detrimental effect;
  - verbal or physical aggression;
  - sending abusive or threatening messages (including on social media);
  - behaviour that causes offence on account of a person's age, sex, gender, gender reassignment, sexual orientation, disability, marital or civil partner

- status, pregnancy or maternity, race, colour, ethnic origin, nationality, religion or belief; and/or
  - sexual or physical assault or assault);
- Damage to, or defacement of, College property or the property of members or staff or authorised visitors of the College caused intentionally, negligently or recklessly, and misappropriation of such property;
- Misuse or unauthorised use of College premises or items of property;
- Misuse or unauthorised use of the College computer system, including accessing prohibited material;
- (Subject to some exceptions) conduct which amounts to a criminal offence in English law (or conviction of such an offence) where the conduct:
  - took place on College premises or through the College's computer system; or
  - affected or concerned other members of the College community; or
  - damages the reputation of the College; or
  - itself constitutes misconduct under the Disciplinary Procedure; or
  - is an offence of dishonesty wherever committed and the student holds an office of responsibility within the College; or
  - is such as to render the student a danger to other members of the College community or unfit to remain a member of the College or to enter and practise a profession to which the student's course is designed to lead;
- Misconduct relating to initiation ceremonies, instigated by any club or society, and other prohibited practices; commission of acts of discrimination;
- Breach of any Order made by Governing Body of the College;
- Failure to comply with any penalty, measure, duty or requirement arising under the Disciplinary Procedure; obstructing the Dean in carrying out duties under the Disciplinary Procedure, giving false evidence at any hearing under the Disciplinary Procedure or in any other way seeking to pervert the course of justice in relation to action under the Disciplinary Procedure;
- Disorderly or unruly behaviour within the College, whether or not induced by drink or drugs, including any anti-social conduct resulting from the consumption of drink or drugs.

Some forms of misconduct – for example, serious sexual or physical assault – are so severe that the College does not have the appropriate level of forensic skill and investigatory abilities to properly investigate the accusation. In such cases, therefore, the Dean will be unable to take the matter further in College until the accused student has been convicted by a court, or the accused student accepts full responsibility for the offence. However, the Tutors can and will offer pastoral care, guidance and support, and the Dean will advise the person making the complaint about alternative options (such as referral to the police or to the University's Office of Student Conduct, Complaints and Appeals).

The same applies to misconduct where the University takes responsibility for discipline instead of the College, including: sexual misconduct; harassment involving students at two or more Colleges; cheating in University examinations; disrupting or impeding the activities of the University; or misconduct occurring in the context of University societies or sports clubs.

### **How are complaints of misconduct dealt with by the College?**

The Dean will determine accusations of *non-academic* misconduct i.e., whether on the balance of probabilities misconduct has occurred.

The Dean can impose various penalties on finding misconduct has occurred, including a fine and/or withdrawal of privileges (such as use of College facilities), up to and including expulsion from the College. Any fine issued is in addition to the invoices that might be sent by the College to cover damage to College buildings, fixtures and fittings.

It is possible to appeal to the Governing Body against a decision of the Dean on certain grounds.

While a College disciplinary matter is under consideration, the Dean might think it necessary to impose temporary "precautionary measures" on the accused student. The purpose of such measures is not to be punitive but rather to take necessary and proportionate steps to

ensure the welfare of the College and its members. Any student subject to such measures will be informed of their right to have the measures reviewed.

It is not always appropriate for the College to consider allegations immediately. The Procedure confirms that:

- If the police are investigating an offence that is also being considered under the College's disciplinary procedures, the College's own investigations will normally be put on hold until all police or legal action has been completed.
- The same applies if the University is considering action under its own disciplinary proceedings, or similar action is being taken by another external organisation.

During this time, temporary precautionary measures (see above) may be put in place by the Dean. Once all such police / University proceedings have been completed, the College's own disciplinary procedures may recommence.

## 7. FACILITIES

### The Porters' Lodge

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

All full-time 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 335500. It is staffed twenty-four hours a day. The Porters may contact the Senior Tutor, Duty Tutor, Welfare Advisers, 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 may therefore be required to offer proof of identity when asking for keys to your own room. Please keep your University ID card with you.

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 **Bursars' Secretary** is located in Cloister 1 (0900-1500 Monday to Friday). The Bursars' Secretary is responsible for the administration and maintenance of the diary for the Senior Bursar, Estate Bursar and Domestic Bursar.

The **Bursary Office**, Essex 2, is the location of two Bursary Assistants.

The **Financial Office** (Essex 1, 0830-1615) is the location of the *Student Finance Administrator* who is responsible for College bills, SLC loan registration and tuition fee administration.

The *Accommodation Officer* is responsible for the co-ordination of room allocations (but not for complaints about defects) and is located in the Financial Office (Essex 1, 0815-1600).

The **Tutorial Office** (Essex 5, reception: 0900 - 1600). Please direct queries as below in first instance:

Undergraduate admissions:	<a href="mailto:admissions@queens.cam.ac.uk">admissions@queens.cam.ac.uk</a>
Graduate admissions:	<a href="mailto:graduate.office@queens.cam.ac.uk">graduate.office@queens.cam.ac.uk</a>
All undergraduate tutorial matters:	<a href="mailto:tutorial.office@queens.cam.ac.uk">tutorial.office@queens.cam.ac.uk</a> ,
All graduate tutorial matters:	<a href="mailto:graduate.office@queens.cam.ac.uk">graduate.office@queens.cam.ac.uk</a>

### 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 by the Police 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'. The uncovered bicycle racks inside the Fisher Gates are intended mainly for visitors to the College. There is a secure cycle cage behind Friars' for those who wish to lock their bicycles 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, as listed on the Chapel Card distributed to all members of College at the start of each term. Chapel services are primarily Church of England liturgies. However, the Chapel is also available for use by other Christian denominations and by other faith groups, as well as for other non-religious purposes. The Chapel may also be available for weddings of current students or alumni. Please contact the Dean of Chapel (the Revd. Tim Harling, tch42) with queries and enquires about using the Chapel. The Organ may be used by arrangement with the Senior Organ Scholar (H2 Walnut Tree Court), after the Dean of Chapel has granted permission.

## **College Grounds**

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 the use of the Fellows' Garden during the summer months (from the beginning of the Easter Term), and the lawn in the Round during the College Examination Period when the College is closed to visitors. 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.

## **Common Rooms**

The **Junior Combination Room (JCR)**, located in the Solarium, AA13 Cripps Court, is administered by the JCR Committee and provides quiet social facilities for students, including newspapers and computer terminals. 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. Entry is controlled by University Card.

## **Computers and the Internet**

A Computer Room, for use by College members, is on the ground floor of Essex Building. There is second Computer Room for use by the JCR, located in the Solarium. There is a third Computer Room in Owlstone Croft. Entry to all the computing facilities is by University Card. 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.

The MCR has a single computer workstation and an MFD.

The MFDs in the Library, Essex Computer Room, JCR, Owlstone Croft Computer Room and the MCR are part of the Desktop Services Common Balance scheme, see: <https://help.uis.cam.ac.uk/service/printing>

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

- the electronic mail system (*EOL*), 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>

Some new students will have been able to pre-register and collect their password before coming to Cambridge. Other 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 *UniOfCam* wireless network. You will need your UCAS personal identifier or Board of Graduate Studies (BGS) number.

The Computer Officers are able to change the passwords during normal office hours (Ground Floor, Essex Building). Identification will be required in the form of the University Card or passport.

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.

The university *UniOfCam* 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. *UniOfCam* 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 *UniOfCam*, 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 MFDs in the Computer Rooms, the Library, and MCR (MCR members only). See <http://www.ucs.cam.ac.uk/desktop-services/ds-print/individual> for the necessary software download. At all MFDs, you will need to swipe your University card to release your printing.

**Students who send email to College or University staff should do so from their Cambridge email account**, and not from any other personal email account they might have. Students are expected to check their @cam in-box regularly in case of incoming email 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. The IT Office issues a USB flash drive with anti-virus software for both PCs and Macs.

**Students must respect the law relating to copyright:** students detected with copyright material on their PC without the copyright-holder's permission may be subject to penalties, including enforced deletion of all offending material; fines; or disconnection from the internet.

**Acceptable Use:** All network usage is subject to Acceptable Use Policies. The University policies are at: <http://www.ucs.cam.ac.uk/network/rules/index> and the College policies are at: <http://www.queens.cam.ac.uk/student-information/computing-telephones/terms-and-conditions>. Breaches of Acceptable Use Policies may be treated as disciplinary matters, and may lead to summary disconnection.

## **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 furnishings, cleaning and domestic matters (including housekeeping staff) should be made in the first instance to the Housekeeping Office, email to [housekeeping@queens.cam.ac.uk](mailto:housekeeping@queens.cam.ac.uk) or phone to 01223 335585.

## **Launderettes**

Coin-operated launderettes are located: Docket Building – left side of entrance to Q staircase; Cripps Building – bottom of FF staircase; Owlstone Croft – far end of A Block; 73 Maid's Causeway – basement, and at 98-100 Norwich Street. All machine faults should be reported to JHC Laundry. Contact details are on display in the launderette. The College does not maintain the equipment.

The College does supply irons and ironing boards in the launderettes. 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 containing books for student use, and desks for reading or working. During term time it is open from 7.00a.m., until 2.00a.m. For vacation opening times, please see the library noticeboards.
- the Old Library, containing the College's unique collection of manuscripts and books dating back to the twelfth century. Each year there is a programme of exhibitions, open weeks, and rare book workshops.

Library news, including information about Old Library events and new e-resources, is made available via the Library newsletter, the Library website, our Facebook and Twitter sites, and on the Library noticeboards (Cloister Court and outside of the War Memorial Library). For enquiries about the Library and e-resources, please consult the Fellow Librarian (Dr Tim Eggington, ([librarian@queens.cam.ac.uk](mailto:librarian@queens.cam.ac.uk)) or any other member of library staff ([library@queens.cam.ac.uk](mailto:library@queens.cam.ac.uk)). Introductory sessions are held as part of Freshers' Week at the beginning of the Michaelmas Term. Research Skills workshops are also offered by library staff during the course of the year.

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, for official notices, and for 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 correspondence address for Owlstone Croft is: Owlstone Croft, Owlstone Road, CAMBRIDGE, CB3 9JJ. Residents of Owlstone Croft have pigeon-holes there as well as at the Porters' Lodge. The addresses for other College properties 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, Docket 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](mailto: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 an 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 maintenance email system is tracked. You will receive an automatic response to your report, and you should receive a further email when the defect has been fixed. If repairs are held up you should receive an email 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 email 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 please retain your maintenance emails.

### **Meals, Catering, and Beverages**

The College provides breakfast (0815-0930), lunch (1230-1400), and brunch on Saturdays and Sundays (1100-1330). Dinner is available in two forms: an informal cafeteria self-service meal (1745-1900) 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. Grace before Formal Hall is said by the Scholars of the College on the basis of a rota fixed by the Tutorial Office. High standards of dress and behaviour are expected at Formal Hall. MCR Dinners are held on alternate Thursdays, commencing the first Thursday of each Term and every other Tuesday.

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*). A surcharge will apply for guests.

The College can cater for vegetarians, vegans, and other diners with specific dietary requirements.

No meals are provided at Owlstone Croft, which instead has extensive facilities for self-catering. Students who prefer self-catering should apply for Owlstone Croft accommodation.

Outside Full Term, meal times may vary. The kitchens are closed and no meals are served over the Christmas and New Year period. Depending on the date of Easter, the kitchens may close for the Easter weekend.

The Catering Office is at the bottom of FF staircase in Cripps Court and is open to callers 0900-1630, Monday to Friday. The Catering Team can be contacted on extension 35592.

The Coffee Bar is open 1030-1700 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/life-at-queens/domestic/catering>

### **Music Rooms**

The Music Room, behind the 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 ('Magsoc'). There are booking sheets in the Porters' Lodge. Amplified music and drum-kits are not permitted in the Chapel Music Room, which may not be used for other purposes when there are services, rehearsals, concerts, or other organised events in the Chapel.

### **Notice Boards and Student Newsletters**

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.

The Student Newsletter is sent out periodically via email throughout the academic year. Newsletters can also be accessed on the Queens' website at: <http://www.queens.cam.ac.uk/life-at-queens/about-the-college/queens-student-newsletters>

### **Queens' College Day Nursery**

The College has a workplace nursery situated at Owlstone Croft in Newnham, with up to 25 places for children from 3 months to school age. The nursery is open 8.30am to 5.00pm, Monday to Friday and is a self-contained unit with its own secure play area, sandpit and excellent resources and provides hot meals for children. Located next to the Paradise Local Nature Reserve, it incorporates its own purpose-built extensive garden for safe and secure outdoor pursuits. We recognise the importance of early education in child development. The emphasis is on free play, structured activities and learning to lay the foundation for later school and to introduce the children to early numeracy, literacy and simple scientific investigation. The children experience art, woodwork, craft, music, dance, local visits, and walks. We encourage and develop the children's love of books from the earliest age.

Queens' Fellows, students and staff are given priority for places but any remaining vacancies are open to others. For more information, contact Nursery Manager Abi Stannard on 01223 335623 or email [qcdn@wigwamnurseries.co.uk](mailto:qcdn@wigwamnurseries.co.uk).

There is a salary sacrifice scheme available to Fellows and staff who are paid by the College. For more information about this, please contact Mr Richard Morley, Clerk to the Bursars: [rjm28@cam.ac.uk](mailto:rjm28@cam.ac.uk)

### **Photocopier**

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

### **Public Rooms and Other Areas**

Certain rooms and areas in College may be booked by Queens' students or societies through the Catering Office (0930-1230 and 1330-1600, FF staircase), or by email to [room.bookings@queens.cam.ac.uk](mailto:room.bookings@queens.cam.ac.uk). All rooms and areas have certain terms and conditions pertaining to their use. You should familiarise yourself with these before making a booking.

At the point of booking, specify any room set-up and equipment needs (e.g., smart screen, whiteboards) directly with the Catering Office.

The following rooms may be available for bookings.

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

**Armitage Room**, FF staircase Cripps Court, when not in use as a dining room or for Easter term revision, may be booked for small quiet meetings or teaching.

**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. When not otherwise booked, it may be used for table tennis without booking.

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

**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 (but not for other ball games, nor for activities that may damage the grass).

**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.

**Munro Room**, Old Court, is a small dining room that may be booked only by Fellows, but is also available for external functions.

**Old Senior Combination Room**, Cloister Court, may be booked only by Fellows, but is also available for external functions.

**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 Domestic 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. Cloakrooms and toilets for Old Hall events are available in the Old Kitchens Suite, Pump Court.

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

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

**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 on the **Erasmus Lawn** 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 Senior Treasurer, Dr Andrew Zurcher ([aez20@cam.ac.uk](mailto:aez20@cam.ac.uk)) or [gym@queens.cam.ac.uk](mailto:gym@queens.cam.ac.uk).

**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 two glass-backed **Squash Courts** 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 (iv) 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.

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 for other 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 College now have a dedicated AV technician, who is responsible for the running of the Machin Room and Fitzpatrick Hall. The Machin Room is not bookable, and access is limited to those members of College who have demonstrated themselves proficient in its use, as judged by the Domestic Bursar, Head of IT or the AV Technician. A College committee now run the use of the Machin Room and the technical installation of the theatre. The hire of the College's AV equipment should be made through either the AV Technician or the Conference and Catering Office. Dressing Rooms and the Green Room may be booked in association with use of the Hall via the Conference and Catering Office. (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.

The seating structure is damaged (July 2017) and should only be moved in or out by the AV Technician or the Maintenance Department.

## 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 College photocopiers. The card entitles you to a discounted flat-rate fare on the 'Universal' bus service, which stops just outside Queens' in Silver Street, and which runs on a route including Addenbrooke's Hospital, the railway station, and the University's West Cambridge site.

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/life-at-queens/documents-policy/replacement-university-cards>. 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 Graduate Tutor or Student Support Tutor in the case of undergraduates.

## 8. ROOMS AND SERVICES

All undergraduates may live on the College main site during the College Residence Periods for up to three years. The allocation of College rooms is supervised by the Domestic Bursar. Room allocations are normally made at the end 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. Please note that Queens' students are not allowed to stay in another Queens' student's room in order to try and avoid excess residence charges.

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 but most graduate students 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 a 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: <https://www.cambridge.gov.uk/media/1526/standards-for-college-properties.pdf>
- (iii) the Code of Conduct of the Accreditation Network UK, at: [http://www.nationalcode.org/Upload/File/NationalCode\\_Edu.pdf](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 email or write to the Domestic 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. These toilets are all gender-neutral. There are male-only toilets (i) in the Old Kitchens and (ii) in Cripps Court near FF staircase. There are female-only toilets (i) in the Old Kitchens and (ii) in Cripps Court near FF staircase. There is a dispensing machine for sanitary supplies in the Cripps Court female-only toilets. There are toilets with extra accessibility in (i) Lyon Court cloisters, and (ii) 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 until a request is made by the President of the College Union (for College), or the MCR Committee (for Owlstone) that the heating be turned off. 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. Charges for heating are finalised in arrears, and apportioned as set out in the *Schedule of Fees and Charges to Members*. If resident students 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 email [maintenance@queens.cam.ac.uk](mailto:maintenance@queens.cam.ac.uk).

## College Rooms, Furnishings and Bedding

Your room has to be used by many generations of students. 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 meet UK fire safety standards (e.g., 1988 Fire Regulations or BS5852).** 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 leave 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.

To avoid damage to the walls and other surfaces in your room, take extreme care if using any product/item that is used to attach to walls and other surfaces. Pins are allowed on noticeboards. To hang pictures or posters, the Housekeeping Office can loan picture hooks

without charge. Detriment charges may be incurred if any College property is damaged by the removal or introduction of such products and/or items.

Alternatively, Magic Whiteboard Paper, which is a plain white erasable plastic sheet, is available from the Housekeeping Office. This can be used to cling to a wall surface without causing damage.

On the main site, beds are provided with a mattress, mattress protector, pillow, pillow protector, duvet and a blanket. No bed linen (sheet, duvet cover, pillow case) is provided, however, residents should provide bed linen themselves, or may 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.

If a safety concern has been identified, such as risk of fire, water leak, structural building concern, etc., the College reserves the right for its officers or staff to enter student rooms with or without the resident's permission. However, in most instances, access to student rooms, outside of the limits of pre-arranged Service Level Agreements or requested maintenance, will be requested, giving 24 hours notice.

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 is willing to assist with any concerns regarding your room and can be contacted by email via: [housekeeping@queens.cam.ac.uk](mailto:housekeeping@queens.cam.ac.uk)

### **Cooking Equipment**

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

### **Damage and Detriment Charges**

A list of detriment charges are tabled and approved each year at the first Domus meeting. Detriment charges will be posted on your College account in respect of making good the consequences of any misdemeanour or damage beyond fair wear and tear, for clearing up unreasonable amounts of mess or rubbish (*party-givers please note*), for special cleaning, and for missing College property and late return of futon/bedding.

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

A room inventory, if accurately completed, provides useful information regarding the condition of College property.

### **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.

On the 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 and flats, electricity is charged quarterly to actual consumption in arrears: 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.

Where dual-voltage shaver sockets are supplied over or near wash-basins, **these sockets may only be used for shavers** (and not, e.g., 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, and can be contacted through the Porters' Lodge.

### **Fires and Room Heaters**

No student rooms have fires supplied by the College. Residents of rooms on the College main site 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, **but residents may not use electric heaters in their rooms**, because the electricity supply will not cope, leading to tripped circuit breakers.

Residents in other external College properties may use their own electric room heaters, of the convector or fan type, but entirely at their own fuel cost.

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

### **Fire Precautions and Safety**

See also section 14, **IN THE EVENT OF FIRE**.

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 and must not be used as playthings, nor 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 in the College itself or in College property

There are different types of detector in College responding to heat or smoke. There are heat detectors in every gyp room and smoke detectors in every corridor. This means that if you are cooking in the gyp room and generate smoke, when the gyp room door is opened, the escaping smoke could trigger a smoke detector in the corridor. Be careful when leaving a gyp room after cooking. A detector that is triggered will have a glowing indicator to show that it has been triggered. Every residential room is fitted with a smoke detector.

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
- ALWAYS keep the gyp room door **closed** while cooking.

### **Charges may 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 candles or joss-sticks in rooms, common areas or Gyp rooms whether lit or unlit, or anything else which can emit a naked flame or smoke. (Such items will be removed.)
- 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. In other College properties, 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 see 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 [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 and recycling bins, and is equipped with an electric kettle, toaster, microwave, 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 4<sup>th</sup> Floor. You are advised to label everything you put into cold storage: at times, there are problems with food going astray. Some fridges can be padlocked. 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. Kitchen equipment and utensils (whether dirty or clean) must not be left to build up, nor be stored on ledges and benches or in the sink area. Items left or stored inappropriately will be subject to removal. Detriment charges may be made if you leave unreasonable amounts of mess in gyp-rooms. **Do not leave cooking unattended (including microwave ovens and toasters).**

You may use your own cooking appliances (providing they are UK compliant) 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, you are not allowed to store food, milk or other items on outside window-ledges.

At Owlstone Croft (where residents are assigned to specific kitchens), and at the college houses, all kitchens have a full cooker, so that full 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, Cleaning and Room Inventory**

Student cleaning stores are located: Fisher Building – left-hand side of Y staircase entrance; Dokett Laundry – behind the bank of dryers; Old Court – at the base of F staircase near the shop.

On the College main site (only) your room will be serviced once a week by housekeeping staff. Please co-operate by ensuring surfaces (especially floor areas) are free from excessive rubbish and clothing. At the beginning of your residency, you may agree with Housekeeping a day and time for servicing your room. If you do not wish to be disturbed, or if you wish to change the agreed day 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 Domestic Bursar.

A Room/Flat Inventory will be issued at the beginning of each residency. At the end of each residency, the Housekeeping team will check your room/s and report any concerns. Detriment charges may be made for 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.

## Internet Service

We provide a free internet service, which includes a free monthly data volume allowance; data volumes beyond the free monthly allowance may incur an excess data charge.

## Luggage Storage

The College does not provide storage for students' possessions during the Long Vacation. The expectation is that students will either take all their possessions away with them when they leave for the summer, or make private arrangements for storage off-site.

There is limited storage facilities that can be used in term time and during short vacations. Permission to use additional storage facilities outside your room must be requested from Housekeeping or the JCR International Student Officer. Most en-suited rooms have lockable storage above the bathroom that may be used during short vacations. In most rooms in the Friars building there is a lockable store above the built-in wardrobe. The key for these storage areas is on your room key bunch.

Some Cripps rooms have a padlockable built-in cupboard. External bunker-style storage with padlock is available in Cripps, Fisher, Friars, Dockett and Old Court. All bunker padlock keys are available from Housekeeping and must be signed for.

When operational demand is low, there are additional communal storage areas available in the Erasmus Building (second and third floors) and Dockett Building R staircase. Communal storage areas are managed by Housekeeping on request, and key made available from the Porters' Lodge which must be signed for. All items placed in 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 or not in locked storage, 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 and definitely when out of residence, otherwise you may be charged for unauthorised excess residence and 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 usually open the pedestrian gates outside W Staircase, the main gate of Old Court, and Dockett Gate, at all hours. (However, the College reserves the right as it sees fit to make the College site accessible only via the Silver Street Porters' Lodge.) 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, launderettes, and computer room. Where external doors to staircases have been fitted, these will be locked, openable by card, after 9.00p.m.

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 email:  
[maintenance@queens.cam.ac.uk](mailto: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 their 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 in at the Porters' Lodge with your room keys, while you are away.

For the summer vacation the College expects all rooms to be completely cleared. It is generally expected that you will take all possessions home (but see also [Luggage Storage](#)).

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 recyclable waste. The plastic bin is for general waste.

The College runs a recycling scheme. All gyp-rooms are supplied with 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 small green bin (normally on a work-top) for all forms of food waste.

- **It is forbidden to leave litter, glass, or other refuse on staircases, landings or corridors.**
- **Liquids should not be poured into waste bins.**
- **Cooking fat must not be poured down a drain: allow it to solidify and dispose of it as a solid.**
- **Sharp objects such as broken glass, crockery, knives etc., should be placed into the Sharp Box found in your gyp.**
- **For disposal of hypodermic syringes, please replace needles in cases before discarding them.** The College Nurse can provide a special sealed container for disposal.

Do not dispose of sanitary items down toilets. There are sanitary disposal bins in most communal toilets. Please use the facility correctly.

Bulk waste from functions or parties should be taken by the organisers to the appropriate recycling bin in the Loading Bay behind FF staircase in Cripps Court or large bins behind Owlstone Croft Porters' Lodge.

## **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

Security, both personal and property, is paramount. Always keep doors to the outside firmly locked at all times.

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 bye-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 for 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.

## 9. GENERAL REGULATIONS

### Access to the College

The Porters' Lodge on Silver Street is staffed 24 hours a day (except for brief periods when the Porter is out on patrol). The Porters' Lodge entrance remains open until about 2300 hours, after which the outer door is locked until about 0600. During that time, the outer door can still be opened by University Card, and members of College and their accompanied guests may enter or leave through the Porters' Lodge.

Other College gates are usually accessible to members of College at any hour by University Card. However, the College reserves the right as it sees fit to make the College site accessible only via the Porters' Lodge. 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.

Tourists are usually admitted to the College for a few hours each day by either the Old Court gate or the Porters' Lodge. The regulations regarding tourist access to College do not apply to members of College and their guests. In particular, the external College gates labelled PRIVATE - NO ENTRY may be freely used by *bona fide* guests.

The Porters Lodge at Owlstone Croft is staffed 24 hours a day. 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.

### 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.

### 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.

### 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 an overnight guest by marking a register in the Porters' Lodge. This register is kept so that the College has 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 terms; and before midnight during vacations. 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.

To accommodate your guest, a futon service is available from the Housekeeping Office. There are a limited number of futons with bedding and linen which can be booked in advance and is free of charge. However, detriment charges may be applied for late return and/or damage, or if extra cleaning is required.

### Hardship

Any student experiencing hardship, in which unforeseen or unforeseeable circumstances lead to privation, should see their Tutor, the Duty Tutor, or the Senior Tutor at the earliest possible opportunity.

### Meetings, Parties, and other Organised Events

**Permission from the Dean of College is required for any meeting, party, dinner, or event organised by a student on College property.**

Informal gatherings (including meals) in a student's residential room at which no more than eight people are present do not require the Dean's permission.

Any gathering in any room at which an invited or external speaker is present is deemed a meeting and therefore requires permission from the Dean of College.

**Formal Hall 'Swaps'**. Permission from the Dean of College is required for non-College members to attend Formal Hall, except when the guests (no more than four in number) are the personal guests of a member of College. **All University or College Society Formal Hall 'swaps' require permission from the Dean of College.** Such permission should be requested in the same way and the same time-frame as permission for a party.

No party or meeting may go on later than 11.45pm. The Dean of College may specify an earlier closing time in giving permission.

No more than 15 people may be present at a party or meeting in a student's residential room. Larger parties or meetings may be held only in the College's public rooms or spaces (see above, under 'Public Rooms and other areas').

Junior members of College may book the public rooms or spaces for meetings, parties, or similar events. They 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 (namely the President, Secretary, or Treasurer). They may not book rooms on behalf of other individuals or of organisations external to the university. Terms and conditions governing the use of these rooms and spaces are available from the Catering Office.

Events in the JCR, MCR, or Owlstone Common Room may only be organised by the JCR or MCR officers (as appropriate), and only with permission from the Dean of College.

**Getting permission for meetings, parties, or other events**

Permission for meetings, parties, and other events must be sought **from the Dean of College at least eight days in advance**, and must be secured **at least 48 hours in advance**. If a public room is required, it must be reserved through the Catering Office at least eight days in advance. **Reservation of a room through the Catering Office neither constitutes permission for an event nor implies that it will be given.**

**Critical path**

**All communications to and from students regarding meetings, parties, or similar events are conducted via the Catering Office.**

1. Reservation of room sought at Catering Office at least 8 days in advance
2. Completion of relevant Dean's permission form
3. Completed permission form handed in at Catering Office at least 8 days in advance
4. Catering Office submits completed forms to Dean of College for approval
5. Dean of College may seek clarification or resolution of issues or problems. Queries will be sent and answered via the Catering Office. Issues or problems must be resolved in time for Dean's permission to be granted at least 48 hours in advance of the proposed event.

**Responsibility for meetings and parties, etc.**

**The person to whom permission is given (the 'Responsible Person') for any meeting, party, or other event is wholly responsible for that event and for the behaviour of those**

**who attend it.** The Responsible Person is required to be present for the duration of the event, and is accountable for the behaviour of non-members of the College attending it, wherever they might be within College. All those who attend such events, whether or not they are members of College, must comply with College regulations, including the prohibition on smoking other than in permitted areas.

Events, which take place on College property must be, not give rise to behaviour, which would be unacceptable in any public place. Unacceptable behaviour includes, among other things, rudeness to College staff, racist or sexist comments or actions, offensive drunkenness, vomiting, vandalism, interference with fire prevention or other safety equipment, rowdiness, and excessive noise.

### **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.

*Bathing.* Bathing in the river is dangerous. **It is forbidden to bathe in the river 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 usually require a written or email reply, especially if they are marked 'RSVP'.

*Photography and Filming* in College are permitted for personal use only. For any other purposes approval must be sought from the Domestic Bursar.

*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**

All hazards, accidents and incidents should be reported as soon as possible to the Porters' Lodge or Safety Office (Q3, [safety@queens.cam.ac.uk](mailto:safety@queens.cam.ac.uk)). Student involvement in health and safety management is encouraged and students are represented on the College Safety Committee. The Health and Safety Policy of the College can be found at: <https://www.queens.cam.ac.uk/life-at-queens/documents-policy/health-safety>

### **Smoking and Vaping**

**Queens' College is a smoke-free environment. Smoking is not permitted in the grounds nor in any room or building in the College, nor in any College-owned property or building** except for designated smoking areas. For the purposes of this regulation, 'smoking' includes vaping and the use of any similar surrogate smoking products.

### **Taxi Fares**

Taxis fares incurred from taking journeys to A&E (Addenbrooke's Hospital) may under certain circumstances be reimbursed on the authority of the Senior Tutor. Taxi journeys arising from medical emergencies, 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 complete a form available from the Tutorial Office and send it to their Graduate Tutor, or Student Support Tutor in the case of undergraduates, attaching receipts for the journeys undertaken.

### **Travel Grants**

Limited funds are available to support student travel for academic and other purposes. Applicants must complete a form, available from the Tutorial Office or the website:

<http://www.queens.cam.ac.uk/student-information/tutorial-information>

Applications should offer detailed justification for the travel proposed, together with an itinerary and a schedule of estimated costs or receipts. Applications submitted without a supporting letter from an appropriate person (DOS, Supervisor, etc.) will not be considered.

Travel grants are given primarily to assist with travel and accommodation expenses (i.e., they do not cover subsistence). The student must retain all receipts and hand them in at the Tutorial Office after returning. Receipts should cover the entire amount granted. Where there are insufficient receipts to cover the amount of grant, the student will reimburse the shortfall to the College.

There are three travel grant application deadlines in each academic year, these being 9 November 2018, 15 February 2019 and 17 May 2019 for the 2018/19 academic year. Travel applications can be completed on-line at:

<http://www.queens.cam.ac.uk/life-at-queens/documents-policy/forms/travel-grant-application-forms>

## 10. 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). Graduate students should consult their Tutors, and undergraduate students should contact a Student Support Tutor if they are in financial 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 debit card, issued from any international country. 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 debit or 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 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 or College Fee as required should write immediately to their Tutor 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 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 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 or alternative support. If additional or 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.

### **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.

## **11. 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 Junior Combination Room (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 MCR membership of the JCR, also members of the Middle Combination Room (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.

## 12. QUEENS' COLLEGE ALUMNI

From the day you matriculate, you enjoy life membership of Queens' College and you will always be welcomed back. Once you have graduated, you do not need a card to visit College and entry is free to Old Members. The Alumni & Development Office (T7, Fisher Building) will be your main point of contact and we encourage alumni to visit the office.

We offer:

- **Business Contacts scheme:** available for current students or new graduates; we can establish direct links with alumni in a particular company or profession. Contact the Alumni Office ([alumni@queens.cam.ac.uk](mailto:alumni@queens.cam.ac.uk))
- Regular **reunion dinners, professional interest** and **networking events** in the UK and overseas. See the [Alumni Events Pages](#) of the Queens' College website.
- *The Bridge* magazine is given to you twice a year (a copy is placed in each student's pigeonhole), keeping you up-to-date on College news and interesting stories from Queens' members past and present. Let us know any interesting stories you may have, which we can include in *The Bridge* or other [publications](#) ([thebridge@queens.cam.ac.uk](mailto:thebridge@queens.cam.ac.uk)).
- Varied ways of keeping in touch via the College website and social media pages.
  - Like us on [Facebook](#)
  - Connect on [LinkedIn](#)
  - Follow us on [Twitter](#) and [Instagram](#)
  - [Queens' College website](#)
  - Please send us your news – we're keen to hear about student experiences – [development@queens.cam.ac.uk](mailto:development@queens.cam.ac.uk)
- Privileges of membership also include:
  - **Alumni dining:** Alumni members, who have received their MA, are entitled to dine at High Table up to three times a year during term without charge. Gowns can be hired locally. See the [Alumni Events](#) pages of the Queens' College website for dates and application forms ([events@queens.cam.ac.uk](mailto:events@queens.cam.ac.uk))
  - **Staying in College:** We currently have a limited number of guest rooms. If guest rooms in College are available, they can be reserved for a maximum of three nights by alumni members. Please contact the Accommodation Officer with College accommodation enquiries [rooms@queens.cam.ac.uk](mailto:rooms@queens.cam.ac.uk).
  - **Punts:** Please contact the Porters with any punt enquiry or booking [porters@queens.cam.ac.uk](mailto:porters@queens.cam.ac.uk).
- **When you leave Queens' please keep in touch.** Do let us know of any change of [contact details](#) so we can maintain our database and keep you in touch with our news. We forward all contact details to the University unless you request otherwise. All personal details are held in accordance with current Data Protection legislation.
- Once you have graduated, you can join our new networking platform ([Queens' Community](#)) and make sure you get a [CAMCard](#) from the University Alumni Office which identifies you as a member of Queens' here, and at other Colleges, and gets you discounts in shops and restaurants in Cambridge.

Alumni & Development Office (T7 Fisher Building)

Telephone: +44(0)1223 331944

Email (general): [alumni@queens.cam.ac.uk](mailto:alumni@queens.cam.ac.uk)

### 13. 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 flies, ants, wasps and 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. Rules relating to food hygiene are therefore 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.
4. Food stored in refrigerators should be wrapped in cling-film to prevent cross-contamination with other food.
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.

If the college ever finds it necessary to disinfect an area, then all food stored within that area will 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.

## 14. 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 Domestic 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.

## 15. IN THE EVENT OF FIRE

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

Immediately upon arrival, familiarise yourself with your emergency escape route(s), your assembly point and nearest emergency call-point (red, break glass box) for both your accommodation and regularly used communal areas. Remember, you may have to evacuate in the dark or through smoke.

### **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 safe 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 smothered 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.
- Do not take risks, if the fire does not extinguish within a few seconds, 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.