

Welcome to Hamblemeads



Welcome to Warsash Maritime Academy, Hamblemeads Residence. Here are some tips and useful information that you need to know...

Check-In

You are able to check in from 1pm onwards on your day of arrival. If you arrive out of office hours the Duty Officer will issue your keys and barrier pass (if applicable).

Check-Out

Please check out of your room by 9am on the day of departure, handing in all keys/barrier passes to Reception staff or deposit in the key box in Reception. Failure to do so will result in a further day's room charge. If you require any luggage to be stored this can be done at Reception.

Paying for your accommodation

For private delegates payment for the duration of your stay is required on arrival. If you arrive outside of office hours please call into Reception during office hour at the first available opportunity.

The Accommodation Office

The Accommodation Office is located in Reception, which is opposite the flagpole. The Office is staffed between 08:00 to 17:00 Monday to Thursday and 08:00 to 16:30 on Friday.

Cancellation Policy

We operate a 48 hour cancellation policy. Should you wish to cancel your accommodation please do so by giving 48 hours notice before your day of arrival. If you have paid a deposit we will refund by the method paid. If you cancel within the 48 hours we will keep your deposit as a cancellation fee. Please note, should you decide to leave early during your stay, you will not be entitled to a refund.

Your Room

Every room has an IT connection point for Internet use and a free connection cable for each resident.

Always take your keys with you and lock your bedroom, even when you are only leaving for a short time - you never know who may be walking past and the University can't take responsibility for your belongings.

Your room is your own responsibility and damages will be charged for, either individually or on a 50/50 basis for twin rooms.

Cleaning and Laundry

Your room will be cleaned during your stay by our cleaning team who work between 08:30 and 13:30 daily. Towels and bedding are generally changed once every three days, depending upon the length of your stay, and further blankets are available upon request. Facilities for making hot drinks are offered in every room, as are a selection of complimentary toiletries. The laundry room is located on the ground floor of Hamblemeads and is equipped with a complimentary use washing machine, including washing power and tumble dryer.

Duty Officers

Duty Officers are located in Reception and are on site Monday to Friday from 15:00 to 10:00 and 24 hrs a day on Saturday and Sunday. They are there to check on the Residences and to assist with problems that arise during the evening. Their number is: **07740 924873**

Security

Try not to lose your keys as a replacement lock and a new set will cost you £35. All visitors must sign in at Reception and be collected by you from there. You are responsible for visitors and their actions. All visitors must leave by 23:00.

The Waterside Restaurant

Included in the price of the accommodation is breakfast and dinner Monday to Friday and brunch and dinner at the weekends, all served at the Waterside Restaurant located in the Moyana Building.

Monday - Friday Breakfast 7:30 - 8:30 Dinner 18:30 - 19:15

Weekends Brunch 11:00 - 12:30 Dinner 17:45 - 18:45

If your course starts before brunch is served at the weekend, please order a pre-packed breakfast the day before at Reception. The Refectory is located in the Moyana building and is open for lunch Monday to Friday from 12:00 - 13:30.

Car Parking

Please inform the Accommodation team if you require parking, as Hamblemeads has a private car park with a security pass operated barrier, which is located on the left of the main entrance. Please return your barrier pass by 9am on your day of departure, as the barrier will automatically open to let your car out.

Your Health and Safety

... is our priority! In the event of a fire alarm sounding you **must** leave the building and assemble outside on the lawn behind Hamblemeads. Do not re-enter the building until you are given the all clear by a member of staff. Emergency procedures for residents are displayed in each room.

First Aiders

Cut finger or something more serious? Come to the Reception if you have an injury or serious illness, as there are trained First Aiders on duty. Or call the Duty Officers mobile: **07740 924873**

Smoking and Smoke Detectors

Hamblemeads is a no smoking building and smoking is also not permitted within 5m of any bedroom window or campus building, so please extinguish any cigarettes before approaching the buildings.

PLEASE NOTE IT IS AN OFFENCE TO COVER A SMOKE DETECTOR.

Maintenance

If you report a fault in your room or communal area, the job will be prioritised according to its urgency and responded to as soon as possible. Report any problems directly to Reception who will direct the problem to the Residences Manager to rectify.

Keep it...down!

Please respect your neighbours and keep the noise down if you come back late at night. If noisy neighbours are disturbing you, then call the Duty Officer on their mobile at any time and inform Reception in the morning.