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WELCOME

We hope you will enjoy your time living on campus at the University of Kent. Our cosmopolitan student community will give you a unique opportunity to make new friends from around the world.

The University is committed to the creation and support of a balanced, inclusive and diverse community and anticipates that all residents will behave in a responsible manner. This booklet is intended to help everyone to live and work together in a civilised, safe and stress-free environment.

Your accommodation will be your home for the next nine or twelve months. We hope that you will keep it clean and tidy and take care of it during your time here, so that when you leave it will be in good condition for those following you.
ABOUT YOUR ACCOMMODATION

The information provided in this booklet forms part of the terms and conditions which you have agreed to when accepting your online offer of accommodation at the University of Kent.

The University of Kent has signed up to the Universities UK Code of Practice for University Managed Student Accommodation. This covers health and safety, maintenance and repair, good management practice and will also assist students to understand their obligations as responsible residents (see http://www.thesac.org.uk/).

Arriving at the University
Your room should be clean and tidy when you move in. Should you find any existing defective items or damage within your room on arrival, please report this straight away to your local Housekeeping Office or Reception.

College accommodation
Colleges are locked at midnight and residents can use their room fob to gain entrance after this time. All non-residents are required to leave at midnight. If you intend to be absent from your room for more than three days, please inform your local Reception.

Students living in Rutherford, Eliot, Becket Court and Keynes main building will need to vacate their rooms for both the winter and spring vacations. During the winter vacation belongings may be left in your room (at your own risk) but for the spring vacation all belongings must be removed, as the accommodation will be used by conference visitors.

Your meal entitlement will be available via your KentOne card, which you collect on arrival at the University.

For residents in Rutherford and Eliot, breakfast is available in Rutherford dining hall. On days when breakfast is not eaten, an allowance may be used towards the cost of dinner on that day.

For residents of Keynes main building and Becket Court, breakfast and an evening meal are available in Dolche Vita, Monday to Friday, and in Rutherford dining hall at weekends.

College membership
College membership is a feature of Kent University’s collegiate identity. Each student becomes a member of one of the five Colleges, whether they live on or off campus, in part-catered or self-catered accommodation. College residents are given membership of the College where they first live.

The Master’s Office in each College is there to offer advice, help and support and should be your first port of call when you need assistance. All matters will be dealt with in the strictest confidence.

The Master’s Office is also responsible for enforcing the University’s Non-academic Discipline Regulations for students. This is the code of conduct which all students must abide by during their time at University.

Contact information for the Masters and Masters’ Assistants is available at the back of this handbook and at www.kent.ac.uk/studentservices/masters-office
Completion of residence period

At the end of the period of residence, the following arrangements should be made:

- Inform the University’s Student Records Office, of any forwarding address.
- 1000 is checkout time on the morning of your agreement expiry date. Extra charges are made for any late departures.
- All rubbish should be removed, the room/house cleaned by the resident and furniture restored to its original position.

- The University will not accept liability for items left in the accommodation at the end of the letting period. Any items found will be considered as refuse and disposed of immediately.

Please note that charges will be added to your student account if additional costs are incurred for any necessary cleaning, repairs, redecorations, appliance or furniture moving, rubbish removal etc.

Environment

The University is seeking to behave as an environmentally responsible body and to incorporate environmental awareness and sustainable development into all its activities. It is developing policies and strategies aimed at ‘greening’ its teaching, research, and operational activities.

You can help the environment by:

- REDUCING the amount of resources you use, especially water and electricity
- REUSING items and getting the most from every product
- RECYCLING items for which there are collection points
- USING public transport.
Fire alarms and precautions
The fire alarm bells are tested once a week, for approximately thirty seconds. The following times are given as an approximate guide and may be subject to change.

<table>
<thead>
<tr>
<th>Location</th>
<th>Time</th>
<th>Day</th>
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</thead>
<tbody>
<tr>
<td>Becket Court</td>
<td>0835</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Darwin College</td>
<td>0815</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Darwin Houses</td>
<td>0910</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Eliot College</td>
<td>0815</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Keynes College</td>
<td>0855</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Keynes Flats and Houses</td>
<td>0900-0930</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Park Wood – Administration Building</td>
<td>0945</td>
<td>Monday</td>
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<tr>
<td>Park Wood – Bossenden Court</td>
<td>0920</td>
<td>Monday</td>
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<tr>
<td>Park Wood – Grimshill Court</td>
<td>0930</td>
<td>Monday</td>
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<tr>
<td>Park Wood – Kemsdale Court</td>
<td>0900</td>
<td>Monday</td>
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<tr>
<td>Park Wood – Nickle Court</td>
<td>0910</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Stock Court</td>
<td>0915</td>
<td>Monday</td>
</tr>
<tr>
<td>Rutherford College</td>
<td>0855</td>
<td>Wednesday</td>
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<tr>
<td>Tyler Court, Block A</td>
<td>0920</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tyler Court, Block B</td>
<td>0925</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tyler Court, Block C</td>
<td>0935</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Woolf College – residences</td>
<td>1100-1200</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Woolf College – academic building</td>
<td>0825</td>
<td>Wednesday</td>
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At all other times the building must be evacuated immediately when the alarm sounds continuously. There is a penalty for failure to do so. It is a disciplinary offence to tamper with any fire safety equipment. Naked flames are not permitted and it is an offence to burn candles in any accommodation.

Insurance
Your rent includes insurance for loss of personal possessions up to £5,000 in respect of claims arising from fire, flood or theft within the accommodation area, including losses by walk-in theft. You will be able to arrange additional cover online at the insurer's website, for accidental damage or all risks on high value items such as mobile phones and laptops.

Keys
Each resident will be provided with either a key and/or a red electronic fob for his/her bedroom and building access.

Students based in Becket Court, Eliot and Rutherford Colleges and Keynes college main building will be issued with a fob on a termly basis and must return their fobs to the Reception at the end of each term. If you do not return your fob, you risk a charge of £35.00 for a fob replacement, as well as charges for not vacating your room on the specified date. Also, you will not be able to re-enter your room as the fob will have expired. Re-programmed fobs can be collected again from your Reception when you arrive for the new term.

All other students (including Park Wood residents) must return their fob/key at the end of the period of residence. Again, charges will be incurred if this is not done.
A charge of £35.00 will be made for the replacement of lost keys/fobs. This will be refunded only if the original key/fob is found and returned to the relevant Reception within seven days. Duplicate keys cut outside the University are not acceptable.

No smoking policy
To comply with UK legislation, smoking is not permitted within any University building or public spaces. It should be noted that the University takes public spaces to include open areas within the footprint of a building, such as cloisters and walkways.

Off-campus housing
Returning students will generally need to secure off-campus accommodation for their second and subsequent years.

During your year in University accommodation, you should try to find some like-minded friends so you can rent a house or flat together for subsequent years of study. When you look for non-University accommodation, you should only consider accredited housing. This means that the landlord has agreed to meet or exceed the minimum safety and legal standards governing shared student housing.

Pets
Pets are not permitted in University accommodation. The only exception is guide/hearing dogs and this must be arranged in advance with the Student Support and Wellbeing service.

Reception services
Receptions are located in each college (Darwin, Eliot, Keynes, Rutherford and Woolf), in Park Wood Administration Building and in Tyler Court (Block A). This is where students collect their keys, mail and parcels. The receptions also provide a useful fax, photocopying and general information service. Details of opening hours are available at www.kent.ac.uk/accommodation/canterbury/on-campus/reception-services.

Recycling facilities
Most self-catering accommodation has facilities available for the recycling of paper and plastic items, which are then collected regularly. There are several collection points on campus where glass can be left.
for recycling, as well as used clothes, books and batteries. For further information about recycling facilities, please contact the Estates Department.

Room transfers and vacancies

Please note that students are not permitted to make informal exchanges of rooms. All room transfers must be arranged with and authorised by the Accommodation Office. This is to ensure a new room agreement is created so that each resident is charged accurately.

Requests for room transfers cannot be considered before early November and students will need to visit the Accommodation Office to apply for another room. An administration charge is made, once a transfer has been agreed, arranged and completed.

Room transfers are not automatically granted, and requests from new students or those living off-campus are given priority for any vacant rooms.

Reasons for moving that involve disputes or complaints with neighbours should first of all be referred to your College Master, who may be able to resolve the cause of any problem.

Telephones and messages

Where provided with a telephone, residents are able to use the University internal telephone system only and it is not possible to receive incoming telephone calls to this system. No additional telephone lines or satellite dishes may be installed in any University accommodation.

Please ensure that you keep in regular contact with your families to avoid unnecessary worry and inform another resident if you intend to be away from your accommodation. It is not possible to provide an individual message service for so many residents and the administration staff will only take extremely urgent messages.

TV licence

A TV licence is required by law for each television in a shared house, flat or College bedroom. One licence does not cover several televisions in shared student accommodation. Please note that detector vans patrol the campus regularly, and fines can range up to £1,000 for unlicensed televisions. Use of a laptop, games console or mobile phone to watch live TV will still require an individual TV licence.
Visitors
Residents may wish to invite other friends to visit during the period of residency. If you have a visitor, you are responsible for their conduct and behaviour and any damage they may cause. You should accompany them at all times to ensure they do not annoy or inconvenience other residents. No keys and/or fobs should be given to any visitor, and they should not be left unaccompanied in the accommodation. Any visits should be arranged in advance, so that other residents are advised, and be restricted to three nights maximum, preferably at weekends. Unplanned, regular, or too frequent visits should be avoided to reduce overcrowding the facilities and inconveniencing other residents.

If complaints are received from other residents or security staff about the conduct of any visitor, the University authorities reserve the right to deny them access in the future.

Visual room checks
Visual room checks can be undertaken at any time, with or without the licence holder being present. These checks will be carried out by staff from the Safety, Health and Environment Unit, Kent Hospitality Health and Safety, Estates Health and Safety.

Window restrictors
For safety reasons, you should not de-activate the safety restrictors on the windows in your accommodation.

Withdrawal or intermission from the University
If a student withdraws or intermits from their studies, they should notify the Accommodation Office in writing immediately. Once confirmation has been received by the Faculty Office and the room key has been returned to the relevant Reception, the accommodation charges will be amended and any due refund of fees processed by the University’s Income Office.

Vacation residence
In order that the University can maximise its income from the residences and continue to keep students’ rents as low as possible, our facilities are let to outside bodies for conferences and events during the spring and summer vacations.

Students who wish to remain in residence during any vacation not covered by their contract may do so (subject to availability), although they will not be able to retain their term-time room and will be offered a room in student-designated accommodation areas. This will be charged at normal student term-time rates.
In line with the University’s green transport policy, students are encouraged to use local transport services:

• The Unirider bus provides a frequent and inexpensive service between campus and the city centre. Tickets can be purchased on the bus or you can buy annual or termly tickets from Canterbury Bus Station or at www.buymyunirider.com/

• A regular train service to London and other destinations is available from both local stations – Canterbury East or Canterbury West

• High speed trains run regularly from Canterbury West to London St Pancras

• National Express coaches operate a frequent service from Canterbury Bus Station to London and beyond.

If you bring a bicycle to use at the University, please ensure that you keep it secure with an appropriate, heavy duty bicycle lock.

Casual employment

To enquire about casual term-time employment opportunities with Kent Hospitality or the Gulbenkian, please talk directly to the manager of the outlet concerned. Details about casual recruitment opportunities in Housekeeping during the summer vacation are made available on Kent Hospitality’s website from April onwards each year at www.kent.ac.uk/hospitality/HR/job-vacancies/casual-work.html.

Catering

With over 12 outlets on the Canterbury campus, Kent Hospitality is proud of the diverse choice available to students. From bistros serving made-to-order food (including Dolche Vita with dishes from around the world and Origins with its Latin-American style cuisine) to our innovative online-ordering service at Bag-It, there’s something for everyone. Soak up the evening atmosphere
in our bars – a popular spot is the modern and exciting Mungo’s. Visit www.kent.ac.uk/catering to find out more.

**Computer Services**

Study areas with PCs and printers are available in the Colleges and other locations across campus. Further information and advice is available on IT Services’ web pages at www.kent.ac.uk/itservices/.

**Electoral roll**

The University is required by the Electoral Registration Officer at Canterbury City Council to submit an electoral register return every October of the names of students living in University accommodation.

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**KentOne Card/University ID**

Students must carry their University ID / KentOne card with them at all times and should show it on request. In particular they must show their ID card to Security Personnel when requested to do so. This is to assist in maintaining a safe campus environment for the benefit of all. The College Masters regard failure to co-operate, in particular failure to show your card, as a serious breach of discipline.

The card is produced from the KentOne desk, which is situated next to Student Records in the Registry. The card is multi-functional and enables you to borrow books from the library, become a member of the Sports Centre, gain entry to the examinations hall and participate in student elections. The card will provide door access to the Templeman Library and may also be used for other areas within the University. If you have any meal entitlement with your accommodation, this will be added to your KentOne card.

You can also use your KentOne card as a cashless purchasing card. Once you have opened your KentOne account and credited it with funds, you are then able to use the card at numerous campus outlets to pay for food, drinks and shopping. Your card can be instantly topped up online at www.kent.co.uk/hospitality.

If you lose your card you will be charged £14 for a replacement, which can be obtained from the KentOne desk in the Registry on weekdays from 0900 to 1700 and 0900 to 1300 in vacation periods. Please note that as we are unable to take cash, you will need to have sufficient funds on your KentOne account or have a debit/credit card with you. Cards which have been stolen are replaced free of charge if you can provide a crime reference number.

Further details of the KentOne card are available at www.kent.ac.uk/hospitality/
In self-catered accommodation at Park Wood and Keynes, Royal Mail and couriers will deliver all correctly addressed external mail directly to the house/flat. You should try to arrange for items to be delivered when you know you will be available, as Receptions may not be able to accept deliveries on your behalf.

Lists will be displayed in all Accommodation Receptions, identifying students who have parcels and registered mail to collect on production of a student ID card. Any letters marked ‘Private and Confidential’ will be kept securely within the Reception area, to ensure safe collection by the addressee.

The University does not accept any responsibility or liability for forwarding mail to a new address, as such mail will require a new stamp within 24 hours of receipt.

Laundry
Self-service, coin operated launderettes with washing machines and tumble dryers are available for residents’ use in all the accommodation areas on campus.

There is a cashless laundry facility in Keynes College, where your KentOne card can be used if you have sufficient funds available.

Lost and found property
Any lost property should be reported immediately to the nearest Reception or the Campus Watch office, which is near the Grimond Building. Please hand in any lost property you may find at the Campus Watch office.

Mail
All internal mail should be collected from the pigeon holes located at your Accommodation Reception and it is your responsibility to check regularly for any mail. Any post not collected within two weeks of delivery will be returned to the Post Office.

Residents living in the following accommodation should collect their mail as follows:

- Tyler Court B and C from Tyler Court A Reception
- Becket Court from Eliot College Reception
- Darwin Houses from Darwin College Reception

It is your responsibility to arrange to have your mail redirected if you change your campus accommodation and before leaving campus at the end of the summer term, whether you are returning in September or not. All mail received during the summer vacation is returned to the Post Office.

Medical Centre
The University has a large purpose-built Medical Centre, which is located in Giles Lane and is open from 0830 to 1800 Monday to Friday. Their telephone number is 01227 469333 during opening hours. You are strongly advised to register with the Medical Centre on arrival.

An independent pharmacy is located adjacent to the Medical Centre.
Room bookings and parties
Rooms may be booked at the discretion of Kent Union in conjunction with the Timetabling Office for evening student society meetings and other activities. At least one week’s notice is required. For further information, terms and conditions please refer to www.kent.ac.uk/timetabling/studentbooking.

Residential accommodation is not suitable for the holding of parties. Gatherings of people in the accommodation will inevitably cause overcrowding, disturbance and possible distress to other residents.

Shops
There are two Essentials convenience stores on campus, near Eliot College and at Park Wood. These shops stock an extensive range of fresh and frozen food as well as confectionery, newspapers and phone cards. A wide range of Fairtrade products is available. Details of opening times are posted at the entrances to the shops.

There is also a small shop near Eliot College Reception which is open on weekdays during term time. This sells snacks, drinks and confectionery, as well as a range of general items.

Next to Essentials on central campus, there is Blackwell’s Bookshop and Unique clothing store.
Sport and recreation

Sport and recreation is a hugely important part of university life and Kent Sport has something for everyone, whether you are an elite sports person or just want to try new activities, lead a healthier lifestyle or meet new people.

Kent Sport membership is great value for money and offers free access to all sports facilities, including weekly aerobic and dance classes ranging from BodyPump to Zumba. It offers a growing programme of sports courses, workshops, intramural and intercollege competitions, fitness and nutrition consultations and hosts over 40 student sports clubs run by Kent Union, ranging from archery to rugby and tennis, to ultimate frisbee.

A major redevelopment of the sporting facilities, completed in 2013, provides significant enhancements to the sporting offer at Kent. The first class facilities now include three multi-purpose sports halls, artificial and grass pitches, indoor and outdoor tennis and netball courts, new dance and fitness class studios and an extensive new fitness suite linked with a physiotherapy clinic.

To find out more visit Kent Sport at the Sports Centre or Pavilion, or via the website www.kent.ac.uk/sports, or like unikentsports on Facebook.

Student Records Office

It is important that all students annually register their attendance at the University. This should not be confused with course or module registration. You should also notify the Student Records Office (located in the Registry) of any change of address if you live off campus. If you live in University accommodation, the Accommodation Office will advise Student Records of your campus address.

Student Support and Wellbeing

The service offers support to students with disabilities, specific learning difficulties, mental health difficulties and medical conditions during their time at the University and can assist with the following:

- Appointments to discuss learning support needs and help to arrange specialist assessments, if required
- Applying for funding to pay for specialist support (eg dyslexia tutors, mentors and note takers) and assistive technology (eg software programmes, computer equipment)
- Arranging support from specialist staff, according to individual needs
- Speaking to your lecturers about particular help you may need in lectures and seminars
- Planning any special arrangements you need for examinations
- Contacting other departments about specific assistance you may require.

Students who require additional support must make contact with Student Support and Wellbeing and complete a registration form. The Student Support and Wellbeing office is located at Room Hg 7-9, Keynes College (T: 01227 823158, E: accessibility@kent.ac.uk, www.kent.ac.uk/ddss).

There may be occasions during your time at the University when you feel in need of some support. If this is the case, we would encourage you to speak to someone at an early stage. Student Services co-ordinate a range of easy to access specialist services for students, offering the opportunity to derive maximum benefit from the University experience. These include:

- The Medical Centre – www.kent.ac.uk/medical/
- Wellbeing Service – www.kent.ac.uk/wellbeing/
- Student Support – www.kent.ac.uk/studentsupport/
- Chaplaincy (covering most denominations) – www.kent.ac.uk/chaplaincy/
- Masters’ Offices – www.kent.ac.uk/studentservices

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FINANCIAL MATTERS

The University’s Student Finance Offices are located in the Registry.

The Income Office
The Income Office is responsible for applying all tuition and accommodation charges to your student account and collecting all related student income.

Accommodation fees can be paid online at https://epay.kent.ac.uk/epay/ and are due as follows:
- For undergraduates, payment is due on the first day of each term;
- For postgraduates, payment is due on the first day of each quarter.

If payment of the accommodation fees for the entire year is received in full by the start of the first term, you are entitled to a discount of 2% of the total fees.

Statements and email reminders will be sent to all students who have an outstanding balance after the payment deadlines. They will detail the balance outstanding and any payment penalties added to your account. Late payment penalties will be charged monthly and will be applied if the fees have not been paid in full. Non-payment of residence fees may also result in accommodation being withdrawn and academic results being withheld.

During term time Income Office opening times are 1000 to 1600 hrs Monday to Friday. In vacation periods the office is open from 1000 to 1200 hrs and 1400 to 1600 hrs Monday to Friday.

The Financial Aid Office
Students need to have their University or College Payment Advice letter scanned by this office in order to trigger Student Loans and Maintenance Grant payments into their bank accounts.

Staff in the Financial Aid Office can offer help and assistance to students experiencing difficulty with accessing loans and grants. The University of Kent’s National Scholarship Programme (NSP) is administered by staff in the Financial Aid Office. Students can use telephones within the student self-help area to contact Student Finance England (SFE).

Should you experience a shortage of funds, you are advised to visit the Financial Aid Office, where the following funding mechanisms can be accessed:
- ALF Short term loan (for UK students experiencing delays with their Student Loans)
- Access to Learning Fund (for UK students experiencing financial difficulties)
- Kent Emergency Student Loan (emergency loan for living costs only)
- European Financial Support (EU students and non EU students on their year abroad only).

Please call 01227 823488/824876/823851, or email financialaid@kent.ac.uk, or call in to room G43 on the ground floor of the Registry. Open Monday to Friday, 1000 to 1600 (closed for lunch 1230 to 1330).
**BEHAVIOUR AND REGULATIONS**

On campus any behaviour which puts others at risk will not be tolerated and may be subject to disciplinary action or legal proceedings.

Examples of this include:
- Anti-social behaviour
- Misuse of fire alarms or fire fighting equipment
- Intentional or reckless interference with mechanical, electrical or other services or installations, including fire extinguishers and alarm call points
- Possession, use or supply of illegal drugs
- Drunk and disorderly conduct
- Violent or threatening behaviour
- Non-compliance with notices on the campus forbidding cycling, rollerblading, skateboarding etc
- Possession or use of weapons (including replicas)
- Misuse of laser pens

A full list of student regulations is available at www.kent.ac.uk/regulations/.

College Masters take breaches of these regulations seriously.

**Discipline and the University Regulations**

All students are required to abide by the University Regulations, for the well-being of our community, and you must familiarise yourself with them. They cover, for example, health and safety, the general conduct expected of students, car parking and policies on alcohol, smoking and drugs.

The underlying principles are simple: familiarise yourself with the basic rules and treat others with respect. Do not act in an inconsiderate or disruptive manner. Ignorance of the University’s Regulations is no excuse.

The following University websites should be consulted for information about the regulations and policies governing the conduct of students:
- www.kent.ac.uk/studentservices/masters-office/
- www.kent.ac.uk/regulations/
- www.kent.ac.uk/safety/

Anyone in breach of these regulations will be subject to disciplinary procedures, which may result in formal warnings, fines and the termination of any accommodation licence. Extreme cases may result in termination of registration.

**Drugs**

Possession or taking of illegal drugs are criminal offences and will in no circumstances be tolerated. Drug dealing will lead to police action and could result in exclusion, the termination of an accommodation licence and termination of registration.

Details of the disciplinary procedures relating to drug use can be found at www.kent.ac.uk/studentservices/masters-office/legal-information.html

The University’s policy statements on alcohol and drugs (substance misuse) can be found at www.kent.ac.uk/regulations/.

**Noise and neighbours**

Residents are required to keep noise down to a tolerable level at all times and the regulations
The most important thing is to be considerate of others. Any neighbour is entitled to ask you to stop making a noise if it disturbs them. Please be aware that you may not be the best judge of how much noise you are making. If you are asked to be quiet, please try to cooperate with the person making the request. Certainly you should not become hostile or rude.

If you return to your accommodation after midnight, please do so quietly. In particular you should avoid shouting or having loud conversations outside rooms where people may be sleeping and you should not slam doors or run loudly up and down stairs.

The need for quiet is especially important during the revision and examination period – the summer term – and therefore no noise should be audible from within an individual’s room at any time of day or night. Care should be taken not to create any disturbance in common areas, or when outside close to residences. Even if your own examinations have finished, other students may still be revising and this should be respected.

Security staff are available 24 hours a day on 01227 823300 or ext 3300 to attend any serious noise disturbance you may experience. They pass reports on incidents that they attend to the College Masters, who have various powers available to them.

Issues arising from noise are usually most satisfactorily resolved through dialogue between residents with a view to agreeing shared expectations. However any complaints or disputes arising from inconsiderate or noisy neighbours, which you are unable to resolve yourself, should be put in writing and directed to the College Master responsible for your accommodation. Your complaint should be short and factual, with descriptions of the types of problems experienced including times, dates etc. You should detail your name and University ID number, your address and e-mail and the room number and name, if you know it, of the person or persons causing any problem. College Masters may then wish to interview you to check details before deciding on any appropriate action to take. Confidentiality will be respected if requested.

Penalties

Various penalties are available, including fines up to £3,000 and the authority to recommend to Kent Hospitality that a student’s accommodation licence agreement should be terminated.

In addition to the fines imposed by College Masters, students can be charged to replace any damaged items in their accommodation. In the past these charges have ranged from £50 for a replacement microwave up to several thousands of pounds to replace a burnt out kitchen.
HOUSEKEEPING INFORMATION

Bedrooms
Furniture, fittings and furnishings must not be removed from rooms. When you leave, all furniture must be left in the same position as it was when you first arrived. A charge may be made for any furniture which has to be repositioned.

Single rooms are designed for occupancy by one person only. No persons other than the authorised resident are permitted to occupy the room or any other part of the accommodation.

Pictures, posters and other decorations may only be temporarily affixed to walls, so as not to cause damage. It is the responsibility of the resident to carefully remove any items from the walls at the end of the agreement period. Should there be any damage to walls, a charge will be made for any redecoration that may be necessary. Pictures, posters or decorations are not permitted in any communal areas.

Charges for damage, breakages or losses
Damage to University property, whether wilful or due to negligence, will be charged to the student(s) responsible. Where no culprit can be identified for damage caused in a shared area, the relevant damage charges will be divided equally between all residents in the area.

The Housekeeping Managers are authorised to impose charges on residents for any damages caused in their residences. Appeals against decisions should be made in writing to the Residences and Conference Manager at Kent Hospitality, whose decision is final and binding.

Cleaning
If you have en-suite facilities with your room, the Housekeeping staff will clean those on a regular basis. However all residents are responsible for cleaning their own bedrooms and are collectively responsible for the cleanliness of communal areas. It is not reasonable for any resident not to participate in keeping the accommodation clean.

The University reserves the right to employ contract cleaners if hygiene and cleanliness fall below a reasonable standard. In this event residents will be collectively charged the cost of the cleaning. Residents of houses also risk being fined and transferred into College accommodation if they fail to keep their kitchen, bathroom and other...
shared areas in a clean and tidy condition on a regular basis.

Please note that residents must provide their own cleaning materials but the use of bleach is NOT allowed.

Residents should wash up their own plates, utensils etc and clean the cooker/microwave immediately after use, so that other tenants are not inconvenienced. Residents must also regularly clean and defrost fridges and freezers. Similarly, residents must clean any bath/shower immediately after use and keep the toilet in a hygienic condition.

A team of domestic assistants provides a strictly limited supplementary cleaning service under the direction of the Housekeeping Supervisors. This service is only intended to supplement the cleaning already carried out by the occupants.

Further details of the cleaning service provided will be available in your bedroom or from your local Housekeeping Office.

Residents must allow free and unhindered access to the accommodation and shared facilities by cleaning staff. Residents must also ensure that their conduct does not prevent the cleaning staff from carrying out their duties.

The Housekeeping Managers maintain room and house inventories and carry out formal health and safety inspections on a regular basis. These determine whether any deductions will be made from deposits for any damaged or missing items, either during or at the end of the resident's stay.

Furnishings, fittings and equipment

On arrival each resident is required to check their room and report any problems to their Housekeeping Supervisor or local Reception.

Students are individually responsible for their own room and are collectively responsible for furnishings, equipment and cleanliness in the shared parts of the buildings.

Inspections are carried out during and at the end of the residency period. More detailed advice concerning cleanliness etc is issued to residents prior to the end of the agreement when the accommodation is vacated. Residents are charged for any missing items or damage caused to any part of the accommodation.

Residents are not permitted to install additional furniture or electrical appliances in rooms or communal areas within the accommodation because of safety, space and other legal restrictions.

Residents are reminded that personal belongings should not be left on the premises after termination of the agreement. Any items left will be disposed of. The University does not accept any liability for articles left, either inadvertently or otherwise, after the occupant leaves the accommodation.

CONTINUED OVERLEAF
If you need to arrange storage of your personal effects, details of local storage companies are available from the Accommodation Office at Tanglewood.

**Repairs and defects**

Residents must report any maintenance defects or other problems with their accommodation at the first opportunity to the duty Housekeeping Supervisor, or in their absence to the local Reception.

Defects reported will be dealt with by the Housekeeping Handypersons. If they are unable to carry out the repair, the Housekeeping Supervisor will inform the Maintenance Department. Residents should note that they will be charged for any unnecessary callouts.

Any emergency repairs that may be needed out of hours should be reported to Campus Watch. They will decide whether a repair is urgent and will call out a member of Maintenance if necessary. Alternatively, the repair will take place as soon as possible.

Not all defects can be fixed immediately, as sometimes delays can occur if spare parts are difficult to obtain or the fault needs an outside contractor. Residents should check with the Housekeeping Supervisor on the progress of any repairs.

Kent Hospitality Handypersons and the University Maintenance Department attend to any non-

emergency defects reported by residents, normally between the hours of 0900 and 1630 Monday to Friday. It is essential that maintenance staff are given access at these times and it is not acceptable for them to be refused entry because the resident is sleeping or studying etc.

In the event of any University Officer being called out to any incident/event related to disturbance, vandalism, neglect etc, then all costs incurred will be charged to either the individual or the residents of the premises collectively.

Refurbishment work may be carried out while you are in residence – we aim to respect your privacy and keep any disruption to a minimum.

Refunds of rent for maintenance failures are only made in very exceptional circumstances and only following a written report to the Residences and Conference Manager of Kent Hospitality. No refunds are considered where the fault is beyond the University’s control, eg a power cut or difficulty or delays in obtaining a spare part.

Any faulty street lighting should be reported to the nearest Reception or Campus Watch on ext 3300.

**Rubbish**

Residents are responsible for the removal of rubbish from their accommodation. Refuse must be placed in the black and green sacks provided by Housekeeping and then put outside in the wheelie bins in designated areas.

Sharp items such as tin cans, glass bottles etc must be disposed of in the special bins provided and NOT put in the black sacks. Feminine hygiene products must be disposed of in the sanibins provided and NOT flushed down the toilet.
HEALTH AND SAFETY

The University takes fire safety very seriously; even a first offence may result in a substantial fine of up to £300 per house, flat or corridor, which will be distributed between all residents if the individual responsible cannot be identified. In addition, the University also reserves the right where appropriate to apply other disciplinary measures or to terminate the Accommodation Agreement.

**Behaviour**

Whilst at the University you are expected to behave in a way that does not put yourself, other people or property at risk. This includes:

- Obeying all safety signs and warnings
- Complying with health and safety instructions
- Only using apparatus or machinery after receiving instruction or training
- Reporting all harm or injury caused by accidents.

**College evacuation centres**

For evacuations during particularly inclement weather, or should a college be uninhabitable for a long period of time other colleges will act as reception centres:

<table>
<thead>
<tr>
<th>College evacuated</th>
<th>Reception centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Darwin</td>
<td>Rutherford</td>
</tr>
<tr>
<td>Eliot</td>
<td>Keynes</td>
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<tr>
<td>Keynes</td>
<td>Eliot</td>
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<tr>
<td>Rutherford</td>
<td>Darwin</td>
</tr>
<tr>
<td>Woolf</td>
<td>Darwin</td>
</tr>
</tbody>
</table>

**Electrical appliances and safety**

You are not allowed to bring into the accommodation any electrical appliances for heating or cooling purposes. Prohibited items include tumble/spin dryers, refrigerators, heaters and air conditioning units.

In addition to the above, residents in part-catered accommodation (Rutherford, Eliot, Becket Court and Keynes main building) are NOT allowed any additional cooking equipment. Prohibited items include toasters, microwaves, grills and deep fat fryers.

Additional cooking appliances are permitted in kitchens in **self-catered accommodation only** (Darwin, Tyler Court, Woolf, Keynes flats and houses, Park Wood flats and houses) and MUST NOT be used in study bedrooms or corridors at any time (this applies to all such equipment including toasters and kettles).

See your Accommodation Agreement for further details.

All electrical equipment (including socket adaptors and extension leads) must be

- Either new when first brought to the University, or tested as safe by a competent UK electrician
- CE marked
- Kept clean and in good condition
- Used only as designed and intended, and
- Not modified in any way.
Multi-way ‘cube’ type mains socket adaptors are strictly banned. Trailing 4-in-line or similar socket adaptors are acceptable, providing they are in good condition, are not overloaded and are switched off when not in use. They should also be verified or tested as safe, as described above.

Residents may not install additional electrical wiring; nor may they erect television or radio aerials on the roofs, the walls, or in the lofts of the houses.

Electrical leads must not be allowed to trail from one room to another, thereby creating a safety hazard.

All electrical appliances should be unplugged when not in use. Particular care should be taken with items such as hairdryers, which may cut out automatically if they overheat and then come on again after they cool down. This then creates a risk of them being left unattended and causing a potential fire hazard. Similar care should be taken with hair straighteners and they should be left on a hard surface to cool down after use.

The University reserves the right, in accordance with the Electricity at Work Regulations 1989, to check all electrical equipment on its premises for safety and to ensure that it is used safely. Residents will be advised if the Maintenance or Housekeeping staff have any concerns about personal electrical items brought in to University accommodation.

Remember: overloading electrical sockets is dangerous.

False alarms
NEVER maliciously activate fire alarms or tamper with safety equipment.

Sounding the alarm in many buildings automatically calls the Fire and Rescue Service and lives may be lost elsewhere if the call is due to a false alarm. Frequent false alarms may also cause a genuine alarm to be neglected, thus putting people at risk.

Malicious interference with alarms or fire equipment is a criminal offence, currently carrying a maximum penalty of 3 months’ imprisonment and/or £1000 fine on conviction. It is also a breach of University regulations for which a fine or harsher penalty could be imposed (see next section on behaviour).

False alarms can be caused by cooking fumes, aerosol sprays such as deodorant or hairspray, and water vapour from hot showers. Care should be taken to minimise the effects of these and to keep them away from smoke detectors in corridors and study bedrooms.

Fire safety
In the event of fire, follow the procedure on the Fire Action Notices in your building. The Campus Watch emergency number is 3333 from an internal phone or 01227 823333 from a mobile phone.
Smoke and heat detectors, where appropriate, are installed in all residences to give all occupants as much warning as possible of an outbreak of fire.

Under health and safety legislation, residents in University accommodation have a duty to act responsibly so as not to endanger themselves or others and must not:
• tamper with any fire safety equipment to prevent its operation (including smoke or heat detectors and DorWatchers)
• remove or discharge the fire extinguishers when there is no fire
• disconnect the door stays on fire doors
• wedge or prop fire doors open.

The University takes these and similar infringements very seriously and they will be penalised accordingly.

Each house is provided with a full set of fire extinguishers when occupants move in and the Housekeepers inspect these regularly during the letting period. If extinguishers are subsequently found empty or tampered with, each resident will be charged a share of the cost of re-filling an extinguisher (currently £50). Individuals caught also risk a criminal conviction. Costs of resetting fire alarms following activation of smoke detectors by cooking fumes may be similarly charged, where caused by a fire door being held open.

If there has been a genuine emergency which has been reported to the Housekeeping Administration Office, then the University will bear the cost (unless caused by negligence such as unattended cooking).

Regular checks are made on all fire prevention equipment. Where evidence of tampering is found, action will be taken against the residents. Should you have any doubts over the reliability of the fire prevention equipment in your house, please contact Housekeeping in the first instance. Residents should also report any use of fire equipment to the Housekeepers.

Each resident should know the whereabouts of all local fire exits, location of fire appliances and the escape route nearest to his/her room. Ensure that you read the fire notices posted in your room or kitchen and familiarise yourself with the basic principles and uses of the fire extinguishers. Using the wrong extinguisher on a fire could be extremely dangerous.

If you have a disability that might affect your ability to evacuate in the event of a fire or other emergency, and might need assistance, please contact the Accommodation Office or Safety, Health & Environment Unit.

Fire drills
Participation is compulsory for everyone in all buildings on campus.

Fire precautions and prevention:
REMEMBER
Fires can be avoided – observe the following rules:
• Never leave cooking unattended, even for a moment
• Never prop or wedge fire doors open
• Remember that smoking is banned at all times in your study bedroom and all areas of your flat or house
• Loose posters etc on walls can spread fire rapidly, so fix them tightly
• Avoid accumulation of combustible material in rooms, eg paper, cartons etc
• If you use aerosols, only keep the minimum quantity
• Avoid obstructing doorways or corridors.

Using electrical appliances:
• Use hot appliances (lamps, hair dryers etc.) away from paper, curtains, bedclothes etc
• Never leave irons, kettles, etc unattended while switched on
• Ensure your electrical appliances are safe to use (check cables and plugs are not damaged and that the sheath enters both plug and equipment)
• Important – see rules for Electrical Appliances and Safety on p23.

### What you should do if there is a fire

Make sure you know the fire procedure for any building you use. This may save your life. Check notices on display in all University properties for procedures and assembly points. Failure to evacuate quickly may put lives at risk and is a disciplinary offence.

#### If you hear the fire alarm

- Switch off any of your equipment only if safe to do so. Do not waste potentially life-saving time by finishing off work
- Leave the building immediately by the nearest exit or emergency exit, closing your windows and all doors as you go
- DO NOT RUN – DO NOT USE LIFTS (you may get trapped)

- Remember you have a collective responsibility for your neighbours, so check that they have heard the alarm as you leave the building
- Go IMMEDIATELY to the designated assembly point
- If you believe anyone is trapped or missing, make sure that you inform the fire service or other responsible person
- DO NOT RE-ENTER the building until it is officially declared safe to do so by Security staff

### If you find a fire

- Raise the alarm by breaking the glass of the nearest call point or by phoning Campus Watch on 01227 823333 (or extension 3333)
- Close windows and doors if safe to do so and leave the building by the safest route. You should only tackle the fire with an extinguisher if your exit route is cut off by fire, ie in order to escape

### What you should do in the event of serious accident or illness

**STAY CALM – ACT QUICKLY – CALL FOR ASSISTANCE**

Many University staff are trained in first aid and names are displayed on noticeboards. Trained security staff or an ambulance can be called by contacting Campus Watch on 3333 or 3300. Report the accident briefly and accurately, stating the exact location.

MAKE SURE someone meets the ambulance at the main entrance to the building.

Be aware of the following basic first aid actions:
• DO NOT MOVE THE CASUALTY unless in imminent danger. Stay with the casualty if possible. Take care not to endanger yourself
• In the case of an ELECTRIC SHOCK, do not touch the casualty unless confident that the current is switched off
• IF VOMITING, TURN THE CASUALTY ON THEIR SIDE to allow draining
• Stem any BLEEDING by applying pressure to the wound and elevating the affected area
• REASSURE THE CASUALTY that help is on the way.

### Food hygiene

The responsibility is yours. Please observe the following simple rules when storing food:
• Wash your hands before preparing food
• Keep cooked items separate from uncooked raw meat
• Do not eat food when the ‘use by’ date has expired
• Clean and defrost the fridge regularly, particularly if you have any spillages
• Report any malfunctioning thermostats to the Housekeeping Office.

### House and room inspections

During the course of the letting period, residents should be aware that regular health and safety, maintenance and housekeeping checks of all rooms/houses are CONTINUED OVERLEAF
HEALTH AND SAFETY (CONT)

carried out under the direction of the Housekeeping Supervisors or the Estates Department. These visits are in addition to any other planned or emergency maintenance visits. Residents will be informed after the visits if any potential health and safety hazards are discovered.

It is essential that all possible steps are taken to maintain safe conditions for residents and employees alike and you should be particularly aware of the following regulations and potential safety hazards:

Within the accommodation the following are not permitted
- The use of candles, joss sticks, oil burners or naked flames
- The use of barbecues
- The use of unauthorised and unsafe heating appliances, such as open electric fires and paraffin heaters
- The storage of flammable liquids, such as petrol, in residences
- Suspending cord in order to use as a clothes line
- The storage of bicycles
- Smoking is not permitted in any accommodation
- Leaving fire doors propped open (all kitchen doors are fire doors)
- Storage of firearms, knives or dangerous implements or weapons of any kind
- Tampering with any fire detection/prevention equipment
- Tampering with any of the heating or electrical systems
- The storage or use of fuels or solvents
- The use of electrical appliances – see Electrical Appliances and Safety
- The storage or use of fireworks of any kind

Prohibited areas
The following areas are not to be used or entered by residents under any circumstances:
- Roofs of houses or Colleges.
- Inner roof spaces of houses.
- University sports pitches – unless for organised sport booked through the Sports Centre.

Lock it or lose it!
Any thefts, other crime, or unauthorised or suspicious vehicles or persons should be first reported to the Duty Security Supervisor at Campus Watch on extension (82)3300 (open 24 hours a day). A free escort service anywhere on campus is also available by contacting Campus Watch.

To deter opportunist theft, when you go out particular care should be taken to lock your bedroom door and the front and back doors in the houses. Also ensure that any ground floor windows are locked.

Potential safety hazards
- Lack of care when cooking – never leave food cooking unattended
- Severe overloading of electrical circuits (through the use of multiple adaptors); unsafe and unauthorised modification of wiring; alteration of fuses
- All aerosols must be kept away from sources of heat
- Combustible materials must be stored in cupboards, eg toilet rolls, cleaning equipment, cardboard cartons, etc
- Worn or dangerous stair carpets
- Loose fixtures and fittings
- When disposing of cigarettes outside take care that they are fully extinguished
- Be careful when disposing of sharp objects such as broken glass, razor blades etc

Please ask for advice from Housekeeping staff on any safety matter which you are unsure about.

Syringes, needles and other sharp objects
Students who have to inject prescription medication should ensure they have their own sharps disposal box. However, the Receptions do have some spare sharps boxes if you do not possess one. When your sharps box is full, please take it to your Reception, where staff will dispose of it safely for you.

In the interest of everyone’s health and safety, do not leave syringes, needles and other sharp objects lying around where they could injure someone. Such items must be disposed of safely and not included with general rubbish.
MASTERS’ OFFICES

College Masters are charged by the University primarily with management of student conduct and assisting with student support and welfare. They are part of the Student Services Division. www.kent.ac.uk/studentservices/

A ‘who’s who’ of staff in the Masters’ Offices is given below. Please note that in term time, normal office opening hours are 0900 to 1700 Monday to Friday.

Darwin College
University of Kent, Canterbury, Kent CT2 7NY, United Kingdom

Master
Dermot O’Brien
Room B3-22, Darwin College
T: +44 (0)1227 827650

Master’s Assistant (Student Support)
Jessica Farham
Room B3-22, Darwin College
T: +44 (0)1227 823049
F: +44 (0)1227 824060
E: J.A.Farnham@kent.ac.uk

Eliot College
University of Kent, Canterbury, Kent CT2 7NS, United Kingdom

Master
Stephen Burke
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E: S.R.Burke@kent.ac.uk

Master’s Assistant (Student Support)
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F: +44 (0)1227 827849
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Keynes College
University of Kent, Canterbury, Kent CT2 7NP, United Kingdom

Master
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E: S.Stevenson@kent.ac.uk

Master’s Assistant
(Student Support)
Gemma Harris
Room M1.3, Keynes College
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F: +44 (0)1227 823040
E: G.Harris-217@kent.ac.uk

Rutherford College
University of Kent, Canterbury, Kent CT2 7NX, United Kingdom

Master
Dr Peter Klappa
Room N4.9, Rutherford College
T: +44 (0)1227 823470
E: PKlappa@kent.ac.uk

Master’s Assistant
(Student Support)
Sue Casement
Room N4.11, Rutherford College
T: +44 (0)1227 823175
F: +44 (0)1227 827959
E: S.M.Casement@kent.ac.uk

Woolf College
University of Kent, Canterbury, Kent CT2 7BQ, United Kingdom
Staff and contact details – see Darwin College
# Useful Telephone Numbers

## In Case of Emergency
- Security Services Campus Watch: 01227 823 333
- Campus Watch: 01227 823 300

## Medical Centre
- Normal hours: 01227 469 333
- NHS Out of Hours Service: 111
- Nursing Services: 01227 823 503

## Health and Safety Advice
- (Safety, Health & Environment Unit): 01227 823 980

## Wellbeing Team
- 01227 823 206
- Chaplaincy: 01227 827 491
- Student Support: 01227 823 158

## Masters' Offices
- Keynes Colleges: 01227 827 010
- Eliot College: 01227 823 141
- Rutherford College: 01227 823 175
- Darwin College/Woolf College: 01227 823 049

## Kent Union Advice Centre
- 01227 827 724

## Kent Union Main Reception
- 01227 824 200

## Alcohol and Drugs
- Turning Point Canterbury: 01227 454 374
- Alcoholics Anonymous: 01227 455 557
- 24 Hour Help Line: 0845 769 7555
- Drinkline: 0800 917 822
- National Drugs Helpline: 0800 776 600
- Kent Council on Addiction (KCA UK) – Canterbury: 01227 454 740

## Sexual Health
- National Sexual Health Line: 0800 567 123
- Terence Higgins Trust: 0808 802 1221
- The Gate Clinic, Kent & Canterbury Hospital: 01227 783 120

## Others
- Hospital (General): 01227 766 877
- Hospital (Mental Health): 01227 812 321
- NHS Direct: 0845 464 7
- Beat (Eating Disorders Association): 0845 634 141
- Samaritans (Canterbury): 01227 457 777
- Samaritans (National): 0845 7 90 9090
- Kent Police: 101 (non-emergencies)
- 999 (emergencies only)
### UNIVERSITY POSTCODES

<table>
<thead>
<tr>
<th>Address</th>
<th>Postcode</th>
<th>Address</th>
<th>Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bishopden Court, Park Wood</td>
<td>CT2 7UY</td>
<td>Keynes Flats and Houses</td>
<td>CT2 7FH</td>
</tr>
<tr>
<td>Bosseenden Court, Flats 1-18</td>
<td>CT2 7WS</td>
<td>Lypeatt Court, Park Wood</td>
<td>CT2 7SR</td>
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<td>Clowes Court, Park Wood</td>
<td>CT2 7SX</td>
<td>Marley Court, Park Wood</td>
<td>CT2 7UU</td>
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<tr>
<td>Darwin College</td>
<td>CT2 7NY</td>
<td>Nickle Court, Flats 1-31</td>
<td>CT2 7WU</td>
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<td>Darwin Houses</td>
<td>CT2 7NY</td>
<td>Purchas Court, Park Wood</td>
<td>CT2 7SY</td>
</tr>
<tr>
<td>Denstead Court, Park Wood</td>
<td>CT2 7SJ</td>
<td>Rutherford College</td>
<td>CT2 7NX</td>
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<td>Eliot College (including Becket Court)</td>
<td>CT2 7NS</td>
<td>Stock Court, Flats 1-12</td>
<td>CT2 7WT</td>
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<td>Ellenden Court, Park Wood</td>
<td>CT2 7SH</td>
<td>Thornden Court, Park Wood</td>
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<td>Farthings Court, Park Wood</td>
<td>CT2 7UZ</td>
<td>Tudor Court, Park Wood</td>
<td>CT2 7UX</td>
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<tr>
<td>Grimshill Court, Park Wood</td>
<td>CT2 7ST</td>
<td>Tyler Court Block A, B or C</td>
<td>CT2 7UF</td>
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<tr>
<td>Homestall Court, Park Wood</td>
<td>CT2 7SU</td>
<td>Willows Court, Park Wood</td>
<td>CT2 7UT</td>
</tr>
<tr>
<td>Kemsdale Court, Flats 1-33</td>
<td>CT2 7WW</td>
<td>Woolf College</td>
<td>CT2 7BQ</td>
</tr>
</tbody>
</table>

**Terms and conditions:** The University reserves the right to make variations to the content and delivery of courses and other services, or to discontinue courses and other services, if such action is reasonably considered to be necessary. If the University discontinues any course, it will endeavour to provide a suitable alternative. To register for a programme of study, all students must agree to abide by the University Regulations (available online at: www.kent.ac.uk/ regulations).

**Data protection:** For administrative, academic and health and safety reasons, the University needs to process information about its students. Full registration as a student of the University is subject to your consent to process such information.

The information given in this booklet is correct at the time of going to press. The University reserves the right to modify or cancel any statement in it and accepts no responsibility for the consequences of any such changes.
FOR MORE INFORMATION

www.kent.ac.uk/hospitality
www.kent.ac.uk/accommodation
www.kent.ac.uk/catering
www.kent.ac.uk/conferences
www.kent.ac.uk/holidays