

# Event Essex information for guests 2023

On behalf of Event Essex, we would like to welcome you to the University of Essex. Please visit [findyourway.essex.ac.uk](http://findyourway.essex.ac.uk) for a map of the campus to help you during your stay.

Should you require any information please do not hesitate to contact us at 07825 608085 or email us [eventessex@essex.ac.uk](mailto:eventessex@essex.ac.uk).

Our office is open Monday – Sunday 08.00-21.30 and out of hours please contact security on 01206 872589.

Below is some general information about some of the facilities available on campus and we'd like to take this opportunity to wish you a very pleasant stay in Essex.

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## Emergency Procedures

It is your responsibility to be aware of the below emergency and evacuation procedures in their relevant buildings and to familiarise themselves with the nearest escape route.



### What to do in an Emergency/ accident/ illness:

In the event of sudden illness or collapse please call **01206 872 222** and state your name, your location and the nature of the incident. Security will contact the appropriate service and give them the full details including your location. You should not dial 999 direct, as this can potentially delay the arrival of the emergency service. Security will also send a First Aider to the location to either administer first aid or provide support whilst waiting for the arrival of the emergency services.

### Fire procedures



If the fire alarms sound, without delay leave the accommodation following the green and white signage and make your way to the nearest final exit. Congregate outside well away from the building. All fire exits and escape routes are clearly marked. Nobody is to re-enter the building until instructed it is safe to do so. If you believe or see there is a fire and the alarms are not already sounding, please make your way to the nearest exit and activate a manual call point on the way out.



Never cover or interfere with smoke detection units, these are in place for the safety of all building users. Please be careful when using aerosols and sprays near the smoke detection, this can trigger the alarms. Also please take care when showering, if the shower door is left open hot steam could activate the alarm system.

Smoking or the use of E-cigarettes/vaping is not permitted anywhere inside premises, doing so could set off the fire alarm and these all could be a fire ignition source. Please smoke away from the building in the smoking shelters provided.



Do not use candles, T-lights or any open flame in the accommodation. These present a fire risk.

Cooking – Do not leave cooking unattended, use the extraction on the cookers and please open the kitchen windows. Deep fat frying is not allowed in our kitchens, please refrain from this cooking method whether in a deep fat fryer or other cooking utensils.

### Accident/ Illness non-emergency:

General First Aid is provided on Campus by appropriately trained members of the security team. They can be contacted by dialling **01206 872 125**. Please report any accident / illness including those that do not require medical attention to the Event Essex Reception on Square 4 between the hours of 8.00 – 20.00 Monday – Sunday or to Information Centre, in square 3 at all other times.



**In an emergency please contact Security on the emergency number  
01206 872222**

**Minor ailments  
and advice**

For telephone advice regarding minor ailments, the NHS helpline can be contacted on **111**. Alternatively, you can visit the Colchester NHS Walk In Centre located at the Colchester Primary Healthcare Centre, Turner Road. For advice and treatment of infections, rashes, stomach upsets  
or

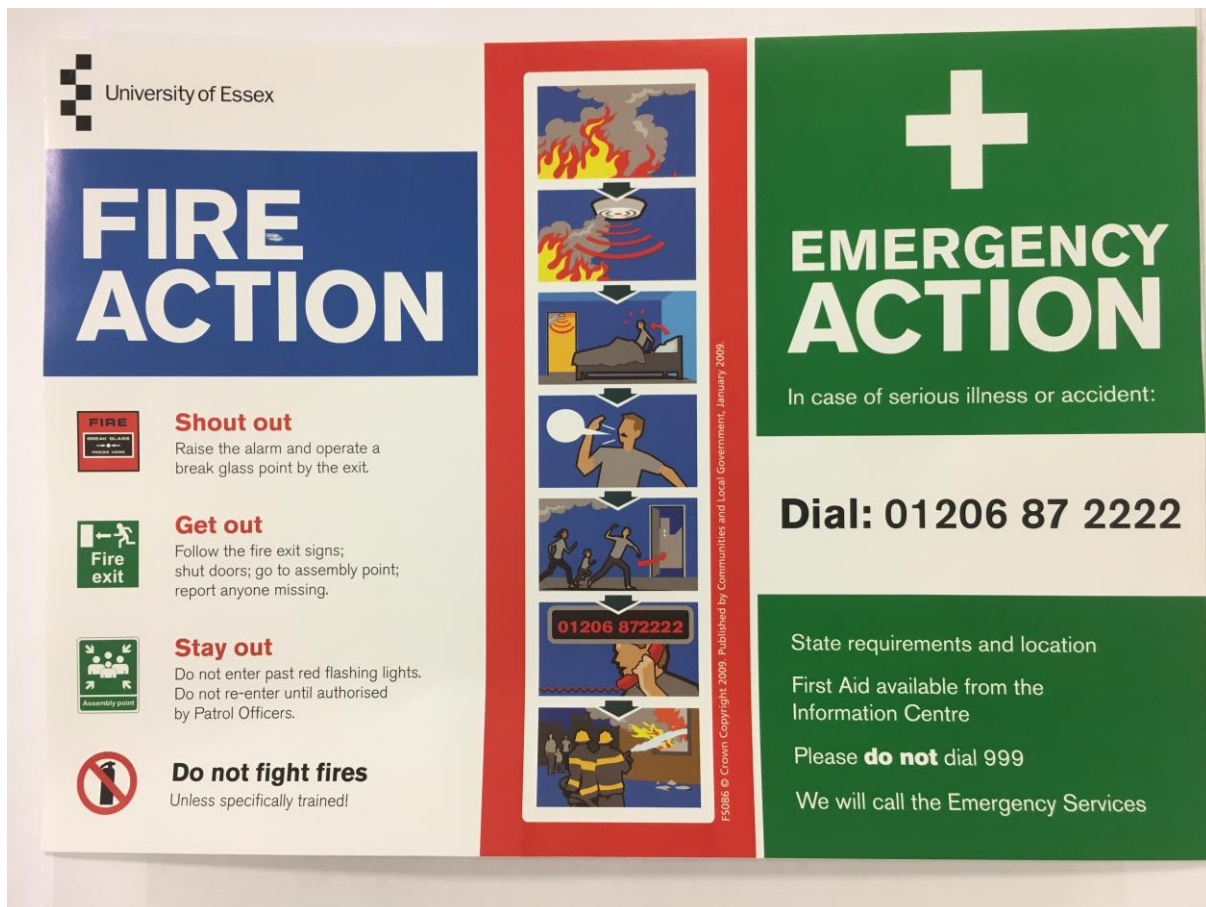
Injuries such as cuts, strains, sprains, fractures and burns. The Walk In Centre is open from 07.00 – 22.00 every day.

**Personal Emer-  
gency Evacuation  
Plan**

Is there anyone who believes they may have difficulty evacuating? If the answer is yes, they will require a PEEP (Personal Emergency Evacuation Plan). Please contact the Event Essex Team for the PEEP to be put together.



## Emergency Procedures



The poster is divided into three main sections. On the left, under the University of Essex logo, is the 'FIRE ACTION' section. It lists four key actions: 'Shout out' (raise alarm, break glass), 'Get out' (follow signs, shut doors, report missing), 'Stay out' (do not enter past flashing lights), and 'Do not fight fires' (unless specifically trained). In the center is a vertical red strip with a sequence of six illustrations: a fire, a smoke detector, a person shouting, a person using a fire extinguisher, a person dialing 01206 872222, and a fire truck. On the right is the 'EMERGENCY ACTION' section, which includes a large white cross on a green background, the text 'In case of serious illness or accident:', the phone number 'Dial: 01206 87 2222', and instructions on where to find first aid and how to contact emergency services.

University of Essex

# FIRE ACTION

**FIRE**  
Raise the alarm and operate a break glass point by the exit.

**Get out**  
Follow the fire exit signs; shut doors; go to assembly point; report anyone missing.

**Stay out**  
Do not enter past red flashing lights. Do not re-enter until authorised by Patrol Officers.

**Do not fight fires**  
Unless specifically trained!

# EMERGENCY ACTION

In case of serious illness or accident:

**Dial: 01206 87 2222**

State requirements and location  
First Aid available from the Information Centre  
Please **do not** dial 999  
We will call the Emergency Services

## Campus Information

- Information Centre:** Located in square 3, open daily from 20.00-08.00 for any out of hours problems or late check in.  
**Contact number 01206 872 125**
- Shops:** **The Campus Shop and Off License** are situated in Square 4, open Monday – Friday 08.00-22.00 and Saturday and Sunday 10.00-18.00. It sells groceries, frozen meals, over the counter medicine, alcohol, Newspapers and much more.
- Banking:** Cash machine is located on Square 3
- Launderette:** The launderette on campus is open 24 hours a day, it is located in the Hex causeway between Square 5 and the North Campus Accommodation and in the South Courts accommodation. This service is provided by an external launderette company called “Circuit Laundry”. First, buy the card from the laundrette for £1 and a wash is £3.00 and a dry is £1.50.

## Campus Information

- Sports Facilities:** The University boasts a wide range of sports and fitness facilities, both indoor and outdoor for you to use when staying on campus. Please enquire at the sports centre for details and prices.
- Public Transport:** Taxis - the telephone number for local taxi services can be found at any public telephone or you can book a taxi by telephoning Event Essex Reception on 01206877582. Buses run every 15 minutes to Colchester town centre from Boundary Road, further details can be obtained from Event Essex reception in Square 5 or the Post Office in Square 4.
- Internet Access:** Wi-fi access in the accommodation is provided via Ask4, login instructions are provided at the end of this document. On campus, the Essex Guest Wi-Fi network can be used please sign up to the terms and conditions in order to access.
- Accessible Facilities:** The University is able to provide various facilities for guests who would benefit from increased accessibility. These include specially adapted accommodation and accessible parking as well as access to facilities across campus, catering and sports facilities. For further information please contact the Event Essex.
- Additional Notes:** Please note that all opening times and venues are for guidelines only and may be subject to change.



## Door Entry Card Instructions for Use

### 1) Using Your Fob

- Your door entry card will allow you to gain entry to your flat and your room. It cannot be used to gain access to any other flat or room.
- Whenever you place your key card in the lock, you will see either a green, amber or red light flash on the lock.

**Green Light** – this means that your lock is working and has responded to your card.

**Amber Light** – this means that your lock needs attention. Please report an amber light immediately, either to a supervisor or the accommodation office on 01206 872846. If you do not report an amber light, your lock will cease to function.

**Red Light** – this means that the lock has not read your card correctly and you should place your card in the lock again. If you still see a red light, your lock is no longer working. Please contact Security on 2125 (if using an external line please prefix with 01206 87).

### 2) To Enter Your HOUSE Door

- Hold the grey circular fob against the pad next to the door. You will see a green light flash, which means you can open the door.

### 3) To Enter Your FLAT Door

- Hold the grey fob against the pad.
- You will see a green light flash, which means you can open the door.
- The flat door will automatically lock behind you, 10 seconds after you have entered or exited your flat.

### 4) To Enter Your ROOM Door

Hold the grey fob against the pad.

- You will see a green light flash, which means you can open the door.
- You do not need to use your card to lock your door when you are in your room. Use the deadbolt – other people will not be able to get into your room when the deadbolt is used.

#### If a red light flashes, repeat the above.

- If you are not able to gain access to your room or flat, please contact Security on 2125 (if using an external line please prefix with 01206 87)

### 5) To Exit and lock Your Room

- Place your fob on the pad and then remove.
- You will see a green light flash, which means your door is locked.

#### If a red light flashes, repeat the above.

- If you are not able to lock your room, please contact Security on 2125 (if using an external line please prefix with 01206 87)

### 6) Other Information

- Some staff have master cards that will allow them access to the flats and rooms, in order to undertake cleaning or maintenance work.
- If you lose your key card or fob you will need to pay a new key deposit of £10 each for a replacement.



*with you every step of the way*



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**Southend**



## Accommodation Internet



The Internet services at your accommodation are provided by ASK4. Follow the steps below to create your ASK4 account and get connected.

### WIFI CONNECTION

- 1 Connect to "ASK4 Wireless" WiFi network
- 2 Go to [signup.ask4.com](http://signup.ask4.com)
- 3 Follow Signup Process

### WIRED CONNECTION

- 1 Connect Ethernet cable from computer to wall socket
- 2 Go to [signup.ask4.com](http://signup.ask4.com)
- 3 Follow Signup Process



Once your account is created, you can connect additional devices within two simple steps:

- 1 On your new device, log into [myaccount.ask4.com](http://myaccount.ask4.com)
- 2 Click on "Enable this device"

No web browser? No problem! You can also add your device's MAC address at [myaccount.ask4.com](http://myaccount.ask4.com) to get connected

## GET THE APP

Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone. Simply search for "ASK4 Support" in the App Store or Google Play.



This content is also available at [support.ask4.com](http://support.ask4.com)



# ASK4

## Problems with your Internet Connection?

ASK4's multilingual support team are here to help you 24/7/365. Please report any issues directly to ASK4, rather than your accommodation staff to ensure the quickest possible solution.

Scan the QR code on your smartphone or tablet to chat with ASK4 Support now:



Alternatively, you can get in touch via any of the methods here:

support@ask4.com

0114 303 3232  
Geographical Number (rate is dependent on your network provider)



Request a callback via text  
0786 001 8096  
(rate is dependent on your network provider)



facebook.com/ask4broadband

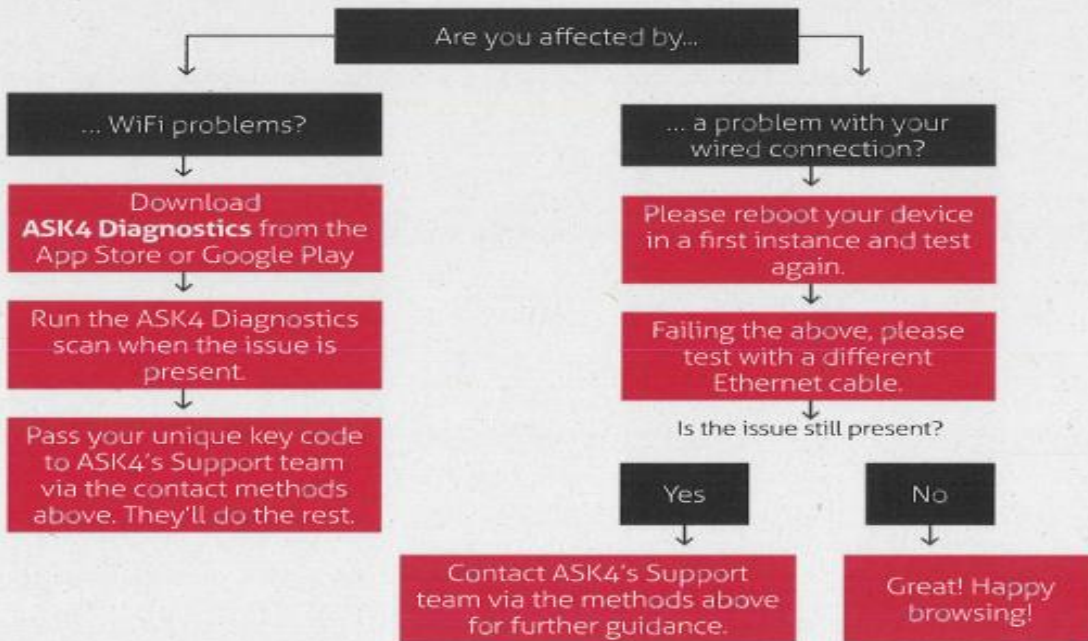


@ask4support

You can also join our Live Chat at [support.ask4.com](https://support.ask4.com)

### Here's what ASK4 need to know:

- What isn't working as you'd expect it to?
- Which devices are affected?
- When did your problem start and when does the problem occur?
- Where do you experience this problem?



Don't forget to download the ASK4 Support app for further help and troubleshooting guides. Simply search for "ASK4 Support" in the App Store or Google Play.



- e) without good reason interfere with any fire alarms, fire-fighting or fire detection equipment;
- f) remove, damage or destroy any property belonging to Event Essex or to the University of Essex;
- g) cause unreasonable disturbance to other guests or staff;
- h) re-sell or transfer your booking;
- i) use any of the University of Essex' premises for advertising or marketing purposes.

- 12) We do not accept responsibility for any claims for consequential loss following cancellation or abandonment of your booking.

## Terms and Conditions

- 13) If you cause damage or loss to Event Essex or the University of Essex, or to other guests or their property, you will be responsible for that damage or loss and will pay on demand the amount required to make good or remedy such damage or loss.
- 14) Event Essex may cancel or amend your booking by giving you written notice (including by email) if it is prevented from providing the room or rooms you have booked because of events outside its reasonable control. Such events include (but are not limited to) war, rebellion, civil commotion, strike, lock out or industrial dispute, fire, explosion, earthquake, act of God, flood, drought or bad weather, pandemic and public health events, the unavailability or late delivery of supplies, the inability to secure labour or by any other cause whatsoever beyond the control of Event Essex. We do not accept liability for failure to meet our contractual obligations because of events outside our reasonable control.
- 15) Event Essex guests must not use the University of Essex accommodation as their main residence and guest stays must not exceed 14 consecutive days at a time.
- 16) Event Essex may cancel your booking with immediate effect and ask you to leave our premises if during your stay you cause damage to our property or cause damage or nuisance to other guests or staff or otherwise materially breach these terms and conditions. In these circumstances Event Essex will retain any payments you have made, may refuse to accept future bookings from you and will not give you a refund or compensation for any losses you may suffer as a result of the cancellation.
- 17) You agree that Event Essex may process information about you that you provide in connection with your booking. The information we hold and process will be used for the following purposes: the administration needed for the booking process, including invoicing and the information we are required to retain by law.
- 18) We accept liability for death or personal injury from our negligence or that of our employees or agents. We do not seek to exclude liability for fraudulent misrepresentation by us, our employees or agents.
- 19) Our maximum liability to you (save as prohibited by the application of law) is limited to the cost of your booking.
- 20) This contract is subject to English law.



## Event Essex Meal Cards

### Instructions for Use

- If you have bought the Bed and breakfast package, in your envelope you will find a meal card with your fob, this is applicable for breakfast during your stay. Breakfast is served in:
  - Essex Food outlets between 07:30-9:15 – check with Reception for which outlets are open during your stay
- Outlets are located on square 3 and 4
- To use your meal card, simply hand it to the cashier at the till, they will swipe the card and your allowance will be used to purchase your meal.
- Please, bear in mind that the selection of food items available to you will be displayed at mealtimes, and that your meal card will not be valid outside these allocated meals.
- Please note that you will be turned away at the restaurant if you do not physically have your meal card with you, so please ensure you bring it with you to your meal.



*with you every step of the way*



**Colchester**

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