



# Delegate information and joining instructions

16th – 18th April 2018

We are delighted that you are joining us at Royal Holloway, University of London for the 8<sup>th</sup> European Spores Conference. We have delegates who have travelled from across the world and we are looking forward to what should prove a diverse and stimulating programme.

This document provides details on travelling to the Royal Holloway campus, finding your accommodation, registering for the conference and the facilities available to you. You can download a [campus map](#) to help find your way around once on campus. The conference will be held in the Windsor Building; accommodation will be in either Tuke or Reid Hall; and breakfast and dinner will be in the Founder's Building. These are all within walking distance of each other. Further information and the final programme can be found in the conference book which will be given to you at registration.

## 1. Arriving at Royal Holloway

- **By air**

For those arriving at London airports, we strongly recommend that you do not take the expensive black cabs, but call [Windsor Cars](#) (+44 (0) 1753 677677). Windsor Cars have a dedicated email for pre-booking journeys: [bookings@windsorcars.com](mailto:bookings@windsorcars.com). Most local taxi companies know the Royal Holloway campus well and should be able to drop you at the correct area for check-in.

- **Taxi from Heathrow**

If called on arrival, the cash price from London Heathrow (any terminal) is approximately £21.00. The driver will meet you at a given location within arrivals. The collection point at Terminals 1-4 is at W H Smith in arrivals. At Terminal 5, the collection point is at Costa Coffee. The collection point will be confirmed when you call. Please note payment by credit card will incur a charge.

If pre-booked, the cash price from London Heathrow (any terminal) is approximately £26.00. The driver will meet you in arrivals with a named sign. Please note payment by credit card will incur a charge.

- **Taxi from Gatwick**

A taxi from Gatwick costs approx. £63.00 and must be pre-booked. This price includes a 40 minute waiting time and parking for up to an hour once the flight has landed. Please note payment by credit card will incur a charge.

Sharing a taxi with other delegates will help keep costs to a minimum.

- **By bus**

There is a bus service from London Heathrow Terminal 5 to Royal Holloway. The number 8 bus leaves from outside Terminal 5 (**not** from the Central Bus Station). If you arrive at another terminal, follow flight connection signs for "Internal airport transfer to T5".

From the Central Bus Station, the number 441 bus also stops outside Royal Holloway's main entrance but it takes a less direct route and the journey is therefore longer.

The timetable for bus route 441 can be found by following this link <http://www.surreycc.gov.uk/roads-and-transport/buses-and-trains/bus-timetables/> Click on Staines, Chertsey and Walton timetables. For bus route 8, the timetable can be found here: [https://bustimes.org.uk/services/set\\_1-8-B-yo8](https://bustimes.org.uk/services/set_1-8-B-yo8).

- **By train**

There are frequent services from London Waterloo to Egham (35-40 minutes); Woking to Egham (35 minutes, change at Weybridge) and Reading to Egham (40 minutes). Services at weekends, especially those on Sundays, are less frequent than on weekdays. Train links to the rest of the country are available via the London stations or Reading. There are usually taxis waiting outside Egham station to take you to Royal Holloway, which is located less than a mile from the station. [www.southwesternrailway.com](http://www.southwesternrailway.com).

- **By car**

Royal Holloway is on the A30, 19 miles from central London and about a mile south-west of the town of Egham. It is 2 miles from junction 13 of the M25 (London Orbital). After leaving the motorway, take the A30 west, signposted to Bagshot and Camberley (this is the Egham by-pass). At the first roundabout, take the second exit. At the second roundabout, take the second exit and continue on the A30 up Egham Hill. Royal Holloway is on the left at the top of the hill. Free parking is available on campus. The car parks are indicated on the [campus map](#). The SAT NAV post code is TW20 0EX.

## Car parking arrangements

8<sup>th</sup> European Spores delegates will not need to register their vehicles in advance and therefore the car park signage requesting visitors to register their vehicles does not apply. The campus map shows a variety of car parks on site. For 8<sup>th</sup> ESC guests, we would suggest **P4, P8 or P12** car parks.

As car parking spaces are free of charge, they cannot be booked and are allocated on a first come, first served basis. In the unlikely event that the on-campus car parks are full, please use **P14 or 14a** on the north side of the A30, off Harvest Road.

**Please note no parking is allowed on the roads by the Halls of Residence, or in the reserved bays along the west side of Founder's, opposite the hockey field. All parking must be legal, or Penalty Charge Notices will be issued.**

## Directions on campus

Please use the campus map given at registration to find your way around campus. There will be some conference signage but this will be minimal in compliance with College policy.

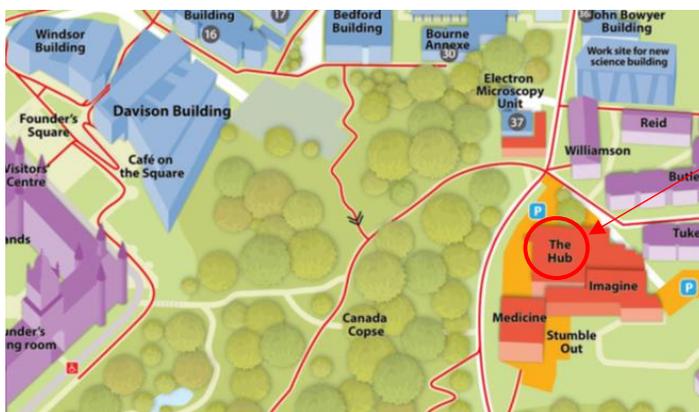
The [campus map](#) will help locate your accommodation block and conference venue before arrival.

## Mobility issues

Please ensure that any mobility issues which were not given during the online registration process, have been forwarded to the conference organisers at least 5 working days before arrival.

## 2. Accommodation – Tuke and Reid Hall

- Check-in



The Hub Reception for check-ins

### Monday 16<sup>th</sup> April arrivals:

A 14.00 check-in time has been requested for 8thESC guests, and key card collection is from the **Hub Reception**. There is a luggage storage facility within the Windsor Building should you wish to check in after you have attended the first session of the conference.

It would be helpful for our staff to be aware of late arrivals before the arrival date - please email [ConferenceCustomerServices@rhul.ac.uk](mailto:ConferenceCustomerServices@rhul.ac.uk) or [TheHubAccommodation@rhul.ac.uk](mailto:TheHubAccommodation@rhul.ac.uk) or call +44 (0) 1784 443285.

If your arrival is later than 21.00, our security staff at The Hub reception will be able to issue your key and give directions to your room. If a member of the security team has provided the key, please ensure you check in with The Hub or Founder's reception the following day to confirm your arrival. Our security team can be contacted on +44 (0) 1784 443063.

Our Customer Services team can be contacted on +44 (0)1784 443052 between 07:00 and 22:00 if required.

**No vacancies exist for those who have not pre-booked accommodation via the conference registration website.**

Tuke and Reid Halls have shared kitchen/social areas, allowing ample opportunity to network with your fellow delegates. Cooking is not permitted in these kitchens but you may use microwaves and refrigerators. Tea and coffee making facilities are available in the kitchens for delegates to use.

Rooms also include:

- Full bed linen
- Basic toiletries and towels
- WiFi
- Tea and coffee making facilities are available in the shared kitchen (Fairtrade products)
- En-suite bathroom with a toilet, hand basin and shower.

The policy for changing bed linen and towels for conference guests is every 3<sup>rd</sup> day. However, should you wish to have your linen changed before this time, please speak to the housekeeping team via the Hub Reception desk.

\*\*\*Important note about UK Power\*\*\*

The UK uses 240v power supply. No provision will be made by conference organisers to supply power converters therefore if you are bringing electrical equipment you must bring a power plug converter suitable for UK (3-pin) sockets. Note that rooms do not have shaver sockets.

### • Check-out

It is important that all residential delegates check out by 10:00 on the day of departure. Please return room key cards to the Hub reception to complete the check-out process. Limited luggage storage is available at the Hub reception.

Taxis for departure can be ordered through the Conference Assistants up to Wednesday afternoon and from The Hub reception from then onwards. Taxi share is encouraged to avoid a higher carbon footprint for the conference and to save money.

## 3. Conference registration

Registration will take place between 13:00 and 16:00 on Monday 16<sup>th</sup> April in the foyer of the **Windsor Building**.

Delegates will receive a badge which allows access to the building, participation in the conference and meals/refreshments. Anyone without a badge will not be able to access 8thESC conference sessions or events. Please wear your conference badge at all times, as identification is required to access conference services and sessions. You will receive your full delegate pack at registration and any queries about the conference and our facilities can be answered then.

## 4. Meals

The full conference fee includes: breakfasts, refreshments and lunches during the conference; Monday's welcome reception and buffet; Tuesday's BBQ and Wednesday's banquet dinner.

### • Breakfasts

Breakfast is served between 07.30 – 09.00 in the Founder's Dining Hall on Tuesday, Wednesday and Thursday morning.

- **Lunches**

A buffet lunch will be available in the Windsor Building, on Tuesday 17<sup>th</sup> and Wednesday 18<sup>th</sup> April.

- **Evening receptions/ dinners**

Mon 16<sup>th</sup> – After the last session on Day 1, there will be welcome drinks on the Windsor Building Terrace (or in the foyer if the weather is bad) followed by a buffet meal in the Founder's Dining Hall.

Tues 17<sup>th</sup> – After the last session on Day 2, there will be a BBQ and social evening in Crosslands Bar (Founder's Building).

Wed 18<sup>th</sup> – After the last session on Day 3, there will be an evening drinks reception in the North Quad (Founder's Building) followed by a banquet meal in the Founder's Dining Hall.

## Dietary requirements

Please ensure that any dietary requirements which were not given during the online registration process have been forwarded to the conference organisers at least 5 working days before arrival. Most diets can be catered for if advised in advance. Please ensure you inform a member of Royal Holloway catering staff of your dietary requirements at meal times so that they may identify you. Please speak to the Conference Assistants at lunchtimes as your meals will be kept to one side for you.

## 5. Internet access

Free WiFi access to 'CampusNet', our high speed wireless internet service, is available across the entire campus. Each conference is issued with a unique guest username and password which will allow you to register on the WiFi network and provide you with access for the duration of your stay. Although access is available across the campus, we do advise that presenters bring any essential documents or media with you in a hard or digital copy.

To log on:

- Open internet browser
- Of the 2 available options, click on the '**Guest User**' option
- Terms of use - confirm acceptance
- Enter username and password:

**Username:** 8ESC\_2018

**Password:** 8ESC2018

After 60 seconds, you will be asked to close down and open the browser again. You will only have to complete this registration process once for the duration of your stay. The same username and password will be required if accessing the internet in the bedrooms. Details are provided on the reverse of your key envelope.

If for any reason the above instructions do not work, please enter the following into your browser:

**nac.rhul.ac.uk/**

and press enter. Follow the instructions on screen and enter the above Username and Password when prompted.

You will only have to complete this process once as the code covers the duration of your stay/event.

## 6. Medical Assistance

If you should become unwell or suffer an injury, there are several options. The nearest Accident and Emergency department is at St Peter's Hospital in Chertsey. For first aid enquiries only, the College has its own Health Centre situated in the Founder's Building. It is open from 9.00am – 1.00pm and 2.00 - 5.00pm Monday to Friday. An out-of-hours answer phone will provide you with details of an on-call doctor, should you need medical assistance when the centre is closed. Medicines can also be purchased in the Union Shop on Campus.

## 7. Sport facilities

Residential delegates have complimentary use of the Fitness Suite, an on-site gym which houses popular fitness equipment such as treadmills, weights and cross trainers. Guests wishing to use the Fitness Suite should report to and register at the Sports Centre reception, stating that they are a conference guest user with 8thESC.

Note: Badminton, squash, tennis and five-a side football facilities are available, but there will be a charge for their use.

## 8. Shops and ATMs

The 'Union Shop' is located next to the Windsor Building. Opening hours: Monday – Sunday: 8.00am – 9.00pm. Other shops can be found in nearby Egham and Englefield Green.

There are ATMs at the Students Union Building and at the Windsor Building. Other ATMs can be found in Egham and at the BP petrol station on the A30 towards Egham.

## 9. Safety

In the event of a fire or other emergency, please leave via the nearest emergency exit. Delegates should then go to the nearest Assembly Point indicated by a large Green and White sign. Each building has its own Assembly Point, which is identified by a number or letter, their location is given on the Fire Action Notices located at each Fire Alarm Call Point. A check that everyone attending the Symposium is present will then be made.

If you discover a fire you must:

- Operate the nearest fire alarm
- Leave the building by the nearest exit
- Go to your designated Assembly Point

Fire Fighting Equipment must only be used by persons who have been trained to do so, and only after the alarm has been sounded.

Fire Evacuation procedure

If the Fire Alarm sounds at any time other than a scheduled testing time (or for longer than 30 seconds on a scheduled test, as above) then you must:

1. Leave the building by the nearest exit
2. Close doors behind you

3. Report to your designated Assembly Point
4. Do not return to the building until authorised to do so
5. Do not use lifts
6. Founder's Building only – A red light will flash at the entrances/exits to the Building when the fire alarm has been activated and re-entry into the building will only be allowed when these lights are turned off (regardless of whether the sounders are sounding.)

All gangways, passages staircases and exits must be kept clear from any obstruction at all times.

## 10. Assistance prior to the conference

For any conference queries relating to payment, fees or registration, please contact Matthew Woodham on [CMS@rhul.ac.uk](mailto:CMS@rhul.ac.uk).

## 11. Assistance during the conference

**8thESC Conference Manager: Nicola Byrne**

Phone: + 44 (0)1784 443045

Email: [8thESC@rhul.ac.uk](mailto:8thESC@rhul.ac.uk)

**Lead Conference Assistant: Jess Porritt**

Email: [sales-office@rhul.ac.uk](mailto:sales-office@rhul.ac.uk)

Please feel free to contact Customer Services or call them on +44 (0) 1784 443285 if you have queries about accommodation or facilities.

Dialling +44 (0) 1784 443888 or +44 (0) 1784 443063 from your mobile will initiate an emergency response from our 24 hour security team.

**We hope that you will enjoy the 8<sup>th</sup> European Spores Conference and your time at Royal Holloway!**

