

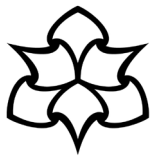
# Guest Information

## Archway

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Archway Halls | Manchester Metropolitan University | 20 Bonsall St, Manchester, | M15 6HJ





## Welcome

**We are delighted to welcome you to our campus, and sincerely hope you enjoy your stay with us.**

The following information provides a guide to our services and facilities. It also includes information on our local area. We pride ourselves on offering a friendly welcome to all our guests, so please do not hesitate to ask if there is anything we can do for you.

If you have any queries during your stay, please visit the Residences Reception or call the team on **0161 247 2777**, and I hope you have a fantastic time visiting both the University and the wider city of Manchester.

**Lucy Roberts**

Assistant Director

Commercial Services



## Keys & Check In:

**Check in: 4pm**

**Check out: 10am**

*If there is an issue with the check in or check out time, please contact the Conference and Events team via [venues@mmu.ac.uk](mailto:venues@mmu.ac.uk).*

On arrival you will receive an access card for your room:

**If you are a conference guest:** Please go to Archway reception, where you will be checked in from there.

**If you are a summer school or group stay guest:** Your group leader will have been issued with all your key cards.

**Please note:** If you lose your swipe card or leave it in your room, please visit the Residences reception, where your ID will be checked, and you will be let back into your room. A charge of £10 will apply for unreturned swipe cards. If you are under the age of 16, please attend reception with your group leader.

Upon check out, please ensure you take all personal belongings with you and that your room is free of rubbish. **There will be a box outside reception for you to put your swipe card into.**

## FAQ: (A – Z)

Once you've got your keys you're all set, but below is an A-Z of other things you'll need to know, such as where you eat and how to access our Wifi. Please read through this carefully and ask at reception if you need any more information.

## Cleaning

Flats will be cleaned weekly including the removal of rubbish from bins. Bedding and towels will be changed on the same basis.

Please ensure your flats are kept clean and tidy, including regular washing up.

If your bins are full in the meantime, additional bin bags are provided in your flat. Guests in each flat will be responsible for disposing of refuse and taking full bags to the bin store. Extra bin bags are available on reception.

The bin store is located in the middle of Archway courtyard and is sign posted – ask reception to direct you if you have any issues finding this.



## Emergency Contacts & Information

Reception at Archway is open Monday – Friday from 8am – 10pm and Saturday from 8:30am until 4pm. Security staff will cover reception at all other times, offering a 24/7 security service.

In the event of an emergency or should you need to contact a member of staff, please use the below contact details:

Residences Reception	<b>0161 247 2777</b> ( <i>non-emergency</i> ) <i>Mon – Fri 9am – 4pm</i>
Security	<b>0161 247 2222</b> <i>24hr</i>
Emergency Services	<b>999</b> ( <i>if this is called, please alert the Emergency Team</i> )
Conference and Events Team	<b>0161 247 1565</b> ( <i>non-emergency</i> ) <i>Mon – Fri 8.30am – 4.30pm</i>

## Fire Safety

Please make yourself familiar with the nearest fire exits. The Fire Assembly Point is on Bonsall Bridge between Archway and the Brooks Building. Residences staff will be on duty to direct you in the event of an alarm. Please do not re-enter the building until a member of staff tells you it is safe to do so. **Fire alarms are tested every Thursday after 10am**, do not evacuate the building unless the alarm sounds continuously.

## Food and Drink

If we are providing your catering, meals are typically provided in our dining room, either in the Brooks building or Geoffrey Manton building (unless you have been advised otherwise), just a short walk from where you are staying. Please see campus map for location. Your group organiser will have the full details of where and when your breakfast will be served. Please wear your badge / lanyard when attending the dining hall, to allow catering staff to identify you.

There are a range of catering outlets and vending machines across the campus, where you can purchase snack and drinks. A Coop, Post Office, cash point and takeaways are also conveniently located on Stretford Road, adjacent to Vine House.



## Hairdryers

A supply of hair dryers are available via Archway reception and must be returned after use.

## Healthcare Amenities

MRI Hospital /NHS Walk in centre on Oxford Road, M13 AWL

Manchester Dental Hospital on Lloyd Street, M15 6FH

Pharmacy located on Stretford Road, M15 5TL

## Laundry

An ironing board is available in each flat. Irons are available from reception.

Our on-site laundry is controlled by Circuit Managed Laundry Systems via an app. A full guide on how to download and use this is available here: <https://www.circuit.co.uk/how-to-guides/mobile-app/>

When inside the Laundry room, there is a guide on the wall which shows you how to use your account to pay for your washing. Approximate costs are:

Wash: £3.30

Dry: £1.30

## Luggage Storage

If storage has been arranged for your luggage, your group leader will have details of this.

Typically, luggage will either be stored by us in Archway, or in a dedicated room in Brooks Building. Either way this will need to be pre-booked to ensure we have the capacity to store it.

## Transport

Travelling around the city could not be easier with free shuttle services, trams and easy access by foot. For more information you can visit our Reception or look online at <https://tfgm.com> [www.metrolink.co.uk](http://www.metrolink.co.uk) or [www.thetrainline.com](http://www.thetrainline.com).



## **Wifi in Halls**

Wifi in Archway is provided by Glide, and appears on the list of networks as 'GLIDE'. Glide is free to join, all you will need to do is follow the login details that appear on your browser when you select this network.

You can also visit Glide's help and support page, which offers lots of useful guides to support you getting online at: <https://my.glidestudent.co.uk/support>

Glide's Service Desk is open 24 hours a day, 365 days a year and will be happy to help. You can make contact via: [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk), or telephone: 0333 123 0115

## **Wifi In Our Other Buildings**

All our other buildings are supported by BT Wifi which appears as BT Guest Wifi on the network list. It is free of charge and should connect you automatically when selected.

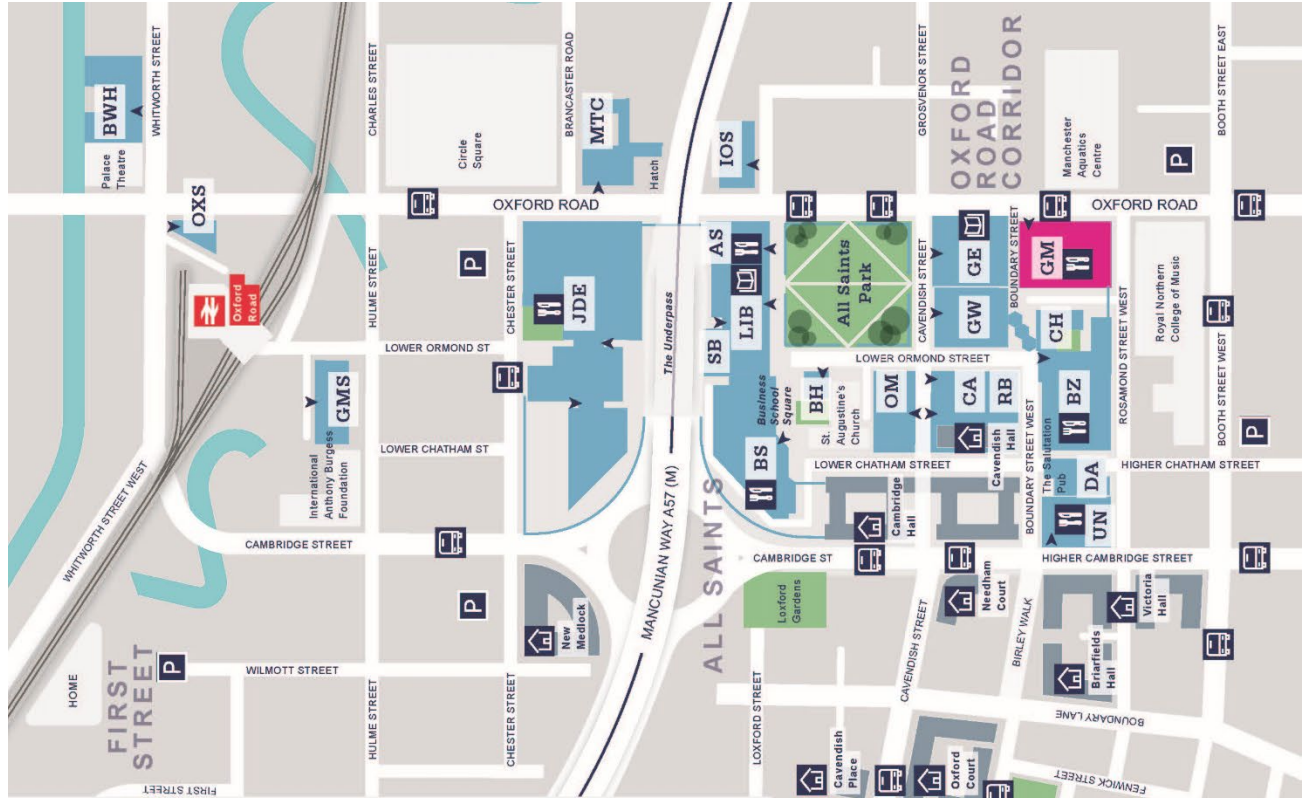
We also have Eduroam in all our buildings which is accessible via your institutions login details if you have access to this.

## **Please Note:**

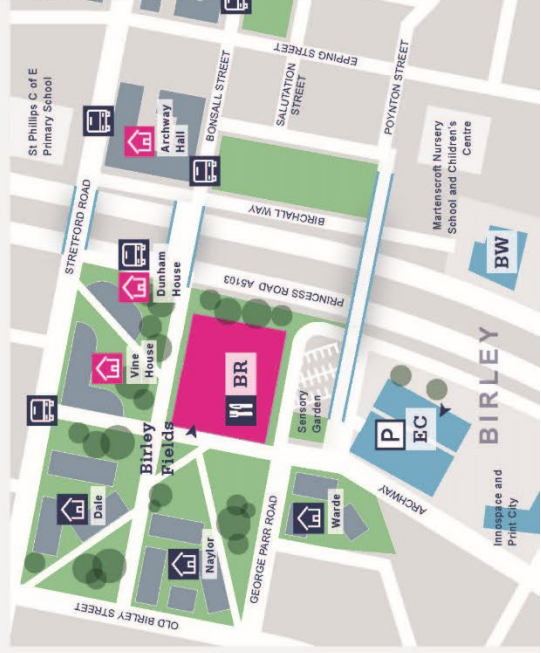
We kindly ask that our guests respect our quiet hours between 23:00 – 08:00 hours. There is a **No Smoking Policy** throughout the accommodation and University Buildings.

**We hope you enjoy your stay.**





Manchester Metropolitan University Campus map		Main buildings	
<b>AS</b>	All Saints University Administration	<b>CH</b>	Chatham Manchester School of Art Manchester School of Architecture
<b>BH</b>	Bellhouse School of English	<b>DA</b>	School of Digital Arts
<b>BR</b>	Brooks Faculty of Health and Education Student Hub	<b>EC</b>	Energy Centre
<b>BS</b>	Business School and Student Hub Faculty of Business and Law Counselling, Mental Health and Wellbeing Student Hub	<b>GE</b>	Grosvenor East Humanities, Languages and Social Science Manchester Poetry Library Manchester School of Art
<b>BW</b>	Birchall Way Print Services Estates Maintenance	<b>GW</b>	Grosvenor West Manchester School of Art The Holden Gallery
<b>BWH</b>	Bridgewater House University Administration	<b>GM</b>	Geoffrey Manton Humanities, Languages and Social Science Jobs Hub
<b>BZ</b>	Benzie Manchester School of Art	<b>GMS</b>	6 Great Marlborough Street University Administration
<b>CA</b>	Cavendish Manchester Fashion Institute	<b>IOS</b>	Institute of Sport
		<b>JDE</b>	John Dalton East/Central Faculty of Science and Engineering
		<b>LIB</b>	All Saints Library University Library (Please refer to mmu.ac.uk/library for opening hours)
		<b>MTC</b>	Manchester Technology Centre Manchester School of Architecture
		<b>OM</b>	Ormond University Administration
		<b>OXS</b>	70 Oxford Street School of Art
		<b>RB</b>	Righton Manchester Fashion Institute
		<b>SB</b>	Sandra Burslem Manchester Law School
		<b>UN</b>	Students' Union



Key	
	Building entrances
	Railway station
	Accommodation
	Public parking
	Staff parking
	Food and drink
	Bus stops
	Library

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