

Welcome to Lancaster University Conference Centre.
During your stay with us we will endeavour to meet your requirements and do our utmost to make your time here with us as enjoyable and productive as possible

information

This pack contains information about Lancaster University; its facilities, location maps, visiting Lancaster, and useful contact details, as well as other information that we feel may be useful during your stay with us.

Please take a few minutes to read this document and we would appreciate it if you would spare a few minutes completing the feedback form at the back to let us know what you thought about your stay.

Disclaimer

We make every effort to ensure that the information contained in this document is accurate and complete at the time of going to press. However, some information may change for which we cannot be held responsible. Conference Reception will always be happy to confirm, or check, any information for you.

CONFERENCE RECEPTION

Conference Reception is located within the Conference Centre, just off the North Spine. Staff will be available to assist you between 08:00 and 23:00 and can be contacted on 01524 594194, or ext. 94194 from any internal phone. Outside these hours please direct enquiries to University Security on ext. 94541.

Should you wish to be contacted during your stay, messages can be left at Conference Reception where they can be collected during the reception opening hours (unless specified as an emergency when we will pass them onto the organiser).

Conference Reception can also arrange printing, photocopying, faxing and laminating if you require them.

ACCOMMODATION AND DEPARTURE

We ask that your room be vacated by 10:00 on the morning of your departure and your key be returned to Conference Reception Staff or your organiser. If you are leaving outside of the Conference Reception opening hours then please speak to a member of staff to make alternative arrangements for returning your key.

Please note that failure to return your key by 10:00 may result in excess charges being made, and any lost keys will result in a charge of £50.

PARKING

Parking for Conference Delegates is permitted in any available space on campus, however there are specific visitor parking zones that you may find it easiest to find a space in. A parking permit must be displayed from 8.00 until 18.30, Monday to Friday. A visitor's permit may be obtained from Conference Reception if you have not been sent one in advance. A charge of £3.00 per day is applicable if not included in the conference quote.

TELEPHONE AND INTERNET ACCESS

There is one coin operated BT telephone in the Conference Centre Reception (located on the North Spine, opposite the Faraday Building) as well as card operated telephone booths in Alexandra Square and outside the University Security Lodge. The phones available in the rooms can be used to make internal calls free of charge, however to call externally a "Dog and Bone" card must be purchased from either the Spar shop or the Newsagent (Both near Alexandra Square).

Internet access is not available in the rooms, however there is a wireless system in place at various points around Campus, including *The Venue*, *Food for Thought*, and *Cartmel Bar* (see below for more details). If you wish to use the wireless system then Conference Reception will be able to issue you with a username and password that will allow you to gain access. Alternatively, these passwords can be used to access any of the computers in the library or the meeting rooms.

CATERING FACILITIES

| | | |
|--|-----------|---------------|
| <i>The Venue</i> (Located on the South Spine, just off Alexandra Square) | Mon-Fri: | 08:30 – 17:00 |
| | Weekends: | 11:00 – 16:00 |
| <i>The Hub Café</i> (Located In the Management School) | Mon-Fri: | 09:00 – 15:00 |
| | Weekends: | Closed |
| <i>Café 21</i> (Located in Info Lab) | Mon-Fri: | 09:00 – 15:00 |
| | Weekends: | Closed |
| <i>Food for Thought</i> (Located in the Institute for Advanced Studies) (July & September Only) | Mon-Fri: | 10:00 – 15:00 |
| | Weekends: | Closed |

UNIVERSITY BARS

Your conference may have arranged for a University Bar to be open to provide entertainment in the evening, the details of which can be obtained from Conference Reception or your Organiser. If this is not the case then there is a bar open on Campus throughout Easter;

| | | |
|--|----------|---------------|
| <i>Fylde Bar</i> (Located in Fylde College, off the South Spine) | Mon-Fri: | 12:00 – 23:00 |
| | Sat: | 18:00 – 23:00 |
| | Sun: | 19:00 – 23:00 |

SHOPS AND AMENITIES

The Lancaster University Campus boasts a wide range of facilities: a Bakery, Bookshop, Newsagents, Students' Union Shop, Campus Charity Shop, Hairdresser, a Post Office, Sports Centre, two Banks, a Pharmacy, and a health centre. There are also two supermarkets on Campus, Spar, which is located just off Alexandra Square, and Central Stores, which is located on the South Spine within Pendle College. Please note that the opening times given below are subject to change over the Summer Vacation.

| | | |
|---|-----------|---------------|
| Spar (Located just off Alexandra Square) | Mon-Fri: | 08:00 – 22:00 |
| | Sat: | 10:00 – 18:00 |
| | Sun: | 10:00 – 14:00 |
| Central Stores (Located within Pendle College) | Mon-Sun: | 09:00 – 22:00 |
| Newsagents (Located in Alexandra Square) | Mon-Fri: | 08:30 – 17:00 |
| | Weekends: | 09:00 – 12:00 |
| Sports Centre (Located off Farrer Avenue) <i>Extension: 94000</i> | Mon-Fri: | 08:30 – 22:15 |
| | Sat: | 08:30 – 19:15 |
| | Sun: | 09:30 – 17:30 |
| Health Centre (Located on the perimeter road) <i>Extension: 94130</i> | Mon-Fri: | 08:00 – 18:00 |
| | Weekends: | Closed |
| Pharmacy (Located in Bailrigg House, off North Drive) <i>Extension: 94598</i> | Mon-Fri: | 11:00 – 17:00 |
| | Weekends: | Closed |

EMERGENCIES

Anyone needing an ambulance should dial **999** on the internal phone rather than a mobile. The call will be channelled through security (extension 94541) who can meet the ambulance and quickly direct them to the scene. If the fire alarm sounds at any time during your stay with us then you must evacuate the building as quickly and safely as possible by the nearest emergency exit. The duty porter for that area will arrive with the Fire Brigade as quickly as possible and will give you further instructions.

TRAVEL INFORMATION & NUMBERS

Taxis: 01524 60000 (A to B Taxis)

If you need a taxi booking then Conference Reception will be happy to do this for you, though please allow sufficient time for the booking. All taxi companies in Lancaster are very busy between 14:30 – 16:30 so we would recommend that any taxis needed for this period are booked before 11:00.

Trains: 08457 484950 (Information Line)

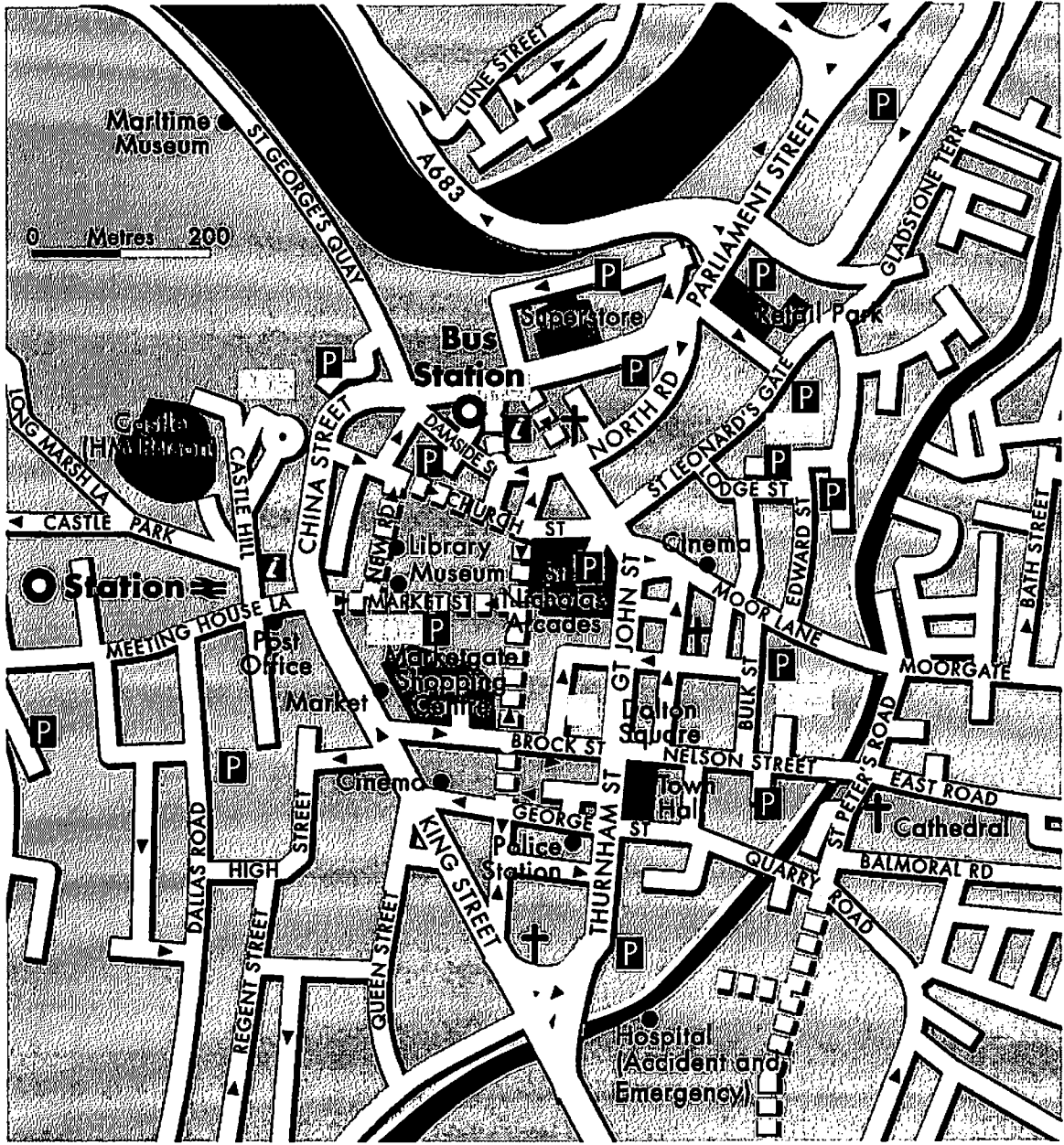
Conference Reception will be happy to look up train times for you.

Buses: A regular bus service into Lancaster City Centre operates from the University Underpass (beneath Alexandra Square) and bus stops around the perimeter road (there are three located on Alexandra Park Drive). The buses that go to the City Centre are numbered 2A, 2, 3 or 4, and bus times are posted at all bus stops.

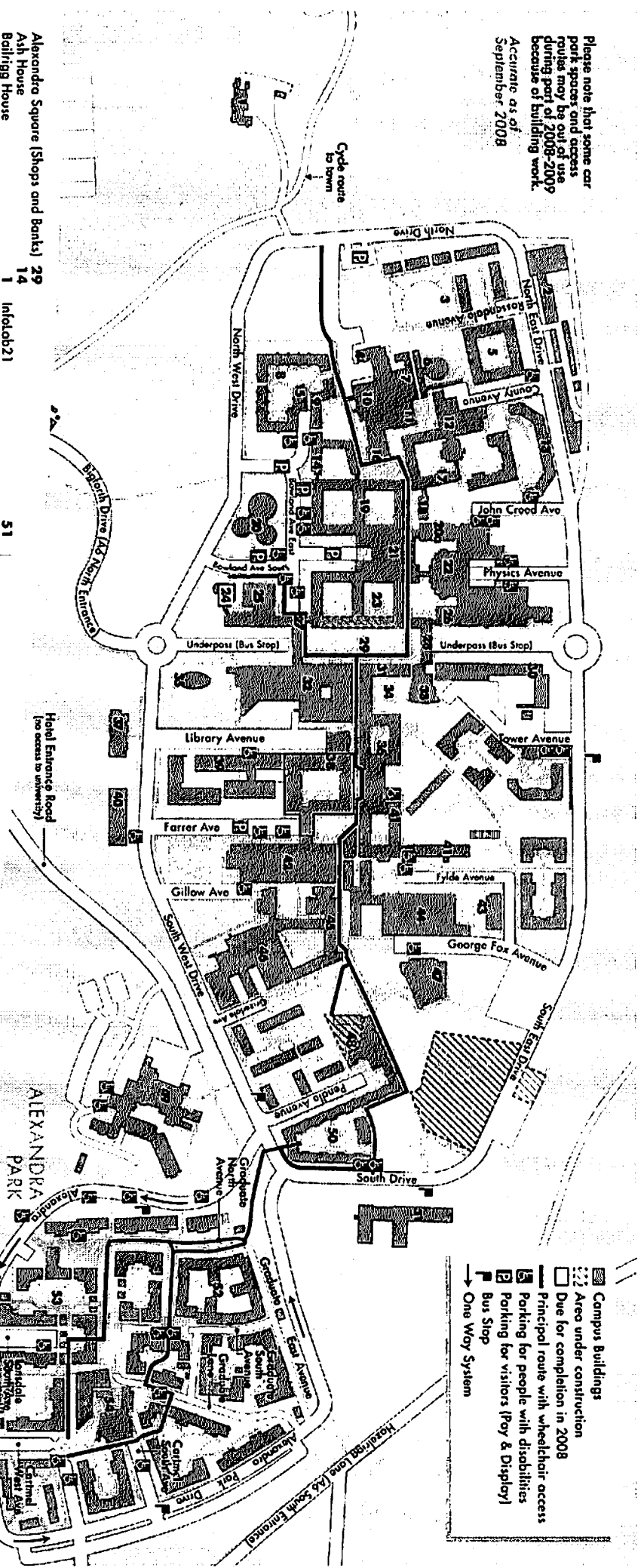
LANCASTER CITY

Often described as the cultural centre of Lancashire, Lancaster is dominated by its medieval castle and the River Lune that runs through the city. The narrow, Georgian streets surrounding the castle contain a surprising wealth of museums. Among the attractions of the city are historic buildings such as the Castle, the Priory, and the Judges Lodgings and museums including the Maritime Museum, Cottage Museum and the City Museum. Good views of Lancaster and out into Morecambe Bay and the Lake District are available from the Ashton Memorial, which is set in beautiful Williamson's Park. For more information on any of the attractions in Lancaster visit the Tourist Information Office which is located on Castle Hill, or can be contacted on (01524) 32878.

LANCASTER CITY MAP



Please note that some car park spaces and access routes may be out of use during part of 2008-2009 because of building work.
 Accurate as of September 2008



- Alexandra Square (Shops and Banks) 29
 Ash House 14
 Baillings House 1
 Barbers House Farm 54
 Biological and Environmental Sciences Building* 38
 Bowland Annex 9
 Bowland College 23
 Bowland Hall 8
 Bowland North 19
 Bowland tower East 31
 Bowland tower South 28
 Central College 54
 Central Workshops and Stores 30
 CETAD 15
 Chaplaincy Centre 20
 Computer Services (ISS) 25
 Conference Centre 21
 County College 5
 County South 12
 County West 3
 Edward Roberts Court 34
 Engineering Building 44
 Farness Building 22
 Furness College 36
 Fryde College 41
 George Fox Building 47
 Graduate College 52
 Great Hall 10
 Grizzdale College 48
 Health Centre 40

- InfoLab21 51
 Institute for Advanced Studies 17
 Institute for Cultural Research 18
 Jack Hyllon Music Rooms 16
 John Crook Building 13
 Lancaster Environment Centre 39
 Lancaster Environment Centre Workshops 2
 Lancaster House Hotel 49
 Lancaster Leadership Centre 46
 Library 32
 Lonsdale College 33
 LUTV - Round House 53
 Management School 6
 Medical Education Centre 45
 Music Building 200
 Nuffield Theatre 4
 Penrith College 7
 Peter Scott Gallery 50
 Physics Building 11
 Postgraduate Statistics Centre 26
 Pre-School Centre 410
 Reception Lodge 37
 Ruckin Library 24
 Slaidburn House (Students' Union) 35
 Sports Centre 33
 University House 42
 Wharwell Building 27
 Wharwell Centre 43
- Department Location**
- Accounting and Finance - Management School
 - Administration - Central - University House
 - Applied Social Science - Bowland North
 - Art (UCA) - Bowland Annex
 - Biological Sciences - Biological and Environmental Sciences Building
 - Biomedicine and Life Sciences - Biological and Environmental Sciences Building
 - Careers (CEEC) - University House
 - CEIT - Furness College
 - Centre for Gender and Women's Studies - Bowland North
 - Centre for Research in Human Development - Wharwell Building
 - Communications Systems - InfoLab21
 - Computing - InfoLab21
 - Continuing Education - Bowland North
 - Counselling Service - Furness College
 - Disabilities Service - University House
 - Economics - Management School
 - Educational Research - County South
 - Engineering - Engineering Building
 - English and Creative Writing - County College
 - Environmental Science - Biological and Environmental Sciences Building
- Department Location**
- European Languages and Cultures - Bowland North
 - Geography - Lancaster Environment Centre
 - Health Research - Bowland tower East Wing
 - History - Furness College
 - Information Systems Services - Library
 - Institute for Advanced Studies - County South
 - Institute for Cultural Research - County South
 - Institute for Entrepreneurship and Enterprise Development - Management School
 - Law School - Bowland North
 - Learning Development Centre - Ash House
 - Linguistics and English Language - Bowland College
 - Management Development Division - Management School
 - Management Learning and Leadership - Management School
 - Management Science - Management School
 - Marketing - Management School
 - Mathematics and Statistics - Fryde College
 - Medicine - Farness Building
 - Music (UCA) - Music Building
- Department Location**
- Natural Sciences - Farness Building
 - North West Regional Studies - Fryde College
 - Organisation, Work and Technology - Management School
 - Philosophy - Baillings House
 - Philosophy (Frelia) - Furness College
 - Philosophy (Frelia) - County College
 - Physics - Physics Building
 - Politics and International Relations - County College
 - Psychology - Fryde College
 - Religious Studies - Bowland North
 - Research and Enterprise Services - Bowland tower South
 - School of Health and Medicine - Physics Building
 - Sociology - Bowland North
 - Students' Union - Slaidburn House
 - Theatre Studies (UCA) - Great Hall Complex
 - Un Print (Frelia) - County College

*Some offices temporarily relocated to Furness College

Customer Service and Product Quality Survey

Thank you for giving us your custom. Please help us to improve the products and service we provide to you by completing this questionnaire. When complete please return it to the Conference Reception Desk.

Date: _____ Location: University Campus Conference

Event Attended: _____ Lancaster House Conference

To the right of the question please circle the numbers 1 to 5 that best expresses your feelings.

- 1 = Very Dissatisfied
- 2 = Somewhat Dissatisfied
- 3 = Neither Satisfied or Dissatisfied
- 4 = Somewhat Satisfied
- 5 = Very Satisfied

Non Residential Delegates

| | | | | | |
|---|-----|---|----|---|---|
| A. Were our people friendly and courteous to you? | 1 | 2 | 3 | 4 | 5 |
| B. Did you find our people efficient when dealing with your requests? | 1 | 2 | 3 | 4 | 5 |
| C. Did our room layout meet your requirement? | 1 | 2 | 3 | 4 | 5 |
| D. Did the equipment provided meet your requirement? | 1 | 2 | 3 | 4 | 5 |
| E. Did you find the meeting room clean and well presented? | 1 | 2 | 3 | 4 | 5 |
| F. Was the meeting room comfortable and at the right temperature? | 1 | 2 | 3 | 4 | 5 |
| G. Did you find the Lounge & Foyer areas suitable and comfortable? | 1 | 2 | 3 | 4 | 5 |
| H. Were you satisfied with the food quality and presentation? | 1 | 2 | 3 | 4 | 5 |
| I. Was food / refreshments served to you at the pre-agreed times? | 1 | 2 | 3 | 4 | 5 |
| J. Did you find our catering team helpful and efficient? | 1 | 2 | 3 | 4 | 5 |
| K. Were the travel directions provided clear and accurate? | 1 | 2 | 3 | 4 | 5 |
| L. Was the car parking facility acceptable? | 1 | 2 | 3 | 4 | 5 |
| M. What is your overall satisfaction rating with our facility? | 1 | 2 | 3 | 4 | 5 |
| N. What is your overall satisfaction rating of our people? | 1 | 2 | 3 | 4 | 5 |
| O. Would you recommend this facility to a friend or colleague? | Yes | | No | | |

Residential Delegates

| | | | | | |
|--|---|---|---|---|---|
| P. Was the accommodation provided clean and well maintained? | 1 | 2 | 3 | 4 | 5 |
| Q. Was the accommodation comfortable and at an acceptable temperature? | 1 | 2 | 3 | 4 | 5 |
| R. If you used a Bar during your stay did it meet your requirements? | 1 | 2 | 3 | 4 | 5 |

Do you feel that a member of the Conference Team has gone that "extra mile" to exceed your expectations? YES/NO

If so, who? - Name:.....

Do you have any additional recommendations to improve your satisfaction with this facility?

If you would like to be contacted about your responses please leave your contact details.