

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 £10.

PARKING

Parking for Conference Delegates is only permitted on the outer zone (perimeter road) or visitor parking, and a permit must be displayed at all times. All parking spaces on Alexandra Park are classed as part of the outer zone, however all parking spaces on the inner avenues on main campus are reserved for University permit holders and any unauthorised vehicles parked in these areas are liable to be clamped. A visitor's permit may be obtained from Conference Reception if you have not been sent one in advance.

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 – 18:00
	Weekends:	11:00 – 17:00
<i>The Hub Café</i> (Located in the Management School)	Mon-Fri:	09:00 – 16:00
	Weekends:	Closed
<i>Café 21</i> (Located in Info Lab)	Mon-Fri:	09:00 – 15:30
	Weekends:	Closed
<i>Food for Thought</i> (Located in the Institute for Advanced Studies)	Mon-Fri:	09:00 – 16:00
	Weekends:	Closed
<i>The Atrium Café</i> (Located in the Environment Centre)	Mon-Fri:	09.30 – 15.30
	Weekends:	Closed
<i>Fylde Coffee Bar</i> (Located in Fylde College)	Mon-Fri:	09:30 – 16:00
	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>Furness Bar</i> (Located in Furness 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-Fri: 08:45 – 21:00 Sat: 09:00 – 21:00
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

