



# Centre Specific Information Colchester



## CONTACT DETAILS

To contact the centre/a student/a group leader, please do so **in the following order**:

1. The Twin Office telephone
2. The Twin Emergency Number

If it is a **real emergency**, and the above 2 numbers do not respond:

3. and it is in office hours, please phone the Twin Head Office number
4. or out of office hours, phone the Twin Summer Centres Emergency number

### PLEASE NOTE:

- The emergency numbers are **for emergencies!** Please do not call these numbers for other reasons; you could be stopping us receiving an important call.
- It is possible that someone may not be in the office because it is a large campus or there may be a bad or no signal. If you get no reply, please try to phone again later or leave a message on the phone and someone will get back to you soon.

TWIN COLCHESTER CENTRE			
Centre Address:	Centre Manager	Centre Office Tel	Centre Emergency Mob
University of Essex F.A.O Twin Centre Manager Wivenhoe Park Colchester CO4 3SQ UK	Miles Binney	TBA	+44 (0) 777 24 09 071
	<b>Coach Pick-up/ drop-off point</b>	TBA	
TWIN HEAD OFFICE			
Address:		Head Office Telephone	Head Office Emergency
Twin Summer Centres Team 67-71 Lewisham High Street London SE13 5JX UK		+44 (0) 20 8297 3231	+44 (0) 780 53 82 904
		or	or
		+44 (0) 20 8297 3214	+44 (0)780 95 52 145

## ACCOMMODATION

### Can I/we decide which bed(s)?

Our Centre Manager will allocate the residential rooms and students are separated accordingly.

### What type of accommodation is available in Essex University, Colchester?

All of our rooms at the University of Essex are single en Suite rooms in purposes built houses comprising 6-8 rooms per house. There is a common room in each house and kitchen area. The houses are no more than 3 years old.

Please note that during high season we will be very busy, and as you can understand, we cannot guarantee that rooming requests will be met, although we will do our utmost to satisfy your client's needs.

## LAUNDRY

### How and how often are clothes cleaned?

Laundry will be done weekly but not during the first week. **Therefore students must bring enough clean clothes for at least one week.**

No hospitality products, such as soap, will be provided, so students must bring their own toiletries.

**\*\*\* Twin Group will not be liable for any loss or damage to clothing\*\*\***

## MEALS

### What is the food like?

3 meals per day will be provided. Students may be provided with packed lunches on certain days; e.g. on full day excursions. There will usually be an outside BBQ once a week.

Students are able to choose which restaurant on campus that they wish to eat in.

### What time are the meals?

Students will be advised of the time of meals. Please make sure you eat in the times given. Twin is not the only school on the campus so other schools will have different times to eat to try to avoid long queues.

Food in the UK might be very different from what students are used to but all our meals are well balanced, generous with plenty of choice for everyone. Students should be encouraged to try everything with an open mind.

### What about students with special diets?

Please note: that we can cater for most special diets only on request 14 days before the student arrives.

## CLEANING

### How often are the rooms cleaned?

Rooms are cleaned and bed linen changed weekly. In order to ensure the room is thoroughly cleaned make sure that there are **no clothes/belongings on the floor** and all rubbish is deposited in the bins provided. Students are expected to keep their room tidy.

Common areas are cleaned daily. Students are reminded to use the provided bins for rubbish at all times.

## TOWELS

Please note that towels are not provided so students will need to bring their own towels.

## SAFETY

Essex University is situated on a large campus; however, there are roads on campus so students should take care.

Students should always **look right, then left, then right again** when crossing the road in the UK as cars drive on the left.