Frequently Asked Questions

How close in the Residence to the University?
Wolfson is situated approximately three miles from the Main Campus and only a 15 minute walk from the Vet School.

Is there a bus that goes to the University from the Residence?
A number of local bus services run to the Main Campus. Check with the bus companies for updated routes and times at https://www.firstglasgow.com, https://www.glasgowcitybus.co.uk or for general travel information https://www.travelinescotland.com

What is the best contact number for Wolfson Hall?
The office telephone number is 0141 330 3773.

Is there anyone available out of office hours?
The Office is usually open from 8 am till 6 pm weekdays (4 pm on a public holiday if it falls on a term time date). A member of The Living Support Team will be in the office from 6 pm till 6.45 pm every day and they are also on call throughout the night. Security staff will be based in Reception every night 6.45 pm till 6.45 am.

Do I need to do anything before moving into Wolfson Hall?
Complete the e-induction which is part of your online application. https://onlineapps.accom.gla.ac.uk

Can I arrive before the start of my contract?
Yes if accommodation is available. Once you have accepted your offer you will be able to request preterm accommodation via your accommodation profile.

Also see http://www.gla.ac.uk/services/accommodation/pretermbooking/
Students arriving before the start of the accommodation contract cannot be guaranteed accommodation and you may be required to find alternative accommodation before the start date of the contract.

Accommodation will be available from 2 pm on your arrival date (if you arrive before 2 pm you are more than welcome to wait in our common room).

Can I extend my stay over the summer months?
Limited availability of accommodation depending on Conference bookings. Information will be available in term 3 concerning this.

Can I look around a typical room before I decide to accept?
Yes, please confirm directly with the Residence Office prior to your visit (in case all rooms are fully occupied). Photos and information about Wolfson Hall can also be viewed via the web page http://www.gla.ac.uk/undergraduate/accommodation/residenceprofiles/wolfsonhall/.
**Are there medical facilities near the residence?**

The nearest Health Centre is located approximately 1.5 miles away.

**Can I bring my bike?**

Yes we have secure bike sheds onsite, however, you may wish to arrange additional insurance cover as your residence insurance will only cover Bikes up to £250 based on forced entry and only when locked in University designated storage areas. Simply register your bike at the Hall Office and you will be given access details.

**Can I bring my car?**

Yes, a limited number of free car parking spaces are available on site, please register your car with reception upon arrival for more details.

**What are the fire regulations like?**

Please see our A-Z guide but for the avoidance of doubt:

- Smoking is not permitted inside the buildings, including smoking out of open doorways or windows. Electronic cigarettes are also not permitted within the buildings.
- Don’t wedge open fire doors at any point.
- Candles, incense and other open flame items are not permitted within the buildings.

**What do I need when living in Residence?**

You will need everything that is needed for independent living such as bed linen and towels. You can also purchase your essential items through a company called [click2campus](http://www.click2campus.com/store/University-of-Glasgow.html) before you arrive at Wolfson Hall. They provide a variety of 'Essentials' Packs which contain all the items necessary in your student accommodation including bed linen and towels. All are delivered to the residence before you arrive. For further information on pack contents, prices and other services please visit the click2campus website.

If you are an overseas student and you need an adaptor, please ensure that the adaptor and any electrical equipment conforms and are marked to the British Standard (BS) or CE standard, as adaptors that do not meet the standard will be removed. Click2campus provide adaptors that conform to the standard.

**Who cleans my flat/room?**

Your bedroom is not cleaned or serviced and we do not provide bed linen, pillows or duvets, our bed sizes are standard single. Residents are expected to keep their rooms in a clean tidy condition and empty waste-paper bins regularly. Rooms will be inspected each term to ensure they are being kept clean and tidy, and also to check the self-closer mechanisms are working. Any problems with door closers should be reported to the Reception Desk immediately.
Is bed linen provided?

No bed linen, pillows or duvets are provided, our bed sizes are:

Single – standard UK single bed size (90 cm x 190 cm (3' 0" x 6' 3''))

Please see http://www.click2campus.com/store/University-of-Glasgow.html if wishing to pre-purchase bed linen for your arrival.

If buying bed linen please check that sizes are UK single as sometimes sizes will vary according to manufacturer.

What kind of laundry facilities are provided?

We have one coin operated laundry on site normally available 24 hours. Current rates for session 2017-18 are £2.40 per wash and £1 per dry.

Can I bring my own TV?

Yes you can bring your own TV but you are responsible for arranging and paying your own TV licence. Arial Sockets are available in each bedroom.

See http://www.tvlicensing.co.uk for more information.

What is the surrounding area like?

Wolfson is located in the West of Scotland Science Park and is part of the Garscube Campus. It is set in lovely grounds with woodland walks and cycle routes locally, and is next to the Universities Garscube Sports Complex and the Vet School

Can I have overnight guests?

Yes for a maximum of three consecutive nights and they will need to be registered, further details available at site reception or see our Guest Policy. Please note overnight guests are not permitted during Freshers Week or Arrivals Weekend.

Is there a phone in my room?

Yes

Is there Wifi in my room?

Yes. Wifi is available throughout Wolfson Hall.

Do I need to take everything out of my room at Christmas and Easter Holidays?

No. Your accommodation contract covers these periods.

What happens to my mail/parcel delivery?

On arrival you will be given a mail box key. When mail is sorted any parcels/letters too big to be posted through the mail box will be kept in the Office and will receive an email requesting that you pick up your post during normal office hours.
What happens if I lose my keys?
You should notify staff as soon as possible and a spare key can be issued via the office with a charge of £20 per key being made for its replacement. For additional security please avoid labelling your key with any specific room details.

What happens to my mail / parcel delivery?
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How do I pay my accommodation fees?
Your accommodation fees are paid via the University student system MyCampus. Please see the MyCampus website for further information.
Also see: http://www.gla.ac.uk/postgraduate/accommodation/fees/

Contact Details
For further information, please contact us:
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West of Scotland Science Park
2317 Maryhill Road Glasgow
G20 0TH
Tel: 0141 330 3773
E-mail: wolfson@glau.ac.uk