Welcome

Hello!

Welcome to Royal Holloway, University of London. We are very pleased that you have chosen to study with us. Studying overseas offers many exciting experiences but it can also be challenging to adjust to a new environment. While things may be confusing at first, I hope that the information in this handbook will help to make your time here as easy and enjoyable as possible.

If you have any worries or concerns, please feel free to visit the International Student Support Office in IN009 International Building and speak to one of our experienced team of advisors.

Denise Keable
Deputy Head of Support and Advisory Services

INTERNATIONAL STUDENT SUPPORT TEAM

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# Contents

<table>
<thead>
<tr>
<th>Arrival</th>
<th>2–9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arriving in the UK</td>
<td>2</td>
</tr>
<tr>
<td>Pre Departure Checklist</td>
<td>2</td>
</tr>
<tr>
<td>Airport Pickup</td>
<td>2</td>
</tr>
<tr>
<td>Things to do when you arrive</td>
<td>2</td>
</tr>
<tr>
<td>Enrol on course</td>
<td>2</td>
</tr>
<tr>
<td>Paying your Fees</td>
<td>4</td>
</tr>
<tr>
<td>Halls Of Residence</td>
<td>5</td>
</tr>
<tr>
<td>Local Accommodation</td>
<td>5</td>
</tr>
<tr>
<td>Food</td>
<td>6</td>
</tr>
<tr>
<td>College Card</td>
<td>6</td>
</tr>
<tr>
<td>Attend Welcome Week and Orientation</td>
<td>6</td>
</tr>
<tr>
<td>Open Bank Account</td>
<td>7</td>
</tr>
<tr>
<td>Register with the Health Service</td>
<td>8</td>
</tr>
<tr>
<td>Dental treatment</td>
<td>8</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>9</td>
</tr>
<tr>
<td>Police registration</td>
<td>9</td>
</tr>
<tr>
<td>Tier 4 Responsibilities</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Living in the UK</th>
<th>10–11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clothing and Climate</td>
<td>10</td>
</tr>
<tr>
<td>Electrical Equipment</td>
<td>10</td>
</tr>
<tr>
<td>Photographs</td>
<td>10</td>
</tr>
<tr>
<td>Insurance</td>
<td>10</td>
</tr>
<tr>
<td>TV Licence</td>
<td>10</td>
</tr>
<tr>
<td>Cars, Parking</td>
<td>11</td>
</tr>
<tr>
<td>Sports</td>
<td>11</td>
</tr>
<tr>
<td>Telephones</td>
<td>11</td>
</tr>
<tr>
<td>Smoking</td>
<td>11</td>
</tr>
<tr>
<td>Alcohol</td>
<td>11</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Support</th>
<th>12–15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Service Centre</td>
<td>12</td>
</tr>
<tr>
<td>Support and Advisory Services</td>
<td>12</td>
</tr>
<tr>
<td>International Student Support Office (ISSO)</td>
<td>12</td>
</tr>
<tr>
<td>Student Counselling Service</td>
<td>13</td>
</tr>
<tr>
<td>Disability &amp; Dyslexia Services</td>
<td>13</td>
</tr>
<tr>
<td>Academic Support</td>
<td>13</td>
</tr>
<tr>
<td>Personal Support</td>
<td>13</td>
</tr>
<tr>
<td>Financial Support</td>
<td>13</td>
</tr>
<tr>
<td>Student’s Union</td>
<td>14</td>
</tr>
<tr>
<td>Residential Support</td>
<td>14</td>
</tr>
<tr>
<td>Peer Guides</td>
<td>14</td>
</tr>
<tr>
<td>Campus Life</td>
<td>14</td>
</tr>
<tr>
<td>Religious services</td>
<td>14</td>
</tr>
<tr>
<td>Security</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Teaching and Study methods</th>
<th>16–17</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Academic Services</th>
<th>18–19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working and Volunteering</td>
<td>20–22</td>
</tr>
<tr>
<td>Local travel</td>
<td>21</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Visa Information</th>
<th>23–24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tours in the UK and Europe</td>
<td>23</td>
</tr>
<tr>
<td>Visa information</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Students with Dependants</th>
<th>25–27</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family matters</td>
<td>25</td>
</tr>
<tr>
<td>Accommodation for families</td>
<td>25</td>
</tr>
<tr>
<td>Childcare and schools</td>
<td>26</td>
</tr>
<tr>
<td>Health care for dependants</td>
<td>27</td>
</tr>
<tr>
<td>Working in the UK as dependants</td>
<td>27</td>
</tr>
</tbody>
</table>

| Contact information and useful websites | 28–29 |
Arrival

Arriving in the UK
When you arrive in the UK at an airport, seaport or Eurostar terminal you will need to show your passport or travel document with your visa or entry clearance sticker to an Immigration Officer at passport control. You will need to fill out a landing card on your flight and hand this to the immigration officer.

You may be asked to show evidence that you are coming to the UK for the same purpose as stated on your visa or entry clearance sticker, so it is a good idea to carry the documents you used to apply for your immigration permission in your hand luggage. If the Immigration Officer is happy that you meet the requirements, he or she will stamp your passport with his or her date stamp and allow you to enter the UK.

Please note, the queues to come through immigration at this time of year can be very long, by ensuring that you have all the necessary documents ready for inspection you can help speed up the process.

Should you have any significant difficulties at this stage, please email: internationaladvice@royalholloway.ac.uk

Pre-arrival checklist:
• Do your enrolment online
• Book your airport collection
• Ensure you keep all documents in hand luggage for verification upon arrival in the UK
• Bring your passport (and keep a photocopy in another place in case you lose it)
• Ensure that you have the correct visa
• Bring your original qualifications documents
• Bring a printout of your Confirmation of Acceptance for Studies (CAS)
• Bring your accommodation contract (if you have one)
• Ensure you have access to money approx. (£300–£500) in a safe form (ie travellers cheques) for everyday expenses for up to two weeks until you have opened a bank account (please do not bring large amounts of cash)
• Your TB health certificate if applicable
• Bring medical records of any pre-existing conditions (if applicable make sure they are translated in English)

Airport collection
Royal Holloway runs an Airport collection service for students arriving into London Heathrow at certain times of the year. This is a free service for students but you will need to book in advance and early to avoid disappointment. You should check our website for more details of dates and how to book.

Things to do when you arrive
Once you arrive at Royal Holloway pick up your keys and move to accommodation.

We strongly advise that you finalise and confirm your accommodation arrangements before you leave for the UK. This helps prevent any delays and you can get settled into your accommodation after your long journey.

Let your family know you have arrived safely! You will have access to the internet to send an email home. We will also have sim cards available for your mobile phone.

Enrol on your course
You’ll need to enrol with the College before you can begin your studies. To enrol you must complete three simple steps, and you will
be sent full enrolment instructions via email before you arrive. For further details visit: royalholloway.ac.uk/enrolment

To enrol you will need to:

1. Complete online sign-up at: campus-connect.rhul.ac.uk (you will receive your username and password via email)

2. Pay your tuition fees

3. Present your passport and your UK BRP (Biometric Residence Permit) card, which needs to show you have permission to be in the UK as a student at an Identity Check session.

Once your enrolment is complete you will receive your College Card, which is your Royal Holloway student ID card. This card gives you access to a range of College facilities. For further details visit: royalholloway.ac.uk/enrolment/newstudents/collegecard
Arrival continued

Please note if you are required to have a tier 4 student visa this must be for Royal Holloway, University of London in order to complete enrolment.

Paying your fees

Before you can register as a student, you need to provide official confirmation that you or your sponsor has sufficient finances to meet tuition and living expenses for the duration of your studies here. A payment of at least 50% of your tuition fees also needs to be made to complete enrolment. You will not be allowed to enrol until a fee payment has been made.

Payments of both tuition and accommodation fees can be made before arriving at Royal Holloway;

- **Online payment** with a debit or credit card via Epay (royalholloway.ac.uk/epay). Overseas card holders have the option to pay in their local currency.

- **International bank transfer** – as well as the usual bank to bank transfer Royal Holloway, in partnership with Western Union, offers a quick and secure way to make international bank payments in a number of currencies student.globalpay.wu.com/geo-buyer/royalholloway

If you are paying your fees in full, studying a full undergraduate or postgraduate degree and can make your payment at least 21 days before your expected enrolment date you may be eligible for a discount on your tuition fees.

Full details can be found at royalholloway.ac.uk/ecampus/finance/feepayments/earlypaymentdiscount.aspx. Please note there are payment deadlines and enrolment criteria that need to be met to receive a discount.

If you would rather pay your fees when you arrive you can make your payment on Campus at the Student Services Centre in the Windsor Building using:

- **Debit or Credit Card** – overseas card holders can pay in their local currency

- **Cheque or Banker’s Draft** in Pounds Sterling and drawn on a UK bank made payable to ‘Royal Holloway University of London’.

If your fees are being paid by a third party, you will need to provide a copy of the official guarantee letter from your sponsor before you will be allowed to complete enrolment.

Students studying on standard degree programmes have the option to pay their tuition fees in two instalments. Fifty percent is due for payment to complete enrolment and the second instalment is then due at the start of the second term (January for those that start in September).

Students wishing to join the Pre-sessional English Language Programme should refer to the relevant webpages for further information on tuition fees: royalholloway.ac.uk/international/englishlanguage/presessional/home.aspx
Details of all available fee payment methods and tuition fee payment options can be found at [royalholloway.ac.uk/ecampus/finance/ feepayments/home.aspx](http://royalholloway.ac.uk/ecampus/finance/feepayments/home.aspx).

Once a student has completed enrolment they can view their Tuition and Accommodation invoices, see a record of recent payments and make an online payment 24 hours a day via the finance tab of Campus Connect [campus-connect.rhul.ac.uk/cp/home/displaylogin](http://campus-connect.rhul.ac.uk/cp/home/displaylogin).

If you have any questions about paying your fees you can contact the Student Fees Team by email: [student-fees@royalholloway.ac.uk](mailto:student-fees@royalholloway.ac.uk) or visit the Student Services Centre in the Windsor Building (Monday to Friday 10am to 6pm).

**Halls of residence**

**Accommodation Fees**

Accommodation fees need to be paid at the start of each term and the amounts due will be advised when you accept your room contract. The standard due dates for the 2015/16 academic year are:

- **Term 1** – 2 October 2015
- **Term 2** – 15 January 2016
- **Term 3** – 29 April 2016

Please be aware that rooms in halls of residence are allocated on an annual basis. Students will usually rent accommodation in the local area for their second, third and fourth academic years.

Students who give notice to leave their rooms before the end of the contract will be liable for the rent for the whole term unless the room can be re-let by Student Accommodation to another eligible student. In this circumstance there would be an administrative charge to reassign the contract. Students must only occupy the room they have under contract themselves. They may not let it to another student (this is called subletting), nor may they allow another person to share their room, or occupy a room for which they do not have a proper contract. Students may not give money to or receive money from other students for the unauthorised use of a room. Students who do this risk losing the money they have paid unofficially, being asked to leave the room and, in severe cases, being disciplined by the College.

You should also be aware that some student accommodation is on a term-time only basis, which means that students must fully vacate their rooms during the Christmas and Easter breaks. Students living in this type of accommodation who want to remain over the holidays or leave personal belongings at the College will need to arrange for the rental of storage space or for renting a room through the ‘vacation residence’ provision (at approximately £19.00 per night).

**Local accommodation**

If you will be renting accommodation in the local community, you may be asked for a UK-based rent guarantor (someone in the UK who will agree to pay your rent if you should fail to do so). If you do not have a UK-based rent guarantor, you may be asked to pay rent in advance. This could be as much as six-months rent in advance.

This deposit can be approximately £2,400 or more if you are renting a house, less if you take up lodgings (houses are rented by groups of between two and six students and lodgings are rooms which local residents rent out within their family home).
Students living in a house will also be responsible for the utility bills for the property; you will need to budget for electricity, gas and water bills. Utility bills are usually included within the rent for lodgers, however, you should check this with the landlord of the property before you sign the agreement.

Council tax is only payable by non students. If you are living with non students the International Student Support Office will be happy to advise you.

If you will be renting off-campus accommodation, you will also need to budget for expenses while you are looking for a place to stay. If you arrive more than three days before the start of term, you may be able to stay in vacation residence, which costs around £19.00 per day on a room only basis. If you arrive less than three days before the start of term, you will need to stay in a local hotel or Bed and Breakfast. You will need to book early to arrange this.

Food
Students living in College halls of residence will either be in self-catering or catered ‘pay-as-you-go’ accommodation. Students in self-catering accommodation will have unlimited access to a kitchen where they can prepare their own food. Basic food items can be purchased at the College shop on campus. There is also a small grocery store a few minutes walk away in Englefield Green. Several larger grocery stores are located in Egham, which is a 15 to 20 minute walk from the campus.

Full details on our halls of residence are available at royalholloway.ac.uk/accommodation

College Card
Your College Card will give you access to your Campus Account (formerly known as RCS). When your account is in credit, you will be able to pay for your purchases in the many dining halls, cafes, bars and shops on campus with your College Card. More information about your College Card is available at royalholloway.ac.uk/ecampus/campuslife/collegecard.aspx

If you have lost your College Card (or if it has been stolen but you have not reported it to the Police) you will need to place an online order for a replacement card (select ‘Payments and Memberships’ > College Card). Once payment has been made you should visit the Student Services Centre in the Windsor Building, bringing photo ID, to have your new card printed.

Attend Welcome Week and Orientation Programmes
During the first week of term in September there are a number of special activities planned to help new students to become familiar with the College. Students living in halls will have special activities planned to allow the residents to meet each other and the hall staff. Each academic department will hold enrolment and meetings during the first week to enable students to meet each other and the lecturers, as well as to discuss departmental policies and academic issues. There are also special orientation programmes specifically for international students. These are designed to inform students about the services and support available at the College, and to discuss issues of particular interest to international students.
Information on these programmes is available at: royalholloway.ac.uk/international/afterapplying/yourfirstweeksoncampus/orientationandwelcomeprogramme.aspx

Open a bank account

It’s a good idea to open a bank account in the UK, as it makes it easier for you to manage your money safely.

To open a bank account, you will need official identification (passport), proof of your status as a student and you may need proof of your address. You will be able to download and print a proof of student status certificate from the Enrolment tab of Campus Connect as soon as you have completed your enrolment.

Royal Holloway has its own branch of Santander bank on the main campus. Most major banks and building societies have branches in Egham and Staines.

All international students should be eligible for a basic bank account. This type of account allows for basic services such as payment in and out of the account. It also allows for the use of ATMs or cash machines. We suggest that you bring some cash around (£300–£500), or travellers cheques, so that you meet everyday expenses until your bank account becomes active. Remember if you are going to deposit funds into a UK bank account, it can take time to clear before you withdraw the money - 4 to 5 working days for UK cheques, and often 28 days or more if converting to another currency.

Register with the National Health Service

The College Health Centre and the National Health Service

If you are on a degree programme for more than 6 months you are entitled to use the National Health Service (NHS) in the UK for free. It’s important to be registered with a doctor (a GP – General Practitioner) near to where you live. Students living in Halls of Residence or in the vicinity of the campus may register with the College Health Centre. Registration takes place during the first week of the session in September. Students arriving at other times during the year should register with the Health Centre as soon as possible. Full details about the University Health Centre can be found at royalholloway.ac.uk/ecampus/campuslife/healthcentre.

Students who live outside the campus vicinity can register with a GP in their local area. To find your local GP please visit the NHS website at nhs.uk and contact your local practice to see if they are accepting new patients.

It is important that you register with a doctor as soon as possible and do not leave it until you feel ill. Please bring adequate supplies of any medication you are taking and an English translation of the medication if possible.
Dental treatment
You should try and see a dentist at least once a year. You can find lists of dentists who give NHS treatment at local main post offices or at nhs.uk. You should ask the dentist whether they accept National Health Service (NHS) patients – many do not. The dentist may wish to conduct the same process for checking your entitlement to NHS care as a General Practitioner (GP) would. If you already have a GP, then the dental practice should contact the GP to ensure that they have undertaken an entitlement check. If accepted by the dentist as an NHS patient, you will need to give the dentist the NHS number on your medical card. If you are entitled to NHS treatment, you may still have to make a contribution towards the cost of your dental treatment. If you are not entitled to NHS treatment, or the dentist you choose does not take NHS patients (some dentists will only accept private patients), you will have to pay for the full cost of your treatment.

Prescriptions
If a doctor prescribes you medicine, they may write a prescription for you. The prescription authorises a pharmacist to give you a particular medicine. Some medicines are available only with a prescription. You can get the medicine from the pharmacy counter at chemist’s shops, or in the pharmacy department of larger shops and supermarkets.

Police registration
If the visa stamp in your passport or ID card requires you to register with the police, officers from Guildford Police Station will be on campus to help you register on the follow dates:
• 20 July 2015
• 24 August 2015
• 28 September 2015
• 5 October 2015
• 12 October 2015
• 19 October 2015
If you arrive at the start of session, you may wait until these dates. You should present the following documents at the time of registration with the police:
• A valid passport and BRP card
• Two passport-sized photographs of yourself
• A letter of acceptance from the College or your College Card
• A fee of £34
You will need to make an appointment either in person at IN009 International Building or by email: internationaladvice@royalholloway.ac.uk.

International students who are arriving mid-session and are planning to live in the local area need to register with the police. Please visit the International Student Support Office for more information.
Tier 4 student responsibilities
As the sponsor for your Tier 4 student visa, Royal Holloway has a duty to maintain your student record and keep copies of your passport and visa. These will be taken at enrolment, but please inform the Student Enquiry Desk in the Windsor Building if you renew either your passport or visa or change your contact details. Royal Holloway must also inform UK Visas and Immigration if you fail to enrol, withdraw or interrupt your studies or fail to attend classes.

Clothing and climate
The UK has a relatively mild climate compared to much of northern Europe, without extremes of hot or cold. However, if you come from a warm or hot climate, the UK will probably feel quite cold and wet. It will take time to acclimatise when you arrive. If you are going to leave your clothes shopping until you get to the UK, remember to budget for this, as clothing in the UK can be expensive. The British climate is quite unpredictable!

Generally the coldest (winter) months will be between November and March. The warmest (summer) weather will occur between May and September. However, you can sometimes enjoy a beautiful warm day in March or get a cold and rainy day in July! An umbrella and waterproof coat are essential as rain showers occur throughout the year. While we rarely get prolonged periods of rain, showers can
Living in the UK

occur several times in one day. It only snows occasionally near Royal Holloway, but during the winter months the temperature will often dip below zero degrees Celsius, particularly at night.

**Electrical equipment**
The British electrical supply is rated at 240 volts/50 cycles. It is important to review manufacturers’ instructions to ensure that any electrical equipment you wish to bring to the UK is compatible. Conversion plugs are widely available from electrical shops or at airports.

You should also be aware that many of the older halls of residence have only one or two electrical plugs and have restrictions on the amount of power which can be used. You will be advised about any limitations or restrictions on electrical equipment. Please be advised that you cannot use personal cooking equipment in the pantries in many halls or in your personal rooms.

**Photographs**
When you enrol at Royal Holloway you will be asked to produce several passport size photographs of yourself. There is a photograph booth on campus, but it is better to bring sufficient photographs with you to the College, as there is often a queue at enrolment time.

**Insurance**
Unfortunately students may sometimes experience problems, such as losing property or having it stolen. That’s why it’s wise to think about purchasing appropriate insurance for your belongings while you study at Royal Holloway. You may also need to have the appropriate medical coverage for your entire stay at the College (if on a course less than 6 months) and for any travelling that you intend to do outside the UK. You should also have insurance cover for your personal belongings, especially for expensive items such as computers. Please be aware that Royal Holloway does not insure or accept any liability for the property of students living in halls of residence. The Students’ Union has information about UK insurance providers that specialise in policies for students.

**Television licence**
If you own a private television in the UK, you’ll need to pay for a television licence. Each student who has a television in his or her room in a College residence must obtain a separate television license (the fine for using a television without a licence is £1,000). Students living in a house where one television is shared by all of the residents may purchase a single licence together. You can buy a television licence from a Post Office.

You can pay the fee in full or arrange for payment by a monthly direct debit from your bank account. For further details, or to buy a licence online, visit tvlicensing.co.uk.

**Cars and parking**
Parking facilities at Royal Holloway are very restricted. In most cases, students who are living in halls of residence or within one and a half miles of the College are not permitted to have cars at the College. None of the halls on the main campus allow residents to have parking permits. For more information visit royalholloway.ac.uk/parking

**Sports**
Unlike many universities and colleges in London, we are fortunate in having our sports facilities onsite, making taking part and staying fit really easy. The campus boasts two grass football pitches and two grass rugby pitches with aspirations for a 3G football/rugby artificial pitch and a 3G hockey pitch. We also have floodlit netball and tennis
courts, two squash courts, a multipurpose sports hall and an extensive 60-station fitness suite with weights room and aerobics studio. The sports centre also offers a wide range of services including personal training and fitness classes. For the complete picture visit royalholloway.ac.uk/sports.

Telephones
Most students choose to have a mobile phone to use in the UK. There are different phone deals you can choose from:

Pay Monthly
If you wish to pay for your phone on a monthly contract, there are many network providers to choose from, and the prices vary. It is worth visiting a general mobile phone shop to discuss the options available to you. A contract normally requires a minimum term of 12 months, but this may entitle you to a free handset, discounts and some extra benefits throughout the year.

Pay as you Go
This option is slightly more expensive, as you also have to buy a handset, but if you do not use your phone regularly, you will save money as you have no minimum monthly payment to make and you can ‘Top Up’ your credit whenever you need it.

Bringing your own phone
If you want to bring your phone from home, then you need to check with your service provider if it will work in the UK and make sure there are no hidden costs. It may be possible to purchase a UK SIM card to use in your existing handset at a fairly low cost.

There are now many companies that offer SIM cards for international students so that you can make calls to your home country at a much lower cost. Be careful though, as there may be other hidden costs involved.

Smoking
England, and Royal Holloway, has been ‘smoke free’ since 1 July 2007, meaning that smoking in public places is not permitted. You may smoke outside the College as long as you are at least five meters away from any building. All our student accommodation is non-smoking. If you are caught smoking in student accommodation, you will be fined and could be asked to leave College accommodation.

Alcohol
The legal age that a person may purchase and consume alcohol in the UK is 18. Bad behaviour due to excessive use of alcohol will not be tolerated on campus, and could lead to disciplinary action by the polices.
Support Services

Student Services Centre
The Student Services Centre provides a central point of contact for non-academic enquiries and services. Our team can help with a range of queries linked to enrolment, accommodation, fee payment, replacement College Cards and more! If you need any advice or support during your studies, we’re here to help. For more information visit: royalholloway.ac.uk/ssc

Support and Advisory Services
We have a friendly and caring community, with a network of dedicated support and advisory services to help you get the most out of your time here. The student-orientated Support & Advisory Services team seeks to support diversity and enhance the student experience. They operate an open-door policy so you’re free to drop by for advice on anything to do with general student living.

International Student Support Office (ISSO)
Our services for international students include

- Immigration and visa advice
- A meet and greet service from airports collection during the welcome weekend
- US Federal Loans
• Specific events for international students
• General advice about living in the UK
• We also organise day trips to make the most of your time whilst in the UK. Our recent trips included Harry Potter, Stonehenge, Bath and Hampton Court Palace
• ISSO host Global Café in partnership with Student Union a chance for students to meet up for free coffee and biscuits. A chance to take a study break and meet other students

Our contact details can be found at: royalholloway.ac.uk/international/support/studentsupportservices/home and you can email us at InternationalAdvice@royalholloway.ac.uk, International Building Room 009

Student Counselling Service
Professional counselling is available for any student wanting confidential help with emotional or psychological concerns. The aim of counselling is to help students to find their own personal solution to a particular problem and great care is taken to allow the student to reach individual conclusions. In addition to individual counselling, various support groups are available. The Counselling Service office is Founder’s West 171. For more information visit: royalholloway.ac.uk/counselling

Disability & Dyslexia Services
The Disability & Dyslexia Services is Royal Holloway’s central office for coordinating the support of students disabled or dyslexic students. We work closely with students with:

• Specific learning difficulties (e.g. dyslexia and dyspraxia)
• Mobility difficulties
• Mental health difficulties
• Visual or hearing impairments

• Medical conditions
• Autistic Spectrum Conditions

The Disability & Dyslexia Services offers advice and support, and represents the needs of students with special needs.

If you would like our Handbook for Disabled and Dyslexic Students, please contact Disability & Dyslexia Services at Founder’s West Room 151; +44 (0)1784 443966; disability-dyslexia@royalholloway.ac.uk

Academic support
One-to-one and group sessions are available with our Specific Learning Difficulties Tutor. We liaise on the student’s behalf with Academic Departments.

Personal support
We co-ordinate assistance around campus and in lectures, for example with personal helpers, note-takers and book fetchers for students with disabilities.

We advise and assist students applying for priority to College accommodation and we advise about Library support, Counselling, the Health Centre, Careers, Chaplaincy and other student services.

Financial support
We provide advice and guidance for students with any financial issues you have, including hardship funding, budgeting and assist you with searching for additional funding opportunities where applicable.

If you have any questions, or would like to book an appointment, please contact the Student Finance and Funding Office, located in Founder’s West Room 150;

+44 (0)1784 414633 / 276109 or by email financialadvice@royalholloway.ac.uk
Support Services continued

Information is also available on the College website: royalholloway.ac.uk/ecampus/finance/financialsupport.aspx

Students’ Union
The Students’ Union is an organisation run by a team of students operating from their own building at the lower end of main campus. Our Students’ Union (SU) is widely acknowledged as one of the most active in the country. As well as providing entertainment, campaigning, media opportunities and a huge range of clubs and societies from sports clubs, such as basketball and rowing, to societies such as, Comedy, Drama, Computing, Dance and many more. The Union also provides a welfare service, giving advice and help to students. (SU) gives you the chance to:
• find work in one of our commercial venues
• take part in a campaign
• write articles for our regular student-led publication
• vote and have your say at a General Meeting
• join one of our many sports clubs or societies
• seek advice for our academic and welfare services
• or run for a position yourself!
To find out more about the (SU) please visit their website at: su.rhul.ac.uk.

Residential Support
The Residential Support Team is available to help residents with a variety of aspects of Hall life, including disputes, disturbances, living independently and settling in. You can contact them by emailing residentialsupport@royalholloway.ac.uk or visit them in the International Building 008 Monday–Friday 9am–5pm. If you need to speak with a member of the team outside of these hours for urgent advice or support you can contact them via your Residential Reception or Security Services on 01784 443063.

Peer Guides
Each academic department has a peer support structure in place to help guide new undergraduate students through the transition to university academic life. You will meet your Peer Guide during Welcome Week and keep in contact with them throughout your first year. You can find out more by emailing peerguide@royalholloway.ac.uk.

Campus Life
In addition to the clubs and societies you can join, Hall social events and socials in your academic departments there are a range of events on and off campus to help students settle in and achieve a healthy balanced student life. Check out our events on eCampus at royalholloway.ac.uk/ecampus/campuslife/events or email campuslife@royalholloway.ac.uk for more information.

Religious services
Royal Holloway is a multi-faith community and offers welcome and support to people of all faiths and none. The Chaplaincy team includes an Anglican and a Roman Catholic Chaplain as well as an Islamic Faith Advisor (part-time), all of whom are happy to talk to you no matter what your beliefs are. You can discuss any issues with them, not only matters of faith and belief. They will do their best to see students who simply drop in, but it is better to make an appointment.
The Chaplaincy team will be happy to assist you with contacting people of the same faith and finding local places of worship. We can also advise on meditation. On campus there are services for students from the Christian, Islamic and Hindu traditions as well as lots of student faith and belief societies.

- **Christian Worship**
  The College Chapel is located in the North side of the main Founder’s Building, it is fully ecumenical and welcomes all members of Royal Holloway. It is used for daily worship, and services are open to everyone. Services run throughout term time in which Christians of all denominations participate.

Students can take an active part in leading worship, and if you want to sing in one of the choirs that use Chapel we can put you in touch with the people who organise them.

- **Muslim Worship**
  The College has a purpose-built Prayer Room located inside Wetton’s Annexe. Friday Prayers are offered on-campus too with a start time of 1.15pm, and religious worship (Eid/Ramadan) is also facilitated. Please search for ‘RHUL Prayer Room’ on Facebook for updates.

- **Hindu Worship**
  Aarti is led by the Hindu Society and facilitated by the Chaplaincy Team, please get in touch for further details.

The Chaplaincy office is Founder’s West 169. More information on Chaplaincy and Faith Support including prayer rooms, service times can be found at royalholloway.ac.uk/chaplaincy.

**Security**
Royal Holloway’s campus has recently been named as the safest area for students and we continually work to maintain this.

We have a large team of uniformed security staff, who patrol the College grounds and buildings both day and night and we work closely with the local Police on all aspects of safety. A closed circuit television system with a recording facility is in operation and walking routes around campus are well lit at night. There are a range of publications available to students, such as ‘Safe & Secure’ and ‘Campus Watch’ which give information about keeping safe on campus and also provide crime prevention advice.

While the campus is generally a safe place we do advise everyone to take care and minimise risk through Campus Watch. For example, don’t walk alone in isolated areas at night, and never let strangers into your room or building. We also recommend that you insure your valuable property and register it online at www.immobilise.com. If you lose property on College premises, inform the Security Office (FE39). If you find money or other valuables, hand them in to the Security Office and a record will be kept.

If you see anything that gives you cause for concern on campus you should call College Security on 01784 443063 at once.

Our booklet, Safe and Secure at Royal Holloway, provides more information about being safe on campus.
Teaching and study methods

Students from outside the United Kingdom may have experienced teaching methods different from those commonly used in British universities. Some international students may find that they are expected to participate in discussions and debates and to study more independently than they did in their home country.

Teaching at Royal Holloway takes place mainly in the first and second terms and takes the form of lectures, seminars, tutorials and practical work. Field studies are also included when studying Biology, Geography and Earth Sciences.

Lectures
The lecturer is normally a permanent, full-time member of academic staff who is an expert on the subject area being taught. Lectures are usually formal occasions where students listen to the views of the lecturer and take notes. Following an expert’s argument will require close attention as well as a good understanding of the English language.

Seminars
Seminars take the form of group discussions. They are usually led by an academic member of staff and attended by between eight and 20 students. Students participate by asking questions and putting forward their views. You might also be asked to make presentations.

Tutorials
Most departments offer tutorials, which are meetings with a small number of students. They provide an opportunity to discuss academic work in detail with a member of staff.

Private study
Learning does not finish when the student leaves the classroom. Students will be expected to do many hours of private study, such as reading, researching and writing essays or projects.

Assessment
Assessment varies with programmes of study. In some cases assessment is by coursework. In other cases it is by examinations, or sometimes it can be a combination of both. Students will normally be informed about the assessment methods of their course during the departmental orientation sessions.

Examinations take place in the third (summer) term. Students are only permitted to sit examinations if they have fulfilled all coursework and attendance requirements. Therefore it is important for you to understand what you must attend and what coursework you must complete. If you have any questions or concerns about the requirements of your course, you should speak to your Personal Advisor in your department. You won’t be able to progress to your next academic year if you do not successfully complete all your end of year assessments.

Course expenses
In addition to your tuition fees, you can expect some other academic expenses while you are studying. Students in every department should budget for items such as books, notebooks, paper, pens and photocopying. What you need to buy will depend upon your course and department. For example, some students will be required to purchase lab coats and protective eyewear for laboratory work, and some students may have to pay expenses for field trips or for...
study abroad. Other students may be required to attend films or stage productions. Your academic department should be able to advise you about the expenses you are likely to have on your course.

Postgraduate students should allow for additional expenses such as travel associated with conferences and thesis presentation of their research.

**Departmental and College notice boards**

Students are responsible for keeping themselves informed of events, activities, changes to lecture schedules, etc. that are posted on departmental or College notice boards. You must regularly check your Royal Holloway email account and the information displayed on notice boards; the details they provide may be helpful and important.

**Academic expectations**

An information session for international students on Academic Expectations in the UK will be held during Orientation and Welcome Week in September in the Windsor Building Auditorium.
Academic Services

Centre for the Development of Academic Skills (CeDaS)
The Centre for the Development of Academic Skills (CeDaS) offers a range of courses, workshops and one-to-one tutorials that aim to ensure all students at Royal Holloway reach their full academic potential. These include the following:

• Academic Skills Workshops for All
• Academic English for International students
• Contemporary Britain courses
• A maths and statistics advisory service
• One-to-one Writing Tutorials

In addition, the Centre manages and teaches the Pre-sessional English Language Programme and the Pre-Masters Diploma for International Students.

For students who wish to study abroad as part of their Royal Holloway degree, the Centre is also responsible for facilitating Study Abroad opportunities for Royal Holloway students during their degrees. It also supports incoming Visiting Students during their time here.

Further details of all the opportunities above can be found at royalholloway.ac.uk/cedas

Library
Our library has a stock of more than 600,000 printed volumes, DVDs and CDs, provides access to more than 350,000 e-books and subscribes to more than 40,000 electronic journals. These resources are made available via our online search tool, LibrarySearch. We have two campus libraries: Founder’s Library and Bedford Library, which offer over 860 workspaces between them, encompassing a range of study spaces from bookable group rooms to silent study zones. Bedford Library stays open 24-hours, six days week (Sunday to Friday) during Autumn and Spring terms, and 24-hours, seven days a week prior to and during exams. During term time, Founder’s Library is open until 1am during the week. We carefully manage our resources to ensure they remain relevant and accessible and have multiple copies of texts wherever possible; the most in-demand material is placed in our short loan collections. We also aim to digitise widely sought-after course material. These ‘e-packs’ can be accessed via Moodle and read online, or downloaded and printed. We also offer a programme of information skills training to develop students through basic searching skills, through to advanced research skills for life at university and beyond. You will also have access to the college archives; a significant resource documenting the history of women’s education at our founding Colleges – Bedford and Royal Holloway. For more information visit royalholloway.ac.uk/library.

Library and IT facilities
Our IT and library services work together to provide you with integrated support, throughout your time at Royal Holloway. We continually invest in the very latest technology and resources and encourage student feedback to ensure that we are meeting your needs effectively. We offer:

• IT support
• free Wifi network across campus
• easily accessible IT services when off campus, including your life-long email and secure file storage
• Free access to the printed and electronic resources and study space facilities of Senate House Library – one of the world’s most significant collections in the arts, humanities and social sciences.

Visit: senatehouselibrary.ac.uk
several hundred open access PCs with printing/photocopying facilities – many available 24/7
• online teaching including lecture notes, exercises and lecture recordings
Bedford Library is the one-stop shop for library and IT queries, also providing a free drop-in clinic for your own mobile devices and laptops. IT support experts are available over the phone, by email, online chat and in person.

IT and information skills training
We offer a comprehensive programme of IT and information skills training. Sessions start at induction level and are designed to enhance and develop research and information skills to assist you with your essays, dissertation and project work throughout your degree programme and into the workplace.

For more information visit royalholloway.ac.uk/it
Working and Volunteering

Employment and volunteer work, vacation and part-time employment

Immigration rules state that international students cannot take paid employment exceeding more than 10 or 20 hours a week during term time depending on what is stated on your student visa. During vacations there is no restriction on the number of hours a student may work, although Masters Students are expected to only work 20 hrs in the summer vacation when they are writing their dissertation or project. Students from the European Economic Area and Swiss nationals are able to seek employment without any restrictions.

If you take up employment you will need to apply for a National Insurance number. In order to be eligible to receive a National Insurance number, you must have an offer of a job or be actively seeking work. It is not possible to receive a number before this. To apply you will need to make an appointment with the nearest Job Centre Plus, +44 (0)345 600 0643 gov.uk/apply-national-insurance-number. Ask what documents you will need to bring to the appointment. You usually need to take your passport, payslips or a letter from your employer confirming that you will be working for them. Your appointment will take place at your nearest Jobcentre Plus office.

Full details are available from the International Student Support Office IN009, International Building or at the Careers Office: royalholloway.ac.uk/careers

Volunteering programme

Volunteering is a great way to learn new skills, experience working in a team, learn to run projects and make friends, whilst also helping people in the local community. Community Action volunteering offers training and support for students who want to take up any of the hundreds of opportunities we offer, ranging from animal rescue to youth work. We host an annual Volunteering Fair and a Christmas Volunteering initiative as well as one-off events such as the national CSV Make a Difference Day, The Big Spring Clean and Volunteering Week.

Students can design and lead their own projects too, such as ESOL Tutoring Young Refugees, Intergenerational Reminiscence, International Kitchen, Food Recycling Scheme, Sing-along Surrey and Love Your Campus.

Community Action is a member of the National Council for Voluntary Organisations (NCVO), an approved ‘vinspired’ award provider with the national youth volunteering organisation.

As well as boosting your CV, volunteering can contribute towards the Duke of Edinburgh Award and the Royal Holloway Passport Award. For more information on Community Action Volunteering visit royalholloway.ac.uk/volunteering
Local travel

Driving
Before driving any vehicle in Great Britain, you should check that you meet all of the legal requirements which apply to the driver and to the vehicle; and that you are aware of the correct procedures, which may be very different from your home country.

It is against the law to drive using a licence that is not valid in the UK. In addition, if you do so, your car insurance will be invalidated and you will be committing a further criminal offence of driving without motor insurance.

If you hold a driving licence issued outside of Great Britain (that is England, Scotland and Wales) then you can use the tool on the Government website [gov.uk/driving-nongb-licence](http://gov.uk/driving-nongb-licence) to check whether you can use it to drive in the UK. You may be allowed to do so for a limited period of time only. Other information is available on: [ucisa.org.uk/International-Students/Study-work--more/Other-useful-information/Driving/](http://ucisa.org.uk/International-Students/Study-work--more/Other-useful-information/Driving/) You must be covered by insurance and the vehicle must have valid road tax. You should also make sure that you know the UK Highway Code — go to [gov.uk/highway-code](http://gov.uk/highway-code)

Travelling by train
If you are between 16 and 25 years of age, you are eligible to purchase a Young Person’s Railcard (costing approximately £30). This card will get 1/3 off on most rail journeys across Britain for one year. It may be purchased at any train station or at the Students’ Union or by going to [16-25railcard.co.uk](http://16-25railcard.co.uk). Full-time students aged 26 and over may also buy a Railcard, although the application has to be endorsed by the College.
Working and Volunteering continued

**Travelling on the Underground**

The easiest way to travel in London is by underground train. London Underground is commonly known as the Tube, and London’s metro service Oyster Cards and Travelcards can be used on any tube service (make sure your Travelcard covers the correct zones). Free maps can be obtained from most tube stations. Tickets must be purchased from a machine or from a ticket office before you travel. Remember to keep your ticket, as you will need it when you reach your destination and wish to leave the underground system, or buy an Oyster Card which works out much cheaper. If you have a Young Persons Railcard you can link it to your Oyster card to save money while travelling on the London underground. This will typically reduce the cost of buying some off-peak day Travelcards and single off-peak pay as you go fares by 1/3. Visit [tfl.gov.uk](http://tfl.gov.uk) for details.

For a day out in London, you can purchase a One-Day Travelcard from Egham station. This Travelcard covers your travel into and out of London plus unlimited travel on the tube and London buses for that day.

Information on trains and fares in the UK is available at: [nationalrail.co.uk](http://nationalrail.co.uk).

**Coach travel**

National Express is a popular service for coach travel throughout England. National Express operates from London Victoria Coach Station as most long distance coach services in London depart from and arrive at Victoria Coach Station including airport connections to London Heathrow, Gatwick, Stansted and Luton. Visit: [nationalexpress.com](http://nationalexpress.com)

Other coach services include: [greenline.co.uk](http://greenline.co.uk), [uk.megabus.com](http://uk.megabus.com)

**International travel**

Before travelling to Britain or from Britain to another country, ensure that you have met the requirements for immigration. Please contact the ISSO Team for more information on additional documents and Schengen Visas.

**Discount Cards**

The NUS Extra is the student discount card! As a result of our affiliation with the National Union of Students (NUS), Royal Holloway students are eligible to buy an NUS Extra card, giving you access to a load of great discounts on high street and online outlets. You can purchase one from the Students’ Union Reception or online on [nus.org.uk](http://nus.org.uk)

You may already have an ISIC Card (International Student Identity Card), which entitles you to discounted international travel. If not you can obtain one from the Student Travel Association or (isic.org). Both cards will cost you £12 each.
Visa Information

Tours in the UK and Europe
The International Student Support Office will be running its regular trips to historic and cultural places of interest throughout the UK during the year. These trips are run especially for our international students and are a great way to know more about the history and culture of Britain. The trips are designed to allow you to explore a town or city yourself. We will also provide you with details if you wish to travel around Europe and how to apply for a Schengen Visa. More details will be given during orientation.

Visa information
Extending your leave to remain
The length of time for which you are given permission to stay in the UK will be clearly stated on your visa in your passport or ID card. You should therefore:
• Check the date on which your leave to remain is due to expire and make a note in your diary or on a calendar to ensure you remember.

If you allow your leave to remain to expire, you will be an overstayer this is in violation of immigration rules and can have serious impact on your registration status at Royal Holloway and future visa applications.

• Apply to the UKVI for an extension before your leave to remain expires. However, keep in mind that you will have to submit various documents with your application, so you should begin to prepare your application 3 months in advance.

• Ensure you have sufficient funds in your bank for a period of 28 consecutive days

You cannot apply for a Tier 4 student visa in the UK if you currently have a short-term study visa.

If you are a current student at Royal Holloway and have completed your degree and wish to start a new degree program you will not be able to register on a new degree course on your current visa. You will need to make a new application for the new degree course at Royal Holloway before you register.
If you are switching institutions to come and study at Royal Holloway you need to make a new application before you register with the University.

For further information about Re-sits and Repeats, Doctorate Extension Scheme, and other visa queries please contact us at the International Student Support Office (ISSO), IN009 International Building or Email internationaladvice@royalholloway.ac.uk or for further information on extending your student visa go to: gov.uk/browse/visas-immigration/student-visas

Other requirements: ATAS Certificate
The Academic Technology Approval Scheme (ATAS) was introduced in November 2007. If you intend to undertake postgraduate studies and/or research which lead to a Doctorate or Masters degree in certain designated subjects, you will have to get an Academic Technology Approval Scheme (ATAS) certificate before you apply for your visa. Full details about this scheme can be found on the Foreign and Commonwealth Office website: fco.gov.uk/atas.

Your CAS will confirm if you need an ATAS.

Biometric Immigration Documents (BRP’s)
Students applying for a visa from outside of the UK will be granted a 30 day short-term entry clearance vignette (sticker) in their passport. They will also be given a decision letter which will advise them where to collect their new Biometric Card (BRP). Students MUST collect their card within 10 days of arrival and then take it to the Student Service Centre for scanning.

When applying you will be required to provide your intended date of travel, your UK address and postcode. The address submitted as part of the application process will be used to identify where the Biometric Residence Permit will be sent for collection. We recommend you use the following TW20 0EX (this is the postcode for Royal Holloway). Any applicant who does not travel to the UK within the 30-day period of their vignette must apply to the Entry Clearance Officer for a replacement vignette to enable them to travel to the UK.

The decision letter you receive alongside your 30 day entry clearance vignette (sticker) will inform you where you need to go on arrival in the UK to collect your BRP card. On arrival at the UK border the 30 day vignette in your passport will be endorsed to indicate the date of arrival. You then have 10 days to collect your BRP card. You must collect the card by taking your passport and entry clearance decision letter to the designated place in person. Only the named individual on the card, or a family member who is 18 years or older may collect the BRP, provided they travelled to the UK with you, and the family member will need to provide evidence that you travelled together.

Students who are intending to apply for a visa as a short term student will still receive a stamp or vignette in their passport for up to six months.

Further information is available from monica.kumwenda@royalholloway.ac.uk
Students with Dependents

Family matters
Please see the UKVI website before making any arrangements to bring your dependants to the UK. [gov.uk/tier-4-general-visa/family-members](http://gov.uk/tier-4-general-visa/family-members). It is very important for you to think carefully about both the benefits and difficulties of bringing your family with you to the United Kingdom. If you do wish to bring your family with you during your studies, you must plan carefully. Only students on postgraduate courses, unless they are sponsored by their Government, can bring dependants to the UK.

Accommodation for families
Royal Holloway has a limited number of flats and houses for postgraduate students with families. Most married students, however, live in privately rented accommodation in the local area. Information and application forms for College accommodation are automatically sent to students. Only postgraduate students are eligible to apply for College family accommodation, and because of the limited number of properties we cannot guarantee that this facility will be available to all interested students. It is therefore recommended that you apply for accommodation as early as possible. The rent for family accommodation depends upon the size of the property. A guide to rental prices is available at [royalholloway.ac.uk/studyhere/accommodation](http://royalholloway.ac.uk/studyhere/accommodation).

In addition to rent, you will also be responsible for paying the gas, electricity, water and telephone bills for your house.

Council tax- Please check with the local council tax office in your area. You might have to provide evidence such as information on your Visa. Council tax is assessed on the value of a house and therefore varies depending on the house. Do not ignore Council Tax demands. Doing so might mean that you receive a court summons for non payment.

The College has no facilities for assisting students in finding family accommodation in the local area. You will need to contact local estate agents in order to find appropriate family housing. The Student Accommodation office has a list of estate agents in the local area, which is available upon request. Please keep in mind that the area around the College is relatively expensive, and house prices and rents have been rising steadily. As a guide, rent in March 2014 for a two bedroom flat or house in the local area was about £1,200-£1,450 per month and a three-bedroom house was £1,350-£1,500 per month.

Please be aware that there is no facility at Royal Holloway to house families on a temporary basis. If you wish for your family to come with you before you have made arrangements for accommodation, you will have to stay in a local hotel or Bed and Breakfast. Unaccompanied students may be housed in ‘vacation residence’ prior to the start of the session in September, to give them an opportunity to look for family housing. Information about local hotels and about the vacation residence facilities is available from the Student Accommodation.
Childcare and schools
Arrangements for children will largely depend upon their age. In the UK, the local County Council is the government agency in charge of regulating schools and childcare. Royal Holloway is located in Surrey and most students live in this county. Surrey County Council has a website which provides information about all of its services, including schools and the regulation of childcare: surreycc.gov.uk

Generally children in the UK start school between the ages of four and five and it is mandatory for children to attend school between the ages of five and 16. Schools run by the government are free of charge and the students attending are normally from the geographical area around the school. Therefore, it will not normally be possible to apply for a school until you know exactly where you will be living. Most school children will be required to wear a simple and practical school uniform. Details about the school’s uniform and where they can be purchased are available from individual schools.

There is a wide variety of childcare available for children who are not yet of school age; this includes nurseries, crèches and child minders. Information about the types of childcare available, and a list of registered childcare providers, is available through the Surrey County Council website. Please be aware that childcare in the London area, including Surrey, is expensive. It is unlikely that care can be found for less than £5.00 per hour per child, and costs can go as high as £10 per hour per child. The Sports Centre on campus offers childcare for school children from the age of five during school holidays and half-term breaks. Information about this service is available from the Sports Centre and registration forms are normally made available a few weeks before the holiday.
Health care for dependants
The dependants (spouse and children) of a student are eligible for medical care from the National Health Service under the same conditions as a student. Therefore, in order for the family to be eligible for care, the student must be registered for a course of more than six months. If you and your family live in College accommodation or in the immediate area, you are eligible to register with the College Health Centre and can see the doctors there. If you live further away, in Egham or Staines, you will normally have to register with an NHS doctor there. Information about doctors in the local area is available from the College Health Centre. More detailed information about the National Health Service can be found at nhs.uk.

Working in the UK as dependants
The ability of a spouse to work in the UK is dependent on the length of the student’s course. Spouses who are a national of a European Union country can be employed in the UK. Spouses of other nationalities are normally eligible to work only if the student is enrolled on a course of 12 months or more and has been granted leave to remain in the UK for at least 12 months. Their work conditions will be stated on their visa. If your spouse will be arriving in the country separately from you, they should carry photocopies of your passport/ID card to show the entry clearance officer. The photocopies should show your name, other details and your student visa.
Contact information and useful Websites

Royal Holloway, University of London

College Switchboard
+44 (0)1784 434455

Student Accommodation
+44 (0)1784 443358
accommodation@royalholloway.ac.uk

Admissions Office
+44 (0)1784 443888
admissions@royalholloway.ac.uk

Disability & Dyslexia Services
+44 (0)1784 443966
disability-dyslexia@royalholloway.ac.uk

International Student Support
+44 (0)1784 276168
internationaladvice@royalholloway.ac.uk
International Student Support at RHUL

Students’ Union
+44 (0)1784 486300
www.su.rhul.ac.uk
Students’ Union Royal Holloway University Of London

Active lifestyle and Sport
royalholloway.ac.uk/sports
+44 (0)1784 44 3892
sportscentre@royalholloway.ac.uk
Royal Holloway, University of London - SPORT

Welfare and Wellbeing
royalholloway.ac.uk/ecampus/welfare
welfare@royalholloway.ac.uk or
+44 (0) 1784 443394.
Royal Holloway Health & Wellbeing,
Royal Holloway Campus Watch

Volunteering
royalholloway.ac.uk/volunteering,
Office: 01784 414 078 / 01784 276 718
Mobile: 07799 378 052,
volunteering@royalholloway.ac.uk
RHUL Community Action

Library
royalholloway.ac.uk/library
library@royalholloway.ac.uk,
01784 443323

University Health Centre
healthcentre@royalholloway.ac.uk,
Reception - 01784 443131,
WAMCCG.RHCHealthCentre@nhs.net

Email should not to be used to make appointments

Out of Hours
01753 865773

(Please note this is service is only available to you if you have registered with the Health Centre. Contact your Local Health Centre if you need to see a Doctor).

Departments and services at the College have information on the Royal Holloway website:
royalholloway.ac.uk
The United Kingdom Council for International Student Affairs (UKCISA)

UKCISA offers information and advice to international students who are studying or considering studying in the UK. Their website offers information on a wide range of issues of interest to international students: ukcisa.org.uk

Student helpline: +44 (0)207 1079922 (Monday–Friday, 1–4pm)

The British Council

For information about British Council activities and a list of offices worldwide: britishcouncil.org

Useful government websites

For information about who needs a visa to enter the UK and how to apply: ukvisas.gov.uk

For information on leave to remain in the UK, including application forms: homeoffice.gov.uk

For information on local county government services including schools and registered childcare: surreycc.gov.uk

For information about driving licences in the UK, car registration and taxes: dvla.gov.uk

Travel Information

For information about rail travel and train times: nationalrail.co.uk

For information about bus services in the local area, including service route maps and journey planner: http://www.travelinesoutheast.org.uk

For information from the National Health Service on conditions, treatments, local services and healthy living: nhs.uk

For information on inter-city and airport link bus services including those from Stansted and Luton airports: nationalexpress.com

For information about travelling in and around London, including buses, river services and the Docklands Light Railway (DLR): tfl.gov.uk