



Thank you for choosing to stay at Cromwell College

The, Principal, students and staff at Cromwell College welcome you as our guest and trust that you will have an enjoyable stay.

Our Services

Check In Time

Check in time is between **10am – 8pm Monday to Friday** and between **2pm and 6pm on weekends and public holidays.**

As we are not a hotel, we are unable to provide check ins outside of these times.

Check Out Time

Checkout time is by **10.00am**. If you wish to extend beyond this time, please contact Cromwell Reception within office hours on extension 498.

If your checkout is over the weekend or whilst the office is unattended, please return keys to the Key Box located in the Office foyer.

Cleaning

Guests must keep their rooms clean and tidy. Any damage or additional cleaning that is required will incur further charges, payable on check out (minimum \$25.00).

Cromwell College Office

Office hours are **8.30am to 4.30pm Monday to Friday**. Office staff can assist with providing change, sending and receiving faxes, postage, transport information and any general enquiries. Office reception is extension 498.

Emergency Contact Numbers

Emergency / Police / Fire / Ambulance	0-000
University Emergency	3365 3333
University Security	3365 1234
Cromwell College Duty Resident Assistant	0419028605
Cromwell College Dean of Students	0412593326
Indooroopilly Police	3878 5077

Fire Procedures

Please do not use equipment that may cause smoke in your room. Aerosol cans (including hair spray, deodorant etc.) may only be used in the bathroom.

In the case of a fire alarm, you **MUST** evacuate your room and move to either the far south western side of Chapel or in the student car park, east of Hancock. Please see map.

(Fire drill procedures are located on each floor)

Internet Access

Internet access through UQ Connect can be arranged for guests for an additional charge. This may only be arranged during office hours between 8.30am – 4.30pm Monday to Friday by contacting Cromwell Reception on extension 498.

Laundry

Coin operated washers (\$2) and dryers (\$1) are located below the kitchen. Iron and ironing board are also available in this location.

There is an iron and ironing board available in the common room on each floor.

Noise

After 11.00pm, no noise or activity shall disturb the sleep, study etc. of College members and visitors.

Meals

Meals are served in the Dining Room at the following times or otherwise served as scheduled by AMSI Winter School Graduate Theme Program;

Meal		
Breakfast	Continental	7.00am - 9.30am
	Hot Buffet	7.30am - 9.00am
Lunch	Hot/Cold Buffet	12.00pm - 1.30pm
Dinner	Hot/Cold Buffet	5.30pm - 6.30pm

Please put all food scraps in bins provided and ensure all cutlery and crockery are returned to kitchen.

Pets

No pets or animals are permitted on the College grounds.

Rooms

External doors are locked electronically at 11.00pm each evening, but can be exited at all times in case of emergency. Between 11.00pm and 6.30am, building access is available via your key.

Security

There are a number of security emergency points throughout University of Queensland St Lucia campus and free escort services is provided by UQ UniSafe.

Please ensure your room is locked at all times.

Smoking

In line with the Queensland Tobacco Legislation, there is one designated smoking area located in the covered seating area on the far side of the volleyball court. Smoking is prohibited in all buildings, verandahs and in the Gazebo.



Fire Procedures at Cromwell College

Cromwell College welcomes you as our guest. We thank you for staying with us and we trust that your stay is enjoyable.

There are a few procedures that you should be aware of whilst you are staying and we ask that you take a few minutes to read this sheet.

Fire issues and procedures:

Fire would be a major issue in a college such as Cromwell which is why the law requires sensitive fire equipment. This is helpful in a real fire, but a false alarm cost is **AU\$965** per call out. This is a cost which is passed onto the conference or individual to pay. So, here are some guidelines:

- Nothing causing smoke of any sort should be used in rooms.
- Excessive hair spray, deodorant or any product in an aerosol can will trigger the smoke detector and these products should only be used in the bathroom.
- Hair straighteners cause smoke and will also trigger the detector. Once again, these should only be used in the bathroom.
- Unless there is an emergency, all fire equipment should not be tampered with in any way. Vandalising or misuse of such equipment is a criminal offence and incurs heavy fines.
- In the case of alarms sounding, you **must** evacuate your room and gather into one of two places. Residents in North, Thatcher, Lockley should assemble at the far south western side of the Chapel, residents in Dowling and Hancock should assemble in the student car park, east of Hancock. **Fire evacuation signage is on the back of your room door.**

Telephone Usage at Cromwell College

- The telephone in your room is not for guest use on this occasion.
- There are two buttons on the top, left hand side of the telephone. **These buttons should only be used in an emergency.**
By pressing the far left button, you will call the after hours duty person (in an emergency only)
By pressing the button, second from the left, you will alert the University of Queensland Security. Misuse is able to be traced back to a particular room.
- In a medical or security emergency, you may ring the University Security on 3365 3333. They have medically qualified staff who are able to perform an initial assessment and call an ambulance if necessary.

Cromwell College staff and residents are proud of their property and equipment and we would ask that you too, take pride and care in the use of the facilities during your visit.



***Cromwell values your visit and will do our utmost to make your stay comfortable.
We appreciate your feedback to ensure that Cromwell continues to provide consistently
high standards of services and facilities.***

Please return to Cromwell office on Check Out

Name _____

Room No. _____ Date(s) of Stay _____

How did you hear about Cromwell College and its Visitor Accommodation facilities?

Friends/Family The University of Queensland Google Other _____

How would you rate the accommodation used for the price paid?

Excellent Very Good Good Poor Very Poor

How would you rate the customer service provided throughout your stay?

Excellent Very Good Good Poor Very Poor

How would you rate the food and its service provided throughout your stay?

Excellent Very Good Good Poor Very Poor

How would you rate the cleanliness of your room and of the College overall throughout your stay?

Excellent Very Good Good Poor Very Poor

How would you rate Cromwell College overall as a Visitor Accommodation facility?

Excellent Very Good Good Poor Very Poor

Do you have any further comments?

Thank you again, for choosing to stay at Cromwell College.