



Burlington School

Excellence in English



School Residence Handbook

Accredited by the
BRITISH COUNCIL
for the teaching
of English in the UK

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TRINITY
COLLEGE LONDON
Registered Examination Centre 46190

Welcome to Burlington School



This Handbook provides some essential information about the Accommodation in the school residence, helping you make your stay with Burlington School more enjoyable and answering any questions you may have. Please read this guide together with the Student Handbook. You should have a copy of this, but if you don't, please ask the school office for a copy.

This Handbook is packed with information about your accommodation. Subjects are listed in alphabetical order (A-Z). If you have any problem or question about your accommodation, please speak to me.

Staying in the school residence is an excellent way to improve your English by talking to people from around the world. Make the most of this opportunity. Don't be shy! Talk to people and make sure you always ask questions when you don't understand something.

Living with people requires a lot of responsibility to ensure mutual respect and understanding of one another. Be conscious of the other people in the residence and treat them as you would like to be treated yourself.

With that in mind, we wish you a wonderful experience!

Sergio and Ed

Sergio Borges

Ed West

Operations and Accommodation Officers

accommodation@burlingtonschool.co.uk

Quick Facts

Residence address	1-3 Chesilton Road London SW6 5AA
Telephone	+44 (0)20 7736 9621
24-hour emergency telephone	+44 (0) 7778 547722
Nearest tube station	Parsons Green
Nearest bus stop	Radipole Road
Check-in time	from 13:00
Check-out time	before 11:00



Arrival

When you arrive at the residence, you will meet the housekeeper who will show you around the residence and give you a key to your room and to the front door. Please do not lose this key or give it to anyone, as lost

keys may result in the school's locks being changed – this will incur a cost and you will be responsible for paying this. There will also be a £20 deposit for your key payable upon arrival, which will be given back to you at the end of your stay once keys are returned to the housekeeper. If you are unsure, please ask the housekeeper to show you how to lock and unlock the doors.





Bathroom and toilet

The residence is equipped with communal bathrooms, shared with the students staying in the residence. Students must always leave the bathroom clean and tidy after using it. If you do any washing, please remember not to leave it in the bathrooms. Please be considerate of other students when using the bathroom.

Bed linen and blankets

Your housekeeper will give you bed sheets to use during your stay; bed sheets will be washed for you each week. If you are cold at night, ask your housekeeper for more blankets - don't be shy! She is always happy to help.

Changing your accommodation

If you want to change your accommodation, you must tell the Operations and Accommodation Officers and give one week's notice. However, if you have a serious problem with the school residence, we can move you immediately. If you decide to cancel the accommodation arranged by the school, you can use the extra balance to pay for additional classes but no cash refunds can be issued.

Please be aware that the months of July and August are very busy and London receives a high number of international students. Therefore, it is very difficult to find a spare bed. If you decide to change your accommodation, please be patient.



Cleaning

The housekeeper, or other cleaners as appointed, will keep the residence clean and tidy. They will vacuum your room and clean the communal areas. Once a week the bed linen will be changed as part of your accommodation agreement. You will be expected to strip out the linen from your bed and place it outside your room.

The cleaning is done once a day. Please make your rooms available during cleaning hours - the times will be displayed on the boards in the residence.



Students are responsible for keeping their rooms clean and tidy as well as making their own beds and keeping the bedrooms and communal areas clean and tidy. Bathrooms, shower rooms and other communal areas should be left in good order. Students whose rooms are constantly left in a very poor state will be asked to leave the residence. When asked, students must provide access to their rooms to an authorised representative of the school. The school reserves

the right to enter without permission or to break into any room in case of emergency. If repairs must be carried out, you must also vacate your room; where possible, repairs will be carried out during normal working hours.

If there is a problem with the cleaning service, students are asked to report to the school directly and not to engage in discussion with the cleaner.

Culture

British climate, food and culture can be very different from what you are used to. Be patient. It may take a while to adjust. People will be interested in your culture - tell them about life in your country, share your experiences with them.

If you have problems adjusting to life in England, talk to the Safeguarding and Welfare Officer.



Damage

If you break or damage anything in the residence, you must tell the housekeeper. You will have to pay to fix or replace anything you have broken.

Extending your stay

If you want to extend your stay in the residence, you must tell the Operations and Accommodation Officers. Do not give money to the housekeeper for any extra days. Please see the Operations and Accommodation Officers.



Food

The price for the school residence includes breakfast and lunch, served in the coffee bar from Monday to Friday. At the time of booking, please inform the school if you have any special dietary requirements. You can heat up food in the microwave in the residence but there are no facilities for cooking.

If you have any allergies or dietary requirements (eg a Muslim or vegetarian diet), let the school know and we will do our best to accommodate you. It is always good to remind the school of any intolerance or allergies you have when you arrive.

Mealtimes are:

Breakfast	08:15 – 09:00
Dinner	12:30 – 14:30

Always try to be on time for your meals.



The coffee bar is situated on the ground floor of the school and serves as a resting and eating area. There may be occasional leisure programme activities outside school hours, but the coffee bar is usually available to those staying in the residence. The coffee bar is spacious and you should keep it clean and tidy.

The consumption of alcohol is prohibited on the school premises, including the school residence. The minimum legal age for drinking alcohol in the UK is 18 years of age.

Holidays

Students wishing to leave the residence temporarily will still have to pay full rent unless notice to leave the accommodation is given.

Laundry

There is no washing machine for students' personal use. Please go to the nearest launderette if you need to wash any clothes. For directions, please ask the housekeeper.

Payment

Whenever you need to pay for your accommodation, please speak to the Operations and Accommodation Officers. Do not pay your housekeeper. This rule is to protect our students - if you pay the housekeeper directly we cannot help you if you have problems with the residence during your stay.



Problems

If you have any problems with the residence during your stay, first tell the housekeeper. If you are still unhappy, please see the Operations and Accommodation Officers and don't be shy - we are always happy to help!



Rules

This document gives a full explanation of the rules of the residence. However, if you are not sure about something, please ask the Operations and Accommodation Officers.



Smoking

Smoking is not permitted in the residence. Students may smoke in the school courtyard outside the coffee bar.



Heating, lighting and electrical devices

You are requested to switch off the lights when you are not in your room. The residence is always kept at a comfortable temperature throughout. If you have any problems with the lighting and heating, please speak to the housekeeper, or the Operations and Accommodation Officers.

Make sure that all the electrical devices are used according to the health and safety rules displayed on noticeboards all over the school.



Study space

All the rooms are equipped with desks for studying with lamps. Ask your housekeeper for a desk, chair and lamp if your room does not have this already.

Tea and coffee

In the residence you will find a tea area where you can make tea and coffee during the day. Please make sure you keep this area clean and tidy.



Telephone

Please make sure your family and friends telephone you at appropriate times. Your roommates and housekeeper do not want to be woken up at night by late telephone calls.

To make calls, you can use a telephone card in public pay phones (there is one outside the school) or use Skype (the internet is provided throughout the residences and the school).



Towels

Towels are not provided; please make sure you bring one with you.



Transport

The nearest Tube to the residence is Parsons Green. Bus numbers 14, 414 and 424 also stop near the school. If you are unsure, ask a member of the staff to tell you where the nearest bus stop or Underground station is.

Valuables

Students are responsible for their own valuables. The school's insurance policy does not cover your personal belongings anywhere in the residence. We therefore recommend you purchase suitable insurance to cover this.

Visitors

Guests and visitors are not permitted in the residence.

Finally...

If you have any problems at any time, speak to the Housekeeper or to the Operations and Accommodation Officers at the school.

The school has a 24-hour number if you need to talk to us at night or at the weekend - please call us on **07778 547 722** (from UK phones) or **+44 7778 547 722** (from non-UK phones)

The Housekeeper can be contacted on **07377 795 456** (from UK phones) or **+44 7377 795 456** (from non-UK phones).





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