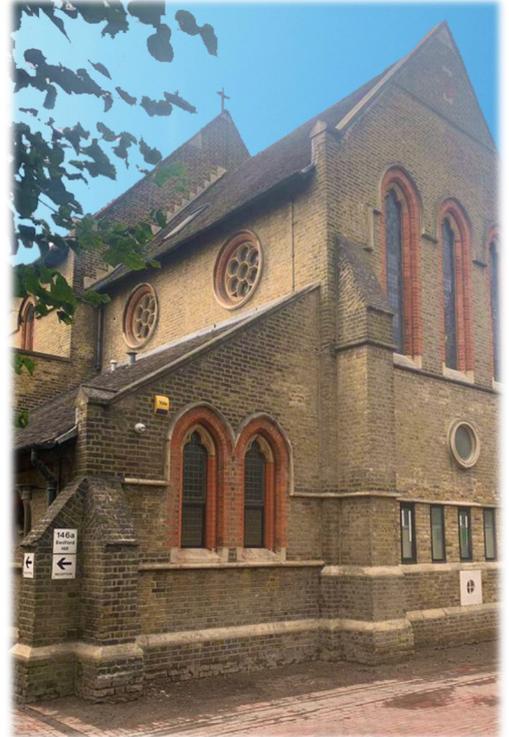




Burlington School

Excellence in English



School Residence Handbook

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



TRINITY
COLLEGE LONDON
Registered Examination Centre 46190

Welcome to Burlington School



This Handbook gives you important information about living in our school residence. It will help make your stay with Burlington School more enjoyable.

Subjects are listed in alphabetical order (A-Z). If you have any problem or question about your accommodation, please speak to us.

Staying in the school residence is an excellent way to improve your English by talking to people from around the world. Talk to other people in the residence and make sure you always ask questions when you don't understand something.

The way people live in London might be different from how they live in your country. You and the other people in the residence should show each other respect, and try to understand each other's differences.

We hope you have a wonderful experience!

Ed and Nelson

Ed
Accommodation Officer
Nelson
Hostel Supervisor
accommodation@burlingtonschool.co.uk

Quick Facts

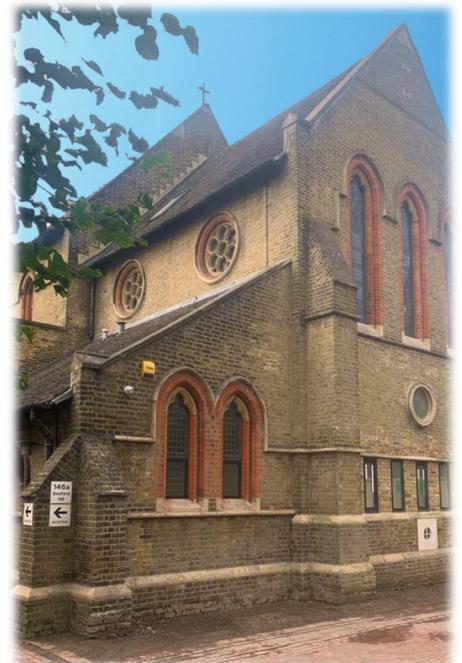
Residence address	Lord Annaly House 146A Bedford Hill London SW12 9HW United Kingdom Google Maps
Telephone	+44 (0)20 7736 9621
Hostel Supervisor telephone	+44 (0) 7377 795 456
Accommodation Officer telephone	+44 (0) 7539 156 567
24-hour emergency telephone	+44 (0) 7778 547 722
Nearest tube station	Balham
Check-in time	from 13:00
Check-out time	before 11:00



Arrival

When you arrive at the residence, you will meet the Hostel Supervisor 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 Hostel Supervisor. If you are unsure, please ask the Hostel Supervisor 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

The Residence Supervisor 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 the Residence Supervisor for more blankets - don't be shy! He 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 Hostel Supervisor, 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 Hostel Supervisor. 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 Hostel Supervisor 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 Halal 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 Hostel Supervisor.

Payment

Whenever you need to pay for your accommodation, please speak to the Operations and Accommodation Officers. Do not pay your Hostel Supervisor. This rule is to protect our students - if you pay the Hostel Supervisor 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 Hostel Supervisor. 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.



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 Hostel Supervisor, 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 the Hostel Supervisor 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 Hostel Supervisor 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 underground and train station to the residence is Balham. Bus numbers 155, 249, 255 and 315 also stop near the school. If you are unsure, ask a member of the staff to tell you where the nearest bus stop or 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

Finally...

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

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

The Accommodation Officer can be contacted on **07539 156 567** (from UK phones) or **+44 7539 156 567** (from non-UK phones).

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)



School Residence Code of Conduct

This Code of Conduct is in addition to the school's Student Code of Conduct, and refers only to the school residence. You must follow the Residence Code of Conduct and Student Code of Conduct at all times.

Bedrooms

You must keep your room clean at all times.

Bedding is changed once a week. You must remove the bedding from your bed and place it outside the room.

When you are given clean bedding, you must put it on the bed yourself.

Bedrooms are cleaned once a week - please see the notice for the cleaning times. Your room must be tidy before it is cleaned, so please put away all clothes and other belongings.

Communal Areas

You must keep the communal areas clean and tidy at all times.

Communal areas are cleaned regularly by the Hostel Supervisor.

Bathrooms

You must keep the bathrooms clean and tidy at all times. Please clean up after yourself.

Bathrooms are cleaned regularly by the Hostel Supervisor.

Please do not flush sanitary towels, tampons, wet wipes or cotton buds down the toilet - please place them in the sanitary bins provided.

Please flush toilet paper down the toilet - do not put it in the bin.

Litter

Please put litter in the bins provided. If the bin is full, please tell the Hostel Supervisor.

Smoking

Smoking is not allowed inside the school building, including the residence. Please smoke in the school courtyard.

Vaping is not allowed inside the school building, including the residence. Please vape in the school courtyard.

Guests

Non-residents are not allowed in the school residence. Non-residents are allowed in the school coffee bar, but:

- Only students of the school are allowed. Non-students are not allowed on the school premises.
- All non-residents must leave the school by 21:00

Quiet Times

Please keep noise to a minimum between 22:00 and 07:00.

Do not make any noise in the courtyard between 22:00 and 07:00.

Do not have a shower between 23:00 and 06:00

Meal Times

Breakfast is from 08:15 - 09:00 from Monday to Friday, and at 10:00 - 10:30 at the weekend. If you are late, you will not be able to have breakfast.

Lunch is from 12:00 - 14:30 from Monday to Friday.

Behaviour

Please think about other people, and behave in a responsible and respectful way.

If any of our students behave in a way that affects the comfort and safety of others residents, we will take any action necessary to protect everyone else.

Please see the school code of conduct for further information.

Deposit

You will be given:

- Keys to your room
- Keys to the residence
- Keys to the school entrance

You will need to give us a deposit of £20.00 for these keys. We will return the deposit when you return the keys at the end of your stay.

School Property

Any damages to the school's property will be charged to you. We will take legal action to recover debts from students if necessary.

Personal Property

The school is not responsible for students' property. Please keep your property safe and secure at all times.

The school's insurance policy does not cover your personal property. We recommend that you take out personal insurance for any valuable property.

Zero Tolerance

Burlington School has a Zero Tolerance Policy on the supply and use of drugs, possession of weapons, bullying and harassment.

The School has formal disciplinary procedures that are used in such cases and these can lead to penalties which may include eviction from accommodation, fines, suspension and expulsion from the School.

Fire Alarms

If the fire alarm sounds, you must leave the residence immediately, closing all doors behind you.

Questions or Problems

Please speak to the Hostel Supervisor in person, or by phone on **07377 795 456** (from UK phones) or **+44 7377 795 456** (from non-UK phones).

Alternatively, you can speak to a member of the Accommodation team in the school office, or call the school's 24-hour emergency number, 07778 547 722 (from UK phones) or +44 7778 547 722 (from non-UK phones).

Please add these numbers to your phone contacts.



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