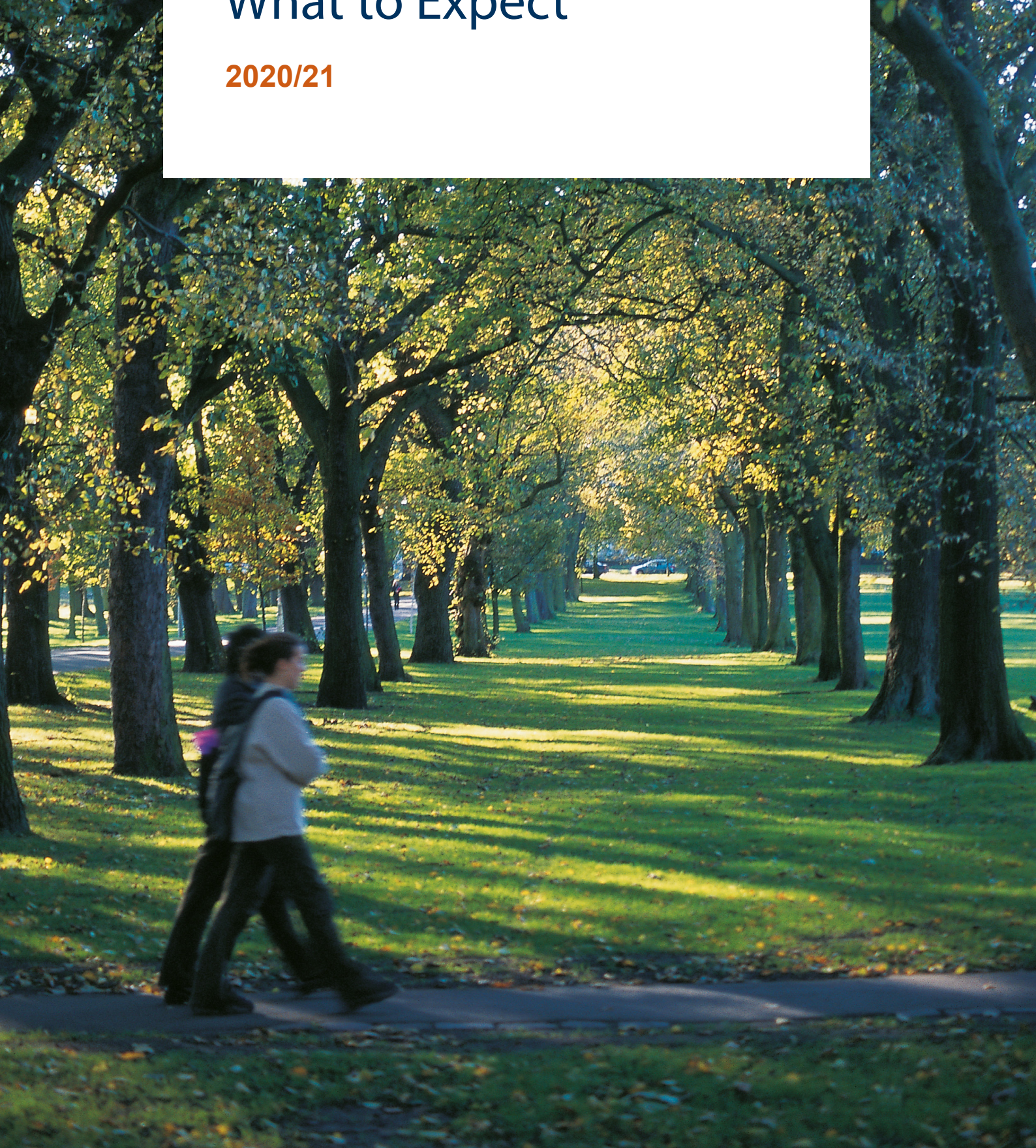




THE UNIVERSITY *of* EDINBURGH
Accommodation, Catering and Events

Campus Life What to Expect

2020/21



Catering on campus

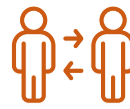
[Click here for a useful video on our catered halls](#)

The safety and wellbeing of our students are at the forefront of all of our actions; we want them to settle into their new home within catered halls, safe in the knowledge that our usual health and hygiene procedures have been further enhanced to protect against COVID-19.



Hand hygiene

- We know that keeping your hands clean and sanitised is important for everybody. Which is why we have made sure there are hand sanitisers at key points within the residences and support areas - including at the entrance, exits and other key touch point areas such as drink machines.



Physical distancing

- From arrival and through our food court we have put in place specific signage to help direct you and we will be operating a one-way system and an additional main entrance. We have reduced seating capacities and created additional spaces for dining so we are adhering to 2 metres distance.



Reduced contact

- All crockery have been fully sanitised as per University's Food Hygiene Management Systems in dedicated dishwashers, and all students will be provided with their own cutlery to keep and bring to each meal.
- In bars and other pay and go areas, we are encouraging contactless payments to avoid handling cash. The contactless limit for card payments has increased to £45.



Opening times

- We have increased our opening times to ensure all students can dine safely and distancing is maintained.



Protecting our teams

- Our team members have been provided with appropriate training and face coverings to ensure we keep everyone safe.



Food service

- We have reduced contact points with all food, either served by our catering staff or wrapped/packed in single serve portions.
- We have installed protective screens around all service counters and areas with tills.
- We will adhere to strict health and safety measures when preparing and serving food.



Focused cleaning

- All catering areas have been deep cleaned prior to opening and we will increase the frequency of our cleaning routines, with a focus on high touch point areas around service counters, beverage areas and tables. Thorough cleaning routines will be taking place regularly all day, every day.

University cafés

The safety and wellbeing of our staff and students are at the forefront of all of our actions. Everyone in Accommodation, Catering and Events is committed to make sure your catering experience is as safe and enjoyable as possible and to protect the wellbeing of our customers and staff.



Hand hygiene

- We have installed hand sanitisers throughout our cafes including at the entrance.



Physical distancing

- We have introduced 2 metres physical distancing measures throughout our cafes with clear signage to signpost the routes to our customers.



Team training

- Our team has been provided with appropriate training and face coverings to ensure we keep everyone safe.



Protective screens

- We have installed protective screens on all of our till areas.



Increased cleaning and disinfecting

- We deep clean our cafes before opening and have increased cleaning with a particular focus on high touch points such as handrails, door handles, surfaces and equipment including tills and card readers.



Restaurants

- Tables are spaced apart in lounge and restaurants to provide physical distancing.
- We will adhere to strict health and safety measures when preparing and serving food and beverages.



Cashless payments

- Cash-free methods of payment will be offered, including Upay.



Cafe opening dates

- 24 August: **The View** (RDVS)
- 14 September: **Levels Café and Lounge** (Holyrood Road); **The Café** (ECA); **Library Café** (Main Library George Square); **DHT Cafe** (George Square); **Bayes Centre** (George Square); **KB Café** (Murray Library KB); **Element** (Murchison House, KB); **ECCI Café** (ECCI); **Nucleus** (IGMM); **Quad Café** (Old College); **Tuk Truck** (Kings Buildings)
- October 2020: **Ground** (Chrystal McMillan Building, George Square)

Please keep checking the ACE website for updates on opening times www.accom.ed.ac.uk/for-students/our-cafes/

Accommodation

[Click here for a useful video on our accommodation](#)

The University of Edinburgh has one of the largest accommodation offers of any University in the UK, supporting over 10,000 students every year. We offer high quality accommodation that is safe and affordable, and some of the best in Edinburgh. We pride ourselves on our commitment to student care, and we know that this is now more important than ever before.



Self-isolation

- Support available for those who need to self-isolate, including meal deliveries.



Residence Life and Community Support teams

- We will provide 24/7 online support from our Residence Life team so there's always someone to offer you help and advice.



Ongoing social programmes and community building

- We will deliver a programme of virtual and face-to-face events to help students to settle in and begin their new life in Edinburgh.



Risk assessments

- All our operations have been risk assessed to ensure they exceed government guidelines for the protection of staff and residents.



Increased cleaning and disinfecting

- Increased cleaning measures have been introduced for public areas and high touch points.



Physical distancing measures

- 2 metre physical distancing measures have been introduced in all public areas and signage have been put in place to ensure our student residents are aware of how they can keep safe.



Student social spaces

- We have created six new communal spaces throughout the City for students to socialise in a safe environment.



Staff training

- All staff working in our accommodation halls and flats have undertaken training on the new measures introduced ahead of September 2020 to ensure they are able to provide the right help, guidance and support to our new student residents.



Arrivals weekend changes

- Instead of all students arriving to their new accommodation over a two-day period, we have introduced staggered arrival times to facilitate physical distance requirements.

University hotels

The health and safety of our guests and staff is our number one priority and we are committed to delivering clean and safe environments which is why we have introduced the new protocols below. Don't forget if you would like to stay in one of the University's hotels we have a UOE staff offer - £70 per night B&B. To book, click [here](#) and use promotional code 'UOE20'.



Hand hygiene

- We have installed hand sanitisers throughout our hotels including at the entrance and exits desks.



Physical distancing

- We have introduced 2 metre physical distancing measures throughout the hotel with clear signage .
- We have installed protective screens on all of our reception desks.



Cashless payments

- Cash-free methods of payment are now offered.



Express check-out

- Express check-out is available in all our hotels and all bedroom keys are sanitised after use.



Lounge and restaurants

- Tables will be spaced apart in lounge and restaurants to provide physical distancing.
- We will adhere to strict health and safety measures when preparing and serving food and beverages.



Protecting our teams

- Our team has been provided with appropriate training and face coverings to ensure we keep everyone safe.



Food service

- We have reduced contact points with all food, either served by our catering staff or wrapped/packed in single serve portions.
- We have installed protective screens around all service counters and areas with tills.
- We will adhere to strict health and safety measures when preparing and serving food.



Increased cleaning and disinfecting

- We have increased cleaning with a particular focus on high touch points such as handrails, door handles, TV remotes, and light switches.
- Bedroom linen and towels will be washed at a high temperature to ensure disinfection is optimised.