

Contacts and guidelines for internal room bookings:

Audio-visual

In order to book in any audio-visual equipment such as data projectors, microphones and flipcharts, as well as guest access to Wi-Fi and guest logins for PCs, you will need to contact IT Services with your requirements via the following (only QMUL email accounts can be used; NHS staff must telephone):

Email: its-helpdesk@qmul.ac.uk
Telephone number: 020 7882 8888

Portering of the building

From 18:00 on weekdays and during all hours on weekends you will need to book in a porter in order to gain access to the building. This must be arranged with the Estates Helpdesk a minimum of 7 working days in advance (please note that this service is charged for from 17:00):

Email: estates-helpdesk@qmul.ac.uk
Telephone number: 020 7882 2580

Set-up of the venue

If you need the room set up in a particular way please ensure you book the porters via the Estates Helpdesk and be sure you request to reset the room. Some set-ups are not possible in particular rooms.

Email: estates-helpdesk@qmul.ac.uk
Telephone number: 020 7882 2580

Cleaning of the venue

Cleaning of the room/toilets etc. will need to be arranged prior to your event and for after your event has finished. Again this is to be booked via the Estates Helpdesk. Please ensure at the end of your event the room is left in a clean and tidy condition.

Email: estates-helpdesk@qmul.ac.uk
Telephone number: 020 7882 2580

Hospitality

Catering within College facilities will need to be booked via our in-house catering team. Please note that **food and drink are not allowed within the teaching rooms**. If available, a nearby foyer area should be booked for catering. Please note that not all rooms have catering space associated with them.

Email: hospitality@qmul.ac.uk
Telephone number: 020 7882 3866

Health and safety

Please ensure you have up to date RAMS (Risk Assessments and Method Statements) for each event. You can get guidance with this by contacting your local School or Directorate Safety Coordinator (if internal QMUL). Otherwise you can contact the central Health & Safety team at Queen Mary.

Website: www.hsd.qmul.ac.uk
Health & Safety helpdesk: hs-helpdesk@qmul.ac.uk

External Suppliers / Exhibitors

Outside suppliers can only be used if they have the following documentation in place:

- RAMS
- PAT testing for any electrical equipment being plugged in

Maintenance

Please contact the maintenance team to request heating or ventilation. If you have any maintenance issues before or during event please also report this to the Helpdesk as soon as possible.

Email: estates-helpdesk@qmul.ac.uk
Telephone number: 020 7882 2580

Security

Once you have organised your event please ensure you let the Security team know so they are aware of the event taking place and any guests arriving on campus.

Email: mile-end-security@qmul.ac.uk
Telephone number: 020 7882 5000

Email: whitechapel-security@qmul.ac.uk
Telephone number: 020 7882 2599

Email: chs-q-security@qmul.ac.uk
Telephone number: 020 7882 6020

PLEASE NOTE: It is recommended that the above services are to be booked as soon as possible to ensure staffing is available.

If you have any queries please do not hesitate to contact the relevant team.