



FITZWILLIAM COLLEGE  
UNIVERSITY OF CAMBRIDGE

# Residential Life



# Welcome to Fitz

Fitzwilliam is a beautiful modern College offering extraordinary facilities, comfortable furnished rooms, and a welcoming student community. The College is a community of around 460 undergraduates, 320 full-time postgraduates, 120 part-time postgraduates, 60 Fellows, 45 Bye Fellows and 100 staff members.

Whether you're living in one of our outside properties, or on the College site, here you will find information on many aspects of residential life in College-owned accommodation.

Please familiarise yourself with this document, and refer to it if needed during your stay here.

For clarity, should there be any conflict between the information on your contract and the information noted here, your contract takes precedence.

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# Bedrooms



The College has three bedroom types:

- En-suite – with shower, wash basin and toilet
- Semi En-suite – with shower and wash basin plus shared toilets facilities
- Standard – shared bath/shower and toilets facilities (some standard rooms may have a wash basin)

Most of the accommodation is located on the main site but the College also owns various houses off-site for both Undergraduates and Postgraduates.

You are not permitted to bring into College, or remove from College, additional furniture items such as: beds, armchairs, sofas, large storage items, etc. In a single occupancy room, you are not allowed to replace a single bed with a double bed, or to keep a second single bed.

Bedrooms and any communal spaces are configured to best suit the space – for safety, use, and with servicing in mind; students should not move large furniture themselves (e.g. beds, desks, wardrobes, etc).

You are expected to supply bed linen, blankets and duvets. If needed, a bed linen pack can be purchased from the Housekeeping team. For safety reasons you are not allowed to bring rugs into your room or communal areas, as these are potential trip hazards.

Please note that crockery and cutlery is not provided - if you wish to use the shared gyp room/kitchen facilities, you will need to purchase the appropriate utensils yourself - cooking equipment is available (kettle, toaster, fridge, cooker). (Note - Please hold off on buying utensils, crockery, and cookware until after you arrive as the JCR Green Society plan to collect, sanitise then offer for sale unwanted items in Freshers Week).

You will be held personally liable for any damage to the furniture and decoration in your room. A list of room contents can be found [here](#).

The use of all adhesives to put up posters is forbidden. You will be charged for any damage caused in doing so. Materials such as posters, notices, flags, lights, etc., must not be displayed in any window. Such material should be affixed only to the notice boards provided for such publicity purposes (and must be removed at the end of each term).

Rooms will be inspected each term and whenever the occupancy of the room changes. All students of the College must observe the **College Regulations**. Please refer to these regulations, as they includes important information relating to accommodation, overnight visitors, and more.

## **Termination/cancellation of contracts**

All tenants are required to stay for the period of their current contract and rent is payable for that contracted period.

# Bedrooms

## Disability

The College currently has four rooms adapted for those with accessibility requirements. Further information on the College and disability can be found online [here](#).

## Overnight Visitors

Students are permitted to have one guest stay in their room overnight, for no more than 3 nights in one week. If the guest is not registered at the Porters' Lodge, the matter will be reported to the Dean for action. Occasional-use beds and linen can be booked in advance via the Linen Room at the Housekeeping Department at a charge - please complete the [form online](#) to book. Full details can be found on pages 40-41 of the [College Regulations](#).

## Out of Contract Accommodation

Undergraduate students are able to request out of term accommodation - the Accommodation Manager will send out further details prior to each period of Vacation, however it may be in a different room if summer maintenance works are planned. Postgraduate students are able to extend their contract to mid-September - the Postgraduate Office/Accommodation Manager will send out further details in Easter term.

As College bedrooms may be used by other occupants (such as visiting students or conference attendees) during vacation periods, all belongings must be removed by the student prior to their departure and the wardrobe must be left empty (items may be stored in a lockable cupboard where one is available). Any empty/unallocated bedrooms may be occupied by visitors during the year.

Students must check out at the Porter's Lodge when departing for the vacations and/or the academic year - this is to sign out and return keys (if applicable).

## Complaints

If a student has any complaints about the delivery of services in relation to accommodation, this should be raised with the Accommodation Office or Director of Operations in the first instance. An investigation will be undertaken and any agreed problems resolved. Should this not be acceptable, the student may appeal to the Bursar and, failing agreement at this level, to the Complaints Officer, following the complaints procedure detailed in Appendix 9 of the [College Regulations](#).

# Contracts, Rent & Payments



The relationship between the landlord (Fitzwilliam College) and the licensee (the student) is detailed in the residential contract which is sent to you electronically for agreement in advance of your arrival.

Please see the College website for details on rent, contracts, residence periods (if applicable) and payment terms for [Postgraduates](#) and [Undergraduates](#).

Students are automatically insured for contents of their rooms. More information [here](#).

## **Undergraduates:**

- Accommodation will normally be ready for 10am on the first day of the Residence Period at the beginning of the academic year.
- Departure times: for Michaelmas term is by 12noon; Lent term is by 10am (*this may be extended to 12noon if same day room turnover is not required*); Easter term is by 9am.

[Undergraduate](#) students have the choice of contract (A, B or C) at the time of booking (it cannot be amended later).

## **Postgraduates:**

- Accommodation will be ready from 2pm on the first day (as per your contract) at the beginning of the academic year
- Departure is by 10am, unless otherwise agreed.

In the first instance, Postgraduate students sign a 40-week contract for accommodation, from late September to the end of June/early July - details can be found online [here](#).

## **Other Charges**

Full information on charges that will feature on your College Bill can be found [here](#).

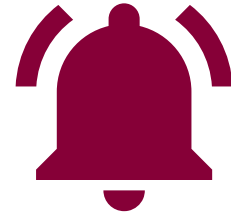
Any student who does not vacate their room by the specified time on the contracted, or subsequently agreed, date will be charged conference rates for any extra time they (or their belongings) stay in the room.

## **Council Tax**

Council Tax is the local tax administered by Cambridge City Council. The council tax to be paid is linked to the accommodation you live in. Most students living in College-owned accommodation are automatically exempt and need take no further action. The University sends a list of all registered students to the City Council, so you should not need to provide separate proof of your student status.

Those living in non-Fitzwilliam owned accommodation must apply for exemption to avoid being liable for the tax. If a non-student shares a residence with a student, the household may still be able to get a 25% discount from the Council Tax bill. Further information is available on the Cambridge City Council [website](#).

# Fire Safety



## Fire drills

The Head Porter is responsible for arranging fire drills for each staircase and a log is kept of all drills. In addition, the Housekeeping Outside Property Supervisor will undertake periodic fire drills for outside properties. Generally, drills arranged by the Porters will take place during the Michaelmas term, although retesting may take place if responses have been slow or incorrect (e.g. going to the wrong assembly point). Non-compliance will be reported to the Dean.

## Prevention

It is the duty of all Members of College, guests and visitors to prevent fire. On a personal level, this means that you must be critically aware of potential dangers and take full responsibility to prevent fires – e.g. when using smoking or cooking areas; avoid using worn electrical leads; no candles, no incense sticks, oil lamps and the like – while the College also has a number of procedures to ensure that risks are minimised. All accommodation has a weekly alarm test and fire safety equipment check during a designated period as follows: College outside properties (not located on the Main Site) - Wednesday from 09:30 for the alarm test and the equipment check; College Main Site - Wednesday from 12:30 for the alarm tests and Thursday from 9:30 for the equipment check. This does not negate all occupants' duty to maintain correct fire safety procedures (i.e. fire extinguishers in place, fire doors correctly closed and no naked flames etc.).

All students attending College for the first time are required to view the College Fire Safety film as part of their Induction upon commencement of their course.



# Fire Safety

## Detection, Alarm & Escape

All accommodation on the main Fitzwilliam College site is equipped with automated fire detection and alarm equipment. This is a hard-wired system, relayed back to the Porters' Lodge by a dedicated link. The external houses have stand-alone systems. Any tampering with the fire detection, alarm systems or 'fire safety equipment' (e.g. extinguishers etc.) is deemed a very serious offence, and will be dealt with most severely by the College; Behaviour of irresponsible cooking, tampering with or damaging the fire detection system or equipment (including the covering of detectors) will lead to students being reported to the Dean. Appropriate disciplinary action, which may lead to the cancellation of your room licence and you being evicted from your College accommodation, will be taken.

It is essential that all members of College understand the actions which need to be taken in the event of a fire alarm. Each staircase has its means of escape clearly posted. It is important that escape routes, especially staircases, are kept clear of flammable material, such as paper and cardboard boxes. Furthermore, all fire doors are to be kept closed; they are never to be wedged open. Each area of College accommodation has been surveyed, and details are kept in the Porters' Lodge.

## Smoking

Smoking (including the use of e-cigarettes) is strictly forbidden on all College owned premises and properties, except for in designated smoking areas.

The designated area to smoke, on the Main Site, is the smoking shelter found near the exit of the Huntingdon Road car park, or near the Wychfield Lane entrance in the Storey's Way (no shelter at the Storey's Way car park location).

Designated smoking areas at outside properties are usually located in the garden towards the rear of the property.

The Director of Operations is responsible for the implementation of the **smoking policy**. Anybody found to breach this policy will be subject to disciplinary action.



# Health & Safety



## **Accident procedures**

In the event of an accident or serious illness, you must inform the Porters' Lodge immediately and should ask that your Tutor be notified. In case of dire emergency, dial 999 and then immediately notify the Porters' Lodge that a 999 call has been made.

## **First aid provision**

There are first aid boxes in the Porters' Lodge, Catering, Housekeeping and Maintenance departments on the College site. There are also first aid boxes in the kitchens of all outside properties for emergency use.

Defibrillators are held at the Gatehouse Porters' Lodge and in the Buttery/Servery.

## **Accident and incident reporting**

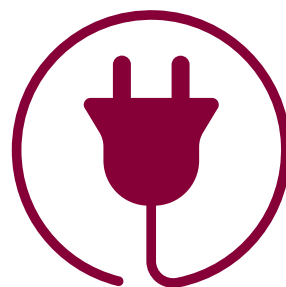
If you have an accident, or 'near miss' on College premises, you should, at the earliest opportunity, report it to the Porters' Lodge. If necessary, arrangements will be made for the appropriate treatment elsewhere, either by a GP or by transfer to hospital. After receiving any attention or treatment, you must complete an accident form. You must give the place, date and time of the accident, the names of any witnesses and a full description of the event. Accident and incident forms are available from the Porters' Lodge. If you are involved in any other type of incident on College property such as theft, assault etc., you should report this to the Porters' Lodge as soon as possible, so that appropriate support can be offered and an incident report form may be completed.

## **Window restrictors**

Window restrictors are fitted for your safety; they must not be tampered with. Anybody found to be tampering with the window restrictors will be referred to the Dean.

You can view the College's full Health & Safety Policy online [here](#).

# Utilities



## Heating

Central heating is supplied to all College rooms from the beginning of October to the end of April each year – the date will change according to the weather conditions. Heating systems will be turned on at 6.00am and turned down at 10.30pm each day. Occupants are encouraged to help to save energy and cost by keeping windows closed in cold weather, and using radiator thermostatic settings sensibly to control the heating in your rooms - if your room is too hot, please turn the heating down, as opposed to opening the window!

## Lighting

Suitable lighting is provided in all rooms, and externally around the College site. If a bulb fails, and you cannot change it yourself (replacement bulbs are available from the Porters' Lodge), you should report it on the online maintenance helpdesk system. Whenever practicable, all light bulbs will be low-energy, long-life bulbs.

## Appliances

If you need assistance in operating any of the appliances, please consult the Housekeeping team (email: [housekeeping.office@fitz.cam.ac.uk](mailto:housekeeping.office@fitz.cam.ac.uk)) who will be happy to assist you. Occupants must NEVER interfere with gas or electrical installations.

## Gas installations

All gas installations are serviced annually by qualified Gas Safe registered operatives. Health and Safety considerations must always be paramount, and servicing and repairs will sometimes have to be undertaken during periods of residency; as far as possible, this will be planned so as to reduce inconvenience.

## Electrical installations (including Portable Appliance Testing)

The testing of all College-owned mains-powered electrical appliances (Portable Appliance Testing – PAT) is undertaken annually. Students are responsible for the electrical safety of all personally-owned, mains-powered electrical equipment. If electrical items that are unsafe are found in student rooms at any time they will be removed.

# Utilities

## Permitted Appliances

Electrical appliances such as radios, hairdryers, straighteners etc. may be used but other appliances with heavier consumption e.g. electric room heaters, etc. are strictly forbidden. All plugs and adaptors must be fused and conform to EU/UK safety standards. Electric clothes driers, mains operated fairy lights, humidifiers, electric deep fat fryers and electric plug-in air fresheners are not to be used in College. Kettles, toasters, coffee machines and any cooking appliances (e.g. rice cookers, microwaves, sandwich makers, slow cookers, etc.) and irons, must only be used in kitchens/gyp rooms and not student bedrooms. The safety of any privately owned electrical appliance is the responsibility of its user and you must remember to turn it off after use, e.g. hair straighteners, which can become a fire hazard if left on. We make every effort to provide sufficient power outlets for your use. In the event that more sockets are required, a single 4-way floating socket may be used (with mains cut-off switch); socket adapters (normally 2 or 3 way) are not to be used under any circumstances. It is in the interest of everyone's safety that these rules are strictly observed. The Head of Buildings and Maintenance shall disconnect items that he considers to be electrically unsafe or are being used in an unsafe way. The Head of Buildings and Maintenance's decisions on safety grounds are not subject to question.

Students found misusing electrical appliances, or using cooking appliances in their bedroom, will be reported to the Director of Operations.

## Water supplies

All kitchen/gyp room cold water taps may be used for drinking water – please do not drink from the hot water tap.

## Waste water

Waste water systems are connected to Local Authority sewers. Waste chemicals and environmentally damaging or toxic substances, sanitary items, condoms, etc. must not be poured into the waste water systems (via basins, baths, showers, toilets or external drains, e.g. under rainwater downpipes) and must be disposed of correctly. In kitchens, no food or oils are to be disposed of down the drain. It is your personal duty to safely dispose of such waste.

# Security



## Room Keys

Please refer to the College Regulations online [here](#).

## Building and room security

The College has installed proximity access locks on all access and egress points to the College site to provide a greater degree of security for residents and possessions. Students are strongly advised to lock the door of their rooms, and close and secure the windows whenever they go out, however briefly. Giving your University Card to a third party could invalidate your insurance, and could make you liable for losses sustained by others.

A code of conduct is in place for some operational departments (such as Maintenance or Housekeeping) that have a need to enter your room - these can be found in the relevant departmental sections in this Handbook.

## Initial prevention

Access to the College is controlled by means of the Porters and the access control system (Gatehouse Porters' Lodge is staffed 24 hours a day, seven days a week), backed up by staff vigilance and CCTV monitoring. If you are in an external property please ensure that all external doors are closed and locked. Each person is responsible for their individual room. Unknown persons should be questioned as to their presence inside buildings and please report this to the Porters' Lodge if concerned. Rubbish bins (wastepaper/skips etc.) are located away from inhabited buildings, and regularly emptied and inspected by Housekeeping staff.

## CCTV

CCTV cameras are used on the College site to help to safeguard the security of people and property. Cameras are positioned to capture views of the perimeter of College, the main entrance and certain strategic areas. The live pictures are viewed by the College Porters, in order to detect any suspicious activity. Information derived from CCTV surveillance will only be used for security purposes, unless it leads to the discovery of an activity that the College could not reasonably be expected to ignore. For further details please refer to the College's [CCTV Policy](#).

# Housekeeping



## Cleaning

The Housekeepers are responsible for cleaning bedrooms and communal service areas within College. Your room will usually be cleaned once a week (except on weekends, Bank Holidays, and during periods when the College is closed) according to a defined rota, displayed in each staircase/house.

On a weekly basis, in line with your cleaning rota, the Housekeepers will do the following in your room:

- Empty the bin in your bedroom
- Vacuum floor which needs to be clear
- Clean surfaces which need to be clear
- If you have an ensuite or semi-ensuite, wash basin, shower and toilet will also be cleaned

In Communal areas housekeepers will:

- Empty kitchen bins (including green food caddies)
- Clean all worktops and sink area which need to be kept clear of items
- Clean hob tops and ovens
- Descale sinks and draining boards
- Wipe down tables and chairs
- Sweep and mop the kitchen floor

Residents are responsible for keeping their own rooms clean and tidy between housekeeping visits. It will be necessary for residents to clean communal areas between housekeeping visits.

- Wipe down surfaces and the hob top after use
- Ovens should be clear of spills and wiped after use
- Wash up and put away your personal crockery, cutlery, cooking utensils, etc, after use - please utilise cupboards and leave surfaces clear
- Empty kitchen bins when required. Residents are responsible for their own rubbish and recycling and the kitchen bins on days when Housekeeping is not scheduled
  - On the College site - please leave bagged rubbish at the bottom of the staircase (outside) Monday - Friday by 2pm - please do not leave this rubbish outside over the weekend as this causes issues with the wildlife
  - Outside houses - please dispose of the rubbish in the large bins outside
- Ensure the insides of fridges and freezers are kept clean and any out of date food items are disposed of
- Keep the floors tidy by using the vacuum cleaner available on each floor/in each house

# Housekeeping

Housekeepers have regular access to your room and they request that your room is kept in a reasonably tidy state to enable them to do their job properly. Failure to ensure such access may result in disciplinary action.

In addition, you must not damage, or leave in a dirty or untidy state, any other part of the building in which you reside (e.g. kitchens, hallways, and landings). Storage of items on a ledge or external face of a building is forbidden, as is storage of items on a corridor.

The Housekeeping Manager checks cleaning and maintenance in rooms at regular intervals, and will deliver the service in accordance with the Housekeeping Departmental Charter. The College is not liable if failure to provide any of these services is due to factors reasonably beyond its control (such as mechanical failure, staff shortages/illness, or a lack of materials).

Any problems with facilities (blocked drains, leaking taps etc.) should be reported to the Maintenance Department, via the [online helpdesk system](#).

## Laundry facilities

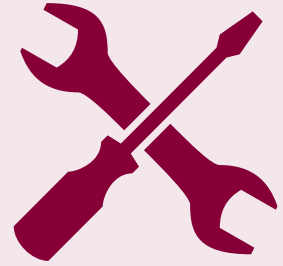
Washing machines and dryers are available in the main College laundry (by F Staircase) and at various locations across the outside houses.

A weekly charge of £2.22 (2024-25) will be applied to your College bill on a termly, based on the length of your accommodation contract, meaning that you will not pay to use any of the laundry machines at the point of use. The charges will not be part of the accommodation contract; it is a separate charge. The number of weeks to be charged for will be capped at a maximum 47 weeks in any contracted academic year. These charges will be applicable to all Fitz students in College Accommodation.

Items of laundry should not be left unattended, and the College will not accept any responsibility for loss of personal laundry. Any equipment malfunctions should be notified directly to the owner of the equipment as described by the signage in each area. There is an iron and ironing board for use in the laundry room; irons are not allowed to be used in student rooms. Please avoid drying clothes in your rooms for health and safety reasons such as the potential development of mould.



# Maintenance



## Organisation

Maintenance and repair of Fitzwilliam College property is undertaken by a variety of means. The maintenance team are available for routine and emergency maintenance work. However, some regular repair work is sub-contracted (e.g. boiler servicing), as is most periodic testing (e.g. emergency lighting, fire alarm and water testing, lift tests, lightning conductor tests, etc.). Specialist contractors may be brought in to undertake more major works, such as refurbishment of rooms, staircases and houses. Maintenance work can be requested via the [online helpdesk system](#).

If you are unsure as to the identity of anyone arriving to undertake work, check their details with the Maintenance Office (01223 332031) or the Porters' Lodge (01223 332000). You may also wish to view the Maintenance Departmental Charter found [here](#).

## Response times and planned maintenance

Repairs raised on Helpdesk tickets are assessed on an individual basis and are responded to in the first instance via email and/or telephone. Priority is given to urgent repairs and works will be based on the severity and the availability of resources.

The Maintenance department will communicate to the person who placed the request and also any others affected by the issue. Communication will continue until there is a satisfactory conclusion of the issue raised.

The College may need to send in people to make repairs, etc. to your room. This will normally only be done at reasonable times, and giving reasonable advance notice, of at least 24 hours, if at all possible. However, the College reserves the right to enter the accommodation at all reasonable times to inspect, carry out any necessary works and to show others round the property (e.g. builders, architects, etc.); this may be with only minimal notice, or without notice, as appropriate, and in any case of emergency.

# Maintenance

## Grounds maintenance - Gardens

Grounds staff will maintain the grounds around all College buildings in a tidy, aesthetic and practical manner. Gardens, particularly those facing onto roads, will be maintained in a manner to give some screening for occupants in their rooms, while minimising opportunities for the concealment of intruders. While not all paths are fully illuminated, principal routes have suitable intensity lighting to provide security to users.

## Litter clearance

All College members are responsible for maintaining the cleanliness of the College buildings and the College site, and should ensure that their waste and that of their guests is disposed of correctly.

## Snow and ice clearance policies

The College snow clearance policy is to ensure that paths, external steps and principle vehicle routes are cleared of snow and ice in a timely manner; the first priority is at the Storey's Way entrance, then the main entrance and steps to the North Lodge, on to all paths on the College site, and making the car parks and access roads safe for vehicle and pedestrian traffic.

Students should take particular care during snowy periods that their actions do not cause a hazard for others.





# The College Network (IT)



All College rooms have facilities that enable residents to connect their computers to the Cambridge University Data Network (CUDN). These can be accessed via a wireless connection (using eduroam) or a wired Ethernet connection. This gives access to a number of facilities including the internet and email. Use and maintenance of any device connected via the College network is at your own risk and carries a responsibility to abide by the College and University rules and regulations. For more information please see the [IT Office website](#).

## IT support

Students have access to support for their IT based facilities via the Fitzwilliam College IT Office and the University Information Service Helpdesk. The IT Office helpdesk can be accessed [here](#).

## TV licence

Both the JCR (Junior Common Room) and the MCR (Middle Common Room) have big TVs with digital satellite, Sky Sports, etc.

Each bedroom is individually registered for TV licencing purposes and it is your responsibility to arrange this directly or inform them that it is not required.

This can be done [online](#).

The TV licencing authorities make checks on a regular basis and if discovered to be using an unlicensed TV or device you will be personally liable for any fines imposed. Further information about requirements and obtaining a licence can be found on the [TV Licencing website](#).

*[Please note that this is an external website and the College cannot accept any responsibility for its contents.]*

# Porters



The Porters' Lodge is staffed 24 hours a day, seven days a week (except if the Duty Porter is dealing with an emergency elsewhere).

They deal with enquiries and emergencies, the security and fire safety of the College, and provide a first, friendly point of contact for students and visitors.

The Porters' Lodge Departmental Charter can be found [here](#).

## Post/Mail

Nearly all Fitz students, whether resident in College, a College House or living out, will be allocated a pigeonhole in the Gatehouse Foyer (this does not apply to part-time students). The Porters will place all mail, which is personally addressed, in the pigeonholes. Students will be notified of special deliveries via email. Larger items that do not fit into the pigeonholes will be placed in the alphabetised (by family name) parcel 'bins'. Only the Porters and members of Fitzwilliam College may place mail in pigeonholes, although any student wishing to place items in pigeonholes should first obtain permission from the Duty Porter. When students leave the College, letters addressed to them at the College or individual houses will be forwarded to their last recorded UK address, for a period of three months.

## Storage

Limited storage space for vacation periods is available for Undergraduate students residing overseas - please see eligibility criteria below. Students should complete the relevant form available from the Porters' Lodge. It is vital that students only use this facility if they have a genuine need for storage.

Michaelmas Vacation - UK based and International Students on A & B Contracts

Spring Vacation - International Students on A Contracts

Summer Vacation - International Students on A,B or C Contracts

All items must be removed at the beginning of the following Term. Insurance cover will apply if you meet all the requirements stated on the relevant form. Every attempt will be made to identify owners of any property not removed from storage within the specified time period. However, should this not be possible, the items will be disposed of and the College will accept no liability for any loss.

## Good neighbour policy

Students will be expected to be mindful of the proximity of neighbours, both within College properties and in the wider community. Particular attention is drawn to students resident in external properties, which are in a non-academic environment. The College takes a particularly serious view of student misbehaviour which inconveniences other members of the College or its neighbours.

# Transport



## Bicycles

All student bicycles must be marked with the distinguishing letters of the College and with a personal number, allocated by the Porters. This is not only to satisfy University Regulations (Proctors may issue warnings or on-the-spot fines for failure to comply) but also to maximise the chance of the bike's return should it be stolen. Register your bike [here](#) on your MyFitz page. Unregistered bicycles are liable to be removed from College property and disposed of. The storage of bicycles in student rooms is strictly prohibited both on the College site and in external properties. Bicycles must not be brought into College or stored on a staircase in College or within one of the external properties.

## Universal Bus

Route U is the University bus subsidised by the University of Cambridge. It offers a flat fare for journeys, at a discount for University Card holders, travelling from the West Site through Cambridge to the Biomedical Campus. It offers a frequent service, 7 days a week. The closest stop is on Madingley Road, near Storey's Way - a couple of minutes' walk from the College. Full details can be found on their [website](#) *[external link]*.

## Park and Ride (Bus)

There are five park and ride sites in Cambridge, which operate Monday to Saturday between 6.00am-8.00pm and on Sunday between 9.00am-6.00pm. The Madingley Road stop (on request) is closest to the College. Full timetable is available on the [Cambridgeshire County Council website](#) *[external link]*.

## Car Parking

Owing to traffic problems in Cambridge, the University and Colleges are under an obligation to the civic authorities to restrict the use of motor vehicles used by junior members (undergraduates and graduates). Consequently, it is a University offence for a student to keep, hire or drive a car in Cambridge during Term without permission. Please refer to College Regulations for more details. Permission must be sought before bringing a car to Cambridge, full details are available on our [website](#).

# Useful Links



## General accommodation information available

<https://www.fitz.cam.ac.uk/college-life/accommodation>

## Information on your college bill available

<https://www.fitz.cam.ac.uk/college-life/fees-funding-and-awards/college-bill>

## Helpdesk

The online helpdesk is available [here](#):

- Laptop/Computer (<https://help.fitz.cam.ac.uk>)
- Mobile device (<https://help.fitz.cam.ac.uk/mobile>)

Select the relevant department when submitting your request

Information on College Life, including societies, facilities and welfare [here](#). <https://www.fitz.cam.ac.uk/college-life>

College Policies, Regulations and Statutes available [here](#).

<https://www.fitz.cam.ac.uk/about/official-information>

College Regulations available [here](#).

<https://www.fitz.cam.ac.uk/college-regulations>

College Residency and Term Dates available [here](#).

Insurance for Students Residing in College Accommodation details [here](#) <https://www.fitz.cam.ac.uk/college-life/accommodation/insurance>

