



Hertford College

UNIVERSITY OF OXFORD

HANDBOOK

2024-25

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ABOUT THE HANDBOOK

The Handbook is the main guide for Junior Members, covering key information on how academic, domestic and welfare matters operate at the College. Junior Members include undergraduates, graduates, or other students of the College undertaking a recognised course of study.

The handbook is published annually, and the most recent version is available for download on the Intranet. Its provisions may be amended during the course of the academic year. Where this is the case, such updates are published on the Intranet, alongside the current version.

You should use this handbook, and any updates to it, as a reference guide to life at Hertford. If it does not answer your query, please check the Intranet - <https://intranet.hertford.ox.ac.uk>. If your query remains unanswered after that, please contact one of the following, by email:

- for academic matters, the **Registrar** or **Senior Tutor**;
- on matters relating to domestic services, the **Domestic Bursar**;
- for welfare matters, the **Dean** or **Student Welfare Lead**;
- on matters of finance, or matters not covered above, the **Bursar**.

The Academic Office is a useful first point of contact (Monday to Friday, 9am–5pm).

Rules, Regulations, and the Disciplinary Code

The Handbook sets out various rules or regulations, or implies standards of behaviour, which Junior Members are expected to observe. Attention is also drawn to the Student Disciplinary Code, which complements and expands on these expectations, and sets out relevant processes for the occasions where they are not met.

The intention of all College rules and regulations, as well as the Student Disciplinary Bye-Law, is to safeguard, and indeed to strengthen, the rights and the experience of students, other College members and staff. Acceptance of a place at the College implies agreement to be bound by them. The Disciplinary Code can be found in the related Bye-law, available on the Intranet.

Documents & Policies

Hertford updates its detailed policies and procedures throughout the academic year, and in line with current legislation. These may be found in the relevant section of the Intranet and provide further information and guidance on many of the topics covered herein.

Communications

In addition to this handbook and the Intranet, email is also used on a regular basis to communicate important information to students. Students should check their University email at least daily. They should also consult the noticeboards in the entrance way outside the Lodge for news and updates.

Complaints

Many of the procedures outlined in the Handbook, and elsewhere in College policies and regulations, include review and appeal processes for Junior Members who are dissatisfied with an initial decision or outcome. If Junior Members remain dissatisfied after exhausting such processes, or where a complaint cannot be resolved directly with the appropriate Tutor, College Officer, or Head of Department, they may register a formal written complaint. Junior Members wishing to pursue this route should contact the Bursar (or where the complaint concerns the Bursar, the Dean).

THE COLLEGE STRUCTURE

The College is a self-governing academic community consisting of senior and junior members. The former are the Principal, Fellows, and Lecturers; the latter are undergraduate and graduate students. Senior members, undergraduates, and graduates each have their own Common Room, the SCR (Senior Common Room), JCR (Junior Common Room), and MCR (Middle Common Room), respectively. Each Common Room elects its own officers. The officers of the JCR and MCR are chiefly responsible for liaison, on matters of general student interest, with College Officers and the College administration.

The Principal is responsible for overall leadership of the College. The Senior Tutor oversees undergraduate teaching and learning; the Tutor for Graduates, postgraduate policy, and administration; the Dean, student welfare; the Student Conduct Officer, student discipline; and the Bursar, College finances and non-academic operations. The Registrar has responsibility for academic administration, and the Domestic Bursar, domestic operations. These are the roles most regularly referred to in this handbook. Locations and email addresses, along with those for some of the teams also referenced, are set out as an appendix. A full list of current academic and administrative staff can be found on the College website, along with a structure chart.

The sole policy-making authority of the College is, by its Statutes, the Governing Body, which consists of the Principal and most Fellows of the College. The Governing Body normally meets twice each term, in 3rd and 7th Weeks. The Presidents of the JCR and MCR attend all Governing Body meetings during the discussion of policy questions involving the collective interests of junior members. Representatives of the JCR and MCR also sit on various College committees that inform business at Governing Body.

THE ACADEMIC SYSTEM

This section outlines important aspects of the academic system at Hertford, from Matriculation to Graduation. Further detail is available in the 'Academic Information' section of the Intranet. For comprehensive information and regulations for specific degree courses, consult the latest version of the official Exam Regulations: <https://examregs.admin.ox.ac.uk/>.

Matriculation

All new student members of the University (except Visiting Students) must attend the University matriculation ceremony (i.e., the official student registration), which takes place on Saturday of 1st Week in Michaelmas Term.

University Card

The University Card, or 'Bod(leian) Card', is a combination of student identification card and library card, issued to all students as part of their initial registration. (NB: Candidates must produce and display their University Card at all public examinations.) The card contains an integrated chip that allows it to be programmed to access certain faculty/departmental buildings and areas. The card is also used as a room key for many students. In College, the card is also required for uPay services in catering, and to access some college facilities. The University charges £15 to replace lost University Cards; this fee must be paid through the University Store <https://www.oxforduniversitystores.co.uk/product-catalogue/university-card-office/lost-cards/co-replacement-of-lost-university-card> before the card can be released. Stolen cards will be replaced for free if the request is accompanied by a police report. Requests for replacement cards should be directed to the Academic Office.

Residence Requirements

The University has strict residence requirements.

Details of these requirements, including their 'limits' and 'terms', can be found at <https://www.ox.ac.uk/students/life/residency>.

The requirements apply to all full-time students and compliance with them is a condition of all degrees. The College expects all new undergraduate students to be in residence in Oxford by the Monday of 0th Week in Michaelmas Term. (NB: International freshers can arrive from the Thursday of -1st Week.) Returning undergraduates should be in residence in Oxford by Wednesday of 0th Week each term, graduates, by the start of 1st Week. In some courses (e.g., Chemistry

Part II and the BCL) there is a requirement for students to be in residence earlier. Advice on the process for applying for dispensation from the residence requirements and permission to return later than the above dates should be obtained via the Academic Office.

Plagiarism

Plagiarism is the use of material appropriated from another source or from other sources with the intention of passing it off as one's own work. This includes practices such as borrowing essays from classmates, and also includes self-plagiarism (re-using material you have written for one assessment for another assessment). Plagiarism may also take the form of unacknowledged quotation or substantial paraphrase. Sources of material include all printed and electronically available publications in English or other languages, or unpublished materials, including theses, written by others. The Proctors regard plagiarism as a serious form of cheating for which there are severe penalties. Further information can be found in the plagiarism guidance on the University website:

<https://www.ox.ac.uk/students/academic/guidance/skills/plagiarism?wssl=1>

Graduation (Degree) Days

Undergraduate and taught-course graduate students will receive an email from the University in Michaelmas of their final year of study inviting them to attend a graduation ceremony. DPhil and MSc (by research) students will receive an invitation once they have been granted leave to supplicate (i.e. permission to graduate) once they have completed all requirements of their degree. No degree will be conferred by the University until the permission of the College has been obtained, and this permission cannot be given until all College battels or other debts to the College and University have been paid.

The standing required for the degree of Bachelor of Arts is nine terms' residence. For the degree of Master of Arts, no further residence is required, but a candidate's name must have been on the College books for each of twenty-one terms from the date of matriculation. Queries regarding graduation can be directed to the Academic Office.

Visas

Overseas students in the UK on a Tier 4 or Student visa are required by the Home Office to bring their passport and visa to the Academic Office for scanning. The

Academic Office liaise with visa holders regarding arrangements for this. All information will be kept securely. Please refer to the information listed below on the UK Government's website, and the University of Oxford's website:

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

[Visa & immigration | University of Oxford](#)

Undergraduate Tuition

Your College Tutors are responsible for overseeing your academic programme and progress. During your time at Hertford, you will be taught by a range of specialists, including Fellows of Hertford and other colleges, lecturers, research Fellows, and advanced postgraduate students. Attendance at tutorials and classes arranged through College is compulsory. If unavoidable circumstances mean you cannot attend a tutorial or class you should contact the relevant tutor as soon as possible, though it may not be possible to reschedule missed teaching. Your tutors will help you to identify other lectures, classes, or practicals that you should attend. Some may be optional; others will be compulsory.

Undergraduate Reports

Tutors complete reports on the students they have taught. Most reports, except for certain centrally organised classes, are available online at the end of each term through the central Teaching Management System (TMS). Your College Tutors will normally offer you the opportunity to meet to discuss your reports at the end of each term. Students are encouraged to offer feedback on teaching organised through College. Feedback can also be given, in confidence, via the JCR Academic Affairs Rep, or direct to the Senior Tutor.

Principal's Collections (Undergraduates only)

A 'Principal's Collection' is the name given to the annual meeting between a student and Principal. The principal purpose of these meetings is to discuss academic progress. Attendance is compulsory.

College Collections (Undergraduates only)

College examinations, known as 'Collections', are sat on the Thursday and Friday of 0th Week, on the recommendation of tutors. When Collections are set, attendance is compulsory. Collections are invigilated under examination conditions. Gowns should be worn, but full sub fusc is not required.

Undergraduate Vacation Work

In all subjects, vacation study is an important part of the course, and extensive vacation reading/work is essential. At the end of each term tutors will discuss with their students the academic use of the vacation; for those with public exams at the end of term, advice may be communicated once results are known. Paid employment and holidays should be arranged so as not to conflict with this expectation.

Good Academic Standing

All Junior Members agree a contract with the College undertaking to remain in Good Academic Standing, which shall include:

- undertaking all preparatory work set, such as reading or laboratory work;
- completion to the best of a student's ability of all written work required (essays, problem sheets, etc.) by the appropriate deadline;
- punctual attendance at classes, tutorials, supervision meetings, and other meetings arranged by academic staff;
- responding in a timely manner (in term time, within 24 hours) to correspondence with academic staff;
- attendance at University lectures and classes relevant to a curriculum and/or designated by academic staff;
- sitting, and passing, of University examinations and (where relevant) internal College Collections.

Junior Members are at all times accountable to the College for maintaining Good Academic Standing.

The Academic Accountability process is designed to manage actions to ensure Good Academic Standing amongst undergraduates, and to deal with instances in which this is not maintained. It is managed as four stages, set out in the College Bye-Laws, available on both the College Website/Intranet. In cases of serious academic misconduct (such as plagiarism) the first two may be dispensed with.

Students who do not maintain these standards will not be allowed to stand for elected office for University or College societies or taking on other commitments which are deemed onerous and may detract from their ability to achieve the required standards.

Undergraduates: First Public Examinations (FPE)

In most undergraduate subjects, qualifying University examinations are held in the third term of the first year, though in some subjects they take place at different points (e.g., Law, at the end of the second term). Please note that the majority of these exams, commonly referred to as 'Prelims', are generally held in Weeks 8 and 9 of Trinity Term, with a few potentially taking place in the first half of Week 10, and students must stay in residence until they have completed their exams. Students must pass these examinations by the start of the second year in order to progress. (NB: In subjects in which there are Honour Moderations students must obtain Honours.) There is normally one opportunity to re-sit any papers that are failed.

In Medicine, the First BM is taken in two parts over two years. In the first year the First BM Part I must be passed at the first attempt or after one re-sit completed by the end of the year. In the second year the First BM Part II must be passed first time or after at most two re-sits, to be completed by the end of the year. No undergraduate can continue with the Clinical Course unless these requirements are met.

Any undergraduate who does not pass the FPE within the time prescribed will not be permitted to continue with their course. Students in this situation will be advised of their rights of appeal and of those from whom further advice can be sought.

University Examination Entries

Entry deadlines for University Examinations vary according to subject. Students are notified by the University when they need to register for official examinations. Responsibility for timely and accurate completion of the online entry form rests with individual students. Delays and errors can be costly, since the University may charge fines in the region of £70, or even disallow entries altogether. Enquiries can be made to the Academic Office.

Illness and other emergencies during Examinations

Anyone whose performance in University Examinations seems likely to be significantly affected by illness, or for any other legitimate reason, should contact the Academic Office in the first instance. Depending on the circumstances, it may be possible to apply for alternative arrangements, and/or for the student to submit a mitigating circumstances notice.

Non-attendance at University Examinations

Unexcused absences from University Examinations for which one has entered will have extremely serious consequences. Permission to be excused from examinations can only be granted by the University Proctors, who will normally only permit absences in cases where the application is supported by clear and compelling medical evidence. It is not acceptable that any student unilaterally decides that they would prefer to take the examinations on another occasion. This rule applies to all University examinations.

Illegible Scripts

Students who are required to have University examination scripts typed because of illegibility must pay the full cost of typing and of invigilation.

Examination Communications

Students may not speak with their course's Examiners about their exams. Any queries or concerns relating to University exams should be directed to departmental administrators or the Academic Office in the first instance.

Graduate Students

Graduate teaching and supervision are organised by Faculties/Departments of the University. Most students will be supervised by academics based outside Hertford. Every graduate student is, however, assigned a College Adviser, normally a Fellow with related academic interests. New graduate students should be contacted by College Advisers soon after their arrival in Oxford. Subsequently, graduates can arrange meetings or consult with their College Adviser as required. Graduates are encouraged to approach their College Adviser for advice on academic and other matters that cannot be dealt with by Faculties/Departments. Graduates may also consult the Tutor for Graduates or the Registrar at any time. Further details on the role of College Advisers are circulated to graduate students at the start of each academic year.

Termly reports on the work of every graduate student should be completed online by the student and the student's supervisor/s. These reports are available for the College Adviser, Registrar, and the Tutor for Graduates to view, should concerns arise.

Visiting Students

Most of the information set out in this handbook applies to Visiting Students. There is no requirement, however, for Visiting Students to sit College Collections (see above) or University examinations (below). The Director of the Visiting Student Programme oversees academic arrangements for Visiting Students, including all aspects of their tuition. The Director of the Visiting Student Programme can be consulted at any time by email or in person. New Visiting Students are required to be in residence on their published programme start date.

Undergraduate Awards and Prizes

Undergraduates who achieve a distinction or First-Class marks in the First Public Examination are awarded a scholarship by the College. Elections to scholarships may be made at the start of subsequent years on the basis of distinction/First-Class marks in further public examinations or College Collections across multiple papers, where the relevant marks have been achieved across all or nearly all papers.

A scholarship entails an annual award from the College of £250, the right to wear a scholar's gown, and an invitation to the Scholars' Dinner in the year of election. Election to a scholarship is until the end of a student's third year and may be renewed for those on a longer course.

The scholarship may be withdrawn in cases of underperformance. Any award holder whose work is deemed to be unsatisfactory may at any time be put on the academic accountability scheme. Retention of an award will then depend on meeting the conditions of the academic accountability scheme, which usually require satisfactory performance in one or more examinations or collections.

Undergraduates: Paid Employment During Term

Any undergraduate proposing to undertake paid employment during term should obtain their tutor's permission before doing so. Visiting Students should seek permission from the Director of the Visiting Student Programme.

Student Elections

Anyone wishing to run for sabbatical office in the Oxford SU, Oxford Union Society, or in the NUS must obtain the permission of the Governing Body before doing so. The presidencies of Oxford SU, the Oxford Union Society, and the NUS are all deemed by the College to be sabbatical offices. The Governing Body will

consider academic grounds only in deciding whether to give permission. Anyone wishing to run for non-sabbatical posts in the Oxford SU or the Oxford Union Society, or for JCR offices (including the JCR Committee and Ball Committee), or to participate in other activities in which they will represent the College interest (such as Access Student Ambassador or Admissions Interview Helper), must obtain the permission of their tutor before doing so, and inform the Academic Office. Permission to run for such roles, or, once elected or selected, hold them, may be withdrawn by the Senior Tutor or Dean on academic, welfare, disciplinary or any other suitable grounds. Students may appeal the decision to withhold or withdraw permission to the Principal, whose decision will be final.

LIBRARY

Access

The library is currently undergoing building works. A temporary library in Holywell Quad is accessible to College members 24 hours a day, 7 days a week. It houses core texts and 20 study spaces. Further study spaces are available in Warnock House. As part of the University, College members also have access to a wealth of electronic resources (ebooks, ejournals, and databases) on which the library staff can provide advice and one-to-one or group training.

Borrowing

The library is self-service. To borrow, scan your Bod Card and then the barcode inside the book at the self-issue computer. Books can be borrowed for 2 weeks by undergraduates and 4 weeks by postgraduates. Some books are marked 'Reference Only' and must remain in the library at all times.

Etiquette

There are some rules which all College members are asked to observe to ensure that the library remains a pleasant place to study:

- conversations should be kept to a minimum;
- only bottled water and drinks in KeepCups are permitted, no other drinks or food are allowed in the Library;
- phones should be on silent;
- desks may not be reserved for long periods. (Each morning library staff will clear any belongings left on desks);
- the library is for use by College members only.

In addition, members are asked not to borrow books on someone else's behalf or to bring students from other colleges into the library. Members are advised not to leave valuables unattended at any time.

Contact

Library staff are here to help with any resource or library related questions. They can be found in the library office in the Holywell Library or contacted by phone on (2)79409 or by email at library@hertford.ox.ac.uk. Further information about the library, including support for disabled students and a book suggestion form, is available in the library's guide at <https://libguides.bodleian.ox.ac.uk/hertford>

GENERAL DOMESTIC INFORMATION

The Lodge

The Lodge is situated at the entrance to OB Quad. It is open and staffed by the College porters 24 hours per day, seven days a week. It is the first point of contact and assistance for most enquiries and issues. The Lodge telephone number is **01865 279400**. In common with other colleges, the Lodge is part of the Safe Lodge Scheme, signified by a green circle in the window, a place where any student can go to feel safe, and ask for help.

The porters, who are always in uniform when on duty, have a wealth of experience and knowledge of the College. If they are unable to answer a specific query, they will invariably advise who to contact. The porters are responsible for ensuring the safety, and wellbeing of all members of College. Please follow their advice and direction at all times.

Ball Games

Ball games are not allowed in any part of the College or in College annexes, except for the Sports Ground (for organised games), and OB Quad lawn (for croquet, when permitted). The throwing of frisbees and use of skateboards and roller-skates are also prohibited on College premises. These rules also apply to ball games in Catte Street, Holywell Street and New College Lane.

Barbeques & Fire Pits

Junior Members are not permitted to keep or operate BBQs, fire pits (or similar), at any College site.

Bicycles

Members who wish to keep bicycles in College should register them with the Lodge. Bicycles should not be left on staircases, against buildings, or within the Lodge entrance. Bicycles should not be stored inside College bedrooms, common rooms, or hallways. Cycle racks or suitable railings are provided in NB Quad, Holywell Quad and at all College sites. Bicycles are not permitted in OB Quad at any time. Undergraduates must remove their bicycles from College premises at the end of Trinity Term. Failure to remove or properly register bicycles at the designated time will result in them being removed. Bicycles remain the responsibility of their owners, and the College accepts no liability for them, or for any damage they may suffer. E-bikes and E-scooters may not be

kept or parked in at any College premises. Keeping and charging E-bike and E-scooter batteries in College property is prohibited.

Chapel

Hertford welcomes students of all faiths and none and is committed to equal opportunities for all. For information about different faith communities in the University, Oxford, and beyond, please see the links provided on the Hertford Chapel webpage.

The College has an Anglican Chapel, located in OB Quad. All members of College are welcome to join in services or events, or to use the Chapel as a quiet place for peaceful reflection at any time. College members are permitted to book the Chapel through the Chaplain for rehearsals or performances. The Chaplain is available to advise people of any faith who wish to connect with faith communities in Oxford.

Choral Evensong takes place every Sunday at 5:45pm in term time. After Evensong, all members of College are invited to meet the preacher informally over drinks in the Old Lodgings. The Chapel programme is published at the start of each term. After the Thursday Eucharist, dinner is provided in the Old Hall. If you are interested in joining the choir, please contact one of the Organ Scholars.

The Chaplain is available to talk in confidence to any member of College on any matter regardless of their religious faith.

Common Rooms

Junior Members elect representatives to run their respective common rooms; the JCR for undergraduate students, and the MCR for graduate students. The JCR and the MCR are in NB7. Both common rooms are recreational spaces and members decide what facilities to have in them, and their programme of social events. There is also a Games Room in the basement of NB3.

All students are entitled to opt out of membership of the JCR/MCR if they wish to do so. If they do opt out, they are still entitled to all the facilities provided by the College for the use of JCR or MCR members (including the actual rooms used), other than the right to attend JCR or MCR meetings, to vote in JCR and MCR elections, or make use of any services or events provided by the JCR or MCR that are not provided out of College funding. The College funds facilities for all students, so there is no financial advantage to opting out of membership. The College is also obliged to review the constitutions of the JCR and MCR, and to publish a Code of Practice relating, inter alia, to complaints about the conduct

of JCR and MCR affairs. A copy of the Code of Practice can be found on the Intranet.

First Aid

There are first aid kits throughout the College. All members of the Lodge staff have received training in First Aid and, if necessary, they will summon further medical assistance. Lists of trained First Aiders can be found on staircase noticeboards. Defibrillators are kept in the Lodge and at the Boathouse.

Fire Safety

If you discover a fire:

- sound the alarm;
- leave the building by the nearest available exit;
- report to the designated safety point;
- do not return to the building until authorised to do so.

All College buildings are equipped with fire detection sensors, alarms, and fire first aid appliances. It is a serious disciplinary offence to interfere with any fire safety equipment. There are fire safety notices throughout the College and fire exits are clearly marked. Corridors and fire exits are to be kept clear at all times and fire doors are not to be propped open. Take time to familiarise yourself with the location of fire exits and safety equipment in your accommodation. Fire call points (alarms) are tested on a weekly basis. Fire drills are conducted throughout the College in Michaelmas Term and Hilary Term. You are required to take part.

If you have a disability or medical condition that could prevent you from responding to a fire alarm or make it difficult to evacuate your accommodation unaided, you should inform the welfare team. A Personal Emergency Evacuation Plan (PEEP) will be created for you.

All members and staff are responsible for promoting fire safety. Smoking, the use of candles, incense burners and any other items with a naked flame are prohibited throughout the College. Bonfires and fireworks are not allowed on College premises at any time. The Accommodation section contains a list of other items which are not allowed in members' rooms. Prohibited items will be removed by the scouts. If you require further advice or are concerned about a potential fire risk or hazardous behaviour, please contact the Lodge or the Domestic Bursar.

Guest Room

There is a guest room in OB1 that may be booked by junior members for the use of family and friends. Booking requests should be made in advance to the Events & Operations Office events@hertford.ox.ac.uk . The charge is £49 per night for a double room (including breakfast in Hall when available). Academic visitors should be hosted by Fellows and members of the SCR.

Health & Safety

All members and staff have a duty of care to maintain a safe working and living environment in College. The College Health & Safety policy outlines the management of health & safety with further guidance on specific issues. Individual concerns should be reported to the Lodge and/or the Domestic Bursar. All accidents and near misses are to be recorded in the relevant accident books, which are kept in the Lodge.

Insurance

The College accepts no responsibility for loss of or damage to personal possessions. The College provides a basic level of insurance for students' possessions, as well as some personal cover, free of charge. The insurance is provided through Endsleigh, and you can add extra cover to suit your needs (or simply check what is included) by visiting their website

<https://www.endsleigh.co.uk/student/confirm-your-student-cover/>

and using the College's policy number (HH1587). You are responsible for ensuring your insurance arrangements are sufficient for your needs.

Lawn

The lawn in OB Quad will not be available for use during the 2024 to 2025 academic year due to the building works for the new library.

Library Building Work

In summer 2024 work commenced on the new library in OB Quad. Scheduled to open in summer 2026, this exciting project will deliver an accessible multi-purpose study area with many more reading spaces for individual and collaborative work, increased capacity for the modern book collection and dedicated facilities for the College's rare and historic books and archives. It is the largest building project undertaken by the College in over twenty-five years and will involve some unavoidable disruption. Where possible normal

access will be maintained to the Lodge, Hall, Chapel and College offices situated in OB Quad. The building site will be fenced, and it is of course out of bounds to all members and staff. Please take note of any safety signs and follow any temporary instructions.

Litter

Litter should be put in designated bins.

Main Gate

The main gate to OB Quad is normally open during the day but closed at night. When closed, members of College should use their Bod card or fob to unlock the wicket gate. Do not let strangers into the College and beware individuals trying to tailgate.

Music

The College has an active Music Society whose programme includes orchestral and choral concerts. The Chapel choir sings Evensong on Sundays at 5:45pm. There is a music practice room in the basement of NB2. Bookings should be made in the Lodge, but where amplified music or bagpipes are played, the prior permission of the Dean must be obtained. Pianos are available for use by accomplished musicians in the Ferrar Room. There is also a piano in the Chapel (please consult the Chaplain before use) and an upright piano in the Baring Room. Please note the Law of Copyright in copying musical scores, with which the College must comply.

Nights Away

Any undergraduate, including visiting students, who wishes to leave Oxford for one night or more during term time should sign the online Exeat book (Intranet). Unless there are tutorial instructions to the contrary, permission for absence during weekends may be assumed, but absence during the week should be discussed and agreed with tutors. In all cases, the Exeat book should be completed.

Noise

Noise should not cause an unreasonable disturbance to others at any time. There should be no noise at all between midnight and 8:00am (10:30pm till 8:00am during Trinity Term). Complaints about disturbances caused by excessive noise should in the first instance be made to the Lodge or Junior Deans, and

thereafter to the Domestic Bursar and/or the Student Conduct Officer. A fine may be imposed on those creating a disturbance through excessive noise.

Parties (defined as a group of six or more students, playing music and/or consuming alcohol) are not permitted without the express approval of the Dean. Event requests should be made via the Events Office, using the events request form available on the Intranet.

Parties are not permitted in staircases, or residential settings.

Parking

The parking of motor vehicles (including motor bikes) by Junior Members is not permitted in College, or at any annex or other site. Junior Members should not bring a motor vehicle to Oxford without express permission from the Bursar.

Post

The College address is Hertford College, Catte Street, Oxford, OX1 3BW. The post room is at the main entrance to OB Quad opposite the Lodge. All incoming mail is placed in pigeon-holes and parcels will be placed on the shelves in the post room. Registered items will be held in the post room lockers (providing they fit). Members will be informed by email when they have registered items or parcels. These should be collected as soon as possible. The College's insurance policy does not cover theft or damage to parcels signed for by the Lodge. Junior members should not have items posted to College annexes or other properties.

Punts

The current scheme for hiring punts is organised by the JCR and MCR and requires all junior members (including MCR members) to pay a fixed charge in Trinity Term, which is collected via battels. Punts are then available free of charge via a booking system in the Lodge (only two bookings per person per week).

Security and Crime Prevention

All colleges are vulnerable to incursions by opportunist criminals. Members should not leave valuables unattended or in open sight, or where a thief might gain access to them; especially laptop computers, mobile devices, cash, and debit/credit cards. The best security precaution is to keep room doors and windows locked at all times when out.

Members should not let strangers into the College and be aware of individuals trying to tailgate. Members should not hesitate to ask individuals they do not

recognise “Can I help you?” or “Are you a member of the College?” when appropriate, and if it is felt safe to do so. Anyone acting suspiciously should be reported to the Lodge, or to the Domestic Bursar.

Many public areas in College are monitored by CCTV to increase security for members and staff. All thefts and security incidents should be reported to the Lodge or Domestic Bursar, and also to the Police.

Smoking

Smoking and vaping are not permitted anywhere in College, including outside areas, or in the street immediately outside of College entrances. Members who break this rule will be liable to a fine.

Sports

The JCR and MCR sports reps are the first point of contact for team sports. The College Sports Ground is situated adjacent to Purcell Road in Marston, a short bike ride away. There are facilities for rugby, football, and cricket. The College boathouse is located at Longbridges.

Individuals or teams intending to participate in inter-collegiate sports events (such as ‘cuppers’ tournaments) as representatives of the College are required to seek the consent of the Bursar or designated fellow for their particular sport as part of their entry or registration process. Permission is also required for Hertford College members to host any inter-collegiate events on College property.

Telephones

The Lodge telephone can be used without charge to make calls on the University telephone network. Please ask permission to do so first.

Television Licences

Junior members are personally responsible for licensing television sets, or devices upon which television broadcasts can be received if they intend watching television (including all TV channels, pay TV services, live TV on streaming services, and the BBC iPlayer service).

Vending Machines

There are vending machines in the main entrance to Geoffrey Warnock (South Oxford), and in the dining room/common room in Folly Bridge (South Oxford).

ACCOMMODATION AND RESIDENCE ARRANGEMENTS

The College has over 500 rooms of various types, for undergraduate and graduate student accommodation. These are distributed between the main site and in annexes and houses across Oxford.

Undergraduate freshers, and graduate freshers who book accommodation, are randomly allocated rooms. During the year, continuing undergraduate and graduate students may ballot for rooms for the following academic year, should they so wish (see below).

Any questions about rooms should be directed to the Accommodation Office. In the event of an out-of-hours emergency, students should contact the Lodge (01865 279400).

Accommodation Licence

It is a condition of occupation of College accommodation that occupants agree and adhere to the conditions of a licence agreement. The current version of this agreement is available for download on the Intranet.

Information provided in this handbook does not prejudice or supersede the terms and conditions of the licence. By accepting keys and moving into College accommodation, students accept the terms of the licence agreement, even if a signature is not received on the licence itself.

Rooms are only allocated for one academic year at a time. No rebate of rent can be made for any period of absence in term, save in the most exceptional of cases, and with the approval of the Bursar.

Undergraduate Licence

Undergraduate students have a licence for the three terms within the academic year. The standard annual licence for undergraduates is for 186 days of residence, equivalent to the three annual University terms. Nightly rent is charged from the start of term (Sunday of 0th week) until the end of term (Friday of 8th week, with departure on Saturday).

End of Term Departure

Students are required to vacate their accommodation at the end of term. This is usually the Saturday of 8th Week and students should plan accordingly, utilising public transport if they are not travelling by other arrangements. Requests to

delay departure for personal convenience, including delayed collection, will not normally be approved.

Residence Outside of Term

College accommodation is often used for other activities outside of term. This is also the time when essential maintenance which can't be completed during term-time is undertaken. There is no automatic right to residence in College outside of term by Junior Members, but students who have exams or extended course dates will be permitted to stay to complete these commitments. Other requests to stay beyond the end of term that are based on academic (other than to sit exams), or welfare reasons will be referred to the Academic Office or Welfare team for further consideration.

All requests to reside during a vacation outside of the standard contract days (including for exams and extended course dates) must be made to the Accommodation Office, using the standard form (to be found in the Accommodation Portal), by the end of the 4th week in the term immediately preceding the vacation in question.

Permission will only be granted where there is capacity, and there is no conflict with any other College needs. Where granted, residence outside of term may often not be in the term-time room and may be on a different College site. The decision of the Accommodation Office is final.

Requests by overseas students seeking to stay the whole vacation to avoid travel cost/disruption, and requests connected with extended terms for certain subjects, will usually be accommodated, and will be given priority.

Free nights

The free night allowance scheme has been amended from MT 2023, as part of the new rent charge arrangements.

Current students (those who started courses prior to MT 2023) will continue to be able to use any remaining free nights accumulated under the previous scheme, which shall be available until they complete their Undergraduate course*.

Students commencing their courses from MT 2023 will be afforded free nights when they are required to be in residence for exams in ninth week. There will be no vacation residence charge from the end of the core contract, up to and including the night of their final exam.

**The College may at some point in the future "buy-out" any remaining credit, providing a one-off payment to individual students representing the full value of any remaining days they hold. This will be at the discretion of the College, and will only be applied as a whole, not individually.*

Procedure for End of Term Arrangements for Visiting Students

Visiting students staying for the academic year or for the January-June period will be allowed accommodation in the Christmas and/or Easter vacation, but the Accommodation Office must be informed. Visiting students should note that College closes completely for approximately 10 days over the Christmas and New Year period. Those visiting students who are unable to go home or who do not plan to travel over that period will be moved to a specific accommodation block for that period.

Graduate Licence

The graduate student licence is for 297 days of residence, starting on 19 September 2024 and runs until July 13 2025. The annual rent is collected in three equal instalments at the start of each term. Additional days can be agreed with the Accommodation Office and charged at the nightly rate.

Ending your Licence

Any student who wishes to give up a room allocated to them, either through the ballot, after paying a room deposit, or after taking up occupancy, remains liable for the rent of that room until a new occupant has been found, and has taken up residence. The new occupant must be a Hertford College student from the same common room, approved by the Accommodation Office, who has agreed and signed a licence agreement.

The exchange of rooms in College and College annexes is not permitted without the written consent of the Domestic Bursar, or the Accommodation Office. The sub-letting, or sharing of rooms, is not permitted under any circumstances.

Accommodation Charges

All room rents are based on a standard nightly rate, and the nights in residence for the period of the licence. Payment for accommodation is termly, in advance, via battels charges. Further information can be found below, and in the Student Fees and Finance section of the Intranet.

The standard nightly rate is set by the Bursar and reviewed annually. Revised rates come into effect on the 1st August each year. Visiting student room rent is included in the programme fee. For 2024-25, the standard nightly rate is £27.04, or approximately £5,029 per annum for the standard undergraduate licence (186 nights), and £8,030 per annum for the standard graduate licence (297 nights).

Available Rooms

Students can find information about College accommodation via the Room Database on the Intranet. The database contains general information of each room, a photo (where possible), and information regarding each property. Any questions concerning rooms should be directed to the Accommodation Office.

Undergraduate Room Allocation

Returning undergraduate students wishing to live in Hertford College accommodation select their rooms via the JCR Room Ballot. The ballot is run by the Accommodation Office as follows:

- returning students wishing to live in Hertford College accommodation register to enter the JCR room ballot (usually in Hilary Term);
- student ballot positions will be publicised (usually by the end of Hilary);
- students may choose a room for the following year, in the order of their allocated ballot position (usually at the beginning of Trinity Term).

By registering for the ballot process, students agree to occupy Hertford accommodation upon returning for the next academic year and are committed to paying the appropriate rent.

Ballot positions are allocated in the following order:

- JCR Executive committee post holders;
- (to be) 3rd year – randomly ordered within this year group;
- (to be) 4th year – randomly ordered within this year group;
- (to be) 2nd year – randomly ordered within this year group.

Students may ballot as groups or individuals. Students who wish to ballot as a group (up to a maximum of five persons) will be randomly ordered within that group, and the group itself will be randomly ordered within the relevant year group. Each member of a group will need to enter the ballot indicating other group members. If members of the group are across different year groups, then the members will ballot with the lowest positioned year.

Graduate Room Allocation

Returning graduate students wishing to live in Hertford College accommodation select their rooms via the MCR Room Ballot, run by the Accommodation Office as follows:

- returning graduates wishing to live in Hertford College accommodation register to enter the MCR room ballot (normally in Hilary Term);
- student ballot positions will be publicised (normally by the end of Hilary Term);
- students may choose a room for the following year, in the order of their allocated ballot position (normally at the beginning of Trinity Term).

The MCR President, and the Food and Housing Officer, are allocated College Rooms, assigned in the Summer when the positions are filled.

Anyone else who has chosen to enter the ballot will be randomly allocated a ballot position.

Once you have chosen your room via the ballot, a deposit of £400 (credited towards your rent) will be required to secure accommodation with College. The deposit must be paid within fourteen days of receipt of the offer of accommodation, or the room will be reallocated. By paying the deposit, students agree to occupy Hertford accommodation upon returning for the next academic year and are committed to paying the appropriate rent. This deposit is only refundable in the event that you suspend or rusticate for the academic year.

The College occasionally has a flat available for rent to MCR members, suitable for two persons (NB: not suitable for children) and at a higher rate than the standard daily rate to reflect the multiple occupants. Students cannot ordinarily occupy flats for more than one year. Applications for any available flats is via the MCR ballot.

Specific Room Requirements & Ballot Exceptions

Students who have registered with the Disability Advisory Service requiring adaptations to the room, specific facilities, or specific location requirements and wish to live in Hertford accommodation must enter the room ballot and fill out the Specific Requirements question within the ballot form.

Upon receipt of the form, requirements will be discussed with the Dean and Registrar. Decisions are made on a case-by case basis and are tailored to

individual medical needs. Students will be removed from the ballot list and assigned the room in advance of the ballot.

Living Out

Junior Members who prefer to live out of College are advised to consult the University Accommodation Office by the end of Hilary Term. The University rules require undergraduates to live within six miles of College, and graduates to live within twenty-five miles of College. The University Residence Limits Committee can, however, dispense with these rules in special cases. As the College subsidises accommodation, members should be aware that non-College accommodation is typically more expensive. All those not living in College accommodation must inform the Academic Office of their address and telephone number.

General Rules and Standards

Students are provided with a bed, desk, lamp, chair, clothing storage (wardrobe/chest of drawers), and bookcase/shelving. Students need to bring their own towels, and bedding, and any crockery, and cooking equipment they may require, in addition to their own belongings. Bedding for Visiting Students is provided.

Student rooms should be left as they were found. The furniture, fittings, and decoration of rooms are inspected regularly by the Housekeeping staff. Furniture may only be moved or removed with the Housekeeper's permission. Cases of damage or other defects either in rooms or on staircases should be reported to the Domestic Bursar as soon as possible. The cost of damage in rooms, beyond normal wear and tear, is charged to the occupant, including damage to walls caused by 'blu-tack', other adhesive materials and picture hooks, all of which are prohibited. Occupants are welcome to use the supplied pin boards in rooms to display items.

Students are not permitted to bring their own furniture into College accommodation. All soft furnishings (including but not limited to throws, rugs, pillows, etc.) must comply with fire regulations. Where permission by the Domestic Bursar is granted for specialised items (including but not limited to orthopedic mattresses, specialised desks or chairs, etc.) students must provide proof that such items comply with fire and electrical regulations. Please see the Electrical Appliances Policy for more detailed information about electrical

appliances. The College reserves the right to require PAT testing of any equipment.

Cooking in bedrooms is not permitted under any circumstances.

Access to roofs and loft spaces is forbidden at all times.

Students are responsible for looking after the condition of their rooms and shared facilities, and ensuring they are kept clean, tidy, and clear of rubbish. The College has the right to suspend the use of any facilities that become dangerous, dirty, or untidy. Students will be charged the replacement cost of items (including cookers and refrigerators) that require replacement because of damage, including permanent damage due to lack of cleaning.

The College can take no responsibility for the loss of private stock in College supplied refrigerators and cupboards. Housekeeping staff may remove anything out of date, or that has perished, on food hygiene grounds. Housekeeping staff will dispose of items, including non-perishable food, left in accommodation (rooms and shared spaces) at the end of each term and at the end of the licence period.

Food, cans, paper, and cardboard should all be disposed of responsibly using the designated bins. Student rooms have a bin for general rubbish, and one for recycling (cans, paper, cardboard). Glass is recycled separately, and it is the responsibility of students to safely remove glass, using a cardboard box, and place it in the glass recycling bin(s) provided. Specialized recycling for toner cartridges and batteries is provided on main site.

Prohibited Items

Certain items are prohibited from College accommodation (bedrooms and shared facilities - kitchens, bathrooms, and common rooms) when they are deemed to pose an unacceptable health & safety risk, or potentially damage the building fabric, fittings and furniture or are judged inappropriate for shared living. Please see the Electrical Appliances Policy for more details on specific electrical items and note in particular that appliances not intended for use within the United Kingdom are not permitted.

Prohibited items include:

- Bicycles, electric bicycles, electric scooters
- Pets
- Nails, hooks, 'blu-tack,' tape and any other adhesive that will damage walls

- Mains powered fairy lights and self-adhesive lights
- Candles, incense sticks, plug-in air freshener
- Oil, heat, or lava lamps
- Additional furniture (including mattresses)
- Electric blankets (including heat pads)
- Heaters (including bar heaters, free standing heaters, and electric fireplaces)
- Dehumidifier
- 3D printers
- Power tools
- Cooking appliances are not permitted in student bedrooms or common rooms
- Kitchen appliances are not permitted in student bedrooms or common rooms

Prohibited kitchen appliances (in rooms and kitchens) include the following: deep fat fryer, slow cooker, pressure cooker, waffle maker, boiling ring, grilling machine, hot plate/electric hob, bread maker, coffee percolator, hob kettles, freezers.

The College may grant permission for electrical items such as kettles, mini fridges, portable heaters, and dehumidifiers when supplied by the College in exceptional circumstances.

The following appliances are permitted in kitchens only:

- Rice cookers
- Toasters (including sandwich toasters)
- Microwaves

Charges may be levied by the Domestic Bursar for breaches of accommodation rules and where damage has been caused, the cost of repairs or replacement.

In the case of repeated breaches, the Domestic Bursar may withdraw an individual student's access to specific domestic facilities, for whatever period is deemed suitable, or recommend to the Bursar that an individual's licence to occupy is withdrawn. Where appropriate, students may also be referred to the Student Conduct Officer.

Tampering with fire prevention equipment or systems (e.g., misuse of fire extinguishers, or covering/disabling fire, heat, or smoke detectors) is treated as a very serious matter and will usually result in loss of accommodation rights – immediately and/or for future years.

Kitchens

Students are expected to wash dishes and clean surfaces in kitchens after using them and to keep kitchens clean and tidy.

Some kitchens have induction hobs, and the College provides pots and pans for use with these. Some kitchens have specific instructions for using appliances (such as safety timers on ovens) and manuals, which can be found on the Intranet should be reviewed before use.

Waste items should be separated into the correct bins for: food waste, recycling, non-recycling.

Bathrooms

Please remember that toilets and showers are shared by others and leave them as you would wish to find them. Please dispose of waste correctly: toilet paper down the toilet, paper towels in the bin, and sanitary towels and tampons in the hygiene bins.

Laundry

Pay as you wash/dry laundry facilities are provided on main site and at several annexes in North and South Oxford. All College washing machines cost £3.00, and the dryers cost £1.20. Students can top up cards online or via card machines.

Main site laundry facilities are located in the basement of NB6, where there are machines to purchase and top up laundry cards. There are South Oxford laundry facilities in Mary Warnock, Abingdon House, and Folly Bridge and there is a machine to top up laundry cards in Mary Warnock. North Oxford laundry facilities are located at 29 Leckford Road, 189 Banbury Road and behind 59 Banbury Road. Faults with machines should be reported to the Housekeepers as soon as possible.

Visitors and Overnight Guests

Members of the College are responsible for the behaviour of their guests. Visitors are allowed in the College between 8:00am and 11:45pm. Permission must be received from the Accommodation Office for overnight guests (i.e.

outside of these times). Please fill in the Overnight Guest Request Form (on the Intranet) to request permission for an overnight guest to stay. A charge may be levied where permission has not been sought or granted for an overnight guest.

Students must accompany their guest at all times and must not provide them with their keys to access College, or College rooms, unaccompanied. Guests under the age of 18 are not permitted in College accommodation.

If you require a spare mattress or bedding, this can be provided at a charge of £12 per night (up to a maximum of three nights). Overnight stays must comply with the College's protocol on room sharing, namely:

- the resident of the room must have the written permission of the Accommodation Office;
- stays should last no longer than three consecutive nights, and each student can only have one overnight guest at a time;
- room sharing must not hamper scouts or maintenance in the performance of their duties;
- furniture is not to be moved from one room to another.

Overnight guests are not typically permitted in the vacation period(s).

Abuses of this protocol will be reported to the Domestic Bursar; a charge may be levied, and repeated breaches will be referred to the Student Conduct Officer.

Housekeeping & Maintenance

The College needs to clean and maintain rooms, but in so doing it will make every effort to respect an occupant's privacy.

Scouts will clean communal areas (shared facilities and hallways) daily, and standard student rooms once a week. A schedule of cleaning days will be provided. Occupants must ensure their rooms are available for cleaning and must keep the floor and sink clear to aid with this. Students are expected to clean up after themselves as required, and in a timely fashion, including their washing-up.

If maintenance is required within your room, this may commence anytime from 8am onwards. In most cases advance notice will be given, typically via email from the Accommodation Office, but this may not always be possible if the work is urgent.

A list of Housekeeping contact points for all sites is provided on the Intranet.

Departure

Students are required to vacate their rooms by 10:00 on the agreed date as outlined in their licence agreement. Keys are to be returned the Lodge. Unless otherwise advised, rooms must be fully cleared including all drawers and wardrobes of personal possessions and rubbish should be put in appropriate bins. The housekeeping staff can advise what to do with excessive amounts of rubbish. Failure to do so will incur an extra cleaning charge, and any item(s) left will be removed and discarded. A minimum charge of £50 will be levied for excessive cleaning after departure of occupants.

For undergraduates, this includes departure at the end of each term.

Storage

The College has very limited storage facilities and students are required to remove all of their own property from the premises at the end of term, or when vacating their accommodation. Exceptionally, international students can store a small number of items, on a priority basis, if needing to leave bedding and other large items out of term. Use of the storage space should be arranged in advance of departure – see the departure information issued each term. Visiting students can typically keep their belongings in their rooms but the rooms must be left tidy so that they can be deep cleaned.

The College is not responsible for loss of or damage to personal possessions left in accommodation (rooms or storage). Items left must be in a box, container or suitcase which can be lifted easily. Belongings must be labelled using the storage form available from Housekeeping. A storage charge may be levied if items are stored past a student leaving College, or for longer than the following vacation period, and goods not reclaimed after one year will be disposed of. It is therefore imperative that all stored items are clearly labelled using the form provided.

Keys

Room keys (keys, fobs, cards) are issued to those living in College and in College annexes at the beginning of each term and must be returned to the Lodge when departing accommodation (at the end of the term, and at the end of the licence). Holders of key fobs and wicket keys must return them to the Lodge with keys. Anyone who has not returned the room key at the end of the term will be charged for unauthorized room occupation until the keys are returned.

Loss of keys or cards/fobs should be reported to the Lodge immediately. The replacement charge is £25 (each) for room keys, gate keys, and key cards/fobs.

Electoral Roll

It is the responsibility of students living in College to register for the Electoral Roll if they so wish and are eligible to vote. Information on how to check if one is on the list and how it can be corrected should be sought from the Oxford City Council.

Universities UK Accommodation Code of Practice

Hertford College is committed to fulfilling the requirements of the Student Accommodation Code, a nationwide code of practice for accommodation providers within higher education.

As a result of the Housing Act 2004, Higher Education establishments that manage or control student accommodation have established, under the auspices of Universities UK (UUK), an Accommodation Code of Practice (UUK ACOP) setting out the standards that should be met. Hertford's compliance with this code is assured by formal external audit. The College is committed to providing the best possible student experience at affordable cost, and to compliance with the code, which sets out both the College's responsibilities as the accommodation provider and those of students as 'licensees'.

Reporting Issues

Please contact the Accommodation Office for any accommodation related concerns. Should you have a maintenance related problem with your accommodation, please report the issue via the College Maintenance Ticket System <https://maintenance.hertford.ox.ac.uk/> and it will be addressed as soon as possible. In the event of an out-of-hours emergency, contact the Lodge (01865 279400). Please see the Accommodation Section of the Intranet for further information about reporting an issue or complaint.

Damage Account - Please note this section carefully

The cost of unattributed damage to College property on main site is shared amongst all undergraduates who are in residence in Oxford. Damage occurring in the MCR will be shared by MCR members. Unattributed damage in other College annexes is shared among the occupants. Where a charge is imposed for improper and unattributed use of a fire extinguisher, this will be a collective charge.

Shares of the Damage Account are added to termly battels for undergraduates; shares for graduates are deducted from MCR funds. The College Committee discusses all items charged to the Damage Account and also settles disputes if they arise (e.g., whether a particular item should be charged to the Damage Account or to an individual member of the College, or to neither). This may also be delegated to a sub-committee, consisting of the Dean, Domestic Bursar, and JCR and MCR representatives.

COLLEGE & UNIVERSITY IT

Computer Network

All College sites provide access to the University network via Wi-Fi. Usage may be monitored and at all times is subject to University and College regulations.

The download and/or upload of copyright material, for example, music, movies, or TV shows via BitTorrent or similar, is strictly forbidden.

Inappropriate use of network facilities may result in a fine, disciplinary action, and/or suspension of access to network facilities. In particular, University levied fines will always be passed on to the Junior Member concerned.

University IT Services and “SSO”

The University offers many of its student services through online systems (referred to collectively as Student Self Service), allocates personal university email addresses, and provides a range of standard software for students' use.

You access Student Self Service using your Oxford Single Sign On (SSO). If you are a new student, you will be sent your IT activation code and log-in details by email once your signed contract is returned (this may take several days).

Your SSO is your access to a range of IT services, including your University email account. A number of the College's services also support or require access using your Oxford SSO account.

You will find useful information on University IT services at

<https://www.it.ox.ac.uk/getting-started>

Wi-Fi

College members can register their devices for Wi-Fi access using the steps below. This process generates a Wi-Fi code (much like you would use on your home Wi-Fi) for your device. All Wi-Fi codes registered to your account will share a logical network. They will be able to connect to each other (so you will be able to stream to devices such as Google Chromecast or Apple TV) and the internet, but they will not be able to connect to devices registered to other users.

Any devices registered to you are your responsibility and Hertford IT Services reserve the right to block devices if advised by University IT Services that the device is a risk to College or University IT security. Generated Wi-Fi codes are valid for 12 months, and devices must be re-registered when the code expires.

- On an internet connected device (such as a smartphone), go to <https://wifi.hertford.ox.ac.uk>
- Follow the registration process to register for a Wi-Fi code.
- Guests can use the Wi-Fi registration tablet at the Lodge to provide their details and generate a guest Wi-Fi code that will last for 3 days. Alternatively, they can register on any internet connected device (e.g. a smartphone) by going to <https://guestwifi.hertford.ox.ac.uk> and providing their details to register for a Wi-Fi code.

Printing

Printing facilities are available throughout the College: please see the below and the Intranet for information regarding printer locations and costs. Print jobs must be submitted via Web Print, accessible at <https://print.hertford.ox.ac.uk/>, and logging in with SSO credentials. To release print jobs, you must log into a printer using either your personal printer PIN or by scanning your Bod card. Other information such as transaction history and account balance can be viewed from this page.

Printers are located at:

Site	Location	Availability
Catte Street	Holywell Library or NB1/2	All students
Folly Bridge	Folly Bridge Computer Room	South Oxford residents
Warnock	Warnock Reading Room	South Oxford residents

Printing prices (billed to battels) are:

Type and size	Single Sided	Double Sided
Black and white, A4	6p	9p
Black and white, A3	10p	15p
Colour, A4	20p	30p
Colour, A3	40p	60p
Scanning	Free	Free

STUDENT CATERING

Meals are normally served in Hall during Term, at the following times, although these may vary on occasion to accommodate other College activities.

- Breakfast - Monday to Friday, 8:00am - 10:00am
- Lunch - Monday to Friday, 12:15pm - 2:00pm
- Brunch - Saturday and Sunday, 11:00am - 1:00pm
- Dinner (Informal) - Monday to Friday, 5:30pm - 7:00pm*
- Formal Hall - Tuesdays, Thursdays (odd weeks), Fridays (even weeks), and Sundays - 7:15pm

**Closes at 6:00pm on Formal Hall nights*

It is not necessary to book in advance for meals except formal Hall, and certain event dinners. Sign up is via the uPay app, or the uPay website (see below).

Menus, and any changes to scheduled times, are published weekly on the Intranet, and outside the Lodge. These include allergen information.

Vegetarian options will always be available at informal meals, but students must explicitly sign up for vegetarian or vegan options for formal meals where this is required. Most allergies can be catered for at formal meals, but students do need to let the Catering team know of specific intolerances when they sign up.

The College cannot guarantee an allergen-free environment. Those with a particularly demanding regime can use self-catering facilities where they prefer to do so. Junior Members are responsible for making sure they check allergen information on menus, and for making the catering and/or welfare teams aware of specific needs and issues.

A water dispenser is available during the day in Hall.

Junior Members may bring guests to meals, but these are limited to a maximum of two (and occasional fewer, for some formals). Guests should be accompanied by their hosts at all times.

College Clubs and Societies are permitted to book, subject to availability, a block of seats at Tuesday formals. Enquiries should be made direct to the Events team - and as far in advance as possible, to avoid disappointment.

Payment for Food & Drink

The College uses the uPay service for catering payments, and accounts are set up for all new Junior Members. This account is linked to individual University Bod cards.

uPay accounts operate like a pre-paid card – you can “top up” your account online (or via the app) using a bank card, by any amount you wish, whenever you wish. You then use this credit to make purchases via the app, online, or using your Bod card at College tills, including in the bar.

The uPay website can be found at www.upay.co.uk. From here you can log in to your account using your Oxford Single Sign On (SSO) details, or your Hertford email address and uPay password (using forgotten password prompts if you need them – uPay will send you an email to reset).

There is also an app for phones – search for uPay on the relevant app store. The app is provided by Uniware systems. The website and the app both allow you to manage your uPay account, view spending history, and are needed to book in for some College events, e.g. formals.

New members will be sent a welcome email to let them know that their uPay account is ready. If you have not received this by the time you arrive at College, please ask the Bursary for assistance. Once an email is received, you do not need to do anything to start using your account, but will need to log in online (or download the app) to use the various services available.

uPay accounts come with an initial spending allowance for new students (£200 for undergraduates and £100 for graduates) that is charged to battels. Thereafter, you can top up your account using a bank card. This allows you to keep your account in credit.

Use of the College’s uPay system ensures that it is Hertford members that receive subsidised rates. The College reserves the right to charge higher, non-subsidised rates, where the College payment system is not used. For 2024-25, there will be a 20% additional charge on Hall prices for payments at the till using credit or bank cards, representing the additional VAT costs that the College incurs.

Catering Costs

Meals for students are heavily subsidised by the College and offer very good value for money. The College also offers a range of Meal Plans, which provide even greater discounts when a number of meals are purchased in advance.

Typical meal costs for the coming year are set out below.

Meal	Format	Includes	Price	Plan
Cooked Breakfast / Half Brunch	Informal	4 items from daily range	£2.65	
Large Breakfast / Full Brunch	Informal	8 items from daily range	£5.00	Y
Hall Lunch	Informal	Main Dish + 2 Sides	£4.59*	Y
Hall Dinner	Informal	Main Dish + 2 Sides	£4.59*	Y
Formal Dinner**	Formal	3 course served meal	£11.00	
Black Tie Formal Dinner (2 per term)	Formal	4 course served meal	£14.75	

*non-meat version £4.27 (Y). ** Sunday Formal often charged at a reduced rate.

NB: The above prices apply when using uPay. An additional charge is made for payment by other means – see section above.

A **Meal Plan Voucher** offers meal credits against those Informal Hall meals above marked as "Y", for one up-front, discounted cost. There are three plans, offering increasing discounts. The discount will vary according to use. The indicative saving shown is based on the average price of eligible meals £4.62.

	30 Meals	60 Meals	90 Meals
Cost	£130	£255	£375
Price per meal	£4.33	£4.25	£4.17
Estimated Saving***	6.2%	8.0%	9.8%

*** Based on average meal cost. If used with the most expensive, savings range from 13 to 16%.

Vouchers can be purchased on the uPay app and website, from the "Voucher Shop" area. You can purchase more vouchers as you need them.

To use the voucher, you will need to pay at the Hall till with uPay (BOD card or app). Included meals will be free, and you will only need to pay for any additional items (e.g. drinks, or dessert) you are buying.

You can see the voucher (and remaining credits) in your uPay app.

Please note:

- Vouchers are valid for one qualifying meal per service sitting. Additional meals charged at the standard rate.
- Vouchers are valid from 0th week in MT 2024 and expire at the end of 9th week in TT 2025.
- No refunds or other credit will be given against any meals remaining at expiry, so please make sure you use all your credits before the end of the year.
- Vouchers are not transferable and may only be used to purchase meals for the voucher holder.

Dress Code for Formal Hall

For formal dinner in Hall members of College are expected to dress in a reasonably formal manner. For example, jackets and ties, or the equivalent. Gowns must be worn by all members of the College (but not Visiting students or guests). For those that have forgotten them, a limited supply of gowns are available for students to borrow for the evening. Gowns not returned by 10:30pm the same evening will incur a charge of £4. Those not returned within 3 days will incur a charge equal to the full cost of a replacement. Junior Members who arrive improperly dressed and/or without a gown, or after the meal service has begun, will not be admitted to Hall, and no refund for the meal will be given. Mobile phones should not be used during Formal Hall, except for the purpose of taking pictures.

College Bar

The Bar is located in the basement under NB via the passageway between NB and Holywell quads. It is usually open at the following times:

- Monday – Thursday 8:00pm – 10:30pm
- Friday – Saturday 8:00pm – 11:00pm

Closing times are strictly observed. The bar is open to members of the College and their guests only.

The Buttery

Barista coffee plus teas, cakes and the like - for everyone in College. Opening for the first time in MT 2024, in the Old Library (OB4). Serving times and other details will be made available, once finalised.

Student Society Tuesday Dining

On a limited number of Tuesday formal halls each term it may be possible for the middle table, up to a maximum of 36 people, to be used for student society dinners (which will share the Hall with the normal Formal being run). Information on the booking process and the protocol to be followed is available in the events section of the Intranet, and request forms for these should be submitted as far in advance as possible to the Events Office (events@hertford.ox.ac.uk).

ROOM BOOKINGS AND EVENTS

Bookable Function Rooms

College members may book function rooms for meetings and events. Please visit the Room Booking section of the Intranet for a list of bookable rooms, the booking calendar, and the room booking request form. (NB: There are a number of teaching and SCR rooms that can be booked only by senior members). Policies for room use are outlined below.

Room Prioritisation (applicable for events & meetings)

Hertford students wishing to book a room for a Hertford College only event or meeting, or for a Hertford club or society, will be given priority over Hertford students wishing to book a room for a University club or society. For University clubs or functions, a venue hire fee is applicable unless a Hertford College student is President of the registered University club or society.

In all cases, the appropriate booking procedures must be followed. This ensures the college is able to prioritise bookings for Hertford members in a fair way, as we receive a large number of requests for room bookings for societies and clubs, and unfortunately cannot accommodate them all.

Student-Organised Events

The information in this section applies to any organised events, whether held in person, or remotely.

- **Risk Assessment:** Events are subject to the satisfactory completion of a Risk Assessment. A risk assessment template is included in the Event Request Form.
- **Alcohol:** Any events which involve the consumption of alcohol must be approved by the Dean. There are licencing restrictions regarding who can serve/sell alcohol, and where this can be done in College. The Event Request Form will be sent by the Events Office to the Dean for consideration.
- **External Speakers:** Events, including online events, involving external speakers and/or the attendance of members of the public (i.e., non-members of the University) must be discussed with, and authorised by, the Prevent Lead. Students wishing to organise such events should consult the External Speakers and Events Policy, available on the

Intranet. The Event Request Form will be sent by the Events Office to the Prevent Lead for consideration.

- **Guests:** Organisers of events are responsible for any non-Hertford members. Guests should be escorted to and from the event and should never be left unattended in College. Organisers are responsible for arranging at least 2 Stewards to escort guests (one at the lodge greeting guests and one escorting them to the event), except for events in the Baring Room for which at least 3 Stewards are required (one at the lodge directing guests to the NB gate, one at the NB gate letting guests in, and one escorting guests from there to the Baring Room). Stewards must be at the lodge 15–20 minutes before the event.
- **Noise:** Due to College noise policies, events are not typically permitted between 10:30pm and 8:00am. During the Trinity Term exam period special policies are in place to minimise disruption caused by noise. Events are thus not normally permitted in weeks 4 to 9 of Trinity Term, with the exception of some College events, and those of an academic nature deemed an exception.

Charges

Room hire charges apply unless:

- the booking is for a Hertford College event, where all attendees are Hertford members;
- the booking is for a recognised Hertford College club or society;
- the booking is for a registered University club or society, of which a Hertford College student is the current President.

The Baring Room

The Baring Room may not be used for University society drinks events. The Baring Room is not available for parties, but other social functions can be held there if permission is obtained. The Baring Room is also not normally available for play performances, although it can be used for play rehearsals. If the Baring Room is used for music practice, this must finish by 9:00pm. Priority for music practice bookings is given to the Hertford Music Society (Orchestra & Jazz Band). Other bookings for music practice will be processed on an individual basis noting that the College cannot permit the room to be used too frequently since it is part of an accommodation block.

Damage and Fire Risks

The organiser(s) will be held responsible for all damage done by those attending and for clearing up afterwards. Everyone attending any function in any public room must ensure that nothing occurs that would involve the risk of fire, and the person booking the room must always check it carefully at the end of the function.

Student Rooms and Student Parties

Student rooms, staircases and College residences are not suitable venues for parties (that is, a group of more than six people).

External Bookings

No public room may be booked by a member of Hertford College for anyone from another college unless the Hertford member will be present throughout the function and accepts responsibility for damage and for clearing up. Bookings will not be accepted unless a substantial proportion of those present will be members of the College.

Alcohol

Under the Licensing Act 2003 a Temporary Event Notice (TEN) must be obtained from the Council if the bar requires an extension after 11:00pm. A TEN must also be obtained if alcohol is to be sold or provided at the sports ground, or the Boathouse.

Political Meetings

Anyone organising a political meeting of any sort must make sure that the University and College Codes of Practice on Freedom of Speech are observed. Copies are available on the College Intranet.

The Quads

Any proposed event involving the use of any of the quads must be referred to the Bursar (and the Dean where alcohol is involved) and may require the permission of the Governing Body.

Concerts & Ticketing

Those wishing to organise concerts in College, whether ticketed or free, must see the Dean in advance to discuss the form of advertisement. Any College club which holds a function for which tickets are sold to members of the public must

have a senior member present. Permission for such a function must be obtained from the Bursar. In view of the impossibility of obtaining public performance licences for the Baring Room and Hall, it will very rarely be the case that functions can be held in the College to which tickets can be sold to members of the public.

FEES & FINANCE

Introduction

The term “battels”, whatever its original meaning, now includes all sums payable to the College by members for whatever reason (including fees and loan repayments and all sums owing to the University). You can think of your College battels as being your College account. You will receive regular invoices (new battels) every term, which you are required to settle promptly, by the end of the second week in the term it is received. (NB – any charges relating to College fines are generally payable within seven days).

For Junior members, battels comprise two main elements – course fees, and everything else. Course fees tend to be issued as separate battels invoices – and only once per year. Both elements are explained below.

To **pay battels online** visit <http://payments.hertford.ox.ac.uk>.

The Bursary team, located on the ground floor of OB2, manage day to day financial matters, including student battels. They are available to assist students with queries – in person, or via email at student.billing@hertford.ox.ac.uk.

The Bursar is also available to meet with students experiencing financial difficulties. To arrange an appointment, please contact the Bursar’s PA, at karen.buttery@hertford.ox.ac.uk, or visit the Bursar’s office in OB2, first floor.

See also the Financial Support section later in this Handbook.

Undergraduate & Graduate Course Fees

Details of course fees for undergraduate and graduate courses are published on the University website. The course fees paid include fees for both University and college teaching services. Responsibility for ascertaining the level of fees payable rests with individual students.

All Undergraduate and Graduate Students are required to submit a Financial Declaration form as a condition of entry to their course and be able to demonstrate their ability to pay anticipated University fees.

The College collects all course fees, on behalf of the University, and issues fee bills to students at the start of each academic year. Tuition Fee loans (i.e. those to cover course fees) from a UK Student Loan Company will be paid directly to the University and will be reflected in these bills.

(NB: In contrast, Maintenance (living cost) loans from a UK Student Loan Company will normally be paid in three instalments, and directly to students).

Fee bills (and any other outstanding battels – see below) must be paid by the second week of Michaelmas Term. Students who are having difficulty paying fees should contact the Bursar who may, in exceptional circumstances, and subject to specific conditions, permit a staged payments schedule. Mere convenience will not be deemed sufficient reason for considering such an arrangement.

Failure to settle fee bills on time, without a suitable agreement having been reached, will result in the Junior Member being referred to the University procedure for the non-payment of fees (see below).

NB: For the majority of UK students, the fee bill will record both the charge for the year, and the UK Student Loan Company (SLC) tuition loan payment received by the University, meaning that there will be nothing additional to pay. However, where SLC applications have been submitted late, or have otherwise not completed processing, this tuition fee loan may not be included. It is important that students expecting SLC funding check their fee bills to ensure that this has been incorporated – and that they contact the Bursar as soon as possible if anything is incorrect.

For graduates who remain beyond the standard fee-paying duration of their course, a continuation charge is payable. The College Continuation Charge is £125 per term.

Any member of the College who leaves the University before the end of their course remains liable for course fees, including those payable for the whole of the academic year in which they leave. A refund of fees is most unlikely. The Bursar is willing to consider the circumstances of each individual case, however, and anyone who has decided to leave should see the Bursar as soon as possible to discuss the financial implications.

Visiting Student Fees

Your programme fee is comprehensive, and covers all University and College tuition costs, as well as your accommodation, and a meal plan, for the duration of your stay. Please note, additional charges, for example late vacation of rooms, still apply.

Depending on your home university, your programme fee is either paid on your behalf by your home university or paid by you directly to the College. The

programme fee must be paid prior to your arrival. Once you have accepted an offer, a 10% non-refundable deposit is required to secure your place.

Further details regarding fees are available from the Director of the Visiting Student Programme.

Everything Else

Junior members will also be charged for services the College provides directly – most notably accommodation and various domestic facilities.

The termly battels for this category of charge will include, inter alia:

- advance charges for any accommodation for the term ahead;
- charges in arrears for vacation accommodation or other services since the last battels issued;
- any other regular termly charges applicable for the time being, including any charges being collected on behalf of the JCR or MCR.

Consistent with course fees, battels for these other charges must be settled in full by the end of the second week each term. Again, Junior Members having difficulty in making payments on time should contact the Bursar to discuss the matter, as soon as possible, ahead of the payment deadline.

NB – The programme fee for visiting students is paid prior to arrival. Therefore, battels for Visiting Students covers miscellaneous expenses not covered by the programme fee, such as additional days beyond the programme. As a Visiting Student you are expected to pay your Battels by the end of your programme date. Final transcripts will be withheld until all outstanding Battels are paid.

Non-payment of battels – Undergraduates and Graduates

Failure to settle College battels is a breach of your contract with the College, and will incur:

- a late payment fee of £25 for battels outstanding after 2nd week;
- a further £25 late payment fee for battels outstanding after 4th week, and a request to meet with the Bursar.

In the case of non-attendance following such a request, or where a suitable arrangement cannot be agreed, further remedies may be pursued, including:

- for any non-payment of Course fees, a Junior Member may be reported under the University procedure for non-payment (see below for details);

- for accommodation charges outstanding at the end of any term, a requirement to settle these and make an advance payment (in full or in part) for the following term's rent, prior to returning to College accommodation;
- withdrawal of College accommodation offered for the following academic year, or termination of the current accommodation licence at the next end of term;
- in extremis, a requirement to attend a meeting of the College's Treasury Committee. Students may be accompanied to this meeting by their Tutor or Supervisor. Treasury Committee may find it necessary to withdraw the use of certain facilities pending payment or recommend to Governing Body the student's suspension or expulsion. Suspension or expulsion are retained as a Governing Body sanction of last resort, and normally reserved for cases where there is no reasonable hope of securing effective repayment in any other way. Any student suspended or expelled for debt by the Governing Body has a right of appeal to the Disciplinary Appeal Committee under the provisions of the Disciplinary Bye-Law;
- legal action in the courts, or the use of debt collection services.

The University procedure for non-payment of fees provides, once initiated, a limited further amount of time for the Junior Member to make payment, or make suitable alternative arrangements through the College, failing which the University will ordinarily suspend the Junior Member from their course of studies. It is therefore essential that any known or likely problems with fee payments are brought to the attention of the Bursar as soon as possible.

Such action is not intended for use against students suffering genuine financial hardship. Anyone in difficulty over battels should see the Bursar within the first two weeks of term.

FINANCIAL SUPPORT

UK Government for Undergraduates

Details of UK government grants and loans are available from your regional funding agency, links to which can be found at

<https://www.ox.ac.uk/students/fees-funding/ug-funding>

University Support for Undergraduates

The University offers a range of bursaries and other financial assistance.

The Crankstart Scholarship and Oxford Bursary offer non-repayable support to UK undergraduates from lower-income households, to assist with living costs at Oxford. UK students will be automatically assessed for bursary support if they have been means-tested in their application for UK government funding and will be contacted by the University if they are eligible to receive a bursary.

Additional support is available in the form of Oxford Travel Supplements, Student Support Fund Bursaries and Care-Experienced and Estranged Student Bursaries for UK undergraduates who meet additional eligibility criteria.

Further details can be found at <https://www.ox.ac.uk/students/fees-funding/ug-funding>.

The 2024 finance guide for undergraduates has been circulated to new students and is also available for download on the Intranet. Although directed primarily at Freshers, much of the information may be helpful for current students.

Hertford Bursary for Undergraduates

As well as co-funding the Oxford Bursary available to our students, Hertford provides a bursary worth over £1,500 a year to all Home undergraduates studying for a first undergraduate degree who are assessed by their regional funding agency as having a household income of less than £63,000. The bursary is not available for PGCE or Graduate entry Medical students.

This bursary is in addition to any government loans and grants, and the Oxford Bursary.

There is no application process. Provided you have been financially assessed by your regional funding agency and you have consented to share information on your household income with the University on your assessment application, the Hertford bursary will be automatically awarded.

It is provided in two parts – a 20% discount on College accommodation charges for the standard license period, and 120 free standard College meals (and half of each for those on a 50% bursary). The rent discount will be applied to battels each term, and the free meals are provided through credits on the College's cashless payments system.

Students are able to request a cash payment instead of the free meals allowance, which will be paid at 25% of the value of the free meals. Requests are processed three times per year, to coincide with battels. Students wishing to redeem any or all of their vouchers should email the Bursary student.billing@hertford.ox.ac.uk with details of the unique voucher code that they wish to redeem. The appropriate credit will be applied to the next term's battels. Any unused vouchers at the end of the year will automatically be refunded at 25% of the value at the end of the academic year battels in July.

NB: only Hertford Bursary free meal vouchers can be redeemed in this way – refunds are not available for general meal vouchers.

Hertford Graduate Scholarships

The College offers a generous range of Graduate Scholarships, awarded on first entry. Details will be discussed with graduate applicants for whom this is relevant.

Hertford Graduate Travel Grants

Travel grants are available to graduate students for a range of academic purposes, and subject to certain limits. Full details are available on the College Intranet. The grants are awarded by the Student Support Committee that meets twice each term in 3rd and 7th weeks. Application details are available from the College Intranet. Travel grants may not be applied for retrospectively. Students wishing to apply should complete the application form and return it to the Bursar's PA by Friday of 2nd or 6th week (karen.buttery@hertford.ox.ac.uk).

Heywood-Webb Travel Fund (available to undergraduates only)

The fund supports student travel which broadens their development, either related or unrelated to their subject of study. Applications will be considered by the Student Support Committee with sums awarded up to £600. The Student Support Committee meets each term in 3rd and 7th weeks. Students wishing to apply should complete the application form and return it to the Bursar's PA by Friday of 2nd or 6th week (karen.buttery@hertford.ox.ac.uk).

As funds for the Heywood-Webb award are limited, not all applications will be successful, especially if made later in the year. Grants may not be applied for retrospectively.

Student Support (Hardship) Funds – (all students)

Students who experience unexpected financial hardship during their time at Hertford may apply for support from the College. Grants are available to UK, EU and overseas undergraduates and graduates, and are awarded twice termly on the recommendation of the Student Support Committee. The Student Support Committee meets in 3rd and 7th weeks of each term to consider applications from members of both the JCR and MCR. Application forms may be obtained from the Intranet.

In addition, the Bursar is available to speak with any student who is experiencing financial difficulty, at any time. Please make an appointment via the Bursar's PA (OB2, first floor).

Other Financial Support

For details of other sources of funding available from the College, see the College Intranet, or speak to the Bursar.

STUDENT WELFARE

Student Welfare Support

Hertford has a large network of people who make up the College's welfare team. The welfare team offers pastoral support to all students and, where relevant, help with onward referrals.

There are four Junior Deans, who are a vital part of the team. They are specially trained graduate students who are working on their doctoral studies at other colleges but live on Hertford sites: two on the main site, one North and one South. Junior Deans provide skilled support, advice and practical help in all kinds of situations from speaking with students who are experiencing difficulties to dealing with emergency situations. They work from weeks 0 to 9 of each term and can be contacted through the Porters' Lodge from 6pm to 8am on weekdays and all through the weekends. Hertford also has a College Counsellor, who works onsite for one day each week during term time.

The Lodge team are available 24 hours a day, and 365 days a year. They can help with all enquiries, Bod card queries, arrivals and departures. The team are all trained in Mental Health First Aid and they are usually the first point of contact for any student concerns. Your Housekeeping teams have similar skills and will always do their best to help you.

Hertford's Senior Welfare Team members are the Student Welfare Lead, the Registrar and the Dean. The Student Welfare Lead is available to offer support to students during office hours throughout the academic year and works with the Junior Deans and JCR and MCR Welfare Representatives to co-ordinate the College's welfare initiatives. The Registrar works with the Student Welfare Lead on complex casework and the Dean oversees the College's welfare provision and is responsible for strategic and policy matters relating to student welfare.

Meetings with members of the welfare team are guided by the University's Guidance on Confidentiality in Student Health and Welfare, which is available at <https://www.ox.ac.uk/students/welfare>. We are all here to support you during your time at Hertford and you are encouraged to take an active role in protecting your own wellbeing. Your Student Support and Wellbeing handbook contains all the details about the full range of welfare services available to students. The College offers free membership to the University's

gym and sports centre to all students and our central location means that we have easy access to the University Parks, Christ Church Meadow, the University's Botanic Garden, and the College's sports grounds.

There is also a broad range of support available to you as a student of the University. The Counselling Service offers 1:1 sessions, group work, workshops, podcasts, online resources and support material. The University offers all students free subscriptions to Togetherall, which is an excellent online support network. The Students' Union offers a confidential listening and advice service and Hertford has a team of Peer Supporters along with your JCR and MCR Welfare Representatives who are all trained to listen to and support you.

Students with Disabilities

Hertford works in partnership with the University's departments and faculties and the Disability Advisory Service (DAS) to make reasonable adjustments in order to help students to work effectively. Please share any information about disabilities as soon as possible so that you can access the full range of support. DAS run weekly drop-in information sessions during term time and we will update you on this via regular welfare newsletters. The College's Disability Co-ordinator is the Student Welfare Lead who is the first point of contact for disability queries.

GPs and Nurses

Hertford has a close relationship with the Northgate Health Centre on Market Street, just four minutes' walk from the College. Please make sure that you register with this practice as soon as possible. Northgate offers an excellent range of GPs, nurses and paramedics who work with all physical and mental health difficulties.

Phone the practice on 01865 311811 or stop by to make an appointment. You can also use the online e-consult service from their website:

www.northgatehealthcentre.co.uk

Chaplain

The Chaplain, Reverend Anthony Buckley, is available for discussion, pastoral support and advice for students from any faith or none.

Harassment

Hertford College does not tolerate any form of harassment or victimisation and expects all members of the College community, its visitors, and contractors to treat each other with respect, courtesy, and consideration. The College is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all members of the College community are respected.

For advice please see a member of the Senior Welfare Team or a College Harassment Advisor. Support is also available from the University's Harassment Advisor Network and Sexual Harassment and Violence Support Service. Your Student Support and Wellbeing handbook contains further information about the full range of services to support anyone dealing with matters related to harassment.

CONTACT DETAILS & LOCATIONS

Principal (Mr Tom Fletcher)	hertford-principal@hertford.ox.ac.uk
& Principal's EA (Ms Sophie Hudson)	sophie.hudson@hertford.ox.ac.uk
Dean (Prof Vladyslav Vyazovskiy)	vladyslav.vyazovskiy@dpag.ox.a.uk
Senior Tutor (Prof Alan Lauder)	senior.tutor@hertford.ox.ac.uk
Tutor for Graduates (Prof Bjarke Frellesvig)	tutorforgraduates@hertford.ox.ac.uk
Student Conduct Officer (Dr Andreas Galanis)	sco@hertford.ox.ac.uk
Bursar (Mr Jamie Clark)	bursar@hertford.ox.ac.uk
& Bursar's PA (Ms Karen Buttery)	karen.buttery@hertford.ox.ac.uk
Domestic Bursar (Mr James Hill)	First Floor, OB3 james.hill@hertford.ox.ac.uk
Registrar (Ms Megan Roper)	Ground Floor, OB1 registrar@hertford.ox.ac.uk
Student Welfare Lead (Ms Jane Corrigan)	Ground Floor, NB1 jane.corrigan@hertford.ox.ac.uk
Academic Office	Ground Floor, OB1 academic.office@hertford.ox.ac.uk
Bursary (finance and billing)	Ground Floor, OB2 student.billing@hertford.ox.ac.uk
IT Office	Basement, OB1 help@hertford.ox.ac.uk
Accommodation & Events Office	Ground Floor, OB1 accommodation@hertford.ox.ac.uk events@hertford.ox.ac.uk

