



# WELCOME TO LILLIAN PENSON HALL

bed and breakfast accommodation for visitors



[www.staycentral.london.ac.uk](http://www.staycentral.london.ac.uk)



## ABOUT US

**The University of London** is a federal university consisting of a number of self-governing colleges and other smaller research institutes of outstanding reputation. It is one of the oldest, largest and most diverse universities in the UK. It was established by Royal Charter in 1836 and is recognised globally as a world leader in higher education.

**Stay Central** offers a great range of accommodation options, from single and double rooms with breakfast to 3 bedroom self-catered apartments, in superb central London locations just a few minutes walk from London's most iconic attractions. All rooms are located in the University of London's Halls of Residence, whilst our apartments are situated in self-contained residential buildings in the historic Bloomsbury area. Whether you are here for business or leisure, we have a place to suit your needs.

**Lillian Penson Hall** is owned by University of London and provides accommodation for full-time students at its constituent colleges. There is a mix of single and double en-suite rooms as well as large flats. It is named after Dame Lillian Margery Penson, DBE (18 July 1896–17 April 1963) who was a professor of modern history at the University of London, and the first woman to serve as Vice-Chancellor of the university.

The Hall is centrally located with major attractions, such as Hyde Park and Oxford Street, within walking distance or a short bus or tube ride away. For your convenience, we have included some useful advice about getting around the city.

## USEFUL CONTACTS

### LILLIAN PENSON HALL

[info.lph@london.ac.uk](mailto:info.lph@london.ac.uk)

+44 (0) 207 087 3040

15–25 Talbot Square  
London  
W2 1TT

Reception open 24/7

### BOOKINGS

[staycentral@london.ac.uk](mailto:staycentral@london.ac.uk)

+44 (0) 207 862 8881

Stay Central  
UoL Housing Services, Student Central  
Malet Street  
London  
WC1E 7HY

Open Monday to Friday 10 a.m.–5 p.m.  
Tuesday 11 a.m.–5 p.m.

### PAYMENTS

[uolacc.finance@london.ac.uk](mailto:uolacc.finance@london.ac.uk)

+44 (0) 207 862 5772

Residential Finance, Senate House  
Malet Street  
London  
WC1E 7HU

Open Monday to Friday 10 a.m.–5 p.m.

## BREAKFAST

Breakfast includes English breakfast options, cereals, pastries, fruit and hot and cold drinks. Vegetarian options are available, however, unfortunately we cannot cater to any special dietary requirements.

### Times\*

#### September – June

Breakfast – Monday to Friday:

8 a.m. – 9:30 a.m.

<sup>†</sup>Brunch – Saturday to Sunday:

11 a.m. – 12:30 p.m.

#### June – September

Breakfast – Monday to Sunday:

8 a.m. – 9:30 a.m.

<sup>†</sup>On weekends, we can provide a packed breakfast (carton of juice, two pieces of fruit, yoghurt, either a croissant or a pain au chocolat, a disposable spoon and a napkin) for our guests instead of brunch, which you can book up to 5 p.m. the day before, and collect from reception the next morning.

*\*Please note meal times are subject to change without notice. Meals may be served in an alternative location depending on uptake. Please contact reception for current meal times if you are unsure.*

## DURING YOUR STAY

### Reception

Reception is on the ground floor and is open 24 hours a day, 7 days a week. The building is accessible for residents 24 hours a day.

### Check-in

Your room will be available from 2 p.m. on the day of your arrival. Please check-in at reception where you will be given your key and a meal card to be used for taking your meals. Please ensure you have your guest card with you at all times.

### Guests with special needs

If in an emergency you feel you would have difficulty evacuating the building or need special assistance during your stay with us, please inform reception on check-in or via email.

### Deliveries

You are welcome to receive mail during your stay. Please make sure the address includes your room number and inform reception that you are expecting it. We are unable to accept any mail before you check-in or after you check-out.

If you have ordered food to be delivered to your room, please make sure you wait at the reception to receive it.



## DURING YOUR STAY

### **What's in the room?**

All rooms have a chair, work desk and a wardrobe. Towels, bed linen are provided and a complimentary set of toiletries (only on the first night). We do not provide hair dryers. All rooms have an en-suite bathroom.

### **Internet connection**

Wi-Fi is available in all common areas and bedrooms. During your stay your Wi-Fi username and password are displayed in your room. If you have any problems with your connection please contact the IT Help Desk on +44 (0) 207 862 8111 or on [swan.support@london.ac.uk](mailto:swan.support@london.ac.uk) Monday to Friday between 9 a.m.–5 p.m.

### **Facilities**

There is a computer room, TV room and a common room with pool and ping-pong tables.

### **Pantries**

There is a pantry on each floor (except Ground and Lower Ground Floor) of the building with a sink, kettle, microwave and a fridge for communal use. Please make sure you leave the pantry clean once you have used it.

### **Cleaning**

Your room will be serviced every 7 days (typically between Monday and Friday) – this includes cleaning of the room and toilets (in en-suite rooms) and change of bed linen. Towels are changed every Monday, Wednesday and Friday and bins are emptied Monday to Friday.

### **Security**

We make every effort to ensure that Lillian Penson Hall is secure. For your own safety, please keep your room locked at all times when it is not occupied. We cannot accept any responsibility for loss or damage to personal belongings.

### **Visitors**

You may invite guests to Lillian Penson Hall provided they do not cause a disturbance to other residents and are 18 years or over. Please collect your guest from reception on arrival as they will not be allowed in unaccompanied. We ask that all visitors leave the building by midnight. No visitors are allowed to stay in your room overnight. If you would like to book an additional room for your guest (2 nights minimum) please visit our website [www.staycentral.london.ac.uk](http://www.staycentral.london.ac.uk) or send an email to the Stay Central team. All single rooms are let for single occupancy only.

### **Noise**

If you are disturbed by noise at any time you should contact reception. Please keep the level of noise to a minimum at all times and especially between 11 p.m. and 7 a.m. The University reserves the right to remove any guest creating unreasonable noise or disturbance. No refunds will be made.

## **Use of equipment**

It is prohibited to use large electrical appliances other than those provided in your room.

## **Smoking, candles and fire safety equipment**

The hall operates a strict no smoking policy (including e-cigarettes) throughout the whole building—it is illegal to smoke in public buildings in the UK. The use of candles is prohibited due to fire safety regulations. It is illegal to tamper with the fire safety equipment and anyone found doing so will be asked to leave.

## **Maintenance**

Please report broken or faulty furniture or equipment in the maintenance book at reception. Most problems will be dealt with the next working day. Report any potentially dangerous problems to reception or via email.

## **Laundry**

There is a top-up card-operated laundrette on the lower ground floor. The cards can be collected at reception and topped up following the instructions. Detergent can be purchased from local shops. You will find an iron and ironing board in each pantry.



## EMERGENCIES

For assistance please contact reception or call 999 if it is a medical emergency.

### IN CASE OF FIRE

If the alarm sounds, please leave the building immediately using the nearest stairs. Do not stop to collect your personal belongings and do not use the lifts. Please go to your designated assembly point as outlined on the evacuation plan on the back of your bedroom door. Please note that fire drills are held at 11 a.m. on each Thursday when the alarm will be tested and will sound for a few seconds.

#### Hospital (with A&E)

St Mary's Hospital  
Praed Street  
W2 1NY  
T: +44 (0) 203 312 6666

#### Private Doctor

Harley Street Health Centre  
17 Harley Street  
N1G 9QH  
T: +44 (0) 207 323 3830,  
E: info@harleyhealthcentre.com  
W: harleyhealthcentre.com

#### Emergency Dentist

Please visit: [24hour-emergencydentist.co.uk](http://24hour-emergencydentist.co.uk)  
T: +44 (0) 208 748 9365.  
Baker Street, Kensington, Liverpool Street and  
Hammersmith.

## LAUNDRETTE



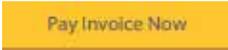
### How to top up your Laundry Card

1. Go to [www.washstation.co.uk](http://www.washstation.co.uk).
2. Click on the icon which says 'Top Up Your Card'.
3. Returning Pinmate customer can log in to their account. If you are a new customer, please click the 'New Customer/Not Registered?' to register your card. Type in the card number which is found at the back of your Washstation card.
4. Top up your card by following onscreen payment instructions (minimum £5.00). Please note that there is no option for a refund. One wash costs £2.20 and one drying cycle costs £1.00.
5. Record your unique six digit pin number.
6. Go down to the laundrette located on lower ground floor (if unsure, please ask reception for directions).
7. Once inside the laundrette, place your washstation card against the card reader on the Pinmate machine located at the back end of the room.
8. Enter your unique six digit pin number. The Pinmate machine will register that your card has been topped up and it will now be ready to be used.
9. To use the card: hold it against the card reader on a washing machine or tumble dryer. The amount for a cycle will be debited from your card.

## PAYING FOR DINNER

If you would like to join us for dinner\* (**Monday to Sunday 6 p.m.–7:30 p.m.**), tickets can be obtained from reception but they must be purchased online in advance. To do this, simply follow these steps:

Visit [www.staycentral.london.ac.uk](http://www.staycentral.london.ac.uk), scroll to the bottom of the page and click



Put the correct amount (for current prices contact Reception) in the box labelled 'Amount (£)' and click 'Add to Basket':



When asked for your Customer ID, write:  
**ICH (Family Name)**

For example: ICH "SMITH"

When asked for your Invoice Number, write:  
**UOLACC (Booking Reference)**

For example: UOLACC "12345"



You will then be directed to a page where you can register your details and make a secure online payment.

This method can also be used to pay for extra nights but this must be arranged with the Stay Central team or Hall Management Office prior to payment.

*\*Dinner may be served in an alternative location between June to September depending on uptake.*

## ON YOUR DEPARTURE

### Check-out time

Please vacate your room by 10 a.m. on the morning of your departure to avoid incurring additional charges.

### Returning your key

You should return your room key and meal card to reception on departure. Failure to do this will result in a £60.00 charge as the lock will need to be changed for security. Please remember to check with reception if you have any mail or messages, as it is very difficult for Hall Management to forward these on once you have departed. Any unclaimed post will be returned to the sender after your departure.

### Luggage

Storing space for luggage is limited but we will do our best to accommodate all storage requests. If you arrive early we can usually store your luggage at reception until you check in. If you are travelling with a large group, please contact the office before your departure date in case we need to arrange for additional space. Please note that we do not store luggage overnight. You will, however, find luggage storing facilities at all mainline train stations; the nearest ones being Paddington Station. For further information please visit [www.networkrail.co.uk](http://www.networkrail.co.uk).



## LOCAL AREA



Lillian Penson Hall is located in the central London borough of Westminster, sits almost on the doorstep of one of the city's most important transport hubs, Paddington station—a structure of particular historical intrigue, conceived and designed as it was by the famous engineer, Isambard Kingdom Brunel.

Though now perhaps more renowned for its numerous hotels, guest houses, and retail and coffee outlets, Paddington has nevertheless a storied history as both a destination for and birthplace of an array of talent residents, whose numbers include the analyst Alan Turing, the musician Elvis Costello, and the artist Lucian Freud. As an entry point to the city for many visitors, the area boasts the kind of vibrant international identity London has become famous for.

A short walk from Lillian Penson sits the 'Little Venice' canal network, a quiet and picturesque part of London certainly deserving of a visit if one wishes to escape the pace of the city. The most historic part of the area, Paddington Green, is also less than five minutes from the Hall and is one of London's oldest conservation parks, built on the site of ancient Paddington. Hyde Park is 10 minutes walk from the hall.

The attractions of London's West End theatres, cinemas, and shopping attractions are all easily accessed thanks to the Hall's proximity to not only the aforementioned Paddington station, but also to Lancaster Gate and Edgware Road stations which collectively represent the majority of the London Underground's major rail way lines.

**Banks**

- Barclays Bank, 131 Edgware Rd, W2 2HT
- HSBC Bank, 171 Edgware Rd, W2 2HR
- Lloyds Bank, 195 Edgware Road, W2 1EY
- NatWest Bank, 1 Portman Square, W1H 6DG

**Bureaux de Change**

- 196 Edgware Rd, London W2 2DS

**Supermarkets**

- There are a number of food shops along nearby Praed Street and Edgware Road. Oxford Street, the main shopping hub of central London, is 20 minutes walk away.
- Tesco Express, West End Quay, Paddington, W2 1EE
- Waitrose, 168–176 Edgware Road, W2 2DX

**Restaurants**

There is a wide variety of options to eat out in the area with several restaurants to be found on Praed Street and Edgware Road. You can also visit [www.squaremeal.co.uk](http://www.squaremeal.co.uk) and search for a specific type of restaurant or area.

**Fitness/Gyms**

Most local gyms will offer guest memberships for short periods, as well as a pay-as-you-go admission. Paddington Fitness & Wellbeing Centre  
2 Sheldon Square, Paddington Central, Paddington, W2 6EZ



## GETTING AROUND LONDON



### **London Underground – The ‘Tube’**

The tube covers the whole city, is easy to use and is usually the quickest way to travel. Travelcards—for daily, weekly or monthly use—are the most economical way of getting around the city as they give you unlimited travel within your chosen zones. Besides the tube, travelcards cover all bus journeys and travelling by train within your zones. The closest tube stations are Paddington, Lancaster Gate and Edgware Road.

### **Red London Buses**

These are one of the sights of the capital and can be used to travel across most parts of London.

It is a slower alternative to the tube but has more regular stops in more residential areas and certainly has more interesting views—<http://www.tfl.gov.uk/tfl/gettingaround/maps/buses/>. For further information on public transport please visit [www.tfl.gov.uk](http://www.tfl.gov.uk).

### **Black cabs**

These taxis are licensed and can be hailed from the roadside when the yellow ‘For Hire’ light is on. For your

own safety, never use an unlicensed minicab or taxi.

You can hire a car, but the congestion charge (<https://tfl.gov.uk/modes/driving/congestion-charge>), parking fees and sheer volume of traffic make it advisable to use public transport instead.

Please note that University of London does not have parking facilities.

### **Bicycle Hire**

A Transport for London bicycle hire station is located on Bayswater Road by Hyde Park. Cycling in London can be very dangerous and we strongly advise you to wear suitable protective and high visibility clothing including a helmet, and to use cycle paths where possible. Details of cycle paths can be found at [www.sustrans.org.uk](http://www.sustrans.org.uk), and further details about cycling can be found at [www.westminster.gov.uk/cycling](http://www.westminster.gov.uk/cycling).

### **National Rail and Eurostar**

Paddington national rail/mainline station is 5 minutes’ walk of Lillian Penson Hall. St Pancras Station is easily accessible from Paddington by the Tube, and it is the main Eurostar terminal, for international connections to Paris and Brussels (passports and/or visas may be required).

For tickets and timetables: [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and [www.eurostar.com](http://www.eurostar.com).

# GETTING AROUND LONDON



University of London, Lillian Penson Hall  
15–25 Talbot Square, London W2 1TT





/StayCentralUoL

Thank you for choosing Lillian Penson Hall.  
We hope you enjoy your stay with us!