

Out of hours key collection:



Grand Hotel

We look forward to welcoming you to **Grand Hotel**, part of Kensington Park Student Village. Here's how to find us and how to collect your accommodation keys if you arrive outside of reception opening hours.

Address:

Grand Hotel, Percy Street, Newcastle upon Tyne, NE1 7RS

<https://what3words.com> – opens.flips.secure

Your key collection point/main reception:

Kensington Terrace, Newcastle upon Tyne, NE2 4BF
<https://what3words.com> – going.feel.locate

Reception opening times:

Monday to Friday (excluding bank holidays)

Doors open: 8.30am–5.45pm

Telephone & email support: 8.00am–6.00pm

Please note: During the main intake period, your key collection point may be at an alternative building, closer to your accommodation. Please check the dates and locations for key collection, here: <https://www.ncl.ac.uk/accommodation/new-students/arrival-information/>

Arriving outside of reception opening hours

Please contact our 24/7 Estate Security Service. There are two ways you can get in touch:

Prior to arriving at reception, you can call them on **+44 (0) 191 208 6817** and they will arrange to meet you and hand over your key. *Please note you will need to have your **ID and Key Collection Pass** ready.*

If you are already at reception or don't have a UK-enabled device to call from, there is a **Help Point** outside the reception entrance, which will take you through to the Estate Security Service. If you are already at Grand Hotel, there is also a **Help Point** located outside the main door.

Using your key card

Your key card needs to be activated as you enter your building on the day you move in. You must do this by holding the card against the card reader box next to the side of your outer building door.

Your key card will unlock/lock your flat front door and your bedroom door. Bedroom lights are controlled from the card holder slot on your bedroom wall.

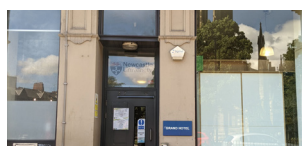
How to connect to the WiFi

You can connect to the University's free WiFi by completing the steps below or following the link: <https://services.ncl.ac.uk/itservice/core-services/connect/methods/wireless/>

- Go to the WiFi section of your phone/device/laptop
- Select newcastle-university
- Enter your Campus Username (this will have been emailed to you) and Password (which you created when you set up your University IT account)
- Click **connect**

SIM cards

If you require a SIM card to use your mobile phone in the UK, please use the Help Point and request this from our Estate Security Service.



Entrance



Help Point