Welcome
to Queen Mary University of London

We are delighted that you have chosen to study with us and look forward to your arrival.

We know that you have a lot to arrange prior to arriving in London and we hope that this Arrival Guide can help. It includes information you will need before and after you arrive at Queen Mary. Preparing to live and study abroad can sometimes be overwhelming, but we are here to make the transition as easy and enjoyable as possible.

You will find a handy Arrival Checklist on page 4, as well as useful information throughout. We have also provided contact details for various people and services that offer help and support during your studies. We hope you are looking forward to beginning your study abroad experience and if there is anything we can help with, do contact us or arrange to meet with us on your arrival. We usually have an open-door, drop-in policy, but due to Covid-19, we are currently operating an appointment system where you can book online to meet with us. You are also still welcome to email or call us, of course!

Have a great time studying at Queen Mary!

Enquiries:
Queens’ Building, Room E09 (ground floor) or CB110 (first floor)
email: study-abroad@qmul.ac.uk
Phone: +44 20 7882 6858
Global Opportunities Office – Campus Map, Location 19

If you need any help or advice do contact us. Office hours are Monday-Friday 9am-4pm or you can email us.
Your arrival checklist

Before you arrive

- Apply for University housing (if you are eligible)
- Apply for your visa or ensure you have relevant documents with you
- Book transport to Queen Mary – book airport collection service (if applicable)
- Sign your housing contract online (if applicable)
- Complete module registration
- Read all correspondence from Queen Mary carefully
- Pre-enrol online
- Plan your budget
- Plan your fee payments (if applicable)
- Prepare for your studies
- Pack your suitcase and hand luggage

*You don’t have to do everything in this exact order but do use this list as a guide to ensure you have completed everything before arrival.

When you arrive

- Tell your family/those responsible for you that you have arrived
- Pick up your keys from Housing (if applicable)
- Check you can access the internet on your devices
- Complete enrolment
- Get your student ID card (on Tuesday 15 September 2020, from 10am to 11.15am)
- Register with the police (if applicable)
- Attend Global Opportunities Welcome Programme (week commencing 14 September - this may be a mix of in-person and online sessions)
- Open a bank account (if applicable)
- Register with a doctor
- Attend Welcome Events
- Attend induction events held by your School
- Collect Council Tax letter (if required)
- Complete the module registration form online by the deadline provided by the Global Opportunities team
# Semester dates

You can find our official term time dates, including national holidays here: qmul.ac.uk/about/calendar.

## Semester dates: Autumn 2020

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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</thead>
<tbody>
<tr>
<td>Arrive on campus</td>
<td>Saturday 12 September – Sunday 13 September 2020</td>
</tr>
<tr>
<td>Welcome Programme (Orientation)</td>
<td>Week commencing Monday 14 September 2020</td>
</tr>
<tr>
<td>Enrolment</td>
<td>Tuesday 15 September 10-11.15am</td>
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<tr>
<td>Teaching begins</td>
<td>Monday 21 September 2020</td>
</tr>
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<td>Teaching ends</td>
<td>Friday 11 December 2020</td>
</tr>
<tr>
<td>Holiday</td>
<td>Reading week for some academic schools: 2-6 November 2020</td>
</tr>
</tbody>
</table>
| Exam period                        | Autumn semester only students will complete examinations during the teaching period: 21 September-11 December 2020  
                                         Full Year students will sit examinations for their autumn semester modules on the following dates: 7 January – 22 January 2021 |

## What is a “reading week”?

Some Academic Schools have a ‘reading week,’ which is an opportunity for you to catch up on assignments and study for your exams. Please consult the relevant academic Schools for dates and policies on attendance during this week.

## Can I stay on campus over the holiday period?

Yes, you can stay on campus in your accommodation over the holiday period. Please check with the Housing Office for check-out dates and/or your license agreement.

## Can I leave campus before the end of term?

You should not make any plans to leave campus before the end of term, unless you have checked with your academic school that all exams and classes are complete for the semester. Students are required to stay on campus until assessments for all modules have been completed. Exam timetables for the end of the spring semester are usually published by the end of March.
To study at Queen Mary University of London, you will need to ensure you hold a correct and valid visa. You will not be able to commence your studies with us otherwise.

You should ensure you have the relevant documents with you to be checked at immigration when you arrive in the UK. Your visa will then be checked when you enrol at Queen Mary.

Where can I find information on visas?
Queen Mary Advice and Counselling Service has extensive visa advice on their website welfare.qmul.ac.uk/international and a comprehensive booklet available online: "What immigration permission do I need to study at Queen Mary?".

If you are still unsure about which type of visa you require and for more information prior to your arrival at Queen Mary, you can contact us at study-abroad@qmul.ac.uk and we can refer you to our Advice and Counselling Service, if appropriate. Once on campus, please make an appointment directly with the Advice and Counselling Service (location 27 on the campus map).

When can I arrive in the UK?
Law, regulations and policies can change quickly. They are also dependent on other factors (e.g. date of application, nationality etc.).

We therefore recommend you check Advice and Counselling's website for professional advice.

What should I do if I want to travel outside of the UK?
If you want to travel to certain countries within the European Economic Area, you may need a Schengen visa. If you would like to speak to someone about this then please do drop into the Advice and Counselling Service.

Do I need to register with the Police?
Depending on your nationality and the length of time you will be staying in the UK, you may be required to register with the police as a condition of your immigration permission. If you are unsure if you need to do this then visit welfare.qmul.ac.uk/international

I need to get a Biometric Residence Permit. How do I do this?
International students who will be studying for more than six months will need to obtain a Biometric Residence Permit (BRP). Students are required to collect their BRP within ten days of arriving in the UK. You should collect this from the local post office. Students who select Queen Mary’s postcode in their immigration application will have their BRP sent to the post office in Whitechapel (208A-210 Whitechapel Road, Whitechapel, London, E1 1BJ).

Important: Entering the UK via Ireland
The common travel area is made up of the UK, Republic of Ireland, the Isle of Man & the Channel Islands. There are problems for students entering the UK via the Republic of Ireland because there are different immigration rules which apply to people entering the UK from another part of the Common Travel Area. If you are travelling via the Republic of Ireland, you should check to see if you need immigration permission to travel to Ireland. The immigration rules for the Republic of Ireland are different to those of the UK. For more information see dfa.ie

*This guidance was accurate as of May 2020. Please ensure you are up to date with the most recent visa advice by viewing our website: welfare.qmul.ac.uk/international
Housing

**Students staying in Queen Mary housing**

**When can I move in?**

Your licence agreement will show the date you can move into the halls. You can collect keys, and move your belongings into the room, on this day or any day after this date.

**Collecting your keys**

You will be able to collect your keys when you arrive at Queen Mary. You must have signed your licence agreement (online) and have paid your deposit in order to do this. Instructions for key collection can be found at: qmul.ac.uk/residences/college/arrival

**When are my residential fees due?**

Your licence agreement is your residential fee confirmation. You will also receive an invoice for the full period of the licence agreement, reminders and statements to your Queen Mary email address; it is essential that you regularly check this account. Residential fees should be paid each term in full on or within 14 days from the commencement date of each period stated on the licence.

Your deposit is due by the deadline date on your online housing offer.

The Residences website has full details of University housing: qmul.ac.uk/residences

You can also view the Residents’ Handbook online: qmul.ac.uk/residences/handbook

**Students finding private housing**

We would not advise arranging long-term rented accommodation from home. We recommend that you wait until you arrive in London and book some short-term accommodation for your first few weeks either in a hotel, hostel or guest house. Housing in London is plentiful and it is possible to find accommodation very quickly. We will provide information on sessions run by the Housing Office for assistance finding private accommodation during the Welcome Programme and in your Countdown Newsletters.

Housing Services can also help you find off-campus housing. They can provide information on where to look, and can go through your contract with you.

Further information is available here: qmul.ac.uk/residences/alternative

**Council Tax**

Council Tax is a British property tax that is paid to the local council for local servicing including rubbish collection, the police and fire service. If you are coming to Queen Mary for the full academic year, you will automatically be exempt from this tax. Those living in student accommodation are not required to pay Council Tax. For more information see: welfare.qmul.ac.uk/guides/council-tax

**What to bring**

We know it can be difficult to know what to pack, especially when you are moving to a new country! We hope that this section can give you some useful advice.

**Clothing**

Students in the UK mostly dress informally - jeans, t-shirts, jumpers are essentials! We have a temperate climate which means it isn’t usually too hot or too cold. Make sure you have a variety of clothes, including a warm jumper, jacket, waterproof coat and suitable footwear for rain. Don’t forget to pack an umbrella too…

**Electricals**

You should ensure that your electrical appliances (laptops, hairdryers, shavers etc.) are compatible with the UK voltage system: 230V. Adaptors are cheap and easy to find in travel shops, airports and supermarkets.

Can I bring food from home?

We don’t advise that you bring food into the UK. There are many food items which are illegal to bring into the country. London has many international food stores and restaurants so you should be able to find a lot of your favourites from home.

**Sending and storing luggage**

We cannot store your luggage at any point. However, there are lots of local storage centres in London. You can find these online, or contact us if you would like further information.

**Housing equipment**

If you are staying in Queen Mary housing you can order housing packs in advance of arriving if you wish.

For more information see: https://eshop.qmul.ac.uk/product-catalogue/accommodation

Top Tip:

Try not to over-pack. You can buy most things you could want in the UK. Don’t bring more than you can carry!

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Your arrival at Queen Mary

Arriving at Queen Mary
Can I arrive early?
The move-in date for on-campus housing is Saturday 12 September 2020. If you wish to arrive earlier, please contact the Residences Team to query this possibility: residences@qmul.ac.uk

What if I arrive late?
If you think you are going to arrive late, please let us know so that we can advise the Housing Office. It is important that you attend/view online all of the Global Opportunities Welcome Programme during the week of 14 September 2020. If you are unable to attend you must inform us in the Global Opportunities Office. See more information on the Welcome Programme on page 14-15.

Travelling to London and Queen Mary
Airport Collection Service
Free airport collection is provided from London Heathrow Airport (Terminal 3) on Saturday 12 September and Sunday 13 September 2020. The collection is usually between 8am and 2pm. Please check your email for updates about this. More information regarding this will be emailed to you in advance of your arrival.

Can my family travel with me?
Priority on the service is given to students. Your family is welcome to use the coach if there is space, but this isn’t guaranteed.

I’m not arriving at Heathrow Airport – what should I do?
We recommend that students arrive at Heathrow Airport so that you can take advantage of our Collection Service. However, if you do choose to arrive at a different airport, you will be able to arrange onward travel to Queen Mary’s Mile End Campus. You can find directions online: qmul.ac.uk/about/howtofindus/mileend

What should I do if my flight is delayed?
If you have booked onto our Airport Collection Service and your flight is delayed, do let us know as soon as you are able and we can arrange for you to be placed on a later bus – if one is available. We will aim to keep track of any late arrivals.
Your Welcome Programme (Orientation)
The Welcome Programme for new Study Abroad and European Exchange students at Queen Mary is intended to welcome you to the University and give you all of the essential information needed to make the most out of your time here.

The Welcome Programme
Make sure you read and watch all of the material we have prepared for you during Welcome Week, otherwise you will miss out on essential information you need to enrol and successfully complete on the programme. We will cover a range of topics that help you settle in to London life as well as your Queen Mary community. Orientation is also a great chance to meet other associate students joining us for the semester.

Full details about your Welcome Programme will be outlined in your Countdown to Queen Mary newsletters. Please make sure you consult these.

Welcome Programme Schedule
The Welcome Programme Schedule will be sent to you by email before your arrival.

Events and activities
We will send full details of events as they are released in your Countdown Newsletters which you receive via email. You will be able to book a lot of events before you arrive at Queen Mary. There will be a range of different activities and event types, so whatever your hobbies and interests are, there should be something for you! Bearing Covid-19 safety measures in place, some activities may be altered. We will advise you as such as early as possible.

Global Opportunities Events
Our team will be running events exclusively for associate students! In the past, we’ve organised events such as pub quizzes to test your British knowledge, speed meetings to get to know your peers and trips to our local independent cinema, to name a few.

Housing Services Events
Our Housing Services team runs events for students who are staying in Queen Mary housing. They will also host an event about finding accommodation off-campus, should you choose this option.

Queen Mary Student Union (QMSU) Events
QMSU hosts events throughout the entire semester. They have weekly club and music nights, alcohol-free events and trips to a range of places – from Ikea to Amsterdam! QMSU also provides you with the opportunity to sign up to clubs, societies, volunteering opportunities, sports clubs and much more. We will announce all of this in your Countdown Newsletters.

You can buy tickets for all QMSU events on QMSU Events website qmsu.org/events Events are released weekly.

Housing and QMSU run events throughout the year! Don’t forget to check their websites and keep your eyes peeled for posters.

Your academic schools may also have induction events and social activities.
Studying at Queen Mary

Enrolling at Queen Mary
You need to complete enrolment in order to be a student of Queen Mary.

Complete pre-enrolment
You will be sent an email before you arrive at Queen Mary prompting you to complete pre-enrolment online. You will need to log into your MySIS account to do this. If you are unsure of your log-in details, please contact us.

Enrol when you arrive
Please follow the guidelines you will receive via email before your arrival to campus to complete enrolment as required.

Pay your fees before enrolling
Queen Mary will send you an invoice before you arrive, which will represent the charge for the semester you are enrolled on. You are then responsible for arranging payment of these fees.

For full details on how to pay please view the following web link: qmul.ac.uk/international-students/tuitionfees/payment

If you have any questions, please contact our Fees Office on fees@qmul.ac.uk

Please note, if you are not responsible for paying your fees (e.g. if your home university pays the fees on your behalf or if you are an exchange student) then you will not receive this invoice.

I can’t attend enrolment, what should I do?
Please email us if you need to attend late enrolment.

If you have questions don’t forget to contact us: study-abroad@qmul.ac.uk

Being a Queen Mary student

Queen Mary email address
Prior to arrival in London, you will be assigned a Queen Mary email address. It is essential that this account is checked frequently as we will use this as your correspondence address for all important news, reminders, deadlines and academic information.

Student ID card
You will be issued with your Student ID card at enrolment. This card will allow you to access Queen Mary buildings.

QMplus
QMplus is Queen Mary’s Virtual Learning Environment which includes useful information and practical advice to help with your studies. You will be able to log into QMplus using your Queen Mary log-in details which are issued when you complete enrolment. The Global Opportunities Office has its own pages where you can access useful information. Your academic schools will also have information posted on QMplus and they will explain this to you either in your School orientation or in the handbook they issue to you.

You can access QMplus here: https://qmplus.qmul.ac.uk

Queen Mary Mobile App
The Queen Mary Mobile App is an innovative application that allows you to access comprehensive information, tools, news and events from Queen Mary - directly to your device.

With this feature you can:
• Check your module timetables on the move
• Log into QMplus and your Queen Mary email
• Search for and renew library books directly from your phone
• Check PC workstation availability across all of our campuses
• Receive the latest news from Queen Mary
• Access social media from your School, Institute or Faculty, and from Student Services
• Information, news and events from Queen Mary Students’ Union
• Search campus maps for buildings and locations
Can I change my modules?
We have a two week add/drop period at the start of term. During this time you may make changes to your schedules, however, please be aware that some modules may not have space by this time.

You will be provided with full details of how to add/drop modules during the Welcome Programme presentations.

Grades
Assessments are normally marked on a percentage scale (0-100%) and assigned a corresponding letter grade.

A – 70-100%  B – 60-69%  C – 50-59%
D – 45-59%  E – 40-44%

Further grade information can be obtained from your academic department.

How will my credits and grades be transferred back?
Overseas institutions normally award credit for study at Queen Mary on the basis of four hours for each 15 credit module; 60 credits equal 16 credit hours. It is your responsibility to check whether your home institution follows a different policy.

To obtain credit for a module you must complete all coursework and assessments required by the module organiser and fulfil all academic requirements for the module. Examinations and assessments will not be rescheduled except under extenuating circumstances.
Life on campus

Our campuses
The majority of our undergraduate students are based on our Mile End campus. Global Health modules are taught a short walk or bus ride away at our Whitechapel campus. Our Mile End campus offers a community where you can live, relax and study. We have two shops, four cafés, two restaurants, a bar, a gym, a bookshop and a bank on site. There’s plenty of greenery and outdoor space as we’re situated next to two lovely parks and the picturesque Regent’s Canal, but you’re only minutes away from Central London’s bustling streets. Please refer to the map at the end of this guide for reference.

On-Campus facilities

Shops
• The Union Shop: Shop for day-to-day essentials, stationery and official Queen Mary branded clothing and merchandise.
• The Village shop: In the heart of the Student Village, this shop offers a great selection of leading brands for day-to-day items such as groceries etc.

Catering outlets on campus:
• The Curve serves a variety of hot and cold food from around the world. The Cafe Bar serves Starbucks Fairtrade coffee.
• Ground is coffee shop and deli selling Costa coffee, sandwiches, pastries and snacks, located behind the library.
• Mucci’s is an Italian restaurant and bar located in Library Square.
• Drapers Bar & Kitchen serves drinks and food and is located in the main Students’ Union building. Regularly shows live sporting events.
• The Learning Café is a coffee shop and deli located in the library on the ground floor.

Meal Vouchers
The Curve’s ‘Breakfast and Evening Meals’ promotion gives you the opportunity to pre-pay for breakfast and evening meals on weekdays (excluding bank holidays). There is also the option to pre-pay for just the breakfast or just the evening meals package. The purchase of pre-paid vouchers represents a considerable saving over the walk-in cash price.

Further information is available at curve.qmul.ac.uk/#vouchers

Queen Mary has been very welcoming, with lovely staff, great orientation events, and many interesting Student Union clubs to join.”

Laura from Monash University, Melbourne, spring 2020.

Off-campus food

Local supermarkets including Sainsbury’s, the Co-Op, Tesco, Asda and Lidl.
There are a number of local supermarkets where you can do your daily or weekly shopping:
• The Co-operative Food – under Mile End bridge (open 7am-10pm, 7 days)
• Co-operative – next to Stepney Green tube (open 7am-11pm, 7 days)
• Tesco – a few hundred yards past Stepney Green tube (opens 6am-11pm, 7 days)
• Sainsbury’s – opposite campus (open 7-11, 7 days)
• Asda – Stepney Green (open 7am-11pm 6 days)
• Waitrose – located at Canary Wharf and in Westfield Shopping Centre, Stratford

Libraries
As a Queen Mary student, you will have access to library facilities on the Mile End, Whitechapel and West Smithfield campuses. The Mile End library is a large multi-disciplinary library, while the Whitechapel and West Smithfield libraries hold Medical and Dental material. Once you are fully enrolled and receive your student card, your library account will be operational. Your student card also functions as your library card.
Note that prices tend to be lower at Asda, Sainsbury’s and Tesco. You can also find International Food Shops throughout London as well as international sections in supermarkets. Food can also be purchased at the markets at Whitechapel (Mon-Sat 9am-5pm) or Roman Road (Tue-Thu 9am-2pm, Sat 9am-4pm).

Catering outlets close to campus
- The Rusty Bike (pub serving Thai & Japanese food)
- Verdi’s (Italian)
- Ariana (Afghani)
- Tayyabs (Indian)
- German Döner (kebabs)
- Di Stefano (Italian)
- Efes (Turkish)
- The Greedy Cow (burgers & steaks)
- The Coffee Room (cafe)
- The Pizza Room (pizzeria)
- Nandos (Portuguese-African chain)
- Kitchen Pizzeria (pizza)

Local pubs
- The Morgan Arms
- The Lord Tredegar
- The Crown
- The Coburn
- The Cherry
- The Palm Tree

Social life
Don’t forget to check out the clubs you can join on campus: qmsu.org/societies

Students’ Union
When you start your studies at Queen Mary, you automatically become a member of Queen Mary University of London Students’ Union (QMSU). The Union aims to improve your student experience by listening to your feedback and opinions, representing your views, and providing student-led activities and services.

The Union runs a lively events programme offering a range of activities including day trips, live music, club nights, spoken word and more. Some past favourites include gala balls, language lessons, graffiti painting and a floating cinema.

Student groups – Club Sport and Societies
There are hundreds of student groups to get involved with that will help you make new friends, spark new interests, and gain new skills and experiences. With over 200 societies, 60 sports clubs and a variety of media outlets, there is something for everyone. Each of our societies provides a unique and exciting experience, offering a great opportunity to meet people with the same interests as you. Being part of a sports club is a great social experience and an excellent way to develop your sporting skills. Sports clubs compete in local, national and international competitions. You can also take your first steps towards a career in journalism by getting involved with student media. From radio to print, all of the student media outlets are inspiring and supportive places to get your voice heard. There are also a range of student groups you can get involved with to find like-minded students. You can find out more online at qmsu.org

Hey Buddy!
Settling into a new country and university can be a daunting experience, but not when you’ve got a buddy! The Union Buddy Scheme matches current Queen Mary mentors who have been on a study abroad programme with one of our partner institutions with new Study Abroad Programme students (mentees) to ensure you get the most out of your time at Queen Mary. The Buddy Scheme gives new students a chance to meet other new students, as well as get tips and advice about university life from experienced mentors. You could also speak with the Erasmus Student Network (ESN) about mentoring. You will be given more information on ESN during Welcome Week.
Volunteering
The Union supports the local community through volunteering, fundraising and sports programmes. Volunteers log thousands of hours in one-off and ongoing opportunities with charities and not-for-profit organisations. Volunteering groups, set up by students, deliver projects in the likes of local hospitals, schools and community centres.

Religion and faith
Queen Mary University of London is proud of its diverse multicultural population and is committed to encouraging religious understanding, freedom of speech and open social interaction.

There are many faith societies at Queen Mary, as well as an atheist society. You can find full details of the societies here: qmsu.org/societies

Where can I find others who share my religion?
You can join one of our faith societies; or if you want advice or your faith or religion does not have a society, then go along to the University Chaplaincy on-campus who can advise. The Chaplaincy welcomes individuals from all parts of the world regardless of their nationality or religion and is committed to encouraging discussion between students of different faiths and backgrounds.

Are there prayer-rooms on-campus?
The Multi-Faith Centre is situated in the Students’ Union Hub at the Mile End campus (number 34 on the Mile End Campus map). Its two large rooms and adjacent washing facilities are designed as places of prayer, worship and reflection and is shared by students and staff of all faiths and beliefs. For full details see: faith.qmul.ac.uk
Living in London

Queen Mary is situated in the heart of East London, an area that’s both rich history and one of the City’s most vibrant and cosmopolitan. The East offers contrasts unlike any other area of London, from the bustle of street markets to peaceful walks along Regent’s Canal and through Victoria Park, traditional pubs, museums, start-ups and art galleries.

**Time Out!**

If you want to explore London and find out what events are on, then Time Out is a great guide! The free magazine is given out at most tube stations every Tuesday and you can also find it online: [timeout.com/london](http://timeout.com/london)

**Transport**

**Transport and TFL Oyster Card**

This is a plastic smartcard which can be topped up with pay-as-you-go credit, or used as a weekly or monthly travel pass during your time here. You can use an Oyster card to travel by bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Airline, River Bus services and most National Rail services in London.

We will tell you more about how to obtain an Oyster card and Student Oyster cards at your Orientation Sessions.

**The Underground (The ‘Tube’)**

The Underground is the most famous, and often the most convenient, mode of transport in London. It can seem daunting at first, but you will quickly master navigating the tube map! Don’t forget to check the direction of travel. You can even start to familiarise yourself with the handy tube map in this brochure ahead of your arrival.

The Night Tube runs on Fridays and Saturdays on the Victoria, Jubilee, and most of the Central, Northern and Piccadilly lines, which means you can use the London Underground around the clock on these days and lines!

Use the TFL website for all underground information: [tfl.gov.uk](http://tfl.gov.uk)

**Buses**

Another great way to get around London is on the bus. It’s also cheaper than the Tube! The local area is serviced by a number of bus routes; the number 25 and 205 stop right outside campus.

**Walking**

This is the best way to discover London if you want to understand it better. Maps can be found online at [tfl.gov.uk/modes/walking](http://tfl.gov.uk/modes/walking)

**Bicycles**

Queen Mary is serviced by the new Cycle Highway which operates in London. You can also rent Santander bikes – £2 for 24 hours – which you will see dotted around the city. Find out about the scheme here: [https://tfl.gov.uk/modes/cycling/santander-cycles](https://tfl.gov.uk/modes/cycling/santander-cycles)

**Taxis**

Taxis in London can often be expensive, especially if you use a black cab. Traditional black cabs are operated by experienced London cab drivers who have to know all areas of London and sit an in-depth test called The Knowledge. If you do choose to use any type of taxi please ensure they are licenced. London is also serviced by Uber, but you should consider your safety when using Uber cars as drivers are not required to follow the same standards as other licenced cab drivers. Most Londoners choose to use the Tube or bus over a cab as there is 24-hour transport available in most parts of the city!

**Trains**

If you are planning on travelling outside of London the train tends to be the fastest option. You can use the National Rail website to plan journeys and can get tickets either at stations or on [thertrainline.com](http://thertrainline.com)

**Airports**

There are a number of airports in and around London:

- Gatwick Airport
- Heathrow Airport
- Stanstead Airport
- City Airport
- Luton Airport
- London Southend Airport

Find out more about London airports here: [visitlondon.com/traveller-information/travel-to-london/airport](http://visitlondon.com/traveller-information/travel-to-london/airport)
Shopping
Try local markets in East London for all your shopping needs! They are the most exciting places to shop and experience London. Brick Lane and Columbia Road Flower Market in Shoreditch are a couple of our favourites!

Student discounts
Being a student in London has many perks- one of which is a student discount at many retailers. This is for select stores only. You can find out more about obtaining a TOTUM card here: totum.com

Shopping near campus
London is world-famous for its shopping and you can purchase anything you need here! Queen Mary’s Mile End campus is approximately 10 minutes from Oxford Circus on the Central Line and Westfield Shopping Centre (one of Europe’s largest shopping mall) is one stop away from Queen Mary.

Books and stationery
There is a small bookshop on campus, located behind the library next to the Students’ Union Hub. Additionally, shops such as Waterstones or WHSmith offer stationery, newspapers, magazines etc. The nearest branch is at Westfield Stratford City.

Local landmarks:
• Queen Elizabeth Olympic Park – 1.8 miles/2.9km
• Canary Wharf – 1.9 miles/3km
• Tower of London – 2.3 miles/3.7km
• St Paul’s Cathedral – 2.8 miles/4.5km
• Tate Modern – 3 miles/4.8km
• Trafalgar Square – 4.3 miles/6.9km
• Big Ben – 4.6 miles/7.4km
• London Eye – 4.7 miles/7.5km
• Oxford Circus – 4.9 miles/7.8km
• Buckingham Palace – 5.1 miles/8.2km

On your doorstep (in walking times)
• Climbing wall – 7 minutes (704 yards/644m)
• Mile End Park Leisure Centre, with swimming pool, sports pitches and athletics track – 8 minutes (0.5 miles/0.8km)
• Independent cinema (Genesis) – 8 minutes (0.6 miles/0.9km)
• If you would like a traditional British pub experience, then why not try the Morgan Arms, the Lord Tredegar or the Coburn? - 13 minutes (0.7 miles).
• One of the best contemporary art galleries in Europe (Whitechapel Gallery) – 22 minutes (1.5 miles/2.4km)
• A fresh bagel any time of the day or night (Brick Lane) – 25 minutes (1.8 miles/2.9km)
• Heated outdoor pool all year round (London Fields Lido) – 30 minutes (2 miles/3.2km)
• Rinkoff Bakery – 15 minute walk from campus. Great bakery and you must try the Crodoughs – a croissant-doughnut hybrid!
• Old Spitalfields Market – 25 minutes. If you’re looking for a bite to eat or maybe some vintage items to bring back home, this market is a must!
• Stepney City Farm – 14 minutes. It sounds improbable, but you can escape City life at our local farm.
**Finances**

**Banks**

There are several banks very close to campus:

- Santander – located on campus in the Student Village (santander.co.uk)
- Barclays – located at 240 Whitechapel Road, E1 1BS (barclays.co.uk)
- HSBC – located at 75 Whitechapel Road, E1 1DU (hsbc.co.uk)
- NatWest – located at 331-335 Whitechapel Road, E1 1AU (natwest.com)

We cannot recommend specific banks, but it is useful to choose one which is easily accessible.

**Opening a bank account**

You should view our information on opening a bank account online as a guide: welfare.qmul.ac.uk/international/money/banking-uk

You can request a bank letter when you attend enrolment. You should have an idea which bank you are going to apply to open an account with so that the bank name can be included in the letter. You can only get a bank letter from Queen Mary once you have provided a UK term-time address.

Outside the enrolment period, you can request a bank letter by visiting the Student Enquiry Centre or via MySIS.

**Transferring money to the UK**

The easiest way to send money from your home country into a UK bank account is by electronic transfer. You’ll need to check with your bank in your home country what exactly they’ll need to make a successful transfer.

Money can also be transferred using a banker's draft. This is a document drawn up by the bank in your home country and sent to you by post. Before you transfer money ask what charges will be made by the bank and how long it will take. Make sure that you keep copies of all documents.
Student support

At Queen Mary, we are here to support you from before you arrive, throughout your studies and as valued alumni of our Programmes. Our dedicated Global Opportunities Team is here to assist with any queries you may have and provide ongoing support whilst you study with us. Queen Mary offers a wide range of services to help you make the most of your time with us.

Academic support

You may find that your academic study and teaching is different in the UK to what you are used to at home. We have a vast range of support for students who have academic queries, or just want to speak to someone about their Schools or studies. We have dedicated Study Abroad and Erasmus+ Coordinators in each academic school who are there to help you with your questions. Each coordinator has office hours during which you can visit them and their email addresses are online so you can contact them anytime.

You can find their contact details on page 52.

Our academic schools also provide their own briefings and guidance for Study Abroad and Erasmus+ students so please ensure you attend any sessions and read documents given to you.

The Language Centre at Queen Mary offers workshops and modules which you can take during your studies to help with written work and study skills. qmul.ac.uk/sllf/language-centre

PASS mentoring

PASS is a course-based mentoring scheme, run for students by students. It gives you the opportunity to discuss study-related problems and get general advice from higher-year undergraduates in their subject. You can find out more about the scheme from your academic schools when you arrive at Queen Mary or email: pass-scheme@qmul.ac.uk

How can I arrange to see my lecturers?

If you need to meet with your lecturer or an academic member of staff you should check their office hours which will be listed on the website for the academic school. You may also wish to email them to arrange an appointment. In the UK, it is rare for academic staff to be available to meet at any time and often they have back-to-back lectures meaning they cannot meet directly after a class. It is always best to arrange a time with them to meet to ensure they can adequately address your enquiry.

You may find that studying in the UK is quite different to your home University. Don’t worry, we are here to help so do contact us or speak to your School Coordinator if you have any questions at all!

Careers

The Careers and Enterprise Centre offers work experience placements. Visit their website here: qmul.ac.uk/careers

You may want to find some part-time work whilst studying. You must ensure that your visa allows you to work and what is the maximum number of hours you are allowed to do.
Where can I find employment opportunities?
QMSU and Queen Mary both offer casual employment to students. Our Careers and Enterprise Centre also list some local job listings and you can visit them for advice on finding work. You can find listings of job opportunities on the following websites: qmsu.org/jobs

What types of work will I be able to get and how much do they pay?
In the UK, levels of pay vary for different types of work. Generally, students obtain part-time casual work paid at the minimum wage. Typically this includes working in a shop, as a campus tour guide, in a restaurant or bar or as a cleaner. For information on the National Minimum Wage visit: gov.uk/national-minimum-wage-rates

Help and Advice
Support for Associate students (E09 – the Global Opportunities Office)
In the Global Opportunities Team, we’ve all had experience living, working or studying abroad and we want to make sure you have a wonderful experience with us. Not everything about your experience will be easy; there will undoubtedly be many challenges, and we are here to offer you support and practical advice about living and studying in London. Our regular newsletters will provide you with helpful tips and guidance on how best to thrive at Queen Mary and in London more generally.

We are always happy to talk if you have any questions at all during your stay with us – so don’t hesitate to book an appointment online to meet with us - or just send an email or call.

On-campus services
- Advice and Counselling Service
- Disability & Dyslexia Service
- 24 hour campus Security Service
- St Benet’s Chaplaincy
- Multi Faith Centre
- Pastoral support through chaplains
- 24 hour Residences welfare support
- Student Health Centre
- Departmental advisers
- Language Centre
- Libraries
- IT Services
- Student Enquiry Centre
- Careers Service
- QMSU Buddy Scheme
- English Language Support
- Drop-in Study Centre (DISC)
- Academic support – workshops on academic writing, seminar skills and more
- Legal Advice Centre

Advice and Counselling Services
Our on-campus Advice and Counselling Service provides help and support for students who have been victims of assault; sexual, emotional or physical. They can also offer help for those with eating disorders, depression and a wide variety of other mental health issues. They’re located in the Geography Building, Ground Floor. You can contact them on welfare@qmul.ac.uk or 020 7882 2717.

Security on campus
The University Security Centre provides 24-hour security cover for the University campus and halls of residence. A comprehensive CCTV camera system operates throughout the University campus, including some of the large residential sites. The cameras are used to direct security staff to incidents, and the Centre works in close liaison with the police. If you have any personal security concerns, require some security advice, or wish to report a crime, telephone the Security Control Centre: 020 7882 3333
If you feel that your case needs attention from the management team, please contact 020 7882 5000 and ask to speak to a Shift Manager. They are on call 24/7, 365 days per year.

**Emergencies**

UK Emergency telephone number (police, fire, ambulance): 999

Police non-emergency number: 101

**Staying safe and healthy**

We want you to make the most of your time at Queen Mary and ensuring you stay safe and healthy is important. Here are some useful resources:

**Finding a doctor**

The Student Health Service (SHS) is located in the Geography Building, Mile End Campus. Services are provided for all students with a Tower Hamlets postcode (E1, E2, E3, E14), which includes students living in Queen Mary University of London Halls of Residence.

Please note that the service is closed during the Christmas, Easter and Summer vacations, during which time enquiries can be made in person at the Globe Town Surgery, 82-86 Roman Road, London E2 0PG, or by calling 020 8980 3023.

International students (from outside the EEA) who are studying in the UK for less than six months are not eligible for free UK National Health Service (NHS) treatment, except certain services like initial treatment in an emergency and so separate private non-NHS arrangements have to be made for these students.

**Finding a dentist**

Dental treatment is available to students (under the NHS) at The 2nd Floor Staff Dental Clinic, 2nd Floor, Health and Wellness Centre, Occupational Health, 31-43 Ashfield Street, London E1 2AH. Call 020 7377 7067 for an appointment.

The nearest hospital

The Royal London Hospital has an Accident & Emergency Department (A&E). This is located opposite Whitechapel tube station and is open 24 hours a day, seven days a week for medical emergencies.

Walk-in centres

Walk-in Centres offer a range of healthcare services for those who are unable to access their normal health provider. You should first ring 111 who will be best placed to advise whether you need or are eligible to use this service. Advice and Counselling can also provide information where to go.

The closest location with urgent care services is Homerton University Hospital, Homerton Row, London E9 6SR; Tel: 020 8510 5555.

**NHS Direct**

NHS Direct give health advice and information over the phone, day and night. You can call on 111 or visit nhs.uk/111

**Ambrose King Centre**

This centre offers a free and confidential service for sexually transmitted infections and other genitourinary infections. They are based close to

The Royal London Hospital, on Mount Terrace, Whitechapel, London, E1 2BB and can be contacted on 020 7377 7306.

**Opticians and Pharmacies**

A list of doctors, dentists, opticians and pharmacies located near to Queen Mary can be obtained from the Student Health Service and Occupational Health which are both located on the ground floor of the Geography building on the Mile End Campus.

**The Havens Sexual Assault Centre**

The Havens offer specialist counselling for victims of sexual assault, as well as dealing with all the forensic exams and police liaison (they can also see and support people who don’t wish to make a police report). thehavens.org.uk

**Sources of medical assistance**

Please ensure you have reviewed any private healthcare insurance documents you have and follow all relevant guidance when seeking medical assistance. For full details around seeking medical assistance and anything relating to healthcare please speak to the Queen Mary Health Centre or view their website studenthealth.qmul.ac.uk

**Emergency procedures**

In the case of an emergency where we need to know students are safe, we will expect you to confirm your safety both to us and to your home university/programme provider. It will be your responsibility to confirm you are safe and well. We will cover full emergency procedures in the Welcome Programme presentations. If you miss this information please contact us to ensure you are aware of procedures to follow.

**Personal Safety Guide**

Queen Mary’s Security Service has prepared a Personal Safety Guide to help you stay safe in London. From securing your belongings, to dealing with sexual assault this guide can provide a starting point in helping you to keep safe. security.qmul.ac.uk/media/securityintranet/documents/19882.pdf
Communication

We know how important it is to get up and running with internet as soon as possible. Don’t worry, we explain how in this section.

Email
You can use your personal email address but make sure you check your Queen Mary email regularly as Queen Mary University staff will use it as the main way of communicating with you.

How do I set up internet in private accommodation?
If you are renting private accommodation and do not have internet included, you will need to set up broadband in your home to obtain WiFi. There are a number of UK Broadband providers, you can find a list here: broadbandchoices.co.uk

Mobile phones
You should check any additional charges that would be added for using your phone in the UK. You can easily purchase a UK SIM card when you arrive in the UK and WiFi is readily available, including at the airport, so you should be able to send a message or email to let people at home know you have arrived.

Mail
If you wish to send mail home you can buy stamps from most local shops and post offices. You should ensure that you have the correct stamp type for what you are sending and where it needs to go. If you are unsure or are sending heavier items then you should go to a local post office. The nearest post office to Queen Mary is in Whitechapel, about a fifteen-minute walk from campus.

If you are ordering via Amazon, we have Amazon lockers located in the QMSU.

If you wish to receive mail on campus this will be delivered to your pigeon holes in the entry to your flats. If you are expecting a larger parcel then you will need to ensure you are in to collect the parcel as the Residence’s Office cannot sign for or store parcels and deliveries.

Help and Support
For help and support accessing internet or using computer equipment on campus, please contact the IT Helpdesk:
Call us 24/7: 020 7882 8888
Visit us: Queens’ Building, Room W209, Mile End
Office hours: 9am-4pm Mon-Fri
email: helpdesk@qmul.ac.uk

*note that you can only email via your Queen Mary email address.

Feeling Social?
Contribute towards our student blogs, Facebook, Instagram or Twitter!
Use #qmulgo to share your photos, or contact Jess Tan (jessica.tan@qmul.ac.uk) for further opportunities.
Useful apps

Queen Mary App
This app will allow you to access comprehensive information, tools, news and events from Queen Mary University of London.

Keeping in touch
WhatsApp
WhatsApp is a free messaging app that uses your phone’s Internet connection to let you message and call friends and family.

Google Duo
Google Duo is a video calling app that works across platforms, on all smartphones, as well as on the web.

Houseparty
Houseparty is a face-to-face social network app. The app alerts you when your friends are "in the house" and ready to chat.

Zoom
Zoom allows you to create video meetings across platforms with up to 100 people.

Skype
With Skype, you can stay connected with your friends and family by instant message, voice and video call.

Travelling
CityMapper
This app will help you to plan your journey and find the best route among all transport modes available (Tube, bus, cycling, walking, Uber/Taxis). You can use this app in different cities across the UK (London, Manchester and Birmingham for example) and Europe (Amsterdam, Brussels, Paris, etc.).

TFL Oyster
The TFL Oyster and contactless app lets you top up and manage your contactless and Oyster cards on the go.

Tube Map
Working both off and online, this navigation app helps you navigate your way around London on the Underground, planning your tube journeys.

GoJauntly
This app will help you discover nice walks close by to you – it’s a great way to enjoy and discover new parts of London on foot!

Trainline
This app will help you travel across the UK and the rest of Europe by rail and road. You can book tickets and plan international trips!

Railcard
This app will give you access to discounted rail fares after buying a Railcard and adding it to your phone. You should be eligible for the 16-25 Railcard.

EasyJet, Ryanair etc.
These apps will allow you to book cheap flights and manage your bookings.

Booking.com
With this app, you will be able to search for hotels, motels and holiday homes.

Entertainment
BBC iPlayer*
This app gives you access to the latest programmes from the BBC.

*However, you will need to pay for a TV license to access the BBC’s programmes.

All 4
This app gives you access to the latest programmes from Channel 4.

Netflix
See what different shows Netflix UK has to offer you!

News
BBC News
With this app, you will get the latest breaking news from the BBC.

Finances
TOTUM
TOTUM is a UK student discount card and app, which can also be used as proof of age ID.

Revolut
Revolut is a debit card and app that will allow you to manage your money (by creating budgets, for example) and that allows you to spend money abroad with the real exchange rate, meaning no additional fees.
Useful contacts

Your dedicated Global Opportunities Team is here to help you with any queries you may have. Please feel free to contact us by email or phone to arrange a meeting!

Ceri Bevan
Head of Global Opportunities
c.bevan@qmul.ac.uk

Harry Gibney
International Exchange Programme Manager
h.gibney@qmul.ac.uk

Colleen Jaycox
Global Programmes Coordinator
c.jaycox@qmul.ac.uk

Wiebke Leugers
Erasmus+ Manager
w.leugers@qmul.ac.uk

Rachel Davies
Global Opportunities Administrative Officer
rachel.davies@qmul.ac.uk

Jess Tan
Study Abroad Marketing and Recruitment Manager
jessica.tan@qmul.ac.uk

Anna Malan
Global Opportunities Assistant
a.malan@qmul.ac.uk

Sophie Dilley
Summer School Director
s.dilley@qmul.ac.uk

Departmental and academic advisers

Within each academic school, there is a member of staff who will be available to advise you on academic matters. Departmental advisers are responsible for approving your module registration choices within their department.

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Tel</th>
<th>Room</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biological and Chemical Sciences</td>
<td>Dr Greg Szulgit</td>
<td>020 7882 6960</td>
<td>Room 4.14, Fogg Building</td>
<td><a href="mailto:g.szulgit@qmul.ac.uk">g.szulgit@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Blizard Institute/Global Health</td>
<td>Ms Emily Mclean-Inglis</td>
<td>020 7882 2541</td>
<td>G.03</td>
<td><a href="mailto:e.mclean-inglis@qmul.ac.uk">e.mclean-inglis@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Business and Management</td>
<td>Anisa Islam</td>
<td>020 7882 5059</td>
<td>FB4.22</td>
<td><a href="mailto:anisa.islam@qmul.ac.uk">anisa.islam@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Economics and Finance</td>
<td>Professor Xavier Mateos-Planas</td>
<td></td>
<td></td>
<td><a href="mailto:x.mateos-planas@qmul.ac.uk">x.mateos-planas@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Electronic Engineering and Computer Science</td>
<td>Dr Paula Fonseca, Dr Pengwei Hao</td>
<td>020 7882 7340, 020 7882 5207</td>
<td>Eng, E203, Eng, E104</td>
<td><a href="mailto:eecs-studyabroad@qmul.ac.uk">eecs-studyabroad@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Engineering and Materials</td>
<td>Dr Adrian Briggs</td>
<td>020 7882 8876</td>
<td>Eng, 334</td>
<td><a href="mailto:a.briggs@qmul.ac.uk">a.briggs@qmul.ac.uk</a></td>
</tr>
<tr>
<td>English</td>
<td>Dr Jaclyn Rajsic</td>
<td>020 7882 2918</td>
<td>ArtsOne 3.25</td>
<td><a href="mailto:jaclyn.rajsic@qmul.ac.uk">jaclyn.rajsic@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Drama</td>
<td>Dr Penelope Woods</td>
<td>020 7882 3060</td>
<td>ArtsOne 3.21</td>
<td><a href="mailto:p.woods@qmul.ac.uk">p.woods@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Geography</td>
<td>Dr Regan Koch</td>
<td>020 7882 8200</td>
<td>Geography 123/219</td>
<td><a href="mailto:r.koch@qmul.ac.uk">r.koch@qmul.ac.uk</a></td>
</tr>
<tr>
<td>History</td>
<td>Dr Matt Jacobsen</td>
<td>020 7882 3371</td>
<td>ArtsTwo</td>
<td><a href="mailto:m.jacobsen@qmul.ac.uk">m.jacobsen@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Language Learning (Language Centre)</td>
<td>Ms Catalina Gonzalez</td>
<td>020 7882 2842</td>
<td>ArtsOne 108</td>
<td><a href="mailto:c.gonzalez@qmul.ac.uk">c.gonzalez@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Languages, Linguistics and Film</td>
<td>SLLF Programme Admin</td>
<td>020 7882 2827</td>
<td>ArtsOne 1.40</td>
<td><a href="mailto:sllf-progadmin@qmul.ac.uk">sllf-progadmin@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Law</td>
<td>Mrs Sheila Shirley</td>
<td>020 7882 3934</td>
<td>Law Building G15</td>
<td><a href="mailto:s.shirley@qmul.ac.uk">s.shirley@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Mathematical Sciences</td>
<td>Professor Ilya Goldsheid</td>
<td>020 7882 5473</td>
<td>Mathematical Sciences Building, Room MB-123</td>
<td><a href="mailto:i.goldsheid@qmul.ac.uk">i.goldsheid@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Physics</td>
<td>Dr Matthew Buican</td>
<td>020 7882 3462</td>
<td>GO Jones 601</td>
<td><a href="mailto:m.buican@qmul.ac.uk">m.buican@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Politics</td>
<td>Dr Ksenia Northmore-Ball</td>
<td>020 7882 5832</td>
<td>ArtsOne 2.27B</td>
<td><a href="mailto:k.northmore-ball@qmul.ac.uk">k.northmore-ball@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>
Residence Office
The Housing Hub, Feilden House
Tel: +44 (0)20 7882 5522
Email: residences@qmul.ac.uk

Disability and Dyslexia Service
Room 2.06, Francis Bancroft Building
Tel: +44 (0)20 7882 2756
Email: disability@qmul.ac.uk

Fees Office
Queen's Building, Room W117
Tel: +44 (0)20 7882 3086
Email: fees@qmul.ac.uk

Health Centre
Geography Building, Ground Floor
Tel: +44 (0)20 7882 8710

Security
Tel: +44 (0)20 7882 5000
Emergency number: +44 (0)20 7882 3333
Email: mile-end-security@qmul.ac.uk

Queen Mary Students' Union
329 Mile End Road
Tel: +44 (0)20 7882 8030
Email: su-qmsu.reception@qmul.ac.uk

Advice and Counselling Service
Geography Square, Ground Floor
Tel: +44 (0)20 7882 8717

IT Services
Queen's Building, Room W209
Tel: +44 (0)20 7882 8888
Email: its-helpdesk@qmul.ac.uk

External contacts
You should check the British Council website for details of the British Embassy in your home country. britishcouncil.org

Check if your home country has advice for students planning to study overseas. E.g. The US State Department have a website giving information on travel, health, emergency procedures and voting whilst abroad at travel.state.gov
Visitors who require further information or assistance should please go to the main reception in the Queens’ Building.

The smoking of cigarettes or tobacco products is only permitted at designated smoking areas/shelters indicated on this map.

Electronic cigarettes permitted on outside spaces only.

These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.

Key
- Library/bookshop
- Fitness centre
- Refreshment: Café/Eatery/Coffee place
- Staff car park
- Bicycle parking
- Bicycle lockers
- Cash machine
- Smoking area/shelter

Information

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Electronic cigarettes permitted on outside spaces only.

These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.
Enquiries
Queens’ Building
Room E09 (ground floor)
or CB110 (first floor)
Tel: +44 (0)20 7882 6858
email: study-abroad@qmul.ac.uk

If you require this publication in a different accessible format we will endeavour to provide this, where possible. For further information and assistance, please contact: designandbranding@qmul.ac.uk

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@QMULStudyAbroad
qmulstudyabroad.blog