



UNIVERSITY OF LIMERICK  
Conference and Sports Campus

# VISITOR GUIDE

[www.conference.ul.ie](http://www.conference.ul.ie)



## GENERAL INFORMATION

### RECEPTION

Village Reception will be open from 08h00 – 20h00 during your stay.

Should you have any queries or difficulties, please do not hesitate to call to reception during the times shown above.

Village Reception can be contacted by dialing the following relevant telephone number

Village	Telephone Number
Cappavilla Village & The Quigley Residence	00353 61 235 700
Troy Village	00353 61 330 199

### EXTENDING YOUR BOOKING

To extend your booking with us please contact our reservations team on by emailing [Chloe.Keogh@ul.ie](mailto:Chloe.Keogh@ul.ie) or by calling 00353 61 234 178, who will be happy to assist with your query. Alternatively telephone village reception.

### AVAILABLE IN YOUR ACCOMMODATION

- Washing up liquid, dish brush, tea towel
- Toilet roll

Should you require any items to be replenished please telephone reception.

### KEYS

If you have misplaced your key please call to the village reception for a replacement.

### MAINTENANCE

Please telephone Village Reception to report any fault you identify in the property as soon as possible.



## EMERGENCIES

In case of emergency please contact the following relevant telephone number:

### Cappavilla Village and The Quigley Residence:

Time	Name	Telephone Number
08h00 – 20h00	Village Reception	00353 61 235 700
20h00 – 23h00	Reception Team	00353 87 344 2836
23h00 – 08h00	Campus Security	00353 86 026 2971

### Troy Village:

Time	Name	Telephone Number
08h00 – 20h00	Village Reception	00353 61 330 199
20h00 – 23h00	Reception Team	00353 86 300 9661
23h00 – 08h00	Campus Security	00353 86 026 2971

## SECURITY

Please help us to keep the village a secure living environment.

- Keep all hall doors locked at all times.
- Keep all windows, bedroom doors locked when absent from rooms, especially at ground floor level.
- Report anything suspicious to reception / security as soon as you observe it.

## PHONES

Some apartments have telephones in the hallway. You can use the apartment phone free of charge to call reception and security.

## RECEPTION CONTACT NUMBERS

DESTINATION	PHONE NUMBER	FREE PHONE FROM RESIDENCE
Conference & Events	0035361-234178	N/A
Security	0035361-234600	4600
Cappavilla Village	0035361-237500	7500
Quigley Residence	0035361-237500	7500
Troy Student Village	0035361-330199	N/A



## BALCONIES

Furniture, barbeques or the hanging of clothes are not permitted on balconies. Balconies may be required to remain closed during some events.

## FREE BICYCLE RENTAL SCHEME

We provide a limited amount of bicycles for hire. Please contact your village reception to enquire about our bike rental scheme – there is no cost associated with this.

## HEATING/HOT WATER SYSTEM

All villages operate a timed hot water system. Each village operates a different heating system. Please contact reception for more information.

### *Troy Village:*

*In order to ensure that there is enough hot water for everyone in the house, the hot water timers have been set at various intervals throughout the day. The boiler is currently set to turn on at **6-9am, 12-2pm and 6-8pm.***

*You are welcome to change these times to times better suited to your needs. The pins that are pulled out are when the boiler will turn on and will heat the water then. Please allow time for the water to heat. If you need extra hot water, you can use the boost button and select the time from 15, 30, 60, or 120 minutes.*

## NON-SMOKING POLICY

All residences are non-smoking. There is also a non-smoking policy in place in the University. Please take note of the signage displayed around the University.

## PARKING

Parking is at owner's risk, management accept no responsibility for loss or damage to vehicles or property within. Parking is limited and not guaranteed.

## PRIORITISING THE HEALTH AND SAFETY OF GUESTS AND STAFF

Please be assured that we are closely following all official government guidelines and recommendations in order to prevent the spread of the Covid-19 virus. As we prioritise the health and safety of both our guests and staff, we have changed some of our processes and ask that you read the information outlined below carefully in advance of checking in to our accommodation.

Please note that hand sanitising gels have been installed in public areas in the villages. We have also increased the frequency of sanitation of regularly touched surfaces in public areas.



## IF YOU ARE FEELING UNWELL DURING YOUR STAY

If you are feeling unwell during your stay and are displaying symptoms of cough, shortness of breath, breathing difficulties and fever (high temperature) please act as follows:

1. **During office hours:** Telephone YOUR GP OR EMERGENCY SERVICES ON 999/112 AND telephone Village Reception (telephone number above) to alert them that the Emergency Services have been contacted. A contact list of local medical centres and hospitals is available from Village Reception.
2. **Outside of office hours:** Telephone YOUR GP OR EMERGENCY SERVICES ON 999/112 AND Contact the UL EMERGENCY NUMBER 0035361 213333 OR 3333 from the apartment telephone.
3. Maintain physical distancing from other people and restrict your use of the public areas of the apartment.

## PREVENTING THE SPREAD OF INFECTION

During your stay with us, please at all times continue to exercise good hygiene practices.





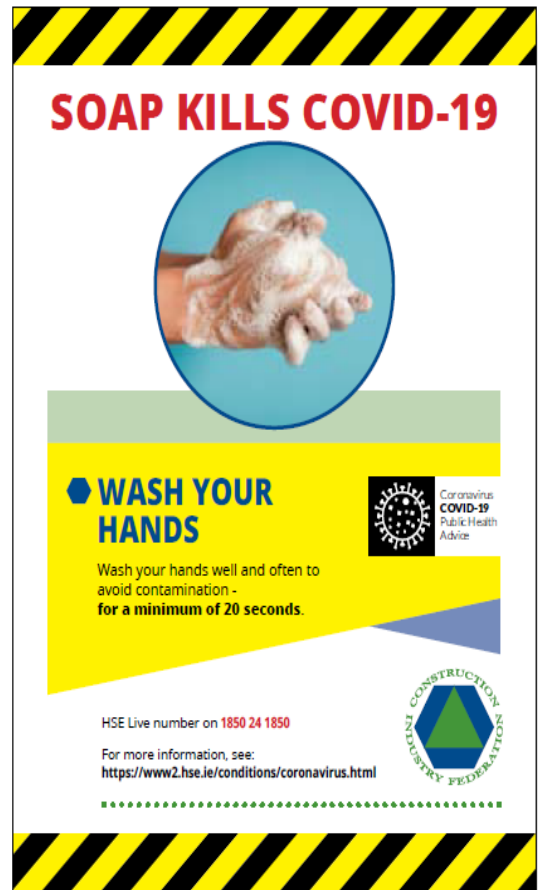
**DO:**

Wash your hands properly and often. Hands should be washed:

- ▶ *after coughing or sneezing*
- ▶ *before and after eating*
- ▶ *before and after preparing food*
- ▶ *if you were in contact with someone who has a fever or respiratory symptoms (cough, shortness of breath, difficulty breathing)*
- ▶ *before and after being on public transport if you must use it*
- ▶ *before and after being in a crowd (especially an indoor crowd)*
- ▶ *when you arrive and leave buildings including your home or anyone else's home*
- ▶ *before having a cigarette or vaping*
- ▶ *if your hands are dirty*
- ▶ *after toilet use*
  
- ▶ Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze.
- ▶ Put used tissues into a bin and wash your hands.
- ▶ Clean and disinfect frequently touched objects and surfaces.

**DON'T:**

- ▶ Do not touch your eyes, nose or mouth if your hands are not clean.
- ▶ Do not share objects that touch your mouth – for example, bottles, cups.



 /conferencesandeventslimerick

 @EventsUL

 [www.youtube.com/watch?v=eteYvGF2eSk](https://www.youtube.com/watch?v=eteYvGF2eSk)