


**find
your
BRISTOL**



Welcome guide for new undergraduates 2019

A photograph of three students, two men and one woman, sitting together and looking at a laptop. The woman in the foreground is smiling broadly. The background is a blurred indoor setting.

Getting started at the
University of Bristol

Congratulations!

Bookmark bristol.ac.uk/find-your-bristol now to keep up to date and get Bristol ready!

Checklist: things to do before you get here

By Saturday 14 September

- ☐ Upload a photo for your UCard – your student ID card (see page 3)
- ☐ Register online (from 4 to 14 September – see page 2) and print out your Certificate of Registration

Getting ready

- ☐ Start preparing for university life – we've got tips and the latest information at bristol.ac.uk/find-your-bristol
- ☐ Register with the Students' Health Service or a local GP as soon as you know your Bristol address (page 9)
- ☐ Get vaccinated if necessary (page 9)
- ☐ If you're an international student, make sure you've completed any necessary tasks (see page 4)
- ☐ Think about buying a sports activity pass
- ☐ Share your stories and join us on social media at [#WeAreBristolUni](http://bristol.ac.uk/connect)
- ☐ Think about buying a Bristol Students' Union wristband to get access to various activities during Welcome Week
- ☐ Join our Facebook group for new students – facebook.com/groups/BristolOfficialWelcome2019

Key dates 2019/2020

Academic year

Monday 23 September 2019 to Friday 12 June 2020

Moving in dates for students in University-allocated residences

Friday 20, Saturday 21 and Sunday 22 September 2019

Welcome Week

Monday 23 to Friday 27 September 2019

Teaching blocks

Teaching is delivered in two blocks, each followed by an exam and marking period.

Teaching block 1:

Monday 30 September to Friday 20 December 2019

Teaching block 2:

Monday 27 January to Friday 8 May 2020

Vacation

Christmas: Monday 23 December 2019 to Friday 10 January 2020

Easter: Monday 30 March to Friday 17 April 2020

Summer: Monday 15 June to Friday 18 September 2020

Disability Services

We support students with a range of disabilities, learning difficulties and other health and mental health conditions. If you have not already been in contact, please get in touch with us now to avoid any delay accessing support.

bristol.ac.uk/disability-services

find your BRISTOL

Welcome

from Professor Sarah Purdy,
Pro Vice-Chancellor for
Student Experience



Congratulations on getting your place at the University of Bristol. We are delighted that you will be joining our community and look forward to seeing you at Welcome Week, 23 to 27 September 2019.

Starting university is an exciting time of change and opportunity. You may be changing where you live, about to develop a new social network and start a different daily routine. Perhaps Bristol is new to you, with lots to explore; maybe you live here already and are about to view your home city from a different perspective. Perhaps you are joining us from overseas and the whole of the UK is a new experience! Whatever your circumstances, you're joining an inspiring and supportive academic community in a friendly and dynamic city, well-known for its creativity and culture.

We are proud of the experience that we offer our students with research-rich and innovative education delivered across all our programmes. Do take up the opportunity of complementing your academic knowledge with our Bristol Futures initiative. This offers you three personal development pathways; Innovation and Enterprise, Global Citizenship and Sustainable Futures. Exploring these will help you develop additional skills for employability, as well as widening your networks and developing your experiences, on top of your academic development.

While university life is exciting, with lots on offer, it can also bring challenges – personal as well as academic. It can take a while to get used to studying independently and to living away from home, perhaps for the first time. Your wellbeing is very important to us and it is just as important to take time out for yourself as it is to study hard. To help you with this, we offer a range of support, from personal tutors to peer mentoring and wellbeing advisors, in addition to online resources such as Big White Wall. There's more information about how we support you on pages 8-9 of this guide.

We know that having places which feel like your own is important. Facilities like those in the Bristol Students' Union building, and in the heart of our campus, the SU Living Room and our remodelled sports centre, are key to making room for leisure time. Bristol Students' Union is home to nearly 400 clubs and societies, so please make the most of these opportunities. We are also so lucky to live in such a green city, with plenty of parks and open spaces to explore.

From the moment you arrive to the day you graduate, you are an important part of the University and the city. During your time with us, we recommend that you look beyond the campus and engage with what's happening across Bristol. We are a civic university in a thriving city, and you can be part of that – through your studies, volunteering or just exploring.

In three or four years' time, you will leave with a Bristol degree, well equipped for life beyond University. That journey starts now.

We are look forward to welcoming you to Bristol in September.

Professor Sarah Purdy

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Information Point

Our friendly team is on hand to answer your questions about university life and help you find your way around.

info-point@bristol.ac.uk

Registration

Online registration is open from
4 to 14 September: [bristol.ac.uk/
students/new/register](https://bristol.ac.uk/students/new/register)

Get registered

Once you've completed your registration, you'll be an official member of the University of Bristol. The registration process has two stages:

Step 1: before you arrive, you need to register online*;
Step 2: when you get here, you complete the process in person at your registration event (check your Welcome Week timetable for details – this will be available on our webpages when you arrive in Bristol).
bristol.ac.uk/students/new/timetables

Register online

Register online from Wednesday 4 to Saturday 14 September.

How to register

- Go to bristol.ac.uk/studentinfo/new.
- Log in using your family name, your date of birth and your UCAS personal ID.
- Check that all your information is correct and amend if necessary.
- Decide who will be your emergency contact and enter their details.
- Confirm that you accept the conditions of our Student Agreement.
- Create a password for your University computer and IT account. It's important to remember your password as it gives you access to your University email and all the IT systems that you'll need. Until you are confident you can remember it, you can write it down but make sure you keep it secure.
- Print your Certificate of Registration (and your Document Checklist if you are prompted to by the system. See following section).

Please refer to the help notes as you go through online registration or contact your Faculty Office if you have any queries (see page 13).

Visit bristol.ac.uk/find-your-bristol for useful information to help you register and settle into University life.

*If you can't register online before you arrive because you don't have access to a computer, there will be staff at registration who will help you.

Document Checklist

For some students we need to see original documents before registration. If the system creates a Document Checklist for you, please print out and bring this checklist, and all the supporting documentation listed on it, to your Document Checks (see page 3).
bristol.ac.uk/students/new/register/document-checks

Certificate of Registration

Your Certificate of Registration contains important information about your University computer and library accounts. It also gives you a link to information about accessing your University email account, *Student Info* (see below) and other online services. You will usually be able to access most of these within 15 minutes of completing online registration.

Student Info – your online facility

You can see most of the information that we hold centrally about you online via *Student Info*. Please check this on a regular basis during your studies, and update your details, such as your home or local address, when necessary. You can also check:

- unit information
- your Personal Tutor's details
- your personal exam timetable
- exam results.

Your preferred name

The full name you gave when you applied to the University (or to UCAS) will be used for all official purposes, such as academic transcripts and degree certificates. For other less formal documents, such as your University student card and class lists, only your first forename and family name will be printed. You can enter a preferred forename in the personal details section during online registration, and we will use this on your student card and on informal lists.

Register in person during Welcome Week

Bring your printed Certificate of Registration (and your Document Checklist, with supporting documentation if we've requested it) to registration. Your certificate provides proof of online registration, and you'll need it to collect your student ID (UCard). Please attend registration during the exact time as specified in your Welcome Week timetable (not earlier, since space is limited).
bristol.ac.uk/students/new/timetables

Document Checks

If a Document Checklist was provided for you during online registration, you need to attend the Document Checks before registering.

bristol.ac.uk/students/new/register/document-checks

If you have a Tier 4 Student Visa, you need to collect your Biometric Residence Permit (BRP) card. The BRP card is proof of your immigration permission to be in the UK as a Tier 4 Student. Find out how to collect your BRP card.

bristol.ac.uk/directory/visas/tier-4/biometric

Please arrive at least 30 minutes before your registration slot and bring a printed copy of your Certificate of Registration, Document Checklist and any other documents we ask for on the checklist.

These may include:

- passport
- BRP Card (if you have already collected it)
- ATAS certificate (if required)
- Your boarding card/flight details if you travelled via the Republic of Ireland or are a national of Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA and entered the UK via an eGate at the port of entry (instead of seeing a Border Officer to have your visa stamped)
- Your visa application document checklist or other proof of visa application submission, if you have made a recent visa application in the UK.

Please note you could be asked for your original academic or English language qualifications.

find your UCARD

Your student ID

When you arrive, you will collect your personal University of Bristol student card – UCard – with your photo. This is valid for the duration of your course so keep it safe and carry it with you on campus.

Your UCard provides:

- proof that you are one of our students
- membership to our libraries
- access to our buildings
- access to sports facilities (if you have paid for an activity pass)
- student discounts for some shops and leisure activities.

Already got a UCard?

If you are currently completing another University of Bristol course (like our pre-sessional English language programmes) and already have a valid UCard you don't need to upload another photo, unless you want to. Take your current UCard with you when you register.

Register online and upload
your photo by 14 September
for your UCard to be ready
when you arrive.

Collecting your UCard

You will receive your UCard at registration. Details of your registration event will be in your Welcome Week timetable, available on our website just before Welcome Week starts on 23 September.
bristol.ac.uk/find-your-bristol

Replacement cards

If your UCard is lost, stolen or damaged, you can request a replacement from our Card Services Department at a cost of £10.

What you need to do

Before you arrive:

- Register online between 4 and 14 September at bristol.ac.uk/studentinfo/new – have your student number or your UCAS personal ID to hand
- Upload a recent passport-style photo of yourself by 14 September. If you can't upload an image, you can arrange for your photo to be taken when you arrive – staff at registration will explain what you need to do bristol.ac.uk/cardservices/newstudents
- Print out your Certificate of Registration and (if applicable) Document Checklist.

International students



Pre-arrival information

You can find full pre-arrival information, including essential information about immigration, travel to Bristol, welcome arrangements and living and studying in the UK, at bristol.ac.uk/students/new/new-international.

Student Visa Services

Student Visa Advisers can provide immigration advice and guidance before and during your studies. bristol.ac.uk/directory/visas

Non-EU students – all visa holders

We hold a UKVI Tier 4 Sponsor Licence and must comply with general and specific sponsor duties. You can find details of these duties on the government website at www.gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educators.

If you need a visa to study in the UK, you will need a Confirmation of Acceptance for Studies (CAS) and will need to apply for a Tier 4 Student Visa. For guidance, please see bristol.ac.uk/directory/visas. Once your visa is granted, you will be issued a one-month entry visa sticker in your passport (so you can travel to the UK), along with a letter confirming the length and conditions of your visa. When you arrive, you can collect your BRP. You won't be able to register for your course unless you have a valid visa. bristol.ac.uk/directory/visas/tier-4/biometric

What you need to do

Before you leave home:

- Get any necessary student visa or entry clearance to study in the UK
- If you are arriving on 20, 21 or 22 September, check the details of how to travel to our University at bristol.ac.uk/students/new/new-international
- Check ukcisa.org.uk for useful tips and advice about living and studying in the UK
- Remember to carry your Confirmation of Acceptance for Studies (CAS) email with you to show to immigration authorities when you arrive.

Find out more on our website for new students. bristol.ac.uk/find-your-bristol

Welcome and arrivals

If you're an international student arriving on Friday 20, Saturday 21 or Sunday 22 September, our student ambassadors will be on hand to welcome you and provide advice at: Heathrow Airport; Bristol International Airport; Bristol Coach Station; and Temple Meads Rail Station. We provide a free minibus service from Bristol Coach Station to your residence.

International Welcome Lounge

Our International Welcome Lounge is a place for you to make new friends, obtain a bank letter, get help finding private accommodation and find out about the activities, cultural events and trips organised by our International Office. You can also get in touch with other Bristol students to help you to settle into life in the UK. Find us at the Centre for English Language and Foundation Studies reception in Bristol Students' Union (4th Floor, Richmond Building).

Opening times: 10 am to 4 pm

Monday 9 to Friday 14 September

Monday 17 to Friday 27 September, including the weekend of 21 and 22 September.

Registering with the police

Certain nationalities need to register with the police within seven days of arrival in the UK. You can check the yellow entry vignette (yellow sticker) in your passport to see if you need to do this or check the UKVI webpage:

www.gov.uk/register-with-the-police/who-needs-to-register.

If you do need to register, you must fill in a form – available from:

www.foreignnationals.avonandsomerset.police.uk

– before going to the police station. Further information:

bristol.ac.uk/directory/visas/tier-4/registering-with-the-police.

Bristol International Students Centre (BISC)

BISC is a registered charity with a Christian ethos supporting international students of all faiths and none. They organise a lot of activities, and run trips and tours throughout the academic year. bisc.org.uk.

The International Welcome Lounge is open Monday to Friday, from 10 am to 4 pm during most of September, as well as the weekend of 21 and 22.

Supporting your studies



Study spaces

Our libraries and study centres are accessible to all students, many with extended opening hours during assessment periods. We also have open access study spaces for students around campus, including cafés and common rooms.

bristol.ac.uk/library/locations-opening

You can access:

- large collections of online resources, journals, databases, ebooks, print books, archives and special collections
- thousands of study seats offering a choice of individual and group study in silent, quiet and social spaces
- support with information and study skills, finding resources, evaluation and referencing
- special facilities and services for users with disabilities and for those who have additional support requirements or difficulty accessing the libraries.

Sources of study help, advice and general information

Library staff in all libraries will be happy to help with any queries. Specialist subject support is available from our dedicated team of Subject Librarians.

bristol.ac.uk/library

Study Skills

Adapting to studying at University is different for everyone. The Study Skills service will help you develop the best possible ways of studying, managing your time, taking notes and using your feedback.

bristol.ac.uk/studyskills

Personal Development Planning (PDP)

Using our Bristol Skills Framework, we can help you reflect on your skills and achievements and plan for your future.

bristol.ac.uk/students/study/pdp

IT Services

We provide computing facilities including printing, photocopying and scanning, and over 2,300 public computers available across the campus and in halls of residence, with some open 24 hours a day.

Once you've registered online and have a university username and password, you can use a suite of tools and services:

- Eduroam wifi in all learning spaces and in our managed residences
- a University Office 365 account, including Outlook, OneDrive and other Office apps
- a dedicated IT service desk for all your computing queries
- free student laptop and mobile clinic
- online lecture recordings.

MyBristol – your University portal

MyBristol gives you personalised access to web-based tools and services such as email, online learning, timetables, University announcements and *Student Info*.

Once you have completed online registration you can use it to:

- access your email
- pay your tuition fees online
- view your timetable
- find information about your course
- find the nearest free open access computer
- read important announcements.

To log in, go to bristol.ac.uk/mybristol.

IT Service Desk in Beacon House

Telephone: +44 (0)117 428 2100

Email: service-desk@bristol.ac.uk

Website: bristol.ac.uk/it-services/contacts

Using your own computer

- You can bring your own device and connect it to our network to use the internet and a wide range of online services.
- Install Microsoft Office for free on your own device.

What you need to do

During Welcome Week:

- Connect to the **bristol-wifi-setup** network, browse to www.wireless.bris.ac.uk and get connected to eduroam
- Log into MyBristol (bristol.ac.uk/mybristol) to access your University email account and other online services
- Log into Office 365 (portal.office.com) and download Microsoft Office for free
- Visit the library website and explore our collections
- Find and visit your nearest library and attend your library induction
- Check out our study support pages. bristol.ac.uk/students/study

Please ask your school of details of any organised library tours.

Welcome Week 23-27 September

Welcome Week is your first week at University. It's your chance to get to know your way round, to meet your lecturers and peers, to complete registration and to get involved in a range of activities and events to help you get settled into life at Bristol.

find your FACULTY

Our academic schools are grouped in six faculties: Arts; Engineering; Health Sciences; Life Sciences; Science; Social Sciences and Law. Within each school are individual departments.

You can find contact details for the Faculty Offices on page 13. If you're not sure which faculty you're in, check the A-Z list of courses at bristol.ac.uk/students/new/contacts.

Moving in

If you are living in University-allocated accommodation, your Residential Life team is your support network. They will welcome you and introduce you to the range of services and support available. If you are living in private housing, you will be invited to a similar presentation during Welcome Week.

bristol.ac.uk/students/wellbeing/services/residential-life-service

School activities

Our academic schools organise a range of welcome and induction activities, so don't forget to check your Welcome Week timetable – see bristol.ac.uk/find-your-bristol. You will also be able to meet your Personal Tutor.

University Welcome Ceremony

Join us to celebrate the start of your university life at Bristol. Senior academics and Bristol Students' Union elected officers will welcome you officially at this special ceremony in the grand surroundings of the Wills Memorial Building Great Hall.

Bristol Students' Union (Bristol SU)

Our Students' Union plays a key role in student life. It is open to all students and works to provide the best possible experience at university. Check the website to see what's on offer, including:

- clubs and societies
- social activities
- live music and comedy
- advice and support on academic and personal issues
- volunteering programmes
- skills development
- training to become a Course Representative.

Visit our Campus Heart market for information stands, workshops and live music around Tyndall Avenue, 23 to 26 September.

What you need to do

Before you arrive

- Join our Welcome Facebook Group – facebook.com/groups/BristolOfficialWelcome2019

During Welcome Week (23 to 27 September)

- Take part in your residence's welcome events, including induction, workshops and activities
- Attend registration at the time specified
- Attend your University Welcome Ceremony – details in your timetable
- Find out about your induction and activities organised by your academic school by downloading your Welcome Week timetable
- Visit the SU website (bristolsu.org.uk/welcome) to find out about all the activities and events on offer during this week.

Check out Bristol SU's Welcome Week programme – bristolsu.org.uk/welcome

Bristol SU welcome programme

There's so much going on this week, from plant potting and film screenings to a range of social gatherings and other activities, including alcohol-free events.

bristolsu.org.uk/welcome

Don't miss the Bristol SU Welcome Fair, from 11 am to 5 pm on Friday 27 September on Clifton Downs. The Downs will be transformed into a festival arena with student societies, sports clubs, local businesses and University services, with food stalls and entertainment throughout the day. This is your chance to sign up to a wide range of activities, pick up useful information and take advantage of special offers. The fair is only open to students, so make sure you have your UCard or acceptance letter with you.

The fair opens an hour earlier for students with accessibility requirements. If you would like to come along at this time, please email bristolsu-justask@bristol.ac.uk by Monday 23 September with details of any support you may need. If you can't make the fair you can still sign up for clubs and societies and find out more about Bristol SU.

bristolsu.org.uk.

Peer mentoring

Our Student Inclusion team offers peer mentoring for first-year students. Mentors are current students who have already studied at the University for at least one year and can:

- answer general queries
- help you find your way around
- help you decide which clubs, societies and social activities to get involved in
- give tips on your course (but not academic support)
- direct you towards sources of information and support across the University and Bristol SU.

We'll send you an email telling you more about the scheme and how to get involved.

Care leavers and estranged students

If you have experience of being in care or are estranged from your family and are studying without the support or approval of a family network, our Peer Support Adviser Maria Tottle offers support throughout the year. During the first two weeks of term,

Maria will invite you to meet with her as well giving you the opportunity to meet other students with similar experiences. This is followed by regular meet-ups throughout the year. Contact care-leavers@bristol.ac.uk for more information.

Mature students

If you're aged 21 or over, we will invite you to an optional introduction event on Monday 23 September, and to one of two optional study skills sessions (Monday afternoon or Friday morning). You're also invited to a coffee morning and campus tour on Thursday 19 September. At these events you can meet other mature undergraduates as well as the Mature Students' Adviser and our team of Mature Student Advocates. You should have received an email with details about these events; if you didn't, or if you'd like more information, contact mature-students-adviser@bristol.ac.uk.

Music auditions

Do you want to join one of our instrumental or choral groups? Check out the options at bristol.ac.uk/music/performance/calling-all-musicians. Four groups are holding auditions during Welcome Week:

- University Symphony Orchestra
- University Chamber Orchestra
- University Chamber Choir
- University Singers.

You can sign up for a slot at the Department of Music at the start of Welcome Week. Auditions will take place at the Victoria Rooms during the Thursday, Friday and Saturday of Welcome Week. They are only held once a year so if you're interested, don't miss out.

If your school commitments mean you can't attend the scheduled audition sessions, contact the Department of Music (music-resources@bristol.ac.uk, +44 (0)117 331 4044), who may be able to arrange an alternative audition slot for you.

Sustainability

Sustainability is part of everything we do at Bristol: our research, teaching, buildings and the student experience. You can take part in a whole host of interesting activities to develop your skills during your time at Bristol. Bristol SU also runs sustainability events in Welcome Week and throughout the year, offering the chance to get involved in volunteering and campaigning. Visit bristol.ac.uk/green and bristolsu.org.uk/sustainability to find out more.

find your RHYTHM

Wellbeing at Bristol

Being at university can be exciting, but there may be times when the demands of studying or life in general are challenging. It can be difficult being away from home, family and friends, but at Bristol you are not alone; we are here to help.

Looking after yourself

Learning to manage your own wellbeing is a crucial part of university life. We will help you to develop these skills through direct support and online resources, and will put you in touch with the right help when you need it.

Residential Life team

Each of our Residential Villages has a pastoral team of experienced staff providing help when you need it most, 24 hours a day, 7 days a week. bristol.ac.uk/students/wellbeing

Student Wellbeing Service

This team works alongside your academic tutor to ensure you have everything you need while studying with us. Our wellbeing advisers can help you look after yourself and are specially trained to give you support if you need it. They can point you to our Student Services across the University, including guidance from our Careers and Employability Team. bristol.ac.uk/students/wellbeing/services/student-wellbeing-service

Student Counselling Service

As well as helping you access local NHS services, our Student Counselling service provides group and individual counselling. bristol.ac.uk/student-counselling

Nightline

Our confidential night-time support service for students is open every evening during term time. The volunteers are there to listen to your concerns and worries, whatever they may be, by phone or instant messaging. bristol.nightline.ac.uk

Faith and spirituality

The Multifaith Chaplaincy offers confidential pastoral and spiritual support, religious information and advice, regular events and a welcoming space for all faiths and none. chaplaincy@bristol.ac.uk
bristol.ac.uk/multifaith-chaplaincy

Healthy studying: relaxation spaces, mindfulness and creative activities offered by our libraries. bristol.ac.uk/library/accessibility-support/wellbeing

Disability Services

We support students with a range of disabilities, learning difficulties and other health and mental health conditions. Our advisers can tell you about the many support options available, such as mentoring, study skills and adjustments to teaching and exams. We'll work with you and your academic department to help you get the most out of your time at Bristol. We also help with alternative exam arrangements. Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk
bristol.ac.uk/disability-services
bristol.ac.uk/directory/exams/alternative

Big White Wall

This is a free online service, with a range of resources to help you cope with all the challenges of student life. You can take courses on positive thinking, problem solving or managing anxiety, and read guides on how to relax. You'll have the added support of Big White Wall's anonymous peer community, with trained Big White Wall Guides online 24/7. bristol.ac.uk/students/wellbeing/contacts/big-white-wall

Support in schools

Your Personal Tutor will provide academic guidance and can signpost you to other University services if required. At the start of your course you will be assigned a personal tutor for the entirety of your degree with whom you can meet and discuss matters related to your studies. Personal Tutors are supported by Senior Tutors who provide additional support for issues affecting academic work.

You will also have access to a wide range of online resources to support your studies: bristol.ac.uk/students/study
Bristol Students' Union's Just Ask service is another source of academic support: bristolsu.org.uk/justask

Getting involved

We want you to keep healthy and enjoy every aspect of university life. You can explore a range of health and sports facilities and clubs, and take part in opportunities beyond your studies. There is also a huge array of societies and volunteering activities on offer, helping you build your community from the moment you arrive. bristol.ac.uk/sport/activities/campus
bristolsu.org.uk

Our health is influenced by the environment we live, work and play in. Many people come here to study and find they never leave. It's easy to get to nearby countryside around the South West, and the city is full of restorative green spaces for you to enjoy. bristol.ac.uk/city

Students' Health Service

The Students' Health Service is part of the National Health Service (NHS) and offers a full General Practitioner (GP) service for students and their dependants who live within the practice area. This area includes all our residences and the local area around them. The practice team comprises 14 GPs, six nurse prescribers, two practice nurses and three pharmacists.

The Students' Health Service will arrange vaccination sessions at the beginning of term for any newly registered patients who have been unable to arrange vaccination before they arrive. For further details please visit bristol.ac.uk/students-health or contact the Reception Desk. If you register with another practice, please discuss immunisation with them.

Registering with the Students' Health Service

Please register online using the secure link at bristol.ac.uk/students-health. If you register in advance, and your Bristol address lies within the practice area, you will be able to start using the service as soon as you arrive.

The Students' Health Service can't register you without a Bristol address, so please wait until you have this before completing your online registration. If your Bristol address lies outside the service's practice area, you can find details of local GP services on the NHS Choices website at [nhs.uk](https://www.nhs.uk).

Registering with a doctor

If you don't register with the Students' Health Service, make sure you register with a local GP in Bristol for medical care while you are at university. We encourage our students with existing mental health and ongoing health conditions to let us know as soon as possible so we can help you with the right support from the beginning.

Bristol SU Living Room
This is your own space – a bright and comfy living room in the heart of our Clifton Campus. Take some time out to relax and socialise during the day. bristolsu.org.uk/bristolsulivingroom

What you need to do

Before you arrive:

- Check your medical history and immunisation records, and bring these with you if possible
 - Get your immunisation against meningitis (the MenACWY vaccine) and/or your MMR vaccine, if you haven't had these already
 - Check whether you'll be living in the practice area covered by the Students' Health Service – and if you are, you can register online at bristol.ac.uk/students-health. If not, then, register with a local doctor: www.nhs.uk
 - If you're already registered and are starting a further programme of study, let the Students' Health Service know by 31 August if you want to continue your registration.
- NB: You must still live within the practice area to continue.**

Contacts and opening hours

If you need to see a doctor when you arrive in Bristol, you can contact the Students' Health Service on (0117) 330 2720 or visit the practice at Hampton House during normal opening hours (see below). For urgent medical attention outside these hours, dial 111 to contact NHS 111.

Opening hours

Monday 8:45 am - 7:45 pm
Tuesday 8:45 am - 5:30 pm
Wednesday 8:45 am - 5:30 pm
Thursday 8:45 am - 7:45 pm
Friday 8:45 am - 5:30 pm
Saturday 9 am - 12 noon

Address

Hampton House
St Michael's Hill
Bristol BS6 6AU

Meningitis

There has been a small increase in the rate of meningococcal meningitis and septicaemia in recent years, with a particular increase in cases of the meningitis W strain. It is still an uncommon condition but young people attending higher education for the first time, especially when living in shared accommodation, are at a greater risk of infection, particularly in their first term. We will give you information about the symptoms of meningitis when you arrive.

If you're coming to university for the first time, contact your GP to have the Men ACWY vaccine, ideally at least two weeks before the start of the academic year. This vaccine protects against meningitis C and meningitis W. It does not protect against meningitis B but a separate Men B vaccine can be obtained privately. If you can't arrange to be immunised in your home area, your new Bristol GP can give you the vaccination when you arrive.

MMR (measles, mumps and rubella)

During the last few years several universities, including Bristol, have seen an increase in cases of mumps and measles among students. These can be debilitating illnesses in young people, with possible risk of complications. UK government advice is that all those entering higher education should have had two immunisations against measles, mumps and rubella (known as MMR).

If you are unable to be immunised in your home area, your new Bristol GP can carry them out on your arrival. If you register with another Bristol medical practice, please discuss immunisation with them.

International Students

If you are coming to Bristol as an International Student, please bring with you details of immunisations, medical history, allergies and any current medication. If you are on medication, check it is available in the UK. Bookmark this useful page: <https://ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare>

Tuition fees

What you need to do

This section does not apply to UK/EU students who have a loan for the full tuition fee of £9,250: if that's you, you don't need to take any action.

Before you arrive:

- Choose your payment option and payment method
- If you want to pay by instalments, set up your recurring payment plan on the Fees and Funding channel in your MyBristol portal by 23 October (you will need to register online and then wait until the next working day before you can set up your payment plan)
- If you are a UK/EU student and a sponsor is paying your fees, please complete and return a sponsorship authorisation form (which you can download from bristol.ac.uk/fees-funding/tuition-fees) or provide other evidence to the Income Office
- If you are an International student and a sponsor is paying your fees, please bring your letter to your Document Checks event and we will collect it from your in person Alternatively email a copy to international-partnerships@bristol.ac.uk by 4 October 2019
- If you are receiving tuition fee support from SAAS or from Channel Islands/Isle of Man authorities, please send a copy of your financial notification letter to the Income Office.

Tuition fees

Tuition fees are due on 24 October, unless you have arranged a payment plan. If you are taking out a full tuition fee loan from the UK government, the Student Loans Company will pay your fees directly to the University.

All other students must either pay their tuition fees in full or have already arranged a standard payment plan. You can arrange to pay by instalments through a Financial Statement in the Fees and Funding channel within the MyBristol portal (see page 5), or with the Income Office.

Different arrangements apply to students from different parts of the world and students taking certain courses. Please read this section carefully and follow the instructions that fit your circumstances.

Invoices and receipts

You will be able to view and print invoices and receipts by going to the Fees and Funding channel in your MyBristol portal. You will receive a receipt for cash payments at the time of payment.

Fee amounts

You can find details of fees for 2019/20 at bristol.ac.uk/ug-tuitionfees.

Payment arrangements

UK and EU students receiving financial support from the UK government

If you have applied for the full tuition fee loan of £9,250, you don't need to do anything further – the Student Loans Company will pay your full tuition fee directly to the University. If you receive any funding from the Student Awards Agency for Scotland (SAAS), you need to provide the Income Office with a copy of your financial notification letter so that we can update your records. Remember, if you are studying for a second undergraduate degree, you will not be eligible for a tuition fee loan.

Self-financing UK and EU students

If you have decided not to apply for a tuition fee loan, or have applied for a partial loan only, you will need to arrange to pay the full tuition fees, or the balance, yourself (see 'Payment options' section opposite).

Self-financing international (non-EU) students

Please read the 'Payment options' section to choose how you want to pay your fees.

Students from the Channel Islands and Isle of Man

Special fee rates and support arrangements apply to island residents. If you are receiving any tuition fee support from one of these authorities, please provide the Income Office with a copy of your support notification. If you are self-financing, please read the 'Payment options' section.

Sponsored students

We will invoice your sponsor following your registration; payment is due in full within 30 days of receipt of the University invoice. We will recognise an organisation as your sponsor only if they make payments promptly; if you have problems with your sponsorship arrangements, you will ultimately become responsible for paying your own fees.

UK/EU students

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence to the Income Office: either a copy of the sponsorship confirmation document or a completed sponsorship authorisation form (available at bristol.ac.uk/fees-funding/tuition-fees). Please make sure that an authorised representative of the organisation signs the document, and send it to the Income Office as soon as possible, or hand it in during Welcome Week.

International students (non-EU)

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence to the International Partnerships team by 4 October 2019. Email a copy of your sponsor letter to international-partnerships@bristol.ac.uk or we will collect it from your in person at your Document Checks event. For more details visit our international sponsored students page. bristol.ac.uk/fees-funding/advice/international-sponsored

Payment options for self-funded students

To make a payment or set up future recurring payments, go to the Financial Statement in the Fees and Funding channel on your MyBristol portal. You will need to register online and then wait until the next working day before you can pay or set up your payment plan. Think about whether you want to pay by Direct Debit or recurring card payments before you create your payment plan.

You can pay tuition fees in full or in two instalments: 50 per cent due on 24 October and 50 per cent due on 24 January.

Similarly, you can pay accommodation fees in full or in three instalments: 40 per cent due on 24 October, 30 per cent due on 24 January and 30 per cent due on 24 April.

You can find full information on all other payment options at bristol.ac.uk/fees-funding/tuition-fees.

General financial matters

Difficulties in paying fees

We have clear procedures for dealing with late payment or non-payment of fees; these are set out in the Student Fees section of the Rules and Regulations for Students at bristol.ac.uk/secretary/student-rules-regs.

If you're having difficulty paying your fees, please ask for help as soon as possible: contact the Income Office in the first instance. You may also wish to speak to your Personal Tutor, the Residential Life team, or the Advice and Representation team in the Students' Union. We will help you where we can, but in the event of non-payment the University may apply sanctions ranging from administration fees or interest charges to, in extreme cases, exclusion. If you are having persistent financial hardship, contact the Student Funding Office.

Need help?

If you have any queries about your tuition fees or payment arrangements, please contact the Income Office. If you are a UK/EU student and you made a late application for student support, or if there is a delay with your student support application which may affect your tuition fee loan application, the Student Funding Office should be able to advise you.

If staff need to contact you about any financial matters, they will do so confidentially, to your University email address in the first instance, and will expect you to react promptly so that we can resolve any problems as soon as possible

Arrangements for payment of financial support to students

UK students with government maintenance loans and supplementary grants: payments will be made directly to your bank account in September, January and April.

UK students receiving University of Bristol scholarships and bursaries: please refer to the Fees and Funding channel in your MyBristol portal (see page 5) for information on payment dates.

International student bursaries: payments will be made direct to your nominated UK bank account. Please make sure you provide your UK bank details on your MyBristol portal as soon as you have them.

Other grants

Students from the Channel Islands will receive their grants by cheque. You can collect these with your UCard from the Income Office in 5 Tyndall Avenue between 9 am and 4:30 pm on weekdays.

find
your
WAY

The Income Office, 5 Tyndall Avenue

- Pay tuition, accommodation and bench fees
 - Pick up Channel Islands grant cheques
 - Collect refunds
 - General enquiries about fees and payments
- Telephone: +44 (0)117 954 6371 / 954 6372 / 954 6373
Email: student-fees@bristol.ac.uk

The Student Funding Office, 5 Tyndall Avenue

- Information on bursaries and scholarships
 - Advice on UK government support, including loans, grants and discretionary hardship funds
 - Advice on University Hardship Funds
 - US loan queries
 - Emergency short-term loans
 - Advice on budgeting
 - Financial advice about withdrawal, suspension or transfer
- Telephone: +44 (0)117 428 2944
Email: student-funding@bristol.ac.uk

Travel

Useful travel information

Plan your journey with Travelwest: [travelwest.info](https://www.travelwest.info)

Walking

Our main campus is within easy walking distance of the city centre, Bristol Temple Meads train station and our residences. Visit [walkit.com](https://www.walkit.com) to plan getting about on foot.

Cycling

Bristol is a cycling city despite the hills! Bringing your own bike to Bristol or buying one while you're here means you can enjoy getting out and about independently and is a great way to enjoy our city. We support cycling in a number of ways, from free cycle training to regular free bike clinics to keep your bike in tune, and there are plenty of cycle parking facilities. We run clinics during Welcome Week. bristol.ac.uk/cycling

Keep up to date with cycling events and initiatives by joining the University Bicycle User Group (TUB-BUG) mailing list. bristol.ac.uk/bike-users | betterbybike.info

Bus/coach

University of Bristol Students' Union Bristol and the University campus are well served by fast and frequent bus services. There are buses from our Clifton Campus to the city centre, Bristol Temple Meads train station, the Stoke Bishop Halls of Residence (North Village) and other popular areas.

What you need to do

Before you arrive:

- Download the First Bus app to your phone for the Bristol Unibus U1/U2 services to access the cheapest First bus fares across the city – just search 'First Bus app' in your app store. Undergraduates living in University-allocated accommodation will receive a voucher code by email before arriving at University to get the free Unibus U1 bus pass. U2 passes will be distributed to University of Bristol Langford Vet School students on arrival at the University.

Undergraduate students living in University-allocated accommodation receive a free bus pass for unlimited term-time travel on the Bristol Unibus U1 Service (Stoke Bishop Halls of Residence (North Village) to City Centre, via the University). University of Bristol Langford Vet School students receive a free bus pass for unlimited travel on the Bristol Unibus U2 service (Clifton Campus to Langford Campus). All other students can purchase a Bristol Unibus pass or buy individual tickets on board the bus for both Unibus services. bristol.ac.uk/buses

Bristol Unibus: bristolunibus.com
First Bus travel planner: firstgroup.com/journey-planner
Megabus: megabus.com
National Express Coaches: nationalexpress.com
Park and Ride: travelwest.info/parkandride
Bristol Flyer: flyer.bristolairport.co.uk
Bristol MetroBus: travelwest.info/metrobus

Trains

Bristol is the regional capital of the South West with good intercity rail connections and two major train stations: Bristol Temple Meads and Bristol Parkway. You can get a third off rail fares with a 16-25 Railcard, also available to full-time mature students. 16-25railcard.co.uk | bristol.ac.uk/trains | www.gwr.com
Severn Beach line: travelwest.info/rail/severn-beach-line

Taxis

Bristol has several taxi and private vehicle hire firms. There are also several taxi ranks in the centre of Bristol.

Cars

Don't bring a car to Bristol! There's no parking on campus during working hours, and all on-street parking in and around the campus is subject to residential permits, meters and time limits. Parking at our residences is only available in exceptional circumstances and you have to have a permit.

A great alternative to bringing your own car is joining one of Bristol's car clubs. These have pay-as-you-go cars located on streets all over the city (and elsewhere in the UK). You can use car club cars whenever you want, for as long as you want. That's got to be better! For more information, visit bristol.ac.uk/carclub. However, if you have a mobility impairment you can apply for a parking permit at bristol.ac.uk/transportplan/car-parking/precinct/disabled-staff-and-student-parking.

find your OFFICE

Useful contact details

Bristol Students' Union

Richmond Building, 105 Queen's Road
Telephone: +44 (0)117 331 8600
Email: bristolsu@bristol.ac.uk
bristolsu.org.uk

Faculty offices

For queries about registration or your course contact your Faculty Office.

Arts

Telephone: +44 (0)117 428 2283
Email: artf-ugoffice@bristol.ac.uk

Engineering

Telephone: +44 (0)117 331 5830
Email: feng-ugadmin@bristol.ac.uk

Health Sciences

For Medical students:

Telephone: +44 (0)117 428 3333
Email: med-dentregistration@bristol.ac.uk

For Dental and Dental Hygiene students:

Telephone: +44 (0)117 342 0175
Email: med-dentregistration@bristol.ac.uk

For Veterinary Science and Veterinary Nursing students:

Telephone: +44 (0)117 928 9645
Email: vet-student-admin@bristol.ac.uk

For Gateway courses and Anatomy students:

Telephone: +44 (0)117 331 6745
Email: student-admin-southwell@bristol.ac.uk

Life Sciences

Telephone: +44 (0)117 331 1522/1533
Email: fls-ugenquiries@bristol.ac.uk

Science

Telephone: +44 (0) 117 39 41672
Email: sci-undergrad@bristol.ac.uk

Social Sciences and Law

Telephone: +44 (0)117 331 0758
Email: fssl-ugadmin@bristol.ac.uk

Other services

For other queries contact the relevant office:

Information Point

Telephone: +44 (0)117 428 3000
Email: info-point@bristol.ac.uk
bristol.ac.uk/students/information-point

Accommodation Office

For advice on both University and private accommodation.
Telephone: +44 (0)117 954 6640
Email: accom-office@bristol.ac.uk
bristol.ac.uk/accommodation

Disability Services

For confidential advice, information and guidance as well as study-related support for disabled students.
Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk
bristol.ac.uk/disability-services

Income Office

Telephone: +44 (0)117 954 6372
Email: student-fees@bristol.ac.uk

Student Visa Services

bristol.ac.uk/directory/visas

IT Service Desk

For any questions, problems or requests relating to IT services in the University.
Telephone: +44 (0)117 428 2100
Email: service-desk@bristol.ac.uk
bristol.ac.uk/it-services

Student Funding Office

Telephone: +44 (0)117 428 2944
Email: student-funding@bristol.ac.uk
bristol.ac.uk/fees-funding

Admissions Office

For general queries about undergraduate admissions.
Telephone: +44 (0)117 394 1649
Email: choose-ug@bristol.ac.uk

Welcome Helpdesks

Our main Welcome Helpdesk will be outside Hawthorns on Woodland Road in the heart of our campus. There are more helpdesks outside Beacon House, in the Priory Road Complex and the Richmond Building (see opening times below). Student helpers will be happy to direct you or to help with any questions you may have about Welcome Week activities and student life.

September opening times:

#1 Hawthorns

#2 Beacon House

#3 Priory Road Complex

#4 Richmond Building

#	Sun 22	Mon 23/ Tues 24	Wed 25/ Thurs 26
1	10 am to 4 pm	9.30 am to 5 pm	10 am to 4 pm
2	Closed	9.30 am to 5 pm	10 am to 4 pm
3	Closed	9.30 am to 5 pm	10 am to 4 pm
4	10 am to 4 pm	9.30 am to 5 pm	10 am to 4 pm

Eligible to vote?

You need to register in order to vote in European, UK and local elections and referenda. If you are eligible to vote, you can, as a student, register at both your term-time address and your vacation address. Your vote matters, so make sure your name appears on the electoral register. You can register as soon as you have moved into your term-time accommodation. You'll need your National Insurance Number and it only takes a few minutes. www.gov.uk/register-to-vote. bristol.ac.uk

Get connected

Join our new students' Facebook group to find out about student life in Bristol and start making contacts before you even get here!

facebook.com/groups/BristolOfficialWelcome2019

Alternative format

If you need part or all of this booklet in an alternative format, eg in Braille, in larger print or on tape, please contact:

External Relations
University of Bristol
31 Great George Street
Bristol BS1 5DQ
Tel: +44 (0)117 428 2426
Email: marketing-team@bristol.ac.uk

 facebook.com/bristoluniversity
 youtube.com/universityofbristol
 twitter.com/bristoluni
 instagram.com/universityofbristol
 linkedin.com/school/university-of-bristol

bristol.ac.uk/find-your-bristol

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