You Made It.

**Welcome to Lancaster University**

**Your guide to postgraduate life 2019–2020**

Share the good news

Happy to have made it? Use hashtag #LUMadeIt on your social posts so we can share our congratulations.

Congratulations.

You are now a member of the academic community at Lancaster - one of the top 10 universities in the UK with a global reputation for excellence. We look forward to your arrival.

What happens next?

1. Browse this guide to get a flavour of life at Lancaster
2. Go to the centre page for your countdown to arrival
3. Visit the [Welcome Site](http://www.lancaster.ac.uk/welcome) for detailed advice

We hope you find this guide useful. We look forward to meeting you soon.

Welcome to our academic community

Lancaster provides an outstanding environment for postgraduate study. Learn how to make the most of the features that make us different.

Excellence in research and teaching

Lancaster is one of the few UK universities to achieve both a high score for research excellence and a Gold Award for teaching excellence.

Talent and career development

World-leading academics offer academic leadership and guidance, while all postgraduates can also access support from our expert careers service.

Facilities tailored to you

We recognise that postgraduates have unique study needs. That’s why we created postgraduate-specific areas in the Library, the city centre and within the Graduate College. More than £270million has been invested into the campus since 2013 with up to £250million planned over the next five years.

Our collegiate system

Lancaster is one of a few leading UK universities to operate a college structure. All our postgraduate students are members of Graduate College - a community for postgraduates that caters for your needs and supports your success.

Study.

* JOINT 1ST university library in the UK as rated by students
* 83% of research is internationally excellent or world leading
* 350,000+ available ebooks
* 1,500+ computers available for use on campus

Develop your studies

Make the most of personal guidance from world-leading academics and regular opportunities to share knowledge.

Department and faculty guidance

Lancaster University consists of four faculties and 27 departments. They all offer personal support and guidance from academics who help make Lancaster one of the UK’s elite universities.

Your department will advise you on the approach they have developed for your programme.

Library and learning development

The Library’s Faculty Librarians offer subject-specific guidance on making the most of resources at the University’s Library – rated joint number one in the UK by students.

The Library also offers research advice and training aimed specifically at postgraduate students. It covers such key areas as copyright, research data management, disseminating research and measuring impact.

The learning development team offers a range of one-to-ones and workshops to develop your academic skills, including English language. For more information visit the [Learning Skills website](http://www.lancaster.ac.uk/library).

Share knowledge

World-leading figures from academia and industry contribute to a busy lecture schedule at Lancaster. Our postgraduates have the opportunity not only to attend, but to take part by sharing their own work.

Postgraduate research conference

Taught and research postgraduates are invited to attend the annual Postgraduate Research Conference – an opportunity for the community to share ideas, make connections and develop presentation techniques.

Researchers at Lancaster also have a monthly opportunity to share their work at the New Café. In an informal setting, students learn how to pitch their research to different audiences and receive feedback from other researchers from different disciplines. Visit the [new café](http://www.lancaster.ac.uk/new-cafe) webpage for more details.

[www.lancaster.ac.uk/library](http://www.lancaster.ac.uk/library)

Insider advice

Postgraduate students from across the University share their tips for making the most of your programme at Lancaster.

Andressa Gomide, Linguistics

“It’s a very supportive place. There are plenty of opportunities to work with outstanding scholars and to develop as a researcher. Be sure to make the most of the many green areas on campus – they create a really friendly and relaxing atmosphere.”

Niklas Reich, Biomedicine

“Be proactive. There is lots of support from the Careers team and plenty of opportunities to pursue your academic interests and make progress in your career. But you need to decide what interests you and take advantage of what’s available.”

Mike Ryder, English

“My advice is to take full advantage of all the things that are on offer, from day trips and public lectures, to classical concerts in the Great Hall. Not only will you broaden your horizons, but you’ll also get to meet some great new people from all over the world.”

Joy Wang, Contemporary Arts

“I studied for a Masters here and am now doing my PhD. The academic quality is very high and by pushing myself to get involved in societies I’ve become more and more a part of Lancaster University. My advice is to be brave, be curious and take chances.”

Mathew Gillings, Linguistics

“There is a really thriving research community here within both Graduate College and the individual faculties. My advice is to take full advantage of it to get your academic career off to the best start.”

Emily Chi Politics, Philosophy and Management

“Be open. It’s a once in a lifetime opportunity to meet people from so many different countries. Don’t be afraid to join clubs and societies and make friends with people from right across the University.”

Your study spaces

As a postgraduate you have a range of spaces to choose from including dedicated postgraduate study areas in the Library, city centre and Graduate College.

Choose the right study space for your needs

Library

Dedicated postgraduate study area, individual study spaces and bookable group work areas. Open 24/7 during term time. Find out more on our [library webpage](http://www.lancaster.ac.uk/library).

The Storey

Postgraduate-only study space in the heart of the city. Group and individual study spaces. Presentation facilities and Wi-Fi.

Graduate College

Postgraduate study space close to campus accommodation. Individual and group study spaces.

Insider advice

Access eBooks and digital resources

A huge range of library content is available to access from your phone, tablet or laptop.

Sign up for skill sessions

Check out a wide range of free training and support on the Learning and Skills Development website at lancaster.ac.uk/library

Ask your department

Office space may be available for research students.

Use Learning Labs

A range of Learning Labs are available on campus. Most are accessible 24/7 using your University Card.

Want to know more?

Attend an Introduction to IT and the Library talk on Wednesday or Thursday of Welcome Week. Visit our [Welcome Week webpage](http://www.lancaster.ac.uk/welcome-week) for more details.

[www.facebook.com/LancasterUniversityLibrary](http://www.facebook.com/LancasterUniversityLibrary)

[www.twitter.com/LancasterUniLib](http://www.twitter.com/LancasterUniLib)

Graduate College

Every postgraduate at Lancaster can rely on the support of [Graduate College](http://www.lancaster.ac.uk/colleges/graduate) - a close-knit community that offers events and opportunities sure to enhance your university experience.

We understand the needs of our postgraduate community, and that’s why Lancaster has a college dedicated to you. Take a look at how Graduate College will support you during your time at Lancaster.

[www.facebook.com/lancastergraduatecollege](http://www.facebook.com/lancastergraduatecollege)

Facilities

Graduate College has been designed specifically to meet the needs of postgraduate students. Its accommodation is located in a quiet area of campus, with its own dedicated study and social hub. This recently refurbished space is ideal for group and quiet study as well as taking a break to play pool, darts or table tennis. The Graduate College Bar, the Herdwick, is nearby and is known for its traditional pub atmosphere and range of local beers. A Graduate College PC Lab is also available 24 hours a day, and students have the option to use a city centre study space. All facilities are available for those who live on or off campus.

Personal assistance

Every student can find personal support in their college. You will be able to call upon a friendly support network that includes student reps, your College Manager and a Wellbeing Officer. Your college support team can refer you to specialist support services if needed and will also liaise with academic departments on your behalf. A Buddy Scheme is also available to those coming from overseas. Current postgraduates contact international students before they arrive to answer any questions and support them

to settle into life at Lancaster.

Inter-college competition

Friendly rivalries are a key feature of

college life, played out through numerous competitions and sporting events.

Graduate College has its own sporting teams including football, netball and darts.

Social activities

Graduate College regularly organises day trips to locations across the UK, including major cities and rural beauty spots. Quizzes, music events and arts activities are also a regular feature of college life, while the year climaxes with a summer festival.

Representation

Elected postgraduate students form the Postgraduate Board. Supported by the students’ union, they represent the interests of all postgraduate students and work together on social, sporting and welfare activities.

Support for families

On campus there is a strong community of students with young families and a range of useful facilities. The University offers an excellent pre-school, our Sports Centre provides children’s activities, and campus features a medical centre and dentist. Visit our [Welcome Week webpage](http://www.lancaster.ac.uk/welcome-week) for more details.

Want to know more?

Graduate College arranges a series of social and induction events throughout Welcome Week. Visit our [Welcome Week webpage](http://www.lancaster.ac.uk/welcome-week) for more details.

Play.

* Top 10 in the UK for our sports facilities
* 50 sports feature in annual roses tournament against York
* 4 venues in out own cutting-edge institute for the contemporary arts
* 130+ union-affiliated societies

Sports and societies

Look forward to elite level sports facilities and a huge variety of teams and societies to choose from.

Get competitive

If you want to play sport then there are lots of different ways to get involved.

As a Lancaster student you have the rare opportunity to play in front of big crowds against varsity rivals York in our annual Roses tournament, organised by the students’ union. Lancaster also provides the chance to compete for your college in inter-college competitions and play BUCS fixtures against other UK universities.

Have fun

If competitive sport isn’t your thing, look out for loads of recreational sporting activities that take place throughout the year including classes t our Sports Centre.

Activities and interests

Whatever you’re into, you’re bound to find like-minded people at Lancaster, where you can pick from more than 130 societies affiliated to Lancaster University Students’ Union.

Want to know more?

Free Sports Centre taster sessions are available throughout Welcome Week, while the Freshers’ Fair, organised by our students’ union, is the perfect way to meet sports teams and societies.

Visit our [Welcome Week webpage](http://www.lancaster.ac.uk/welcome-week) for more details.

Facilities for all

An eight lane, 25m swimming pool

A fitness suite with a 100-station gym

An 8.5m climbing wall

A conditioning room

A sauna and steam room

A physio/sports injuries clinic

A 3G artificial pitch

Eight tennis courts

A human performance lab

[www.lancastersu.co.uk/societies](http://www.lancastersu.co.uk/societies)

[www.facebook.com/SportLancaster](http://www.facebook.com/SportLancaster)

[www.twitter.com/SportLancaster](http://www.twitter.com/SportLancaster)

Visit the [Welcome Site](http://www.lancaster.ac.uk/welcome) for advice on:

Arranging accommodation

Paying your fees

Registration

What to pack

Planning your journey

Arrivals Weekend

Welcome Week

Got a question?

thebase@lancas.ac.uk

+44 (0)1524 592525

[www.twitter.com/LancasterUni](http://www.twitter.com/LancasterUni)

[www.facebook.com/lancasteruniversity](http://www.facebook.com/lancasteruniversity)

Here’s your countdown to welcome week

7 weeks to go

12-18 August

I need to… ensure I have my accommodation arranged

[Confirm your accommodation](http://www.lancaster.ac.uk/accommodation)

If you haven’t already done so, make sure you confirm your place on campus or arrange private accommodation in the area. Lancaster University Homes is our own scheme that lists all houses, halls and apartments approved by us.

6 weeks to go

19-25 August

Relax :)

There’s going to be lots happening in the weeks to come, so make sure you take time to relax and congratulate yourself on achieving your place.

5 weeks to go

26 August - 1 September

Don’t forget...

If you have a disability/medical condition, help us to put support in place by registering with the Disability Service before you arrive. Get in touch with the team at disability@lancaster.ac.uk

4 weeks to go

2-8 September

I need to… complete registration online

Register online

An email will invite you to begin registration online on 2nd September. You will then complete registration during Welcome Week.

Say hello to your union

You can also expect to receive an email telling you all about Lancaster University Students’ Union.

3 weeks to go

9-15 September

I need to...read through the information and complete any actions requested.

Say hello to your department

By the end of this week, your department will have been in touch to offer you its congratulations and welcome you to the programme.

Some departments will have needed to contact students earlier in the summer.

2 weeks to go

16-22 September

I need to… begin planning what to pack and pay the college fee.

Say hello to your college

You are a member of [Graduate College](https://www.lancaster.ac.uk/study/teaching-and-learning/collegiate-system/graduate/). You will receive a welcome either through the post or via email this week. If you will live on campus, you’ll also be told important information such as what size bedsheets you need. All students will also be told how to pay a small one-off college fee that goes towards welfare, events and entertainment.

1 week to go

23-29 September

I need to… plan my journey and make the trip to Lancaster.

It’s time to go

Campus residents should be ready to move in on Saturday 28th or Sunday 29th September from 10am.

It’s here

30-September - 6 October

Welcome Week

I need to…visit the Welcome Week schedule for details of all my events. And have fun.

Get settled in through a week-long schedule of social activities and academic inductions. You’ll find details in your welcome schedule available at our [Welcome Week webpage](http://www.lancaster.ac.uk/welcome-week)

Received your place after the start of the timeline?

Don’t worry. You’ll still receive all the prompts to complete the same steps. Just a little later.

Eat and drink

Choose from lots of places to eat and drink, including cafés, restaurants and college bars.

Start exploring

Lancaster has various college cafés and bars on campus plus a range of other social spaces. There are also plenty of University-owned restaurants, as well as a host of independent outlets and franchises.

For after hours, the Lancaster University Students’ Union offers student nightclub the Sugarhouse: Lancaster’s biggest venue. There are also plenty more bars, restaurants and nightclubs in the city centre.

Insider advice

Four ways to have fun for less:

Get a Purple card

Lancaster Students’ Union’s own student discount card will save you money on campus, in the city and online. [Register for your purple card](http://www.purple.lancastersu.co.uk/) on our webpage.

Free theatre and music tickets at Lancaster Arts

[Sign up as a Lancaster Arts Student & Under 26 Supporter](http://www.lancasterarts.org/students) and be eligible for free theatre and concert tickets throughout the academic year.

[Join Freedom](http://www.lancaster.ac.uk/eat) - the student dining scheme

Enjoy hassle-free meals by signing up to Freedom, the pre-paid student dining scheme. Signing up to Freedom means you’re entitled to breakfast and either lunch or dinner at a range of venues on campus, Monday to Friday.

Follow Lancaster Campus Life

Get all the latest offers by following our [Lancaster Campus Life Facebook page.](http://www.facebook.com/lancastercampuslife)

[www.lancaster.ac.uk/eat](http://www.lancaster.ac.uk/eat)

[www.twitter.com/LUCampusLife](http://www.twitter.com/LUCampusLife)

[www.instagram.com/lancastercampuslife](http://www.instagram.com/lancastercampuslife)

Retail and culture

Lancaster Arts brings cutting-edge culture to campus, while Lancaster city offers a mix of history and tradition.

Arts and theatre

Lancaster University is a vibrant cultural place with a nationally acclaimed programme under the banner of Lancaster Arts.

Our venues - The Great Hall, The Peter Scott Gallery and Nuffield Theatre - are at the heart of the cultural quarter on campus and bring you the best in visual and performing arts from across the globe.

There are opportunities for students to connect with artists and get involved which adds to the vibrant and creative Lancaster experience.

The town hosts popular and jazz music festivals in the autumn, and in the city centre you’ll find Lancaster Castle, the city’s museums plus Lancaster Grand Theatre and The Dukes cinema and theatre.

Retail therapy

The campus boasts general stores, two banks, a Post Office, a pharmacy, launderettes, a hairdresser and a book shop. Lancaster city centre also has many of the major shops, as well as lots of independent stores and boutiques. Meanwhile, the shops of Manchester, Preston and Liverpool are all just short trips away.

Lancaster and beyond

[Explore your city](http://www.lancaster.ac.uk/explore) and what the rest of the region has to offer

[www.lancasterarts.org](http://www.lancasterarts.org)

[www.facebook.com/lancasterartsUK](http://www.facebook.com/lancasterartsUK)

[www.twitter.com/lancasterarts](http://www.twitter.com/lancasterarts)

[www.instrgram.com/lancasterartsuk](http://www.instrgram.com/lancasterartsuk)

Work.

* £2 million + worth of part-time employment for our students handled by our on-campus recruitment service each year
* 3 major careers fairs attracting top graduate employers
* 89% of graduates were in graduate-level work or further study within six months of graduating
* 3rd in the UK for graduate level employment in The Times and Sunday Times Good University Guide 2019

Prepare for success

Preparing for life beyond university is an important part of being a Lancaster student. The Careers team works with employers, the students’ union, colleges and academic departments to support you every step of the way.

We can help you to…

Get your perfect postgraduate job

Whatever your ambitions, our team of careers experts are here to help from the moment you join. Register at our [portal](https://lancaster.targetconnect.net/home.html).

Develop your skills

We offer bespoke workshops for postgraduate students on career planning and job search, applications, interview skills and assessment centres.

Gain relevant work experience

Completing work experience while at university can be very beneficial to your career. Come and talk to us about opportunities including company insights, internships and placements.

Find part-time work while you are studying

The Employment and Recruitment Service is our own professional recruitment agency run by the University for undergraduates, postgraduates and graduates. It can help you find part-time work during your time at Lancaster.

Meet recruiters

We run a range of careers fairs throughout the year – the Autumn Careers Fair will be the first big one after you arrive – and we host employer presentations and workshops throughout term-time. More opportunities are available through faculties and colleges.

Earn a Lancaster Award

Achieving [The Lancaster Award](https://www.lancaster.ac.uk/careers/students/the-lancaster-award/) is a major advantage when applying for jobs or further study. You can complete the award by participating in activities such as campus events, college activities and work experience. Register through the [Student Portal](https://weblogin.lancs.ac.uk/login/?cosign-https-cosign2.lancs.ac.uk&https://weblogin.lancs.ac.uk/jwt/CisWebLive?return_to=32c85fa8-e4c8-4972-93fc-7a703c3803cc).

And pretty much anything else that will help you achieve your ambitions

If you need one-to-one advice simply book a consultation with the [Careers team.](http://www.lancaster.ac.uk/careers)

[www.facebook.com/LancsCareers](http://www.facebook.com/LancsCareers)

Support.

* 1-stop student enquiry desk provided by The Base
* 24/7 college porters proving safety, security and friendly support throughout the year
* 1 postgraduate college designed to cater exclusively for you
* 1 to 1 appointments offered by teams such as the disability, counselling and visa immigration services

Student services

Postgraduate study can be challenging so make sure you know how to access dedicated support.

The Base

The Base is your one-stop enquiry desk right in the heart of campus - if you need advice, check with them. The staff on the desk are your gateway to specialist support in a range of areas. They are located in Alexandra Square next to the Library and can help with issues such as:

Money

Advice is available on all aspects of student funding, financial awards and budgeting.

Visas and immigration

The Base can arrange appointments with our experts in the Visa and Immigration team.

Academic matters

Advice and signposting on a range of academic-related enquiries.

Disability

All students with declared disabilities including dyslexia can receive support from our dedicated team.

Wellbeing

A team of mental health practitioners and College Wellbeing Officers can provide confidential support.

Documents

Visit the Base to request documents such as confirmation of study and council tax exemption.

Spiritual wellbeing

Our campus has a multi-faith Chaplaincy Centre, with facilities for the Baha’i, Buddhist, Christian, Hindu, Jewish faiths and Quakers. There are also Islamic prayer rooms in Ash House and chaplains are available for one-to-one support.

Nightline

Lancaster Nightline is a listening and information service run by students, for students. All calls are confidential and anonymous. Call 01524 594 444 or email nightline@lancaster.ac.uk during term-time from 10pm-8am.

Accommodation

The Accommodation Services team

can assist with on- and off-campus accommodation, and Graduate College has dedicated Accommodation staff. Visit our [Accommodation](http://www.lancaster.ac.uk/accommodation) webpage.

Keep in touch

[www.lancaster.ac.uk/student-based-services](http://www.lancaster.ac.uk/student-based-services)

[www.facebook.comLancasterSBS](http://www.facebook.comLancasterSBS)

[www.twitter.com/Lancaster\_Help](http://www.twitter.com/Lancaster_Help)

Welcome to your union

Students are at the heart of everything for Lancaster University Students’ Union, helping you to become part of our campus community and make the most of your university experience.

Visit your students’ union

Based in Bowland College, Lancaster University Students’ Union offers services crucial to the Lancaster experience. Feel free to drop in to see them. Their student-run welcome desk is open six days a week.

Representing you

Lancaster University Students’ Union is an independent charity that represents all Lancaster students. You will have the chance to choose fellow students to lead the union as officers or act as your departmental reps.

Find out more about our [elections](http://www.lancastersu.co.uk/elections) at our webpage.

Get involved

With hundreds of societies, four student media teams (a newspaper, TV channel, radio station and cinema) and a huge range of volunteering opportunities including environmental, community and education-based projects, the union offers loads of opportunities to pursue your interests, discover new passions and make lifelong friendships. Find out more on our [opportunities](http://www.lancastersu.co.uk/opportunities) webpage.

Education and support

The union offers students free [academic and welfare advice](http://www.lancastersu.co.uk/advice) from a team of professional advisers. Support is available either face-to-face or via email and Skype, weekdays between 9am and 5pm.

Living off campus

Some Lancaster students choose to live off campus. Lancaster University Students’ Union provides a managed [accommodation service](http://www.lancastersu.co.uk/living) to help.

Opting out

All students also have the right to [opt out](http://www.lancastersu.co.uk/opting-out) of being a member of the students’ union.

[www.lancastersu.co.uk](http://www.lancastersu.co.uk)

[www.facebook.com/LancasterSU](http://www.facebook.com/LancasterSU)

[www.twitter.com/LancasterSU](http://www.twitter.com/LancasterSU)

[www.instagram.com/LancasterSU](http://www.instagram.com/LancasterSU)

Connect to IT

At Lancaster you’ll have access to a wide range of IT services. We’ll also provide you with the support and training you need to make the most of them.

Get connected

Before you start you’ll be asked to register online – this will set you up with a University Account, which enables you to connect to a range of IT services.

Wi-Fi

Connect laptops and mobile devices to the eduroam Wi-Fi service. When you come to campus, visit visit [connect eduroam](http://lancaster.ac.uk/connect-eduroam) to connect securely.

ResNet

If you live on campus, you can use the Residences Network (ResNet) wired connection in your room for high speed access to the web and other IT services. Visit [connect ResNet](http://www.lancaster.ac.uk/iss/connect-resnet) for more details.

iLancaster

Our free iLancaster mobile app gives you University services on the go. After registering online, use the Student profile to get your personal timetables, attendance check-in for any timetabled teaching sessions you have, maps, local bus times and much more. Visit our [iLancaster app](https://m.lancaster.ac.uk/) webpage.

Get support

IT services at Lancaster are provided by Information Systems Services (ISS).

If you need support, visit our [IT services webpage](https://www.lancaster.ac.uk/iss/help-and-support/) see how you can search for help or contact ISS to request IT services and report IT problems.

**Insider advice**

Get free software

There’s a range of software you can install at no cost, including Microsoft Office applications and antivirus software. Visit our [software information](http://www.lancaster.ac.uk/iss/access-software) webpage.

Access software on demand

AppsAnywhere gives you immediate access online to a wide range of software on Windows PCs and laptops. Find out more about [AppsAnywhere](http://www.lancaster.ac.uk/apps) on our webpage

Get your info in one place

The Student Portal gives you easy access to your University email, timetables, module spaces, college and department news, and more. [Log in to the portal](http://www.lancaster.ac.uk/portal) on our webpage.

Get answers to your questions

Use the L.U. digital friend via Amazon Echo devices, the Alexa app or iLancaster to get answers to questions about your studies and university life. Find out more on [our questions webpage](http://www.lancaster.ac.uk/lu).

Develop your digital skills

Access free training to improve your IT skills, including an online digital skills certificate. Find out more on our [digital skills](http://www.lancaster.ac.uk/iss/training) webpage.

Use assistive technology

Support is available to help overcome difficulties in accessing resources or using IT. Visit our [accessibility IT support](http://www.lancaster.ac.uk/iss/accessibility) webpage.

[www.lancaster.ac.uk/iss](http://www.lancaster.ac.uk/iss)

[www.twitter.com/ISSLancaster](http://www.twitter.com/ISSLancaster)

[www.instagram.com/LancasterISS](http://www.instagram.com/LancasterISS)

Travel advice

Our campus has excellent transport links with frequent bus services and quality off-road cycle routes.

Getting here

For detailed instructions on how to reach campus by road, rail and air, visit our [travel webpage](http://www.lancaster.ac.uk/travel).

Getting around

Buses

There are regular bus services from campus to the city centre and beyond, as well as hourly services from campus to Preston and Blackpool. Find out more on our [bus travel webpage](http://www.lancaster.ac.uk/bus-travel).

Cycling and walking

The city centre is about 20 minutes away by bike and about an hour away on foot. Find out more on our [cycling webpage](http://www.lancaster.ac.uk/cycling).

On campus

Get your bearings and find facilities by using the [Campus map](http://www.lancaster.ac.uk/campus-map). You can access it on [iLancaster app](https://m.lancaster.ac.uk/).

Insider advice

How to make the most of transport links at Lancaster:

Save money

UniRider bus season tickets are good value. You can buy them from the Students’ Union Welcome Desk in Bowland College.

Never miss your bus

Bus timetables are available on the iLancaster app, and there are display screens in Alexandra Square and the Underpass showing live departure times.

Green Lancaster bike sales and maintenance

There will be a second-hand bike sale in Alexandra Square on Thursday Welcome Week and Thursday Week 1. There’ll also be a weekly bike maintenance service all year round.

International arrivals

We like to welcome students arriving at Manchester Airport and provide a coach to campus. Visit the [Welcome Site](http://www.lancaster.ac.uk/welcome-week) for details and how to book.

Want to know more?

Attend a Transport and Environment Talk on Wednesday or Thursday of Welcome Week.

Visit our [welcome week webpage](http://www.lancaster.ac.uk/welcome-week) for more details.

Health facilities

A doctor, dentist and pharmacy are all available on campus. Visit our [health services](http://www.lancaster.ac.uk/health-services) webpage.

Health Centre

You must register with a doctor. Most students choose our on-campus Health Centre. The practice also has a surgery on King Street in Lancaster city centre.

Pharmacy

We have a pharmacy in the centre of campus that can provide advice and dispense prescriptions.

Dental clinic

Our on-campus dental clinic offers Simplyhealth-accredited private treatment.

Emergencies

If you are on campus and using a mobile phone, call 999, then immediately contact Security Reception on 01524 594541. You may also dial 999 from any internal telephone line. This will connect you to the Security Reception, which is staffed 24 hours a day, 365 days a year. They will call emergency services on your behalf.

Important information

The information in this publication relates primarily to 2019-20 entry to the University and every effort has been taken to ensure the information is correct at the time of printing in July 2019.

The league tables and data sources that we have used in this Welcome Guide are:

The Guardian University Guide 2020 | The Complete University Guide 2020 | The Times/ Sunday Times Good University Guide 2019 | Destinations of Leavers from Higher Education survey 2017 | Research Excellence Framework 2014 | Times Higher Education Student Experience Survey 2018 | Times Higher Education Best Universities in Europe 2019 | Times Higher Education Europe Teaching Rankings 2019

For the latest information please visit the [Our Reputation](http://www.lancaster.ac.uk/reputation) webpage.

Our Students’ Charter

We believe in the importance of a strong and productive partnership between our students and staff. In order to ensure your time at Lancaster is a positive experience we have worked with the Students’ Union to articulate this relationship and the standards to which the University and its students aspire. The Charter and other policies are available on our [Terms and Conditions](http://www.lancaster.ac.uk/terms) webpage.

Lancaster University, Lancaster, LA1 4YW T: +44 (0)1524 65201

[www.lancaster.ac.uk](http://www.lancaster.ac.uk)

If you require the document in an alternative format please contact studentnews@lancaster.ac.uk

[www.facebook.com/lancasteruniversity](http://www.facebook.com/lancasteruniversity)

[www.twitter.com/lancasteruni](http://www.twitter.com/lancasteruni)

[www.instagram.com/lancasteruni](http://www.instagram.com/lancasteruni)

<https://www.lancaster.ac.uk/wechat/>

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