



# Student Handbook 2021/2022

Your guide to life at Regent's,  
academic success and our  
facilities and support services.

We hope that you're looking forward to starting at Regent's University London. We know this may seem a little daunting, but don't worry, we're here every step of the way.

We want to ensure you are fully prepared. This Student Handbook will provide you with all the helpful information you'll need at Regent's.

If you have any other questions, please reach out to our friendly team at [The Student Hub](#).

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# Welcome to Regent's

As Vice-Chancellor & CEO at Regent's, I would personally like to welcome you to our community.

You're now part of one of the UK's most cosmopolitan universities, with around 140 nationalities represented on our stunning campus in the heart of royal Regent's Park.

At Regent's we offer a premium university experience that begins with the individual, focusing on each student's talent, potential and aspirations. Our courses are designed to prepare our students for industry and their future careers and personalised education is at the heart of what we do.

This Student Handbook will provide you with all the essential information you need at Regent's. It can be used as a reference for all our facilities, services and who to speak to if you need some extra support. If you have any questions during your time with us, please reach out to our team at [The Student Hub](#).

Whether you're here for a short time as an English language or study abroad student, or you're joining us for your full degree, you're now part of the Regent's family.

I look forward to meeting as many of you as possible on campus.

Professor Geoff Smith  
**Vice-Chancellor & CEO, Regent's University London**

# Help in an emergency

## Contact security

If there is an incident or accident while you are on campus, please report this to the nearest member of staff who will be able to help you.

### Security

+44 (0)20 7487 7495  
[security@regents.ac.uk](mailto:security@regents.ac.uk)

## First aid

If you feel unwell or require support, our team of First Aiders can be contacted using our emergency response number. If needed, they will call the ambulance service so they can be directed to the nearest and most direct entrance on campus.

### First aid

2222 (internal phone extension)  
020 3075 6222

**IF YOU ARE ANYWHERE ELSE IN THE UK,  
CONTACT EMERGENCY SERVICES BY  
DIALLING 999.**

### UK emergency services

999

## Fire alarm

If the fire alarm goes off while you are on campus, please leave the building by the nearest available fire exit and go to the assembly point. Your assembly point depends on the building you are in at the time.

### Assigned assembly point

- Tuke Lawns

During an emergency, our Fire Wardens and our teaching staff will direct you to the correct point. Please move to the exit quickly and leave all your belongings behind. Please wait until the all-clear is given to return to the buildings.

## Fire alarm tests

For your safety our fire alarms are regularly tested for 10 seconds. You do not need to leave the building during these routine alarms.

**Friday 12:00** – whole campus

**Friday 12:30** – Reid Hall

**Monday 08:45** – Oliver and Pilcher buildings

## If you become a victim of crime

If you are a victim of crime while you are in the UK, you should report it to the police by calling 101. The police will give you a crime reference number, which you can give to your bank or insurance company as appropriate. If you need support, the police can advise you who to contact or you can talk to our **Student Support & Welfare Team.**



# Helpful facilities and services



## Car parking

We encourage you to use public transport to get to campus but, if you do drive, the main carpark is located next to the Oliver building. Parking spaces operate on a first-come, first-served basis.

Pay at the yellow pay station near the car park exit, beside the Herringham building.

You can also park on the Inner Circle in Regent's Park, for a maximum of four hours. Please obtain a ticket from the payment machines.

## Motorbike parking

Motorbike parking is free of charge. There are two bays in the main car park, beside the Oliver and Herringham buildings. Opening hours are 06:00 to 22:00.



## Non-smoking area

Students are not permitted to smoke in the University's Quad. Smoking is only permitted in designated areas, including at the back entrance of Tate Library, and next to the sports courts. Non-smoking areas



## Mail

You will be notified by email of any mail for collection.

If you live on campus, you can collect incoming mail from **Reid Hall reception**.

If you don't live on campus, collect your mail from the post room on the ground floor of the Pilcher building.

You can send personal mail via the post room, but envelopes must be stamped.

## Latest COVID-19 information

Always check the website for the latest information about the University's response to COVID-19. [regents.ac.uk/covid-19](https://regents.ac.uk/covid-19)



## Lost property

While you are on campus, please hand in any lost property at the Security Office on campus. If you lose an item or think it's been stolen, also report it to Security.



## Prayer and quiet room

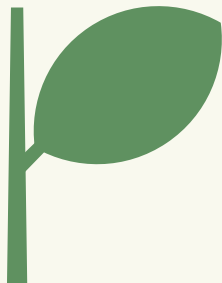
A room for quiet prayer and reflection is located in Darwin basement.



## Showers

Male and female shower facilities are available in the basement of the Darwin building.





## Sustainability

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We are committed to reducing our environmental impact.

Anna Hurst, Regent's Environmental Task Leader, said: 'Over the last six years, we've reduced our energy usage on campus by 48%. This has been achieved by using a combination of measures including expanding and improving the building energy management system and replacing our lighting with LEDs in several parts of the campus.'

'We also have a commitment to recycling on campus, and our gardening team work hard to produce their own compost all year round. Our recycling rate for the last year was 51% and we're looking to continue our reduction in energy usage and improve recycling rates even further.'

You can help us reduce this impact further by:

- **Recycling as much as possible.** You will find green and black bins throughout the campus, which are for mixed recycling.
- **Protecting our environment** – switch off lights, electrical goods and taps when you have finished using them.
- **Cycling to campus** – we provide bike racks by the sports courts. Please bring your own secure bike lock.

**TOGETHER WE CAN PROTECT OUR ENVIRONMENT.**



## Accommodation

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If you are looking for student accommodation, or have issues with housing you have booked we're here to help.

You can book university-managed accommodation (both on and off campus), or we can help you arrange private-sector accommodation, flats and flat-shares. We also offer help and advice on all aspects of housing, such as council tax, tenancy agreements and deposits.

### Council Tax Exemption

All UK residents must pay council tax, but full-time students can gain an exemption. To do so, **request an exemption letter from the Student Hub**, then notify your local council.

Visit the **accommodation guide** on our website or visit us on campus.

### Accommodation Office

Room G17A Reid Hall  
[accommodation@regents.ac.uk](mailto:accommodation@regents.ac.uk)  
Open Monday to Friday, 9:00 to 17:00



## Student ID card

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All students are issued with a student ID card to use when they are on campus. Your ID is proof you are a registered Regent's student. It also helps you access our campus and swipe into your timetabled classes, and helps us monitor your attendance.

You will also use your ID card to:

- Borrow books from the Library
- Print and photocopy services
- Pay for food and drink on campus.

### Ordering your student ID

You can **order your student ID card** online. You'll need to upload a recent passport-style photograph that shows your head and shoulders.

### What if I lose my ID card?

You can **order a replacement card** from our website. Our security team will confirm when this is ready for you to collect. Please note there is a £10 charge for any replacement student ID cards.



## Student visas and immigration

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We are here to help you with any query you may have regarding your rights and responsibilities during your stay in the UK as an international student. We can help you with matters from visa queries to registration with the police and your work rights in the UK. You are legally obliged to comply with the conditions attached to your visa and we can help to ensure you do so.

### Latest Student visa information

Contact the team: [visas@regents.ac.uk](mailto:visas@regents.ac.uk)

# Food and drink on campus

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Our campus offers a range of catering facilities for breakfast, lunch and evening meals, as well as drinks and snacks throughout the day.

## **Refectory**

Our main student restaurant is the Refectory, located in the Oliver building, which provides a wide selection of dishes made from fresh, local ingredients. The menu changes daily and caters for vegetarian and other diets. Please speak to a member of staff if you have special dietary requirements.

## **Regent's Brasserie**

The Brasserie is located in the Oliver building, with beautiful views over the lawns.

The Brasserie café serves a daily selection of fresh handmade sandwiches, delicious cakes and other sweet treats, all prepared on campus.

The Brasserie restaurant, with waiter service, is open for lunch every day during term time.

## **Starbucks**

Starbucks in the Quad offers the chance to grab a coffee or snack between classes.

## **Bedford's Bar**

Located in the Tuke basement, close to the back entrance of the University, Bedford's is open all day and serves Illy coffee and snacks in the morning, as well as an all-day menu and a wide selection of drinks until late in the evening. It features large screen TVs showing the news and current affairs during the day and many sporting events in the evening. Look out for the special events and parties!





# Managing your money

## Join a UK bank

While you're here, you'll most likely need to open a UK bank account. Do some research to find the account that is best for you as soon as possible.

Several banks are available close to campus, in Baker Street and Marylebone High Street.

You may wish to ask the bank:

- If they offer any special student accounts
- What documents you'll need to open the account
- How long it will take to open and access the account
- What type of cash machine card will you receive
- If you have to pay for any services
- If you'll be charged for being overdrawn
- If you can deposit money immediately
- To open an account, you will need:
  - Your passport
  - Proof of your current address in the UK
  - A letter from Regent's confirming your student status, programme and length of study.

If you need a bank reference letter, submit a **document request** on the Student Hub.

We can only provide a bank reference letter once you've completed your registration at Regent's. You must allow 24 hours for this request to be completed. If the duration of your studies is less than 12 months, you may not be able to open a bank account in the UK.

## Get a Totum Extra card

Your University ID is usually accepted across London to get student discounts at cinemas, shops and museums.

However, it is still worth getting a Totum card, which offers:

- discounts in-store and with online retailers
- one year's free international student identity card (ISIC), which provides discounts in more than 130 countries

Order your card online at [www.totum.com/](http://www.totum.com/)

Other student discount websites include UNiDAYS and Studentbeans. Register using your Regent's email address.

[myunidays.com](http://myunidays.com)

[studentbeans.com/uk](http://studentbeans.com/uk)



# Health

## Registering with a doctor

All eligible students should register with a local NHS (National Health Service) doctor, also known as a general practitioner (GP). You should register at the start of term – please don't wait until you are ill. You are eligible for NHS care if you:

- Are resident and able/intend to be permanently resident in the UK for six months or more, and/or
- You are from a country that has reciprocal arrangements with the UK.

To find a GP practice/health centre near you, enter your UK postcode at [nhs.uk/service-search](https://nhs.uk/service-search)

Contact the health centre to find out how to register. Some GP practices will ask to see proof of your identity, such as a passport, and proof of your address, for example, a recent utility bill (gas, electricity or water).

## If you live on or close to campus

Our nearest GP surgery is **Marylebone Health Centre**, which is five minutes' walk from campus, in the Crypt (basement) of St Marylebone Church.

### Marylebone Health Centre

17A Marylebone Road  
NW1 5LT

020 7935 6328

[marylebonehealthcentre.co.uk](https://marylebonehealthcentre.co.uk)

## If you live at Urbanest, St Pancras

The nearest GP surgery for students living at Urbanest is:

### Kings Cross Road Surgery

215 Kings Cross Road  
WC1X 9DN

020 7278 9074

[camdenqp.co.uk](https://camdenqp.co.uk)

## NHS GP at Hand

Book an appointment with a GP through your mobile, using the NHS GP at Hand app. The service is free and you can register in minutes. [gpathand.nhs.uk](https://gpathand.nhs.uk)

## Students not eligible to register with the NHS

If you are studying in the UK for less than six months and are not from an EU country, you will not be eligible to register with an NHS doctor. Instead, you should have taken out appropriate medical insurance prior to arriving in the UK.

If you need to see a doctor, you should use your medical insurance in order to do this. If you need any help with this or you don't have medical insurance, contact the Student Support & Welfare team. Where essential, they may be able to book a doctor's appointment for you, but you would need to pay for any medical treatment or medication prescribed.

Please note that EHIC cards are no longer valid.

## Travel insurance

You should also take out travel insurance that will cover you until you arrive at Regent's and for any excursions that you go on, both during and after your stay with us.

## NHS walk-in centres and pharmacies

A visit to a walk-in centre could be your best option for fast, effective treatment and advice on minor illnesses and injuries. Anyone can attend a walk-in centre, no matter where they are registered with a GP. If you are studying for less than six months, there may be a charge.

Pharmacies are also a good first point of contact for minor ailments and injuries. Find your local pharmacy at [nhs.uk/service-search](https://nhs.uk/service-search)

## International SOS

Our partnership with International SOS, a world leader in medical and security advice services, means all Regent's students can access all the below, from anywhere in the world, and in their own language.

- 24/7 general medical & travel safety advice
- Information on global COVID-19 travel restrictions & medicine
- Five counselling sessions per incident, per year.

[regents.ac.uk/international-sos](https://regents.ac.uk/international-sos)

## Sexual health

It is important that you look after yourself, have safe sex and regular checks. There are several clinics in central London that offer sexual health services.

### West London Centre for Sexual Health

10 Hammersmith Broadway, W6 7AL  
020 3315 1010

### John Hunter Clinic Chelsea and Westminster Hospital

69 Fulham Road, SW10 9NH  
020 3315 4040

### Bart's Sexual Health Clinic The Royal London Hospital

Mount Terrace, Whitechapel, E1 2BB  
[alleast.nhs.uk](https://alleast.nhs.uk)

## Dental treatment

Dental check-ups and some treatments are free to NHS-registered students, ask the dentist for advice and charges. Find your nearest dentist at [nhs.uk/service-search](https://nhs.uk/service-search)

All students must pay for ophthalmic and dental care on the NHS. For further information on registration and health services in your area please see the NHS website. [nhs.uk](https://nhs.uk)

## Accident and emergency services

All EU and non-EU citizens resident in the UK are entitled to receive accident and emergency hospital care, free of charge, although some non-EU citizens may be charged for treatment of pre-existing conditions.

The nearest hospital to Regent's University London is:

### University College Hospital

235 Euston Road  
London NW1 2BU

In an emergency

### Call

999 from a main phone  
112 from a mobile  
Or go straight to A&E  
(Accident & Emergency)

If you're on campus

2222 from any telephone extension

## NHS 111 service

The NHS non-emergency number is 111. Call this number to speak to a trained adviser about non-urgent health issues. The adviser will ask you a series of questions to assess your symptoms and direct you to the most appropriate medical care.

- Free from landlines and mobiles
- Available 24 hours a day, 365 days a year
- [111.nhs.uk](https://111.nhs.uk)

## Vaccinations

The UK Health Security Agency strongly recommends that all students have the following vaccinations:

- [COVID-19](https://www.nhs.uk/conditions/covid-19)
- [Meningitis ACWY](https://www.nhs.uk/conditions/meningitis)
- [MMR](https://www.nhs.uk/conditions/mmr)

# Student Support

We understand that to do well at university, you'll need different types of support at different times. Our Student Support & Welfare Team offers a comprehensive range of information, guidance and specialist advice to help you with any matter – whether it is personal, practical or academic.

## Contact Student Support & Welfare for:

- Support with personal health and welfare issues
- Help registering with a GP and finding healthcare services
- Support if you're under 18 years old
- Support if you're pregnant or have caring responsibilities

## Coping with a new culture

Living away from home for the first time can be daunting, especially if you're in a new country. Being at university is likely to be an exciting and satisfying experience, but it's natural for you to find it difficult to settle in at first. If at any time you feel low – for personal or academic reasons – book an appointment with the Student Support & Welfare team to discuss your feelings in confidence.

All students can access five free counselling sessions per incident per academic year through our partnership with **International SOS**.

Counselling provides you with a safe, supportive environment in which you can talk about any difficulties in your life. If you could benefit from more specialist interventions or advice, our Support & Welfare team can refer you to resources within the NHS or wider community.  
**[studentsupport@regents.ac.uk](mailto:studentsupport@regents.ac.uk)**

## Diversity

Regent's is committed to providing a safe and supportive environment for all students, including those who identify as lesbian, gay, bisexual, transgender, queer, intersex or asexual. This may be the first time you're thinking about your sexual orientation or gender identity – but you can be reassured that the University seeks to create a safe environment for you to question and explore, by supporting a policy of diversity and equality for all students and staff.

## Transgender and non-binary students

We recognise the unique issues faced by transgender and non-binary students, both in a university environment and in the wider community. You can discuss any concerns or practicalities relating to your personal gender identity with our Student Support team. For more information on the support available, visit **[regents.ac.uk/diversity](https://regents.ac.uk/diversity)**.

## Pregnant, new parents and carers

We want to ensure that all our students can participate as equal members of the learning community at Regent's and we'll support you in every way we can if you're pregnant, a new parent, or have additional caring responsibilities.

## Switchboard

Whether it's about coming out to new people, questions about safer sex, gender identity, relationship issues or feeling discriminated against, you can find support from the team of trained LGBT+ volunteers at Switchboard. Give them a call on 0300 330 0630.

## Disability

We want to ensure that all our students can participate as equal members of the learning community at Regent's and we'll make every attempt to support you if you have a disability.

**Telling us about a disability** – If you have a condition that meets the UK Equality Act's definition of disability and could affect your ability to participate fully in your studies or in campus life, please let us know so that we can support you as early as possible. Following a private conversation with a Disability Officer, you'll be asked to sign a disability disclosure form. Information is only shared with relevant staff with your permission, and according to our confidentiality policy.

**Supporting documentation** – If you require specific support, you'll need to provide documentation so that we can assess your needs appropriately and make any necessary adjustments. If you have a specific learning difficulty (such as dyslexia) please provide a full, up-to-date, post-16 diagnostic report from a qualified professional. For other disabilities, a detailed letter from a professional (doctor, psychologist, etc.) is likely to be needed.

**Physical access to facilities** – If you require assistance with access on campus, please call Security on 7495.

If you would like to disclose a disability or discuss the support available to you please email [disability@regents.ac.uk](mailto:disability@regents.ac.uk) or book an appointment with the [Student Hub](#)

Regent's University London recognises the importance of equal opportunities and is committed to ensuring every student receives just and equitable treatment – regardless of age, cultural background, marital status, disability, ethnicity, gender, caring responsibilities, religion or sexual orientation.



# YOUR STUDENT HUB

All the help you need in one place

## ACADEMIC MATTERS

TIMETABLES GRADUATION

MODULES  
AND CREDITS

ATTENDANCE

LETTERS AND TRANSCRIPTS

ACADEMIC  
SKILLS

PROGRAMME  
CHANGES

ASSESSMENTS  
AND RESULTS

## STUDENT LIFE

VISAS & IMMIGRATION

ACCOMMODATION

PERSONAL  
ISSUES

DISABILITY AND  
MENTAL HEALTH

FINANCE

HEALTH AND WELL-BEING

SPORTS  
AND FITNESS

TRIPS, ACTIVITIES  
AND EVENTS



Visit us on the  
**Ground floor, Acland building**



and online  
**[hub.regents.ac.uk](http://hub.regents.ac.uk)**



**THE  
STUDENT  
HUB**

# Your Academic Success

## Student Hub

The Student Hub is your first stop for anything you need in relation to your studies at Regent's. They can help with queries straight away or can arrange appointments with relevant teams, including:

- Enrolment
- Registration
- Timetabling
- Attendance monitoring
- Progression
- Assessment results
- Awards

They also issue various documents and letters to support students on behalf of the University – such as council tax exemption and validation of Oyster card applications. Reference letters can only be provided once you've completed your registration. Please allow 24 hours for requests to be completed.

**Find the Student Hub**  
Ground Floor, Acland Building  
[regents.ac.uk/student-hub](https://regents.ac.uk/student-hub)

## Personal tutors

Every student is assigned a personal tutor, who'll support you throughout your time at Regent's. Your tutor can guide you on academic matters and help with your personal and career development. They'll invite you to at least one individual meeting per term to find out how you're doing and, if needed, you can request additional meetings at any time. For more information, visit the Personal Tutors page on Blackboard. To find out who your personal tutor is, visit [estudent.regents.ac.uk](https://estudent.regents.ac.uk).

## Achievement Officers

Our Achievement team can help you get back on track if you're concerned about your grades, you've missed a deadline, or you have problems with attendance. They can help you compile a submission plan, suggest ways to improve engagement and recommend other university services that could benefit you. This support is tailored to you, confidential, and will last for as long as you need it. Book an appointment online at [hub.regents.ac.uk](https://hub.regents.ac.uk).

## Academic skills advisers

Our friendly, experienced academic skills advisers are also on hand to help you achieve your potential by offering the following services:

- **Study skills workshops** – focusing on a range of effective study skills including academic writing, time management, note-taking and effective reading. Specific workshops are also available on mathematics, statistics and numeracy skills (October to May) where you'll learn how to analyse SPSS reports and MS Excel data
- **Drop-in sessions** – offered during term-time for those after a quick answer to academic skills or maths-related questions. No appointment is needed
- **Personalised one-to-ones** – offered at a variety of times throughout the year (both in person and online) to help you meet your personal study needs.

For more information, visit the Academic Skills area at [regents-uk.libguides.com/AcademicSkills/home](https://regents-uk.libguides.com/AcademicSkills/home) or email the team at [academicskills@regents.ac.uk](mailto:academicskills@regents.ac.uk)

# Learning resources

## Library services

The University Library gives you access to 45,000 print books, thousands more e-books, and subscriptions to subject-based online resources to give you access to the latest articles to help you with your studies from undergraduate to doctoral-level.

You'll be given an induction at the start of the year, but you can also request additional training with a Subject Librarian who offers workshops on a variety of topics including:

- Finding and evaluating information
- Incorporating research into your work
- Referencing, intext citation and avoiding plagiarism

The Library has a variety of dedicated spaces for studying, including bookable group-study rooms and silent-study areas for independent learning. The first-floor learning space offers flexible study spaces to suit both group work and individual study needs. For opening times, visit [regents.ac.uk/library](https://regents.ac.uk/library).

### Tate Library

[regents.ac.uk/library](https://regents.ac.uk/library)  
+44 (0)20 7487 7449  
[library@regents.ac.uk](mailto:library@regents.ac.uk)

## Blackboard

Blackboard is our virtual learning environment (VLE), where you'll find engaging module materials and where you can submit your coursework online. You can also access other useful resources such as Office 365, Box of broadcasts and LinkedIn Learning. [blackboard.regents.ac.uk](https://blackboard.regents.ac.uk)

## Media services

The Digital Media and Production team offers a variety of resources that you can borrow, including:

- Professional video cameras
- Lighting equipment
- Sound-recording equipment
- Editing equipment

Equipment is regularly updated to meet the requirements of today's learning environment. It can be booked online through the Library catalogue at [regents.ac.uk/libcat](https://regents.ac.uk/libcat).

## IT and online resources

We offer a wide range of IT services to support and enhance your learning, both on campus and online. All IT resources can be accessed using your Regent's IT account – from campus workstations to printers, Wi-Fi, the Eduroam service, free software downloads and much more.

The IT tech bar is available 24/7 for all your technology needs relating to the University's IT systems, equipment, products and services. The service offers walk-in appointments, email and telephone support.

## Find the IT tech bar:

### Basement, Jebb Building

Monday to Friday, 08:00-18:00  
(except bank holidays)  
[servicedesk@regents.ac.uk](mailto:servicedesk@regents.ac.uk)  
+44 (0)20 7487 7479

Next Generation Text Users:  
(18001) 020 7487 7479  
[servicedesk@regents.ac.uk](mailto:servicedesk@regents.ac.uk)



## Connecting to Wi-Fi

To access Regent's Wi-Fi and the Eduroam network, simply log into a campus computer with your IT account username and password. Your username is your student ID number (which can be found on your student ID card) beginning with the letter 'S' followed by eight digits – i.e. S00000000.

Your password is initially set as 'Rul' plus your date of birth in the following format: RuIDDMMYYYY! but once you've logged on for the first time, you'll be prompted to change it. You can reset your password any time – on or off campus:

- **On campus:** press CTRL+ALT+DEL and select 'change a password'
- **Off campus:** visit [register.regents.ac.uk](https://register.regents.ac.uk) to sign up, then access [reset.regents.ac.uk](https://reset.regents.ac.uk) to reset your password

## Accessing your Regent's email

- Your student email account is provided through Microsoft Office 365. This is how we communicate with you, so please check it regularly. Your email address is your student ID number plus @regents.ac.uk, i.e., S00000000@regents.ac.uk.
- Access your account at [office365.regents.ac.uk](https://office365.regents.ac.uk)
- Enter your student ID number (username) and password to log in
- Alternatively visit via your e:Vision student portal at [my.regents.ac.uk](https://my.regents.ac.uk)

All full-time students have access to our eVision portal, both on and off campus. This enables you to carry out many activities online, including:

- Enrolment
- Viewing your timetable
- Choosing your modules
- Viewing personal details
- Updating home and term-term addresses
- Viewing and paying tuition fees
- Viewing exam timetables
- Viewing results

The Student Hub offers guidance on how to carry out these online activities and will send you email reminders at appropriate times in the academic year.

## Study Abroad

The Study Abroad team supports students who study abroad for part of their degree. They're here to guide you through the process before, during and after your period of study abroad.

The team also welcomes students from other universities to study for a period at Regent's. As a study abroad/exchange student, the team is your link to your home university. Get in touch at any time via [studyabroad@regents.ac.uk](mailto:studyabroad@regents.ac.uk)



# Travelling in London

London is a relatively easy city to get around, thanks to its extensive bus and Underground network. Maps are available at most Underground stations and Transport for London's website is a useful tool for checking routes and timetables: [tfl.gov.uk](https://tfl.gov.uk).

Please ensure that you follow health and safety advice when using public transport, including rules for social distancing and wearing a face covering.

## London Underground etiquette

When travelling on the London Underground (Tube) you should:

- Let people off the train before getting on
- Not stand by the door, but move down the carriage to let more people on
- Try not to travel at peak times with a lot of luggage
- Stand on the right when travelling on escalators
- Give up your seat for the elderly or disabled, and pregnant women

## Contactless card

If you have a UK bank account, you should be able to use your bank card to pay for journeys on London's transport network. If your card has contactless, you can use it to pay for journeys on the Tube and buses instead of an Oyster card (and you'll be charged the same amount). Simply tap your card on the yellow readers at the start and end of your journey.

## Oyster card

An Oyster card is another way to pay for public transport in London. As a student, you can use an 18+ Student Oyster photocard, which can offer savings of up to 30% on travel. They can be purchased online or at the ticket window in most Underground stations, cost £5 and can be topped up with any amount (in stations or online). Register your card online to claim your money back if you lose it.

## Applying for an 18+ Oyster card

You must be a full-time student to apply for an 18+ Oyster card. Your course must last at least 14 weeks and consist of over 15 tuition-led or structured learning hours each week. There's a £20 non-refundable application fee. Visit [tfl.gov.uk/photocard](https://tfl.gov.uk/photocard) for more details.

If you meet the above criteria, here are the steps you need to follow to apply:

1. Visit [tfl.gov.uk/photocard](https://tfl.gov.uk/photocard) and select 18+ Oyster card
2. Select 'create web account' and choose Regent's University London from the drop-down list
3. Complete the application form adding your Student ID number (starts with an 'S')
4. Upload a digital photograph of yourself (a JPG, not a PDF)
5. Student Services will confirm that you're an eligible student
6. Oyster will post the card to you in around a week

## Railcard

A variety of railcards are also available to you, offering discounted train travel. These include:

- 16-25 railcard
- 26-30 railcard
- Mature student railcards

For more information, and to apply, visit [railcard.co.uk](https://railcard.co.uk).

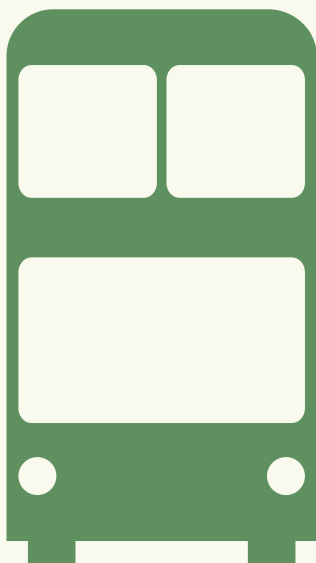
### Santander cycle hire

For shorter journeys, a bike is a great alternative to the bus or the Tube. There's a docking station for Santander cycle hire on York Bridge, close to campus, as well as at Paddington St and Beaumont St. You don't need to pre-book – simply pay for your cycle ride at the docking station (or become a member online for discounts). For more details and hire locations, visit [tfl.gov.uk/modes/cycling/santander-cycles](https://tfl.gov.uk/modes/cycling/santander-cycles).

### Cabs and taxis

London's official taxis (often referred to as black cabs) can be hailed in the street or found at taxi ranks located in prominent places throughout the city – including outside mainline rail, Tube and bus stations. If the yellow TAXI sign at the front is illuminated, the cab is available for hire. All fares are metered, and you'll be charged a minimum of £2.40. Most cabs accept payment by credit or debit card (as well as by cash) but it's worth checking with the driver before your trip starts. To be safe, you should:

- Always use a registered taxi company
- Try to book a taxi in advance from a well-known firm
- Ask Reception to book a licensed taxi for you.



# London life

There are so many reasons our students love studying in London. Offering everything from theatres to museums, incredible nightlife and world-renowned restaurants – the city really does have it all.

The following websites are excellent resources for finding out what's happening in London – and our team will also be happy to help provide an insider's guide to life in London.

[timeout.com/london](https://www.timeout.com/london)

[londonist.com](https://www.londonist.com)

[visitlondon.com](https://www.visitlondon.com)

[thehandbook.com](https://www.thehandbook.com)

## Shopping

London has over 4,000 different shops and some of the most famous stores and shopping areas in the world – including Harrods, Selfridges, Knightsbridge, Westfield, Oxford Street, Regent Street, Carnaby Street and Covent Garden.

Or, if you're more into markets, head to Camden Lock (the other side of Regent's Park), Spitalfields or Portobello Market in Notting Hill.

## Museums and galleries

London is a haven for culture vultures. There are more than 300 museums and galleries, most of which are free to enter. Whether you want to see some of the world's most famous paintings, view cutting-edge artwork or Ancient Egyptian relics, being based in London means you have a huge choice of world-class culture on your doorstep. Find out more about the museums in London at [visitlondon.com](https://www.visitlondon.com)

## Eating out

There are thousands of options for eating out in London – from fancy restaurants to food markets. As one of the most cosmopolitan cities in the world, you can choose from almost any cuisine you like. For a Londoners guide to eating out, we recommend visiting:

[theinfatuation.com](https://www.theinfatuation.com)

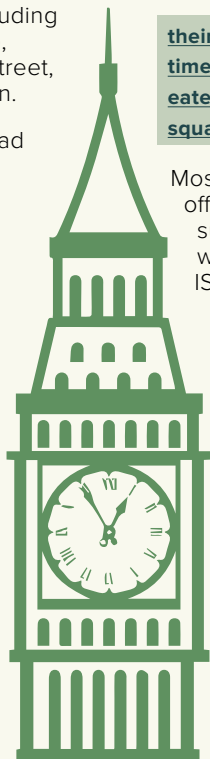
[timeout.com/london](https://www.timeout.com/london)

[eater London.com](https://www.eater.com/london)

[squaremeal.co.uk](https://www.squaremeal.co.uk)

Most of London's main attractions offer student discounts, so make sure you take your student ID along with you, as well as your Totum or ISIC card. Find out more and apply:

- [Totum card](#)
- [ISIC card](#)



# Sports and fitness

We encourage all our students to be active and healthy. Sports at Regent's is open to all students, offering a range of fun and engaging activities to suit all tastes – whether you want to be part of a competitive team or you simply want to keep fit. We also offer a virtual sports programme – visit [studentunion.regents.ac.uk/sports](https://studentunion.regents.ac.uk/sports) for more details.

All students are welcome to join our competitive sports teams. These include:

- Men's football
- Women's football
- Volleyball
- Women's basketball
- Men's basketball
- Polo

Our competitive sports teams train throughout the week, working around your academic timetable. Many of our teams compete in both the British University College Sport League (BUCS) and the London University Sports League (LUSL). Our polo teams also represent Regent's at national tournaments.

Whether you're a beginner or have played sport for many years, there are plenty of opportunities for you to get involved. Look out for our taster sessions via [regents.ac.uk/sport](https://regents.ac.uk/sport)

## Be Active Regent's

If you'd just like to be more physically active, look out for Be Active Regent's sessions across campus. These free sessions are open to all students and offer the chance to meet new friends and have fun while improving your fitness. Look out for sessions on:

- BoxFit
- Yoga
- Zumba
- Cardio tennis
- Table tennis

Book your place at [hub.regents.ac.uk](https://hub.regents.ac.uk).

Looking for a gym? Get in touch for lots of helpful advice and information on health and fitness centres in London with preferential membership deals for students! [Visit the Student Hub](#) for more details.

## Sports pitch and equipment hire

In your free time, you can also hire our multi-use games area – located on campus, behind the Reid Hall accommodation building – as well as our sports pitch. A range of equipment is also available to hire via [sportandfitness@regents.ac.uk](mailto:sportandfitness@regents.ac.uk).



# Trips and events

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The Student Engagement team organises a wide variety of social activities and trips each term, such as:

- Parties
- On campus social and academic events
- Cultural activities
- Trips and excursions

## Trips and activities

We offer many different trips and activities throughout the year.

Our events and activities programme is packed with virtual talks and trips for you to enjoy. Our free trips and talks are a great way to meet other students, while you explore and discover London's most iconic spots and hidden gems.

All extra-curricular activities aim to enhance your Regent's experience and extend your learning outside the classroom. We offer a new activity each week, so you'll have plenty of opportunities to experience new things, make wonderful memories and take plenty of photos to hallmark your time with us.

For more information, visit the Student Hub. [hub.regents.ac.uk](https://hub.regents.ac.uk)

# Welcome to your Student Union

There are many ways you can get involved.



## Councils

Represent your class through solving student issues.

## Academic events

Be part of vibrant debates, networking sessions, academic talks and more.

## Social events

Help organise the social events on and off campus, including bar nights, lawn parties and club nights.

## Societies

Meet people with similar interests to you, or start a society for your own hobby/interest.

# We can't wait to meet you!

For any questions, visit [studentunion.regents.ac.uk](http://studentunion.regents.ac.uk)

# How to find us

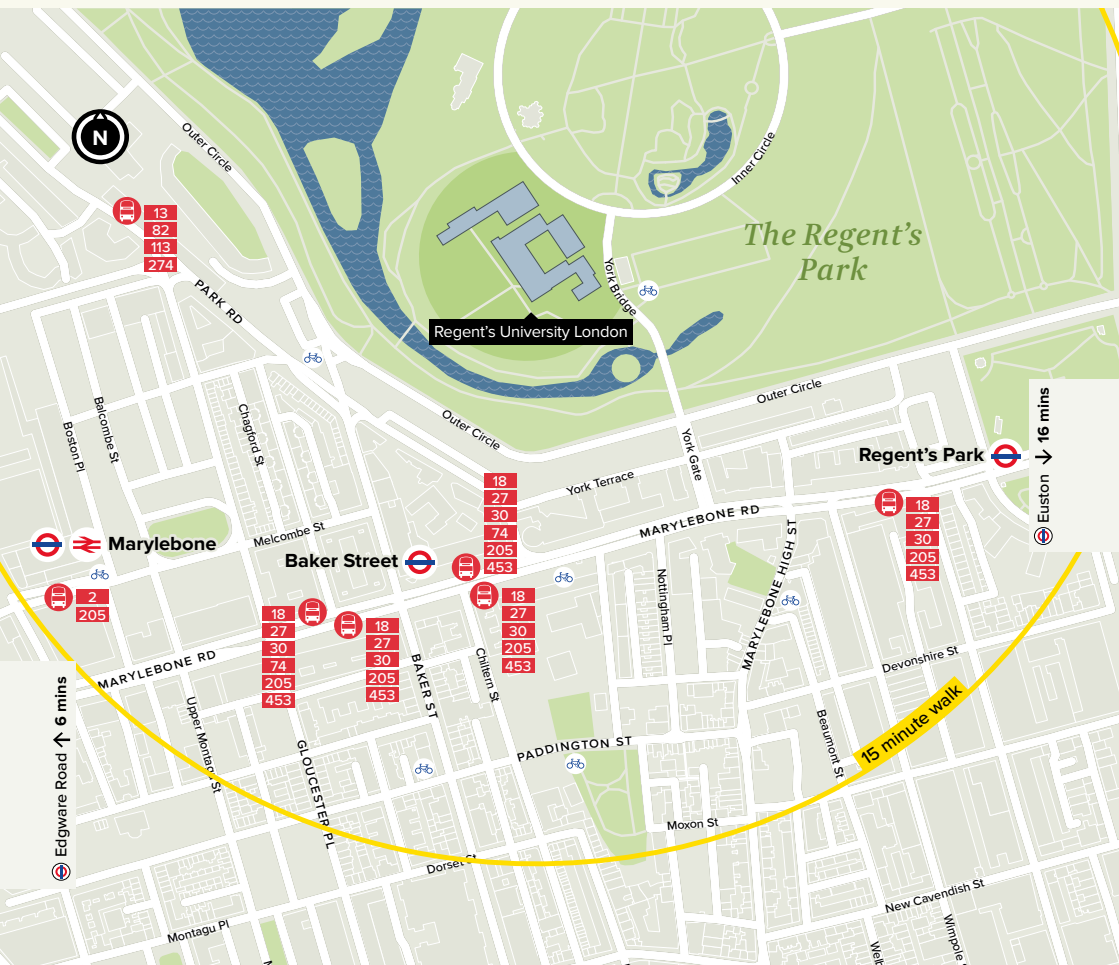
Our campus is located in the heart of royal Regent's Park, a 10-minute walk from Baker Street station, and easily accessible by public transport. **[Find us on Google Maps.](#)**

**By Underground** – take the London Underground (Tube) to Baker Street station. Plan your journey with the Transport for London Journey Planner: **[tfl.gov.uk](https://tfl.gov.uk)**

**From Baker Street station** – take the Marylebone Road exit, turn left and walk past the entrance to Madame Tussauds. Turn left onto York Gate and continue over the bridge into the park. The entrance is on your left. ~10 minutes.

**By road** – our campus is just off the A501 (Marylebone Road) in central London. Use the postcode NW1 4NS.

**From St Pancras International** – from the Eurostar terminal, take the London Underground from King's Cross St Pancras to Baker Street station. ~10 minutes.







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