

OUR COVID-19 PROMISE

The health and safety of our students and staff is our top priority. In response, we have developed new ways of working based on the advice and guidance provided by the government, industry bodies and our safety consultants.

Your Health Comes First

We know, when you move into one of our schemes, that you need the freedom to move around and enjoy all our facilities without worry. That's why we promise:



To reduce contact when you check in – you are able to book a check in slot on the *Student Castle Student Portal*.



To deep clean each room before our new residents move in. Each room will be checked by a member of management before you move in to guarantee the highest level of cleanliness.



All common areas will have disinfection cleans regularly throughout the day by our housekeeping team, paying attention to high usage touch points.



New directional and instructional signages have been installed in and around our buildings to avoid overcrowding.



Protective shields will remain in place on reception in order to minimise contact between staff and residents.



Hand sanitiser stations will be located throughout the schemes at all major entry or exit points.



Social distancing safeguards have been set up throughout the schemes to minimise the risk of infection.



If you are showing any symptoms of COVID-19, you are entitled to a free test through the NHS. If you have any questions, our staff will be happy to assist.



All staff have been trained in social distancing guidelines and the latest advice from the UK Government and are happy to advise residents.



If you have to self-isolate our staff are on hand 24/7 to help you with grocery deliveries, food deliveries and waste removal.



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Social Activities

You may not be able to get up close and personal with your friends at the moment but don't worry. Student Castle have put together a range of online and socially distanced activities to welcome you to your new home! Look out for the full list of activities in your welcome pack, on our noticeboards or in your scheme's Facebook group.

No Need to Use Public Transport

We want to do everything we can to put your mind at ease and make your journey to university or college safe and easy. That's why we offer free bike hire at all schemes (except Lincoln and Brighton*). You can pick up a bike in reception and return it when you get back! Bikes are regularly sanitised and locks and helmets are provided (safety first!). No need to worry about getting on public transport!

*Brighton residents will be enrolled in the Brighton Bike Share Scheme
<https://www.btnbikeshare.com/> (see management for more information).