

# Visitor Regulations



## **Introduction to the Visitor Regulations**

We are proud of the University of London's buildings, and are keen for visitors to appreciate their architecture, internal design and associated history. You will appreciate that such buildings can be faced with a broad range of threats. These regulations ensure that adequate protections and security measures are in place to safeguard the buildings and their users.

## **Which Buildings are Covered by these Visitor Regulations?**

The University of London ("UoL") Visitor Regulations operate within Senate House,<sup>1</sup> Stewart House, Student Central, the Institute of Advanced Legal Studies (Charles Clore House) and The Warburg Institute ("UoL premises").

## **Who is Covered by these Visitor Regulations?**

These Visitor Regulations provide for the safety, wellbeing and security of our staff, students, and visitors who are members of the public.

There is no public right of entry into or through UoL premises. We ask that you abide by these Visitor Regulations. If you do not comply with any part of these regulations, you may be asked to leave UoL premises (see regulation 5.1).

### **1. Admission**

- 1.1. We aim to treat visitors with respect at all times, and to help them to access facilities and activities that they are entitled to use.
- 1.2. We regret that it may be necessary, for example in the interests of security or public safety, for us to alter UoL premises opening hours or close specific areas of UoL at any time, and without prior notice.
- 1.3. If it should be necessary to close all or part of any UoL building temporarily for any reason, we may direct you to leave by certain routes, or prevent you from leaving by certain routes.

### **2. Bag Searches and Other Searches**

- 2.1. We regret that it may be necessary, for example in the interests of security or public safety, for us to conduct bag searches at any time, and without prior notice.
- 2.2. If asked, you must allow our security officers to search your bags when you enter UoL premises or when you enter a particular event or exhibition.
- 2.3. At our discretion, and subject to elevated security concerns, we may ask our security officers to carry out pat down searches as a condition of entry to UoL premises. The reason for such a search will be explained and such searches will be conducted by a security officer of an appropriate gender for the visitor who is to be searched.

### **3. The University as Licensed Premises**

- 3.1. UoL has a premises licence for regulated activities under the Licensing Act 2003, pursuant to which we must:
  - a. refuse any person entry (or ask any person to leave), if our security officers believe that person to be intoxicated or behaving antisocially;
  - b. apply age restrictions and/or require proof of age identification for entry to some events or the supply of some services;

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<sup>1</sup> In these Regulations, Senate House refers to the South Block of the building, and the North Block entrance to and areas covering the Institute of Historical Research.

- c. limit the number of people permitted into our premises at any time; and/or
  - d. refuse to serve alcohol or to supply other services to any person who is intoxicated or behaving antisocially.
- 3.2. At the end of evening events, you are asked to leave the premises quietly and with due consideration for our residential neighbours.

#### **4. Visitor Conduct**

- 4.1. All visitors are expected to conduct themselves in a professional and respectful manner to match the theme and tone of the institution/event they are visiting.
- 4.2. UoL does not abide or tolerate any form of harassment, victimisation or discrimination in any form, including where it is verbal, physical, or on the basis of age, disability, ethnicity, gender reassignment, marital status, pregnancy or maternity, religion or belief, sex, or sexual orientation.
- 4.3. You are asked to be mindful of signs requesting silence outside of rooms where indicated, and to turn your phone to silent during speaker events and in the libraries.

#### **5. Security Staff**

- 5.1. Our Security staff are identifiable by their UoL identity passes. They are authorised by UoL to require you to comply with these visitor regulations or any directions given under them. If our security officers believe you are behaving antisocially or that your conduct causes or is likely to cause risk or disturbance to other visitors, to our staff or to property, you may be refused admission to UoL premises, you may be asked to leave, and/or you may be escorted from the premises.
- 5.2. Please be aware that we will not tolerate violence or abuse to any member of our staff, students or other visitors. Failure to cooperate with the lawful directions of our security staff may put you at risk of committing an offence.
- 5.3. Security staff may use body worn cameras where deemed necessary in relation to elevated security concerns. When they are in use, cameras are visible on the staff member using them and highlighted with a badge or sign. Where possible, security staff will announce when their camera is being activated and turned off. All images are managed in line with UoL's CCTV policy which can be accessed through the [Data Protection page](#) on our website.

#### **6. Parking of Vehicles and Provision for Disabled Visitors**

- 6.1. We do not provide parking facilities, although some sites have limited parking spaces for people with disabilities.
- 6.2. If you have a disability, you and anyone accompanying you may park your vehicle within designated car parks by prior arrangement with UoL's Conference Office.

#### **7. Health and Safety**

- 7.1. In the event of an accident, please contact the reception desk of the relevant UoL premises or a member of our staff who will help to arrange assistance.
- 7.2. In the interests of health and safety, you must not:
  - a. smoke anywhere within or at the entrances to UoL premises (and this extends to the use of electronic cigarettes and vaping products);
  - b. sit on any stairs or on parapet walls;
  - c. block or obstruct entrance doors in any way;
  - d. leave any children in your care unattended, or allow them to behave antisocially;
  - e. climb on any part of the building including walls, barriers and columns;
  - f. disregard any safety signs or barriers put in place for public protection;
  - g. disregard fire alarms or any directions for the evacuation of UoL premises; or
  - h. follow (tailgate) any member of staff into a restricted area.

## **8. Fire Alarms**

- 8.1. Fire Action Notices displayed throughout UoL premises explain how you should raise the alarm in the event of a fire or suspected fire.
- 8.2. A constant audible alarm signal means that you must evacuate the building and leave by the nearest fire exit immediately. Our staff will ensure you are aware of the alarm and direct you away from any fire-affected areas. If you require help to evacuate UoL premises, you should seek the assistance of a member of our staff.
- 8.3. In the event of a fire evacuation, you should not attempt to retrieve personal possessions from lockers, cloakrooms or study spaces if this will delay your evacuation. Our staff will help to retrieve your items from the premises as soon as possible after the building reopens.

## **9. Access to Restricted Areas**

- 9.1. If you are found by our staff in a restricted or closed area without authority, you will be required to explain your presence and provide proof of identification. You may also be escorted from UoL premises. Please be aware of regulation 5.1 above.

## **10. Unattended and Lost Property**

- 10.1. Any unattended property on UoL premises is left at your own risk. We reserve the right to have unattended property removed without warning in the interests of safety and security. We will not be held liable if we remove any property that you have left unattended.
- 10.2. If it is handed in to us, we will keep your lost property for three months in accordance with our lost property operating procedure.

## **11. Film, Photography, and Audio Recording**

- 11.1. Except where directed by our staff, where indicated by notices, or during commercial filming activities, you are permitted to use handheld cameras (including phones) with flash, and audio and film recording equipment not requiring a stand, solely for your own private and non-commercial purposes. This includes use in personal, non-commercial social media profiles, blogs and websites provided that no further commercial reuse of the content is permitted by the terms of use of the social media platform or website.
- 11.2. Some events may be photographed and/or filmed. UoL will ensure they or the event organisers have provided advance warning and clear signage to indicate this. If you have any questions or concerns about appearing in images taken at an event please speak to the event organisers.
- 11.3. You must make arrangements in advance with our Conference Office or relevant Institute of the University's School of Advanced Study if:
  - a. you need to use a stand or special lighting or other equipment for filming, photography or audio recording within UoL premises; and/or
  - b. you wish to take any commercial or professional film or photography.
- 11.4. If an individual complains that your photography is intrusive, you may be asked to stop or leave UoL premises. Please be aware of regulation 5.1 above.

## **12. Personal Data**

- 12.1. UoL is committed to protecting your personal data, and being transparent about the information held about you. The [UoL Privacy Notice](#) outlines how it handles and uses the data it collects.

## **13. Mobility Scooters, Bicycles and Scooters**

- 13.1. Visitors using mobility scooters should contact the Conference Team at [conference@london.ac.uk](mailto:conference@london.ac.uk) or the relevant Institute of the University's School of Advanced Study in advance of travel for advice on how to access the event or function that they wish to attend. Information on accessibility is available on our website.

- 13.2. You are not permitted to cycle or ride a scooter (other than a mobility scooter where permitted) inside UoL premises or on paved areas within UoL grounds.
- 13.3. You may leave your bicycle in the racks provided at your own risk.

#### **14. Animals**

- 14.1. Animals are not allowed on UoL premises under any circumstance, unless you have a disability, when you may be accompanied by a guide, assistant or companion animal.

#### **15. Demonstrations**

- 15.1. UoL recognises the rights to freedom of expression and to peaceful protest. It also has a responsibility to its staff, students and visitors to provide an environment that is free from disruption, intimidation and harassment. Demonstrations are therefore not permitted within, or obstructing the entrance to, any UoL building. Please see regulation 5.1 above.
- 15.2. If you are proposing to demonstrate in the external part of any UoL premises, you should notify Head of Hospitality and Conferencing Services at least 72 hours in advance. UoL may set conditions on such events in the interest of safety, security and other visitors' enjoyment of their visits. If you are planning to demonstrate in the external part of any UoL premises, please be aware of regulation 5.1 above.

#### **16. Closed Circuit Television**

- 16.1. You should be aware that we operate a secure, closed circuit television system throughout UoL premises in the public interest for the protection and safety of our visitors, staff, collection and property. UoL maintains a CCTV policy in line with its data protection obligations. Please see regulation 5.3 for information about accessing this policy.

#### **17. Enquiries**

- 17.1. We welcome enquiries from visitors. You can:
  - a. email [reception@london.ac.uk](mailto:reception@london.ac.uk) or [ials@sas.ac.uk](mailto:ials@sas.ac.uk) for the Institute of Advanced Legal Studies or [warburg@sas.ac.uk](mailto:warburg@sas.ac.uk) for The Warburg Institute.
  - b. leave a message on [facebook.com/unioflondon](https://www.facebook.com/unioflondon)
  - c. tweet @UoLondon
  - d. write to:  
The Head of Hospitality and Conferencing Services, University of London  
Senate House  
Malet Street  
London WC1E 7HU

#### **18. Amendments**

- 18.1. We may change our service provision or amend these Visitor Regulations from time to time and we recommend that you check the UoL websites for our latest visitor information before visiting.

#### **19. Use of UoL Facilities**

- 19.1. Separate regulations may apply to your access and use of our facilities, such as Senate House Library, any of the libraries and Institutes of the University's School of Advanced Study, and Student Central's Energybase gym. Please check UoL websites for this information before visiting.

#### **20. Complaints Procedure**

- 20.1. UoL aims to provide excellent service to all the users of UoL premises. However, we recognise that sometimes things can go wrong and we always try to resolve any issues as quickly and

smoothly as possible. This procedure sets out how you can make a formal complaint in relation to your visit to UoL premises under these Visitor Regulations.

- 20.2. Separate procedures apply for academic complaints, Freedom of Information complaints or complaints associated with use of particular facilities within UoL premises, including Senate House Library and libraries of the University's School of Advanced Study.
- 20.3. If you are a contractor, supplier or other individual or organisation which conducts business with us, please refer to the dispute resolution procedure in your contract with us.

## **How to Make A Complaint**

If you wish to complain about your experience in visiting UoL premises, please speak to a UoL staff member on duty who will try to assist you directly.

### **A. Formal Complaint**

1. If it is not possible to speak to a UoL staff member on duty, or if you have spoken to them and you are still not satisfied, please email [feedback@london.ac.uk](mailto:feedback@london.ac.uk). Please set out as much relevant detail as you can and include the outcome that you are hoping to achieve.
2. We will acknowledge your complaint within three working days of receiving it. The respective Head of area will look into your complaint and will offer the option of a meeting or phone call if they believe that this would be helpful.
3. A response will normally be sent to you within ten working days. It will include an explanation of how to take matters forward if you are still dissatisfied.

### **B. Appeal Process**

The majority of complaints can normally be addressed as indicated above. However if you are unhappy with the response provided under section A (3) above, you may appeal against the response by submitting a summary of your complaint and why you believe the response was not satisfactory. Your appeal must be submitted to the Director of Compliance and Secretary to the Board using the [attached form](#) and within ten working days after the response has been received.

1. We will acknowledge receipt of the written appeal within three working days of receiving it.
2. The Director of Compliance and Secretary to the Board (or his/her nominated substitute) (referred to hereafter as the "Director") will investigate and respond within twenty working days (excluding UoL closure periods) of receiving the written appeal. If the Director's investigation takes longer than the agreed timescales, the complainant will be informed and revised time limits will be agreed with the complainant, who will be updated on progress.
3. The Director will consider all the documents relating to the case including any statement from the complainant in order to make a decision.
4. The Director's decision shall be final.

**IF YOU NEED A COPY OF THIS DOCUMENT IN AN ALTERNATIVE FORMAT, PLEASE CONTACT THE PROPERTY AND FACILITIES MANAGEMENT TEAM ON [reception@london.ac.uk](mailto:reception@london.ac.uk) or 020 7862 8880.**