Parents Welcome Live Chats

We recognise that you will want to support your child, friend or family member as they start at Warwick, so if you have any questions about Welcome and Arrivals, we are here to help.

Good afternoon everyone. Looking forward to answering your questions today.

Hi everyone, my name is Claire and I work in the Welcome Team here at Warwick. I’m joined today by my colleagues Despina from Wellbeing Support Services, Steve from our World at Warwick Team, Claire from Student Opportunity, Tracey and Matthew from our Residential Life Team and two of our student Welcome Helpers Samantha and Adam.

Hello my name is Tracey and I am one of the Senior Wardens for the campus Residential Life Team

Hi my name is Samantha and I am a third year student studying Philosophy, Politics and Law and will be happy to help

Hi everyone, my name is Adam and I am a third year Biochemistry student. Looking forward to chatting with you all!

Hello everyone! I’m Steve and I work in the World at Warwick Team in Student Opportunity - we’re charged with providing information and support for international students arriving, but we also run lots of programmes and events throughout the year to help people get to know their fellow students from around the world. Looking forward to answering your questions this afternoon!

Hi my name is Samantha and I am a third year student studying Philosophy, Politics and Law and will be happy to help

Hello everyone and welcome! I am Despina, Joint Head of Disability in Wellbeing Support Services

Hi everyone, my name is Claire and I work in the Student Opportunity department. Looking forward to chatting with you.

Good afternoon, thank you for hosting this live chat. My daughter has just broken her ankle and can’t carry anything whilst she is on crutches. Would it be possible for me to enter her accommodation once or twice to help with laundry/shopping until she’s off the crutches? (I’m happy to wear PPE whilst I’m in the building) Will there be anyway she can access transport to get her to any seminars etc for a few weeks? Thank you

My so will be going to his accommodation next Sunday, how much time do we get to drop and be with with him to get him settled?

Hi, is there a collection point where we can send deliveries for our son to collect? Thank you
Hi, had a few tier 4 visa doubts, could it be addressed here?

My so will be going to his accommodation next Sunday, how much time do we get to drop and be with him to get him settled?

Your time slot is for 30 minutes- only one parent can enter with the child and once stuff has been moved in parents can not re enter the accommodation but you can meet elsewhere on campus as there is lots of nice outdoor space.

Hi everyone - can I just check if there will be any sack truck/trolleys available to assist with moving in? Sure I saw this with a student helper on a video for a previous year on moving in day. Just conscious of the amount of boxes/bags and very limited time being given to actually move everything in. Many thanks

is it possible to change the accommodation?

Good afternoon, thank you for hosting this live chat.
My daughter has just broken her ankle and can’t carry anything whilst she is on crutches. Would it be possible for me to enter her accommodation once or twice to help with laundry/shopping until she’s off the crutches? (I’m happy to wear PPE whilst I’m in the building) Will there be anyway she can access transport to get her to any seminars etc for a few weeks? Thank you

Hello. Students are able to have one other person to help them move in over the arrivals period. I am very sorry but we are then not allowing guests or visitors whilst student household groups are established. I understand the challenges that your daughter may face. We may be able to put some support in place with deliveries to her residential block. I also recommend getting in touch with the department to see what mitigation can be made if getting to the department is going to be difficult.

Hello there - we’d like to check where we can see bank details for payment of rent installments, please - thank you :)

Thanks Tracey. She has contacted her department too. As soon as she’s off the crutches she’ll be eating to go :grinning:

Hi, is there a collection point where we can send deliveries for our son to collect? Thank you

Hi, once your child has got on campus they are sent to the campus mailroom and if your child is not self isolating they can come collect it. If they are self isolating there are options to get it delivered to their rooms.

Good afternoon, thank you for hosting this, and thank you for taking on the tremendous task to open and welcome the students back or for the first time in the midst of a global health crisis. Would one of you be able to share a quick update about the plans for the immediate future in regards to online/in person?

On the post thing - what would the postal address be for Rootes?
My so will be going to his accommodation next Sunday, how much time do we get to drop and be with with him to get him settled?

Hello Naresh, if you will be dropping your son off by car, you will need to have booked an arrivals slot. When you have booked a slot, you will given instructions about where you need to park on arrival and then how long you will be permitted to park your car at a designated parking closer to the hall of residence. Normally you are given a 30 minute slot when you are parked near to the residence. After the 30 minutes' unloading time, you will not be permitted to re-enter the residence as we are restricting access to non-students for the purpose of avoiding grid-lock in and around campus, but also to minimise risk of virus transmission. After unloading, you may move your car to one of our long stay car parks and you are normally allowed to stay with your son on campus for 3-hours. All of this information will be included in your Arrivals booking confirmation email.

Me and my wife will be coming to drop our son next sunday however, we have our 11 year old daughter and we cant arrange for a childcare for her, can we bring her along as she will stay in the car with my wife while I do the move with my son?

What is the procedure for late arrivals?

Is it possible to change the accommodation?

Hello Naresh I am sorry but the campus allocations have been completed and we are at present full. It is not possible at this point to make changes across the accommodation since this has “ripple” effects across the halls. Are there any concerns about the hall allocation?

Hello there - we'd like to check where we can see bank details for payment of rent installments, please - thankyou :) If the student logs onto https://studentdata.warwick.ac.uk/uri/sits/urid/run/SITW_LGN_LOGOUT-start-url?SF2B9150F0A7D11EAFWE1PR3E21G4VPM61o_170xvJNyveWSFIPRiyNm5IN4NGUsiJm00WSwwaHTzQ7ZGnBYz0EBJ48Y_4XQg9FWOcEuj7KA4aeY466QsmzA4_gZPyw9oY VY2H6FHyuejKPyjw5456hn5SOHeuikZCfR0RWdbLC8wGahhrBwz0xWOL_iqbTQDUW3bR6dS6dMT5eYCUJiHrj6bpyY 6SuXe12bHz - they can see all this information - they will need to set up their IT first

EVL_020 - System Logout
A system message relating to your current request is displayed below -

Hello there - we'd like to check where we can see bank details for payment of rent installments, please - thankyou :) Hello, this website will give you the University's bank account details for payment of tuition and accommodation. https://warwick.ac.uk/services/academicoffice/finance/makingpayments/methodsofpayment/

Methods of payment - Student Finance - University of Warwick

How to pay the University

Good afternoon, thanks for hosting the chat. My son is coming from abroad, and he will come of age only in December. Is there any special arrangements or additional support for underage students (no alcohol, etc)? Thank you

Does collecting your key count as physical enrolment? My daughter moves on the 24th and I was wondering when she will receive her first maintenance loan payment as we cannot pay the accommodation fees until she receives it. Also do we have to set up the direct debit ourselves and if so how do we do this?
Hi, had a few Tier 4 visa doubts, could it be addressed here?

Hi Sanchit, I will try to help you. What is your question about Tier 4 visas?

What is the procedure for late arrivals?

Hello Sanchit - could I ask whether the student will be living in university accommodation on campus?

Hi everyone - can I just check if there will be any sack truck/trolleys available to assist with moving in? Sure I saw this with a student helper on a video for a previous year on moving in day. Just conscious of the amount of boxes/bags and very limited time being given to actually move everything in. Many thanks

Hello Nina, we do usually have trolleys yes but this year is different. I'll will need to confirm this with our arrivals team and get back to you.

On the post thing - what would the postal address be for Rootes?

If you want to arrange for something to be sent before moving in then you can send it to: Student Name, Student ID, Phone no, Rootes, University of Warwick, Coventry, CV47ES. Once your child gets their keys they will know which room/specific block are so they can provide a full address then.

Hi Claire - many thanks ;)

Is there a dishwasher in Heronbank accommodation?

Me and my wife will be coming to drop our son next Sunday however, we have our 11 year old daughter and we cant arrange for a childcare for her, can we bring her along as she will stay in the car with my wife while I do the move with my son?

Hello Naresh You can bring your daughter as long as she remains in the car. We are only allowing one other individual to help the student move into the residential halls to help with social distancing. You are welcome - once the bags and boxes have been dropped-off in your daughters room - to visit campus and teh facilities in a socially distant manner with the whole family.

Yes Steve, in the Sherbourne accommodation

| Is there a dishwasher in Heronbank accommodation? |
| No, there are not any dishwashers on any accommodation on campus. |

Good afternoon, thank you for hosting this, and thank you for taking on the tremendous task to open and welcome the students back or for the first time in the midst of a global health crisis. Would one of you be able to share a quick update about the plans for the immediate future in regards to online/in person?

The plan for this academic year is for students to access a blend of online and face to face to teaching and learning. Most assessments will also be done online. There is more information and details at the following following page but don’t hesitate to get back to us if you have any questions [https://warwick.ac.uk/coronavirus/students/teaching/](https://warwick.ac.uk/coronavirus/students/teaching/)

| Teaching and learning at Warwick |
| What will teaching and learning look like at Warwick for the next academic year? |
Good afternoon, thank you for hosting this, and thank you for taking on the tremendous task to open and welcome the students back or for the first time in the midst of a global health crisis. Would one of you be able to share a quick update about the plans for the immediate future in regards to online/in person?

Hello Stefanie, thanks for your email. I wonder if the University's return to campus website would answer your question? Let me know if not. https://warwick.ac.uk/coronavirus/students/  

Guidance for new and returning students at Warwick  
Guidance for new and returning students during the Coronavirus outbreak.

Yes Steve, in the Sherbourne accommodation  
Thanks Sanchit. If they are arriving after the main arrivals period (23 - 27 September), they will need to collect their key from Student Services in Senate House. Their location and opening times can be found here: https://warwick.ac.uk/services/reception/contactus - I hope that helps!  

Contact us  
Senate House

Are there any chat groups available where my son can meet Albeit virtually his fellow kitchen bubble Housemates?  

Hello everyone, my daughter has not received the original certificates for A-level exams, even though she has enrolled at the university. I think that they will send the certificates in the near future. Is there any problem about this issue?

My son will be in Heronbank accommodation and I believe that the cleaning will be done once a week in his flat including bathroom? does he need to get his own cleaning products?

Good afternoon, thanks for hosting the chat. My son is coming from abroad, and he will come of age only in December. Is there any special arrangements or additional support for underaged students (no alcohol, etc)? Thank you

Our daughter is Joint English / History - she had received module lists from History by the deadline for choosing yesterday, but not from English. Might there be the opportunity to swap modules once she is there? Thanks very much for your helpful responses!

Are there any chat groups available where my son can meet Albeit virtually his fellow kitchen bubble Housemates?  

There are 'unofficial' group (WhatsApp) chats that tend to form on the Freshers Facebook Page where they can talk to others who will be in their accommodation building. However, they will not know who is in their kitchen until the day when they collect their keys. I think it helps not knowing as you get to meet them in person and form a relationship face-to-face rather than through a group chat etc!

Hi, how long are we allowed to stay in the actual accommodation to help them settle in?
Good afternoon, thanks for hosting the chat. My son is coming from abroad, and he will come of age only in December. Is there any special arrangements or additional support for underaged students (no alcohol, etc)? Thank you

Hello Alessandra Your son will be coming to an adult environment however, the bars and clubs on campus do undertake checks on entry using the student ID card and there will be events which under 18s will not be able to access. In the local community pubs and bars may ask for proof of ID. The Residential Life Team live alongside students on campus and if your son has any concerns he can get in touch with his local Resident Tutor. The University has a Head of Wellbeing and Safeguarding who you son can contact through Wellbeing Support Services if he has any worries. I hope this is helpful.

Hi moderator, the tier 4 visa doubts are these:-
So for the financial statements, if we make the entire years payment 25770 (Bsc Economics tuition), will it mean that to the visa office we only need to demonstrate 9135 pounds, 9 months living cost? And we have to demonstrate a minimum balance of 25770+9135 for 28 days correct?
Secondly the address in UK for his TB report. He had initially entered a wrong one. The correct one would be: Sherbourne, The University of Warwick, Gibbet Hill Road, Coventry, CV4 7AL, or just The University of Warwick, Gibbet Hill Road, Coventry, CV4 7AL.

Does collecting your key count as physical enrolment? My daughter moves on the 24th and I was wondering when she will receive her first maintenance loan payment as we cannot pay the accommodation fees until she receives it. Also do we have to set up the direct debit ourselves and if so how do we do this?

Thanks Tracey. She has contacted her department too. As soon as she’s off the crutches she’ll be eating to go :grinning:
I’m sure she can’t wait!

Has there been any coronavirus tested positive case at the campus among students?

Hello everyone, my daughter has not received the original certificates for A-level exams, even though she has enrolled at the university. I think that they will send the certificates in the near future. Is there any problem about this issue?
Hello Chris, no this won’t be a problem at all.

Do they have to get their own pillow, quilt, bedsheet etc?

Thanks steve

And one last one from us - where would we see term / reading week dates?

Are dustbin, chair provided in the room?

Thanks for the information Tracey, very useful. Do we register the student with the police department, as I did with my daughter when she joined Cardiff University as an underaged student? They kept a special eye on undersged students, there...
Our daughter is Joint English / History - she had received module lists from History by the deadline for choosing yesterday, but not from English. Might there be the opportunity to swap modules once she is there? Thanks very much for your helpful responses!

Hi Sian, this would be depending on the department and how they manage modules and allocating students to module groups. Your daughter would need to contact their academic department directly with this query.

My son will be in Heronbank accommodation and I believe that the cleaning will be done once a week in his flat including bathroom? does he need to get his own cleaning products?

Ensuite bathrooms are not being cleaned any more since cleaning will be prioritised of public and communal areas. The kitchen is cleaned once a week. Though it is your child’s responsibility to get their own cleaning supplies and clean their own bathroom/kitchen after use.

I appreciate this is a difficult question to answer but if the country goes back into lockdown, what will happen we students stay on campus or will we have to collect them?

After hearing about the possible national lockdown, I am slightly concerned about travelling to the UK as an international student. I was wondering if it would be possible for me to arrive on campus on a later date than the one I originally intended (perhaps a few months later), and I would also like to ask what steps I would need to take in order to make this happen.

Thank you, moderator. I visited the page prior, it does help a bit, I guess I was just wondering whether there are updates with students arriving and being in all states from well to self isolating or sick. It might be too early though. Thank you again.

Are dustbin, chair provided in the room?
Yes - they are.

Hi, how long are we allowed to stay in the actual accommodation to help them settle in?
Hi Remi, 30 minutes in the actual accommodation to hope them settle in.

Hi, how long are we allowed to stay in the actual accommodation to help them settle in?
Arrival time slots are approx 30 minutes. Only one person is allowed to enter the accommodation to help unload.

When shall she has a laundry-card for the washing machine? She will come there on Thursday 24th September.

| And one last one from us - where would we see term / reading week dates?
You can see the term dates at the link below and reading week is usually week 6. Not all Departments will have a reading week though. [https://warwick.ac.uk/study/termdates](https://warwick.ac.uk/study/termdates)

| Dates of term
Undergraduate Term Dates |
Do they have access to the vaccum clearer or do they have to get their own?

There is a shared vacuum cleaner in each flat.

What would be the general size of the kitchen cabinet provided in Heronbank per student?

Thanks for hosting this chat. My daughter’s residence is Sherbourne (en-suite). Do they have a small fridge in that room?

No - there are no small fridges in rooms (however disability services will adjust this if there is a medical need)

Will this be chat be available after the finish time, so I can re back through all the questions and answers?

Does collecting your key count as physical enrolment? My daughter moves on the 24th and I was wondering when she will receive her first maintenance loan payment as we cannot pay the accommodation fees until she receives it. Also do we have to set up the direct debit ourselves and if so how do we do this?

Thank you, moderator. I visited the page prior, it does help a bit, I guess I was just wondering whether there are updates with students arriving and being in all states from well to self isolating or sick. It might be too early though.

Departments can make individual arrangements with students who are self isolating or maybe arriving later, to access everything online

Is there any restrictions on the frequency of travel to home at the moment?

Has there been any coronavirus tested positive case at the campus among students?

Hello Aikku. At the moment we have a number of students who have arrived from countries outside of the UK travel corridor and who are self-isolating in residences. Some of these students have felt unwell and they have booked tests using the University's Test and Trace service. One of these students has tested positive for COVID-19. This student is not in a University residence and is being supported elsewhere on campus as they recover.
Does collecting your key count as physical enrolment? My daughter moves on the 24th and I was wondering when she will receive her first maintenance loan payment as we cannot pay the accommodation fees until she receives it. Also do we have to set up the direct debit ourselves and if so how do we do this?

The student will need to fill in the online registration sent by their home department before arriving. Student Records will check with the department to see who has physically arrived—there is likely to be a register during academic induction. Welcome Week—the first instalment of the maintenance loan is due in the first week of October and the firm lot of rent does not need to be paid till later in October. Email Warwick accommodation if you need to delay a payment and they can see whether this is possible. Accommodation@warwick.ac.uk—I was in a similar situation and it was fine I got my student loan before the deadline to pay for halls—hope this helps.

Is there a freezer with individual compartments?

There is usually one or two (depending on the accommodation block) freezers which are shared between a flat. Each flat will determine how they share the space, though usually it is one compartment per person.

Will this be chat be available after the finish time, so I can re back through all the questions and answers?

Yes—a transcript will be made available after the chat.

Can my daughter bring her own small fridge for use in her room?

Hi—do all of the campus accommodation blocks have lifts/elevator access (daughter will be staying in Arthur Vick)?

Hi, can we pay the the entire academic year’s fee at once, and if so will the CAS display amount paid in full?

I did not do direct debit—I just paid by term here is a link with more information on how to pay.

https://warwick.ac.uk/services/academicoffice/finance/makingpayments/methods/opayment/

Methods of payment—Student Finance—University of Warwick

How to pay the University

What would be the general size of the kitchen cabinet provided in Heronbank per student?

It depends really, one on the flat but also how each flat divides the space, but there is ample space to put things in!

Does collecting your key count as physical enrolment? My daughter moves on the 24th and I was wondering when she will receive her first maintenance loan payment as we cannot pay the accommodation fees until she receives it. Also do we have to set up the direct debit ourselves and if so how do we do this?

I have put the answer further up but let us know if you need any clarification or more info.

thanks samantha
Thanks Adam, it's Lakeside

I appreciate this is a difficult question to answer but if the country goes back into lockdown, what will happen we students stay on campus or will we have to collect them?

Hi Kelly - I think this is a good question to ask. We will always follow the local government advice in the areas close to campus (Coventry and Warwickshire), so whatever restrictions are in place there will also apply - it's important we do this in order to keep everyone safe. Students will be able to stay on campus if they are living there, as key support staff will remain on-hand to make sure their residences remain available. I hope that helps!

When shall she has a laundry-card for the washing machine? She will come there on Thursday 24th September

Hello Chris. The laundry facilities on campus are provided by a company called Wash Co. These machines allow pay-by-phone: - see the information here: https://warwick.ac.uk/students/welcome/welcomeweek/livingatuniversity/washpoint The machines also dispense soap for washing - so there is no need for washing powder or soap.

WashPoint
Information about Wellbeing Support Services for new students

Thanks for the information Tracey, very useful. Do we register the student with the police department, as I did with my daughter when she joined Cardiff University as an underaged student? They kept a special eye on underaged students, there...

I assume there is laundrette near the halls of residence?

Hi - do all of the campus accommodation blocks have lifts/elevator access (daughter will be staying in Arthur Vick)?

Yes - Arthur Vick does have elevator access.

thanks samantha

No problem - I took some spending money for the first few weeks and I got my student loan at the end of the first week if that helps - if they log into SFE they can see the exact date they will receive it

I assume there is laundrette near the halls of residence?

The laundrette is either in the accommodation block or is very close nearby.

Can my daughter bring her own small fridge for use in her room?

Students can't bring their own fridge. If there is a medical reason for a small fridge in the room, the Disability team can support it and the University will provide a table top fridge for the room
Thanks for the information Tracey, very useful. Do we register the student with the police department, as I did with my daughter when she joined Cardiff University as an underaged student? They kept a special eye on undersged students, there...

Hi Alessandra - is this related to student on a visa? If so, yes, police registration will be something they need to think about and complete, if required. More information can be found on our immigration service website: https://warwick.ac.uk/study/international/immigration/current/pr. I hope that helps? If I’ve misunderstood and this is not related to a visa, do let me know.

**Police Registration**
Police Registration

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Is there a freezer in the kitchen then?

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If we have to do few rounds to move the stuff from car to room then can parents take turns to help move the stuff or does it has to be be the same person?

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Is there a freezer in the kitchen then?
Yes.

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If my son and his bubble have to selfisolate, are there plans in place to enable them to get food etc?

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Is there a freezer in the kitchen then?
Yes there is! Typically everyone will have about half a shelf available to them.

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After hearing about the possible national lockdown, I am slightly concerned about travelling to the UK as an international student. I was wondering if it would be possible for me to arrive on campus on a later date than the one I originally intended (perhaps a few months later), and I would also like to ask what steps I would need to take in order to make this happen.

We understand your concerns. If you’d like to talk further about options, you must speak to your academic department.
Hi moderator, the tier 4 visa doubts are these: - So for the financial statements, if we make the entire years payment 25770 (Bsc Economics tuition), will it mean that to the visa office we only need to demonstrate 9135 pounds, 9 months living cost? And we have to demonstrate a minimum balance of 25770+9135 for 28 days correct? Secondly the address in UK for his TB report. He had initially entered a wrong one. The correct one would be: Sherbourne, The University of Warwick, Gibbet Hill Road, Coventry, CV4 7AL, or just The University of Warwick, Gibbet Hill Road, Coventry, CV4 7AL

Hello Sanchit, The advice on our Immigration web page is helpful on this issue: https://warwick.ac.uk/study/international/immigration/tier4/applying/money/tier4funds/ The financial evidence that you present as part of the Tier 4 application must show that the following amount has been held in the account for a minimum of 28 days -
- Course fees (shown as due on CAS) -
- £1,015 (or £1,265 if studying in London) x number of months on CAS (up to 9 months) - payment to University of Warwick accommodation (up to £1,265 and shown on CAS) do not think it will have any impact on the visa application if the Sherbourne address was given rather than the main University address.

Funds needed for a Tier 4 application
Details of the funds you need to show when you submit your Tier 4 visa application

If we have to do few rounds to move the stuff from car to room then can parents take turns to help move the stuff or does it has to be be the same person? Has to be the same person

Is a personal fan allowed in room?
Yes a fan is allowed in the room.

Hello Nicola The key collection is part of the acceptance of the accommodation contract and is not related to enrolment as part of the wider University. Your daughter will need to complete the online enrolment process.

If there will be a nation wide lockdown in UK, is it possible to switch into online learning from students home country? Or do they have to stay on campus accommodation quarantine and isolated again?

Is there any restrictions on the frequency of travel to home at the moment?

How will Warwick make sure coronavirus is not spread through objects in the shared kitchen space considering self isolation students are allowed to be in the same kitchen as students who do not need to self isolate?
Hi, can we pay the entire academic year's fee at once, and if so will the CAS display amount paid in full?

Hello Sanchit, yes you can. Here is the information and yes this can be displayed on the CAS. I would recommend that you double check that the CAS has been updated after payment by contacting the immigration.service@warwick.ac.uk resource account. [https://warwick.ac.uk/services/academicoffice/finance/makingpayments/methodofpayment/](https://warwick.ac.uk/services/academicoffice/finance/makingpayments/methodofpayment/)

Methods of payment - Student Finance - University of Warwick

How to pay the University

Hi Steve, no, this is not related to visa - my son is Italian, and for the moment, he does not need one. I was referring to a sort of registration that we did for my daughter when she arrived at the University, because Cardiff police used to keep some form of registration of underaged students (at least at that time, 6 years ago) . So I was wondering if there were any similar system in Warwick - but maybe this is something they used to do in Wales only...

Thanks for the information Tracey, very useful. Do we register the student with the police department, as I did with my daughter when she joined Cardiff University as an underaged student? They kept a special eye on underaged students, there...

Hello, yes Police Registration may be a requirement. For more information please see our webpage: [https://warwick.ac.uk/study/international/immigration/current/pr](https://warwick.ac.uk/study/international/immigration/current/pr)

Police Registration

Can one parent enter the accommodation while another helps move things just to the door? Its going to be challenging to get things moved in the allocated time

Is there any restrictions on the frequency of travel to home at the moment?

Hello Shilpa The UK Government has not introduced these restrictions at present however, this may change on a local level as COVID-19 cases are monitored. We are recommending that students do not make regular or frequent visits home since their kitchen group will effectively become their new “household” bubble. You may need to think of this as households mixing i.e. your home as one household and your daughter’s kitchen group as another. You then need to apply the UK Government guidance about mixing households and visitors based on this.

Will the student needs airer to dry the clothes?

Thanks Claire, very useful

Thanks Adam, it’s Lakeside

Hello Remi The allocation will be half a freezer shelf. I hope this is helpful

Will the student needs airer to dry the clothes?

There are dryers in the launderettes, however you can get an airer if that is more convenient.
If my son and his bubble have to self-isolate, are there plans in place to enable them to get food etc?

Absolutely, further information can be found here: https://warwick.ac.uk/services/residentiallife/lifeinhalls/selfisolation

Self-isolation in residences

Whether you are coming to live on campus for the first time or if you are a returning student, you may be concerned about how COVID-19 will impact your life in halls. The University has your health and safety as a top priority and this webpage will give you more information about self-isolation in residential halls.

If there will be a nation wide lockdown in UK, is it possible to switch into online learning from students home country? Or do they have to stay on campus accommodation quarantine and isolated again?

It would depend on Government guidance at the time and any travel restrictions. We have been and will continue to update students on current guidance.

Are the students allowed to order online shopping and get it delivered to their accommodation? I.e. Tesco home delivery?

Hi Steve, no, this is not related to visa - my son is Italian, and for the moment, he does not need one. I was referring to a sort of registration that we did for my daughter when she arrived at the University, because Cardiff police used to keep some form of registration of underaged students (at least at that time, 6 years ago). So I was wondering if there were any similar system in Warwick - but maybe this is something they used to do in Wales only...

Apologies for the misunderstanding - no, we're not aware of any requirement to register with the local police in this way for underage students at Warwick.

Have the flats been arranged so that all the students in the flat arrive on the same day, or will they be arriving over the week?

Yes it is, thanks Tracey.

Are the students allowed to order online shopping and get it delivered to their accommodation? I.e. Tesco home delivery?

Yup that is possible!

Can one parent enter the accommodation while another helps move things just to the door? Its going to be challenging to get things moved in the allocated time.

Hi, only 1 parent and the student can leave the car- everyone else must stay in the car to maintain social distancing.

How will Warwick make sure coronavirus is not spread through objects in the shared kitchen space considering self isolation students are allowed to be in the same kitchen as students who do not need to self isolate?

Hello Edith, students will not be sharing any pots, pans, implements - they are all advised to bring their own set. Students who share a kitchen will be required to stick to a kitchen rota, which will dictate who uses this space and when. Students will be advised that they must take responsibility for cleaning the kitchen after they have used it and the University will deep clean the kitchens once per week, with daily cleaning for touch points and public areas.
Have the flats been arranged so that all the students in the flat arrive on the same day, or will they be arriving over the week?

They will be arriving at different times due to our students being from all over the world - by arriving at different times, this also helps ensure social distancing.

Please can we get a copy of this chat afterwards?

Yes - a transcript will be made available after the chat.

Is there a microwave and blender in the kitchen?

Is there any restrictions on the frequency of travel to home at the moment?

Hi Shilpa, at the moment there are no restrictions on frequency of travel home. However, at the moment in the UK, a student who has come to campus has effectively joined a new household and would need to observe local rules on mixing households should they want to return home, if home is the UK.

Thank you.

What would be the fastest way I can get in touch with my academic department?

Is there a microwave and blender in the kitchen?

There is a microwave but no blender.

Are shuttle buses operating within the campus at the same frequency as before?

No they will not be running due to requirements to leave them dormant for 72 hours afterwards.

Please can we get a copy of this chat afterwards?

The Transcript will be available on our welcome webpages: https://warwick.ac.uk/students/welcome/parents/

Parents and Supporters | University of Warwick
Information for parents and supporters of new students arriving at Warwick University.

We coming at 6pm on the 26th, after the allocated hours, is there anybody there to help us get the keys?

Sorry Adam, I didn’t understand your response on bus services within campus, please elaborate.
What would be the fastest way I can get in touch with my academic department?
I would check one of the Welcome emails which will have come from the department, there will be a contact on this email. Hope they can accommodate this change.

We coming at 6pm on the 28th, after the allocated hours, is there anybody there to help us get the keys?
The Student Reception at Senate House will be open for you to collect your keys.

Will there be opportunities to visit the campus facilities after having settled the student in the accommodation? Is there any bar or cafeteria open to parents on campus?

We coming at 6pm on the 28th, after the allocated hours, is there anybody there to help us get the keys?
Dear Joel, yes we are running key distribution until 3am from University House.

Sorry Adam, I didn't understand your response on bus services within campus, please elaborate
My apologies - basically it is not feasible/possible to deep clean the buses after each person has entered/leaved so for that reason that they will not be running this term.

Are there limits on the number of times we can visit our child each term due to Covid 19? Also will we be able to meet on campus or will it have to be in a nearby area, e.g. Coventry?

As we don't mix with other households at present, does this mean we can visit our daughter's bubble?

Bubble

Will there be opportunities to visit the campus facilities after having settled the student in the accommodation? Is there any bar or cafeteria open to parents on campus?

Hi Alessandra, yes you can walk around the campus. There are takeaway facilities for food and drink.

Sorry Adam, I didn't understand your response on bus services within campus, please elaborate
Places on campus are within a short walking distance though, so no need to worry!

Will there be opportunities to visit the campus facilities after having settled the student in the accommodation? Is there any bar or cafeteria open to parents on campus?

Yes you are able to visit campus and there will be some retail outlets open so you will be able to get a drink and a bite to eat. We've ensured that one way systems are in place and you'll be asked to social distance and wear face coverings in some areas.
Are there limits on the number of times we can visit our child each term due to covid 19? also will we be able to meet on campus or will it have to be in a nearby area, eg Coventry?

Hi Nicola, no there are no limits at present and yes you can meet on campus, just not in their hall of residence - this is for students only.

Thanks to both

Are there any physical fresher’s events?

Due to the distance of travel we will be staying overnight at a hotel nearby and wanted to take our son out later that evening once he has settled in for a meal, is it ok if we come back onto campus to collect him and then drop him back after the meal?

Places on campus are within a short walking distance though, so no need to worry!

Is there a membership just for Gym as online does not mention that?

Yes there is the Sports & Wellbeing centre which has a gym, pool and other facilities. More info can be found here: https://warwick.ac.uk/services/sport/hub/

Sports and Wellness Hub Coventry | Warwick Sport

Sports & Wellness Hub at the University of Warwick. Our Coventry sports centre is open to everyone. Huge variety of sport, health and fitness. Gym, swimming, fitness classes, climbing, squash and much more.

Are there any physical fresher’s events?

Hi Remi, yes we have a mixture of live streamed, on-demand and in person events during Welcome Week. All in person events have gone through a risk assessment process and safety measures put in place. Welcome Week events can be found via our Welcome Timetable app. More information can be found here: https://warwick.ac.uk/students/welcome/welcomeweek/

Welcome Week | University of Warwick

Welcome Week, created in partnership with Warwick Students’ Union, is a fantastic programme of events and activities designed to help you settle in, make friends and adapt to life at Warwick.

As we don’t mix with other households at present, does this mean we can visit our daughter’s bubble?

Hello Remi You are right. Your daughter will form a household “bubble” with her new kitchen mates. This will be her main social group in residential halls. Students will not be able to have visitors or guests back to halls in order to protect the household bubbles. If you wish to meet your daughters friends then this can happen outside following Government guidance at the time - at present there is a rule of six in place. I hope you understand that we are asking this to keep our residential accommodation as safe as possible at this time.

Will it be possible to change the day/time of the drop off now?
How do you ensure that students comply with the 14-day isolation?

is the sports and wellbeing centre open? My daughter would like to join the swimming and water polo team and we are wondering if she will actually be able to go swimming!

Also will the library/study spaces be open?

Due to the distance of travel we will be staying overnight at a hotel nearby and wanted to take our son out later that evening once he has settled in for a meal, is it ok if we come back onto campus to collect him and then drop him back after the meal?

Hi Kelly, parking is very limited on campus so when you come back with your son after the restaurant, it may not be possible for you to park anywhere on campus, but it should be ok to drop off. Clear instructions about access to campus after you have completed the unloading will be included in your Arrival booking slot email.

Will it be possible to change the day/time of the drop off now?

It may not be possible this close to the arrivals date, however you could contact Warwick Accommodation here https://warwick.ac.uk/services/accommodation/contact/

Contact Us
Contact Information for Warwick Accommodation

Is the sports and wellbeing centre open? My daughter would like to join the swimming and water polo team and we are wondering if she will actually be able to go swimming!

Yes it is. My son went to the fabulous climbing wall there this morning. The swimming pool is open.

Also will the library/study spaces be open?

The library is not currently open but you can click and collect books. The learning grid with study spaces is open https://warwick.ac.uk/services/library/

The Library - University of Warwick
University of Warwick Library, providing easy access to all the services & resources you need for your work.

Also will the library/study spaces be open?

There are plans to open it in Welcome Week but if arriving before then it will not be.

How do you ensure that students comply with the 14-day isolation?

Hi Angwanmi - we have a dedicated team of campus security officers who will respond to reports, and monitor, compliance with these important rules. Members of the "Residential Life Team" (halls tutors) also live in the blocks with students so will be closely monitoring this situation.
We have 10 minutes of our live chat left now so time to ask any further questions. If you’ve not already done so, please make a note of any useful links we’ve shared as you won’t be able to see these messages after the chat has closed until a transcript of the chat is made available on our website in a few days’ time.

Hw can I visit and meet my daughter? She’s currently quarantine in campus and I live in a country that is not in UK exemption list.

Thanks very much for your help.

No problem!

Hw can I visit and meet my daughter? She’s currently quarantine in campus and I live in a country that is not in UK exemption list.

Hi Aikku, unfortunately you cannot meet your daughter physically until she has completed her self-isolation and if you are from a country that is also required to self-isolate on arrival to the UK, you would need to wait until after this period. When you have both completed your self-isolation, you are able to meet on campus, but not in the hall of residence.

Here is a link to Our Warwick there is a blogger for each subject and accommodation who you can direct message or just read their blogs- they have useful tips for new students and what to pack lists- https://our.warwick.ac.uk/

OurWarwick – Join our student network

I assume there is laundrette near the halls of residence?

More information can be found here: https://warwick.ac.uk/students/welcome/welcomeweek/livingatuniversity/washpoint

WashPoint

Information about Wellbeing Support Services for new students

Thank you for your answers

If everything goes as planned, without any covid issues, when is the end of term? and is there the same 30 minutes window to collect them and their stuff and bring them home?
Thank you for all the answers!

Thanks all, very useful session

Thanks all :)

Thank you for all of your questions. We wish you and your sons and daughters the very best for their time at Warwick.

If everything goes as planned, without any covid issues, when is the end of term? and is there the same 30 minutes window to collect them and their stuff and bring them home?

Hello Kelly The Autumn Term finishes on Saturday 12th December. We are evaluating our current arrivals plan - which I'm sure you understand is a new process in order to enable self-isolation. The results of the review will be fed back in to the process being put in place for the end of term. You will received detailed instructions closer to the time. We will be evaluating the time scales allocated. We will be asking students to pack and be ready in order to help with our plans. I hope this helps

Many thanks

Thank you to everyone for joining our Live Chat today and asking us your questions. We have several other live chats scheduled throughout September so if you have any other questions in the next few weeks please feel free to join us again otherwise you can email us at welcometeam@warwick.ac.uk

Thanks again, we'll be closing the Live Chat now.