1. **What if I get sick?**
   You should notify the Queen's College Lodge lodge@queens.ox.ac.uk, and the Domestic Bursar, Marie Bracey marie.bracey@queens.ox.ac.uk
   Also refer to the information you were sent before arrival.

2. **What shared facilities will be available to me while I quarantine (kitchens, laundry, etc.)?**
   You will not be able to access any shared kitchen facilities whilst you are in quarantine. Students in isolation ideally should not access the shared laundry facilities; if it is essential to launder clothes during the self-isolation period, please do so responsibly.
   If assistance is required, please ask the Steward, Susan Tutty.
   Steward Office steward-office@queens.ox.ac.uk.

3. **Can I get online shopping deliveries sent to me while I quarantine?**
   Yes, if you are staying in the main College (i.e. Back Quad, Carrodus) you can ask the Lodge to leave any parcels somewhere that you can collect them easily. If you are staying in one of the off-site buildings (i.e. St Aldates House, Venneit Close), the Lodge will store all items (non-food) in the postage room until you are able to collect them after quarantine or you may wish to send a non-isolating friend to collect them for you.

4. **Will I be provided with food from the college while I am in quarantine?**
   Yes, we will provide a welcome parcel of food essentials ready for when you arrive. Food delivery options are summarised in question 5.

5. **How can I have food delivered to me while I am in quarantine?**
   There are a number of food delivery options available. You should contact the retailer direct and pre-pay for your items online, unless you are ordering through the College. In this case the payment will be put on your Batells. If you are ordering items through the College kitchens, they will organise your order and delivery directly.
   
   - Honey's will deliver to any of our accommodation buildings and are familiar with them. You will need to tell them which building you are resident in and arrange timings.
   - If you are ordering food from a supermarket (such as Tesco, Asda, Waitrose, etc.) and the delivery is being made to Cardo, James Street, Venneit Close, Oxley-Wright, you will need to make sure that they are given all information for delivery.
   - Food deliveries from a supermarket to main College are to come in via the main gate and placed in the east cloister and we ask that the amount of packaging in each delivery should be kept to a minimum. You should contact the Lodge by email and give them an estimated time of delivery. Once the delivery is made, the Lodge will contact the student by email to arrange
handover/collection. The Lodge cannot deliver take-away meals, such as pizza or curry.

6. Will I be able to meet my friends if we are outside and maintain social distancing while I am in quarantine?  
   No, if you are having to self-isolate you should not make any plans to meet anyone until the end of the 14 day quarantine period.

7. I left some belongings behind at the end of last term, will I be able to collect these items whilst I am in quarantine?  
   No, you will need to wait until your quarantine period is complete before you are reunited with your belongings. Unfortunately the College will not be able to provide any service for returning your belongings to you. You may wish to arrange with a non-isolating friend that they collect your belongings for you and leave them outside of your room for you to move if necessary.

8. Will we be provided with any bedding in our rooms on arrival if I have to quarantine?  
   The College will provide bedding (duvets, pillows and covers) and towels to all students in quarantine. The bed covers will be collected at the end of your quarantine period.

9. Will we be provided with any cooking equipment in our rooms?  
   All quarantined students will have access to a microwave and mini fridge in their rooms, as well as a kettle.

10. How long do I have to quarantine for?  
    The current government guidance requires self-isolation for 14 days.

11. Who can I contact in the College if I have any queries during quarantine?  
    The Lodge is staffed 24 hours a day, 7 days a week if there are any emergencies during your stay and they can direct your queries to the correct people if necessary. Their number is 01865 279120 or you can email them lodge@queens.ox.ac.uk

12. Will I stay in the same room for term time or will I need to move out once my quarantine as finished?  
    Some students will be able to quarantine in their term time rooms but there are some who will need to move into their term time rooms once the quarantine period is finished. The Domestic Bursar’s Office will communicate your room number to you.

13. Where should I collect my room key?  
    If you are required to quarantine in main College, Carrodus Quad or St Aldates House, the room key will be in the room door ready for your arrival. All other students staying in Oxley-Wright, Cardo, James Street and Venneit Close will be given information about their keys and how to access their building and room from the porter on duty. You should contact the Lodge within 24 hours of your arrival to coordinate and keep them aware if you have any travel delays.

14. When will I be informed of the room number I will stay in for quarantine?
You will be contacted by the Lodge on the day of your arrival to advise which room you are allocated for quarantine but you can check this information in advance by contacting the Domestic Bursar’s Office – db.office@queens.ox.ac.uk
Please note that this email is monitored office hours only, Monday to Friday, so any out of hours enquiries should be directed to the Lodge.

15. What happens if I am not scheduled to arrive until late at night/early hours of the morning? Will anyone be available to help me?
The Lodge will be staffed and available to help any students arriving late at night/early in the morning.

16. I have a medical condition/dietary requirement – how will this be managed while I am in quarantine?
Contact the Domestic Bursar’s Office if you are concerned about accessing any essential medication/facilities during quarantine. The Kitchen will be aware of any dietary requirements/allergies and so the welcome pack will be stocked according to your requirements.