



MALVERN COLLEGE  
**ENTERPRISES**

# RESIDENTIAL INFORMATION

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INFORMATION ABOUT YOUR STAY AT MALVERN COLLEGE



# WELCOME TO MALVERN COLLEGE

We are delighted to welcome you to Malvern College and our residential facilities. We hope your stay at our beautiful campus is an enjoyable and memorable one.

To ensure your stay with us is safe, enjoyable and comfortable, please take a moment to review the important information in this booklet.

## EMERGENCY AND SAFETY CONTACTS

**During normal hours 7 days a week (08:00–22:00):**

Tel: 01684 581 551/640 | Email: [events@malverncollege.org.uk](mailto:events@malverncollege.org.uk)

**Out-of-hours emergencies (22:00–08:00):**

Tel: 07718 982739 (strictly for emergencies only)

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# MALVERN COLLEGE

College Road, Malvern, Worcestershire, WR14 3DF

# VISITOR GUIDELINES & SAFEGUARDING

Malvern College is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, volunteers, and visitors to share this commitment. Due to the open perimeter and multiple entry points, access cannot be entirely controlled. However, we maintain security through vigilant staff, clear signage, and designated entry points such as Main Reception.

## **SAFEGUARDING & SECURITY**

- Unidentified individuals on site should be approached politely and asked to identify themselves and their purpose. If necessary, they should be directed to Reception or a member of the Events Team.
- Visitors must refrain from using cameras or mobile devices (e.g., mobile phones/tablets) to take photographs of any individuals on school premises unless explicit permission has been granted.

## **HEALTH & SAFETY**

- Your safety and well-being are a priority. As a visitor, you have a legal duty to ensure the health and safety of yourself and others.
- The campus operates strict no nut, no alcohol, no smoking, no vaping and no chewing gum policies.

## **EMERGENCY PROCEDURES & INCIDENT REPORTING**

- In the event of a fire alarm, exit the building via the nearest exit and proceed to the designated Assembly Point. Do not re-enter the building until instructed.
- Any illness, injury, or accident must be reported to the Events Team.

# VISITOR PROTOCOL

## **ARRIVAL & IDENTIFICATION**

- Unless specifically advised differently, all visitors must report to Main Reception
- All visitors must sign in, providing details such as name, organisation (if applicable), intended destination, and vehicle registration.

## EXTERNAL FACILITY USE AND PUBLIC EVENTS

- The names of all visitors, apart from audience and spectators, must be provided in advance and recorded in the visitor log.
- All adult Malvern College summer visitors will be issued a yellow lanyard upon arrival.
- Visitors under the age of 18 remain the responsibility of their group leaders, who must hold contact details for each minor in their care.
- Entry to boarding houses is strictly controlled; only pre-registered visitors may enter an allocated boarding house.
- Certain areas, including Big School, St Edmund's Hall, Rogers Theatre, Gryphon Room, The Grub, Chapel, and Court Road playing fields, may be open for scheduled events.
- College facilities, such as Malvern Active may be accessed via pre-approved external partnerships.
- Please keep dogs on a lead and clear up any dog mess.

**All Visitors are asked to adhere to site rules and access restrictions.**

## DEPARTURE

Visitors must sign out with their Group Leader or with the Events Team and return their lanyard before leaving the site.

## PARKING & PROPERTY RESPONSIBILITY

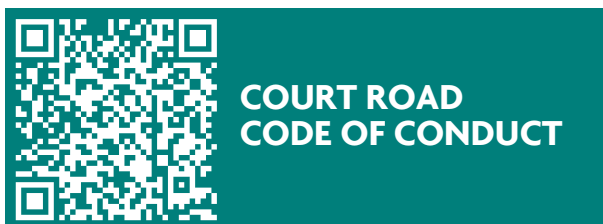
- Vehicles should be parked in designated visitor parking areas.
- Vehicles are parked at the owner's risk, and the College accepts no responsibility for loss or damage to property or vehicles.
- All residential visitors will be issued with a car parking pass if they wish to leave a vehicle on site.

## EVENT GUIDELINES

All external events must be scheduled through Malvern College Enterprises, and organisers are responsible for ensuring attendees use the correct access routes and parking areas.

# POLICIES

For further reference, visitors should review the following policies:



**We appreciate the cooperation of all visitors in maintaining a safe and secure environment at Malvern College.**

# YOUR ACCOMMODATION

## WHAT TO EXPECT

Here's a quick guide to help you settle in and make the most of your stay:

### ROOM TYPES

- Our boarding houses offer a range of room options, including single, double, triple, and a few larger rooms. All rooms come with their own ensuite shower room for your comfort and privacy. Unless you've requested to share, you'll usually be allocated your own room.

### ROOM AMENITIES

- To help you feel at home, each room is provided with a towel, hand towel, and a small bar of soap.

### ACCESSIBILITY

- All floors are accessible by lift, making it easy to get around the building.

### COMMON AREAS

- Each house has a common room where you can relax and unwind. You'll find a television, toaster, and kettle, along with a selection of teas, coffees, and milk for your enjoyment.

### DINING

- Meals are usually served in the dining room within your boarding house, offering a chance to enjoy food together in a friendly setting.

### DIETARY REQUIREMENTS

- We aim to provide tasty, balanced meals that suit a variety of needs. While we're not a restaurant, we do our best to accommodate dietary requirements, allergies, and intolerances.
- If you have any specific needs, please let your Group Leader know in advance so we can make sure everything is in place for you.



# HOUSEKEEPING & SUSTAINABILITY

## **GENERAL CLEANING & LINEN**

All communal areas are cleaned daily.

Bed linen is changed weekly, unless specifically pre-arranged.

## **ENERGY CONSERVATION**

Please turn off lights when not in use to help save energy and reduce our carbon footprint.

## **WASTE DISPOSAL & RECYCLING**

Please use designated recycling and food waste bins wherever possible. If you see an overflowing bin please report this to the Events Team.

## **DAMAGES & REPAIRS**

If anything breaks or requires repair please advise your Group Leader as soon as possible.

## **ROUTINE MAINTENANCE**

Maintenance work may occur on site during daytime hours, but it will not affect your stay.

## **BROKEN GLASS**

If glass breaks, contact the Events Team for safe disposal.

## **MEDICATION SAFETY & SHARPS DISPOSAL**

We understand that some guests may require the use of injectable medication during your stay. For everyone's safety, we kindly ask that any used needles are disposed of responsibly. If needed, we can provide access to a sharps disposal box.

## **DEPARTURE DAY GUIDELINES**

Checkout is at 10:00 on your departure day.

Please strip the beds (excluding the mattress cover) and place the linen in the hallway.

# MALVERN ACTIVE SPORTS COMPLEX



Malvern Active is our onsite Sports Complex. Adult Residential visitors can apply for a temporary membership while attending a Residential Course. **The special rate is £20.00 for a week.** You can apply 10 days before your visit.

## MEMBERSHIP BENEFITS

- 25 DECK LEVEL SWIMMING POOL
- AIR CONDITIONED GYM
- BADMINTON & PICKLEBALL
- GLASS-BACKED SQUASH COURTS
- OUTDOOR TENNIS COURTS (SUMMER ONLY)

## STEPS TO JOIN

1. Visit [malvernactive.co.uk](https://malvernactive.co.uk)
2. Click JOIN NOW
3. Click CHOOSE THIS CENTRE
4. Select Membership:
  - a. Choose RESIDENTIAL MEMBERSHIP
  - b. Choose WEEKLY
  - c. Choose ALL INCLUSIVE
  - d. Click CONTINUE TO PAYMENT
5. Complete the Form and Payment: Fill in your details and make payment.

**Book facilities and see opening times on the Malvern Active app**

## MANAGE BOOKINGS

Download the The Malvern Active App to manage your visits. All sessions must be pre-booked.

How to book gym & swim sessions

- OPEN APP
- Select: Bookings
- Select: Gym bookings or Swim bookings
- Select: Duration
- Select: Pick your time
- Select: Day and time
- Check: select book and yes



# THE GRUB COFFEE HOUSE



Nestled in the heart of Malvern College's campus, **The Grub** is the perfect place to relax, recharge, and refuel.

From early morning coffees to quiet moments between lessons, The Grub offers a space for every mood. Step out onto our veranda and take in stunning views across the green campus — the perfect place to pause and unwind.

Inside, you'll find room for everything from group catch-ups to solo downtime. Need a little privacy? The Den, our bookable meeting room, is ideal for focused chats or small gatherings.

Whether it's coffee, conversation or calm you're after, The Grub is your campus haven.

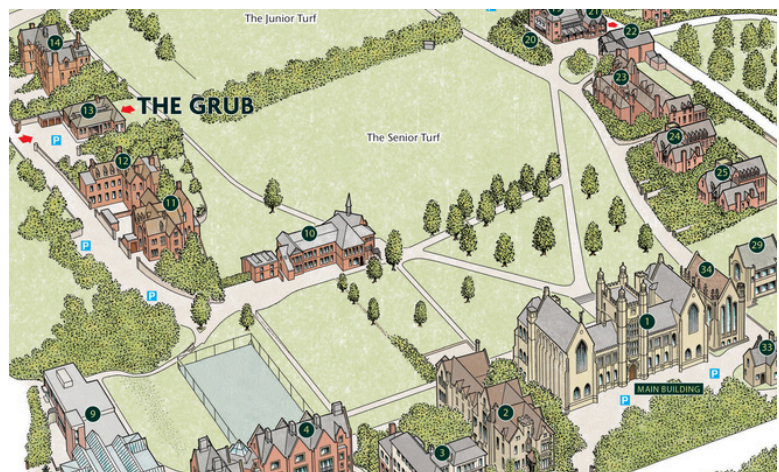
## THE GRUB OPENING HOURS

The Grub will be open from Monday, 7th July to Friday, 23rd August.

It will be open daily, serving a variety of drinks and snacks.

**Monday – Friday:** 08:30 – 18:30

**Weekends:** 08:30 – 12:00



# PRACTICAL INFORMATION

## **WI-FI**

Campus-wide Wi-Fi is available. Login details are available from your group leader on your arrival.

## **FIRST AID**

Your Group Leader should be your first port of call for any first aid requirements. If you do use a College First Aid Kit please advise the Events Team so we can ensure they are replenished. Defibrillators are located in Main Building, Malvern Active and at Court Road.

Any illness, injury or accident must be reported to the Events Team.

## **LOST PROPERTY**

If you lose something or find a lost item please, contact the Events Team.

## **SITE SECURITY**

The College has a resident security guard on site until 01:00 and CCTV covers the entire site.

## **EVENT PROCEDURES & SAFETY CONCERNS**

If you have concerns about safety or incidents, please speak to your group leader and/or the Event Team.

## **ELECTRONICS & POWER COMPATIBILITY**

Overseas visitors should ensure electronic devices are suitable for use in the UK. If unsure, contact the Event Team before using your electronics.

# HEALTH & WELLBEING

## MEDICAL & EMERGENCIES

### MALVERN COMMUNITY HOSPITAL & MINOR INJURIES UNIT

185 Worcester Road, Malvern WR14 1EX

Open: 09:00–21:00, 7 days a week

01684 612619

X-Ray Monday-Friday, 09:00-17:00

### WORCESTER ROYAL HOSPITAL (A&E UNIT)

Charles Hastings Way, Worcester WR5 1DD

01905 763333 | [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)

### HEREFORD COUNTY HOSPITAL

Stonebow Road, Hereford HR1 2BN

01432 355444 | [www.wyevalley.nhs.uk](http://www.wyevalley.nhs.uk)

### NEW COURT SURGERY (GP)

Prospect View, Pickersleigh Road, Malvern WR14 2GP

01684 573161 | [www.newcourtsurgery.com](http://www.newcourtsurgery.com)

Monday – Friday: 08:15–18:30

## PHARMACIES & DENTAL SERVICES

### CLAREMONT HOUSE PHARMACY

84 Barnards Green Road, WR14 3LY

01684 575686

### BOOTS: MIDNIGHT PHARMACY

Retail Park, Roman Way, Malvern WR14 1JQ

01684 573197

### NHS DENTAL HELPLINE –

01788 539780 | [www.111.nhs.uk](http://www.111.nhs.uk)

## MENTAL HEALTH & SUPPORT SERVICES

### MIND

0300 123 3393 | [WWW.MIND.ORG.UK](http://WWW.MIND.ORG.UK)

### SAMARITANS

116 123 | [WWW.SAMARITANS.ORG](http://WWW.SAMARITANS.ORG)



# SHOPPING, DINING & ATTRACTIONS

Beyond its natural beauty, Malvern boasts a vibrant cultural and industrial heritage. Visitors can explore the **Great Malvern Priory**, attend world-class performances at **Malvern Theatres**, delve into local history at **Malvern Museum** and visit the iconic **Morgan Motor Company**.

Malvern also offers a delightful array of **boutique shops** & high street favourites, alongside **artisanal restaurants & stylish cafés** serving local delicacies. Whilst visiting Malvern why not immerse yourself in our town's warm hospitality and rich culture.

## NEAREST SUPERMARKETS

### WAITROSE

Edith Walk, Malvern, WR14 4WR

### CO-OP FOOD

Barnards Green Road, Malvern WR14 3LY

## TOURIST INFORMATION

### MALVERN TOURIST INFORMATION CENTRE

6 Church Street, Malvern WR14 2AY  
01684 892289 | [www.visitthemalverns.org](http://www.visitthemalverns.org)

## FAVOURITE CAFES & RESTAURANTS

### MAC AND JACK'S CAFÉ

Artisan coffee & deli  
23 Abbey Road, WR14 3ES | 01684 573300

### BAR LIMON

Mediterranean tapas  
8 Church Street, WR14 2AY | 01684 438663

### THE ABBEY HOTEL

Bar meals & afternoon teas  
Abbey Road, WR14 3ET | 01684 892332

### MADRESFIELD BUTCHERS & GRILL

Farm-to-fork dining  
51 Church Street, WR14 2AA | 01905 964089

FIND OUT MORE ABOUT  
WHAT TO DO IN MALVERN



# TRAVEL, TRANSPORT & POSTING

## LOCAL TAXI COMPANIES

- Krazy Cabs – 01684 577774 (8-seater cabs)
- Smith Taxis – 01684 568686
- A1 Taxi – 01684 899440
- Malvern Taxis – 07775 060704
- M&M Cars Private Hire - 01684 438010,  
Out of hours: 07802 746504

## ELECTRIC VEHICLE CHARGING POINTS

There are no EV Charging points available on the campus. Your closest charging point is:

- 16 Priory Rd, Great Malvern, WR14 3DR
- 46 Church St, Great Malvern, WR14 2AL
- Council House car park, WR14 3AF

## TRAIN STATIONS

### GREAT MALVERN STATION

Station Approach, Malvern WR14 3AL

### MALVERN LINK STATION

Worcester Road, Malvern WR14 1SW

Direct links to Paddington, Birmingham, and Exeter

## NEAREST AIRPORTS

### BIRMINGHAM INTERNATIONAL

1 hour by car

### CARDIFF

2 hours by car

### LONDON HEATHROW

2 hours by car

## NEAREST POST OFFICES

### GREAT MALVERN POST OFFICE

1 Abbey Road, Great Malvern, WR14 3HJ

### BARNARDS GREEN POST OFFICE

1 Court Road, Barnards Green, WR14 3BS