

Queen Mary University of London

CENTRE GUIDE 2026



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About EC Young Learners and Embassy Summer

Embassy Summer is a trusted global leader in immersion language with over 30 years of experience in delivering rewarding English language programmes for young learners.

At Embassy Summer we provide a truly life-changing experience for students from all over the world.

Working with global centres and schools from around the world we've navigated through many years, challenges, and joys.

Learning English is only part of the journey. Our language programmes are during the summer and include a wide range of exciting activities, culturally rich excursions and immersive language learning.





Welcome to Mile End

Queen Mary University of London is one of the UK's leading research focused universities ranked 7th in the very top group of research-led universities in the UK. It is part of the esteemed Russell Group of universities in the UK. Queen Mary has a distinctive history built on four historic institutions stretching back to 1785. The founding institutions were: St Bartholomew's Hospital

Medical College, London Hospital Medical College, Westfield College and Queen Mary College. All 4 institutions were founded to improve the lives of people with less privilege. Today the university has over 32,000 students studying a wide variety of degree programmes.

The location of the university in Mile End is one of the largest, self contained residential campuses in London. The campus is based in a lively and culturally diverse part of East London, close to Stratford where the London Olympics were held in 2012, as well as Whitechapel, famous for the Jack the Ripper murders! It is one of the oldest suburbs of London, first recorded in 1288. Mile End tube station was opened in 1902.

Staff at Centre

Centre Manager (CM)

The Centre Manager is responsible for the smooth running of the centre as well as inspiring, motivating, and leading the entire school of staff, Group Leaders and students. Our Centre Managers are chosen for their experience, professionalism, and personalities.

Welfare Manager (WM)

The Welfare Manager leads the welfare and safeguarding within centre to create a safe and healthy environment for students, Group Leaders and staff. The Welfare Manager is the go-to person for welfare, safeguarding and administration issues or concerns in centre. In some centres, they will also be the lead Hall Manager who is responsible for accommodating all clients and staff according to regulatory guidelines and best practice.

Hall Manager (HM)

The Hall Manager is responsible for the efficient management of all facets of accommodation in Centre; this includes allocation (to regulatory standards of Welfare), damage inspections/reporting and accurate record keeping of occupants.

Activity Manager (AM)

The Activity Manager is responsible for all aspects of the activity programme. Group Leaders must meet with the Activity Manager at least 2 times a week to discuss the programme. They will also be able to help arrange optional excursions and make additional bookings if required.

Assistant Activity Manager (AAM)

The Assistant Activity Manager helps the Activity Manager with all aspects of the activity programme, ensuring the on-site activities are inspiring, dynamic and enjoyable. The Assistant Activity Manager also assists the Activity Manager with the excursion itineraries.

Activity Leader (AL)

The Activity Leaders are responsible for leading and supervising activities and excursions, as well as motivating and engaging students to create an inclusive environment.

Director of Studies (DOS)

The Director of Studies is responsible for running the academic programme and ensuring the teaching and learning components of the programme are delivered to the highest possible standard.

Academic Administrator

The Academic Administrator is responsible for the administrative side of teaching. This person will organise the school split, testing data, and reports and certificates as well as other duties.

Teacher

The teaching staff are responsible for planning and delivering communicative based lessons that are fun, informative and engaging.

Night Supervisor

The Night Supervisor is responsible for the security, supervision, welfare and discipline of students overnight and is on call in case of any emergency.



Pre-Arrival



Clothing

You will be participating in daily on-site activities and on-site excursions, so we recommend that you bring comfortable clothing, a hat and walking/sports shoes. We also recommend that you bring party clothes, appropriate for student discos. Due to the unpredictability of the weather, bring an umbrella, rain/wind-proof jacket, sunglasses and sun protection (cream, spray, lotion). A secure bag/backpack and a travel wallet are also advisable.



Everyday essentials

Toiletries, washing and sanitary essentials, a toothbrush and toothpaste, a towel, a hairbrush/comb, a hairdryer, sleepwear, socks and underwear, glasses and contact lens equipment (if needed), a reusable water bottle, plastic bags for wet items, and a laundry bag.



Prescription medication

If you take prescription medication, please make certain that you pack enough for your stay. It is important to pack your medicine in its original packaging in case you are questioned by UK Border Force. We also recommend you bring a note from your doctor stating that any medication has been prescribed to you and is essential. On arrival at your summer centre, please inform the Welfare Manager of your medical needs.



Technology

Bring a mobile phone with access to mobile data and WhatsApp installed. Should there be an emergency upon your arrival to the UK, having a phone can help with swift problem solving. In centre your Group Leader and the Welfare Manager may need to contact you and relay vital information. Bring the relevant charges with you along with plug adaptors and it is also advised that you pack a power bank.



Emergency information

You should save important numbers and key contact details for your centre in your mobile phone. For added security, it is highly recommended that you keep a copy of any essential information in your purse/wallet in the event of an emergency. Please refer to all emergency contact information provided in your arrival pack.



Electrical appliances

The standard voltage and plug in the UK are 3 pin, 13A, 220V-240V. If you bring electronics such as hair dryers, cell phones, computers or other equipment please bring the appropriate electrical adaptor.



Carry-on luggage

We recommend you pack these items in your carry-on luggage in case you need them while you're travelling:

- ✦ Passport
- ✦ Student Visa (if required)
- ✦ Medical waiver form
(if under the age of 18)
- ✦ Emergency contact form
- ✦ Money



What Not to Pack

Embassy Summer can only guarantee the carriage of **one suitcase and one small piece of hand luggage** for transfers. If you anticipate that you will need to bring more than one suitcase, please let us know in advance as failure to do so could result in an additional transport charge and / or result in transport complications. We provide bedding (bed sheets, pillows etc.), and we recommend that you do not pack expensive electronics/valuables, a travel iron, or too many clothes.



At the Airport

Who will the student meet at the airport?

If you are travelling as a group and have arranged your transfer through Embassy Summer, you will be met on arrival by one of our Transfer Representatives, who will welcome you to the UK. The airport team will be wearing green Embassy Summer branded t-shirts, so you can easily recognise them. The airport team will accompany you to your coach but do not travel with you to your summer centre.

If you are an individual student, you will be met by a driver from one of our transfer partners, who will drive you directly to your summer centre. Individual students who have paid for an unaccompanied minor service will be met by one of our Transfer Representatives.

If you have arranged your own transfer, it is imperative that you let Head Office know your arrival time so we can have our team ready and prepared to welcome you for your arrival at centre.

What should students do if they cannot find the Embassy Summer representative?

If after 10 minutes you cannot find any Embassy Summer staff, you can call the Embassy Summer transfer emergency number **+44 7771 845983** (from the information desk or your mobile phone).

What should students do if they have missed their flight, or the flight is delayed?

Students should notify Embassy Summer by calling the Embassy Summer emergency transfer number +44 7771 845983

Average journey times to and from Mile End are:

Heathrow Airport: 1 hour 45 minutes

Gatwick Airport: 1 hour 30 minutes

Stansted Airport: 1 hour 15 minutes

Luton Airport: 1 hour 45 minutes

Kings Cross St Pancras: 45 minutes



At the Centre

Arrival Procedure

On arrival at your summer centre, our team will welcome you. Before you are allocated a bedroom, we will need to conduct some administrative tasks to register and help orientate you to your new surroundings.

If you are travelling as part of a group, your Group Leader will receive a welcome pack, a welcome letter from the management team, lanyards, and Student / Group Leader ID cards.

Departure Procedure

You must check out of your room by 09:00 and return your keys to the centre office on departure day. If your departure is not scheduled until later in the day, we will be able to safely store your luggage until you depart.

After your room passes the damage and cleanliness inspection, your £30/ €40 deposit will be returned. However, if there are issues in communal areas exclusive to your group, deposits from those with access to those areas will be kept to cover repairs and cleaning.

About Mile End

Age: 12–18*

(*18 year olds accepted as part of a group with a leader)

Dates: 23rd June - 18th June

Arrival & Departure Day: Tuesday

If students would like to arrive or depart on a different day, please confirm with our booking team. Do keep in mind, should your group arrive on a different day, this may impact the lesson schedule and programme structure.

Accommodation Features



Size of the centre

Large



Room Facilities

Desk, Chair, Wardrobe, Bed Linen, Wi-Fi, Room Cleaning.



Building Facilities

Cleaning Service Provided, Free Wi-Fi, Laundry Facilities, Lift, Security, Vending Machines Available, Shop on-site.



Room Type

Single Room



Bathroom Type

En-Suite Bathroom

(1 student per bathroom)



Address

Embassy Summer Schools
c/o Conference Office
Queen Mary University of London
Mile End Road
London E1 4NS

[See on Google Maps](#)



Accommodation Deposit

Damage deposits of £30 or €40 are payable in **cash** by all students on arrival at the centre. This money will be returned at the end of their stay subject to any damages caused.

Cleaning

Rooms and communal areas are cleaned once a week.

Laundry Facilities

There is a self-service launderette on the campus in France House, ground floor (*Laundry top-up cards can be purchased in the residential services office next to the launderette*).

- Cleaning £4.00 per wash
- Drying £3.50 per cycle

Please note that these prices are subject to change at the discretion of the university.

Washing detergent can be purchased in the laundry room or at the office.



Wi-Fi

Wi-Fi is accessible across the campus and in the accommodation. Please speak to your Centre Manager regarding access codes.

Sports Facilities

Queen Mary University of London has an indoor sports hall which we hire several times each week for the use of our students. Students can participate in a variety of sports including badminton, basketball and indoor football.

Shop/Café

There is a cafe on site, the Curve, which will be open both mornings and afternoons and includes a Starbucks! There is also a shop on-site offering refreshments and snacks, as well as several shops (including a supermarket) within 5 minutes walking distance of the campus along the Mile End Road.

Security

There is an on-site security team available 24 hours to monitor the grounds and access points. CCTV is available.

Embassy Summer also provides a night supervisor to ensure additional safety during the evenings.

Cash

Please note that the centre is mostly cashless. Cash is only required for optional activities and room deposits.

Linens and Towels

Bed linens are changed once per week. Bath towels are not provided.

Social Spaces

There are several communal spaces on the university campus for students to relax.

Meeting point

Students will be shown what and where the meeting point is when they first arrive at centre.

- ✦ Always listen to the time and place
- ✦ Always be on time
- ✦ Never go off alone
- ✦ Always wear your Embassy Summer student ID card



Meals

Queen Mary University of London offers full board accommodation, and we make sure that our students have the right nutritional balance. We provide suitable meals to help you stay healthy, focused, and energised. All our programmes include a variety of hot and cold meal items.

We can cater towards most dietary requirements if we are informed accurately at least two weeks in advance to allow our catering suppliers sufficient time to prepare.

All meals are provided for in The Nest during the mealtimes outlined below. On the weekends, a packed lunch is provided.

All students, group leaders, and members of staff are to clear away their food trays at the end of their meal.

Meal Times

Breakfast 07:30 – 09:00

Lunch 13:00 – 14:00

Dinner 17:30 – 18:30

These are provisional mealtimes and may change as we get nearer to summer 2026

Breakfast

A range of breakfast items are typically offered. Depending on the day this could be a hot breakfast, or continental.

Lunch

A minimum of 2 options available, including a vegetarian option.

Packed Lunch

Typically includes water, a fruit, a main item (a sandwich or a wrap for example) and a snack (a chocolate or biscuit for example).

Dinner

There are typically 2 options available, including a vegetarian.

As we get nearer to summer 2026, a menu with more details will be released.



Local Transport

Queen Mary is in zone 2 of London and central London is easily accessible via Mile End tube station on the central Line and Stepney Green on the District and Hammersmith & City lines.

Students are expected to:

- Always stay with their group
- Pay attention when getting on or off buses
- Ask transport staff or a police officer for help if they get lost
- Always carry their Embassy Summer ID card with them
- If they get separated, try to stay where they were last seen

Road Safety

Be alert! Remember that in the UK vehicles drive on the left side of the road. Always look right, then left and right again before crossing. Always use pedestrian crossings and wait until it is safe to cross the road.

Bank/Post Office

An ATM and post office is located in Mile End all within walking distance of the campus: HSBC Bank is a 15-minute walk, 465 Bethnal Green Road.

Post Office Unit 2 Bleadon House, 13 Burdett Road, Mile End. E3 4TU.

Currency should be exchanged prior to coming to the centre or when on an excursion

All post is received internally by our hosts which is then processed and delivered to our office onsite. Due to the working hours of the post room, we ask that you do not get deliveries made to the centre as there may be delays in receiving your parcel. If it is essential for a parcel to be delivered, please speak to the Centre Manager.

Please be aware that bank notes and coins have been updated over the last few years in the UK. Our centre team will not be able to accept old bank notes or coins but can advise on how to change them.



Hospital/Doctors

Nearest Hospital:

The Royal London Hospital,
Whitechapel Rd, London E1 1BB

There are several pharmacies located close to the campus and our team at the centre have links with local doctor's surgeries. First aid trained staff are available on site.

Fire Drills & Safety

It is a requirement that residential centre fire drills must take place. During the fire drill, you should leave all your belongings behind and evacuate the building as quickly as possible.

Fire Evacuation

- Leave quickly when the alarm sounds
- If you discover a fire, sound the alarm
- Warn others close by
- Go to the assembly point immediately
- Do not run
- Do not try to fight the fire
- Do not use the lifts
- Do not go back to your room to collect things

Curfew

Evening curfew is 22:30 and you must be in your accommodation by this time and in bed with lights off by 23:00.

Language Programme

- Taught by friendly teachers, trained to deliver the Embassy Summer lessons
- 20 x 45 minute lessons per week morning or afternoon
- Placement test on day 1
- Approximately 17 students per class
- All lessons delivered in spacious, well equipped classrooms
- Curriculum with emphasis on communication skills
- Materials included as well as an end of course certificate



First Day at school

There will be a student induction at school on their first Monday. This is led by Embassy Summer staff. Students will be provided with information about the centre where they are staying, and Embassy Summer rules and regulations will be explained. The induction will last an hour and will be an interactive session, encouraging new students to discuss the rules, meet new friends and have their speaking assessed by the academic team.

After the induction, students will have a placement test. It includes a multiple-choice grammar test and writing test.

Level Placement

Students are placed according to the results of the placement test, their age, and an acceptable nationality split. The teachers confirm that they are in the right class on the first two days of school and if they aren't they will be moved accordingly.

If students think that they are not in the right class, they can discuss it with the academic team.

Student Code of Conduct

Embassy Summer is committed to promoting a learning environment that reflects the values of respect, dignity, honesty, integrity, tolerance, equality and diversity. We expect students enrolled at Embassy Summer to behave in a mature, respectful, and cooperative manner at all times. Teachers, administrative staff, and students all contribute to creating a positive learning environment in the classroom and on campus.

Students are expected to:

- Respect Embassy Summer staff, teachers, fellow students, and their property and behave in a responsible manner
- Avoid language or actions that might harm or damage another person at the school
- Identify themselves when asked by an Embassy Summer staff member
- Attend class regularly and arrive on time in accordance with the EC Attendance Policy
- Help and create a productive learning environment during class
- Put away cell phones in class when asked to do so
- Avoid actions that might damage the school environment or break local and/or national laws
- Avoid littering by putting rubbish into litter bins – both inside and outside of the school building
- Be respectful of people entering / leaving the building or walking on the pavements outside the building
- Speak English only in the school, including classrooms hallways, offices and student lounges

Student Welfare

We place the highest priority on care and supervision at all our Embassy Summer centres so you can rest assured students are well looked after. Members of staff are available 24 hours a day.

Excursions & Activities

A large part of a summer school experience is exploring the local towns, larger cities, and famous attractions with new friends! Two thirds of the student experience is spent out and about, away from the classroom and therefore Embassy Summer has spent many years tailoring its programmes in each location to maximise the whole student adventure.

We recognise that the excursions and activities are as important as the English language classes.

All our programmes include a variety of full day and half day excursions, and students also have the opportunity to take part in additional trips (known as optional excursions) if they want to explore the locality further.

When not out on excursions, we also offer our students a wide range of activities to enjoy. These activities vary differently from centre to centre and are very much dependent on the facilities available to us, but in general we always try to include a range of sporting and non-sporting events as

well as larger, whole school, evening activities such as discos, karaoke and cultural quizzes.

Our activity programme is designed to ensure that students maximise their opportunities to mix and meet with other students from all over the world in a less formal setting than a classroom, that they continue to use their English language outside of the classroom and that, most importantly they remain healthy, happy and have a fun experience!

Below are a few examples of the places we may visit as well as activities carried out at Mile End.

Half Day

Old Royal Naval College, Greenwich:
Step into a real-life movie set where Harry Potter, Pirates of the Caribbean and Thor were filmed! Explore the Painted Hall – the UK's very own "Sistine Chapel" – packed with epic stories of kings, queens and sailors.
River Thames Cruise

Enjoy a memorable and entertaining trip out on the river Thames! It's the perfect way to take in the capital's iconic riverside landmarks.

St Paul's Cathedral

Visit one of the most famous and most recognisable sights in London. St Paul's Cathedral was once London's tallest building from 1710 to 1962 and dominated the skyline for 300 years with its dome amongst the highest in the world.

Museums

- Natural History Museum
- Bank Museum
- Tate Modern
- British Museum
- Imperial War Museum
- National Maritime Museum
- Science Museum
- Victoria & Albert Museum
- Museum of London
- National Gallery
- National Portrait Gallery



Full Day

Brighton

A vibrant, popular seaside resort with beautiful architecture, home to the Sea Life Centre.

Canterbury

Recognised as a UNESCO World Heritage Site, this is one of the most visited cities in the UK with medieval buildings, notably the gothic architecture of Canterbury Cathedral.

Cambridge

This iconic university city is famous for its colleges, where we will visit famous college

On-Site Activities

Examples of on-site activities offered at Queen Mary University of London:

- Treasure Hunt
- Karaoke
- Egg Drop
- Trashion Show
- Film Night
- Disco
- Photo Scavenger Hunt
- Marshmallow Challenge
- Fox and Hounds
- Kahoot Quiz
- Human PacMan
- Culture Club
- Football
- Basketball
- Volleyball

Optionals

Thorpe Park

Home to thrilling rides, attractions & live events, Thorpe Park Resort is the ultimate destination for thrill seekers featuring some of the UK's most popular roller coasters.

Oxford

Home to the world's oldest university, where we'll visit a famous college

Windsor and Windsor Castle

Visit the oldest and largest inhabited castle in the world and that has been the family home of British kings and queens for almost 1,000 years.

London Eye

Enjoy amazing 360-degree views over London from the world's tallest cantilevered observation wheel.

Madame Tussauds

Experience one of London's best loved attractions! Star in immersive experiences and get up close and personal with more than 150 lifelike figures of your favourite celebrities.

Cable Cars

Glide above the Thames in a Cable and take in aerial views of London's skyline, as you travel from Royal Docks to Greenwich Peninsula.

Tower of London

Discover London's iconic castle – a secure fortress, royal palace, infamous prison and World Heritage Site. Get up close to the Crown Jewels, meet the legendary Yeoman Warders and ravens and see the Tower like never before.

Musicals

London's musicals are a delightful fusion of music, drama, and talent, being unforgeable entertainment experiences. From timeless classics to cutting-edge productions, these shows enchant audiences with captivating stories and mesmerising performances.



Sample 3 Weeks Programme

WEEK 1	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Morning	● Arrivals/Departures Local Activities	● Testing/Induction	● Lessons	● Lessons	● Lessons	● Lessons	● ● Full day trip: Brighton with walking tour and visit the Sea Life Centre or Cambridge with walking tour and college visit
	Optional trip to Thorpe Park	● ● Westminster or other London walking tour	● Local walk Optional trip to Madame Tussauds/ Tower of London/ London Eye	● ● Visit to St. Paul's Cathedral	● ● London British Museum Optional trip to London Dungeons	● ● Tate Modern	
Evening	● Welcome games Local walk Indoor Sports	● Indoor sports or treasure hunt Egg drop Optional cable car experience	● Karaoke Optional Musical	● Indoor sports Optional Cinema / Bowling (subject to availability and to be booked in centre only)	● Disco	● Trashion Show	● Film Night Quiz

● Academic
● Leisure
● Cultural

Sample 3 Weeks Programme

WEEK 2	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Morning	● Arrivals/Departures Local Activities	● ● Westminster or other London walking tour	● Local walk Optional trip to Madame Tussauds/ Tower of London/ London Eye	● ● Thames River Cruise	● ● Science Museum Optional trip to London Dungeons	● ● London Natural History Museum	● ● Full day trip: Canterbury with walking tour and visit to the Cathedral
	Optional trip to Hampton Court Palace	● Testing / Induction	● Lessons	● Lessons	● Lessons	● Lessons	or Full day trip: Brighton with walking tour and visit to the Sea Life Centre
Evening	● Welcome games Local walk Indoor Sports	● Indoor sports International night Fox and hounds Optional cable car experience	● Karaoke Optional Musical	● Indoor sports Optional Cinema / Bowling (subject to availability and to be booked in centre only)	● Disco	● Photo Scavenger Hunt	● Film Night Quiz

● Academic
● Leisure
● Cultural

Sample 3 Weeks Programme

WEEK 3	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Morning	Arrivals/Departures Local Activities	Testing / Induction	Lessons	Lessons	Lessons	Lessons	Full day trip: Cambridge with walking tour and college visit
Afternoon	Optional trip to Oxford with walking tour and college visit	Westminster or other London walking tour	Local walk Optional trip to Madame Tussauds/ Tower of London/ London Eye	Old Royal Naval College	Leicester Square and China Town Optional trip to London Dungeons	London National Gallery	or Canterbury with walking tour and visit to Canterbury Cathedral
Evening	Welcome games Local walk Indoor Sports	Indoor sports or dancing Human PacMan Optional cable car experience	Karaoke Optional Musical	Indoor sports Optional Cinema / Bowling (subject to availability and to be booked in centre only)	Disco	Kahoot Quiz	Film Night Quiz

Academic
 Leisure
 Cultural



Group Leaders

Embassy Summer expects Group Leaders to share responsibility for the pastoral and welfare needs of their students. Embassy Summer also expects the Group Leader to help enforce the rules of the school, as outlined in the Student Notebook and school notice boards, and enforce any additional local arrangements. Please note that these responsibilities do not extend to students who are not your own.

Meetings

Embassy Staff members will have a meeting with each Group Leader the day after their arrival at centre where the essential information about the centre and the programme will be provided.

Regular meetings with the Centre management team will be held in the following days. These are important moments to share information, comments, suggestions, and feedback. You will receive your weekly meeting schedule in your induction.



Group Leaders Responsibilities

- ✦ Make sure you have all your student's insurance documents, parental consent forms and health declaration forms with you.
- ✦ Report all incidents, accidents, illnesses, and absence to the centre management team.
- ✦ Report your students as present or absent at the start of each lesson and activity session.
- ✦ Ensure your students are in bed by curfew.
- ✦ Ensure your students are on time, in the right place and prepared for all lessons, activities and excursions.
- ✦ Ensure you and your students always wear the Embassy Summer ID and lanyard.



Group Leaders Code of Conduct

- ✓ Avoid being alone with junior students.
- ✓ Do not enter any student bedroom
- ✓ Do not communicate electronically via email, text, phone or social networking sites, blogs, web pages or instant messaging services with students who are not your own.
- ✓ Do not give your personal details, such as your Facebook details or phone number etc., to students who are not your own.
- ✓ Do not post photos or videos of students on your private social media channels without having their consent.
- ✓ Do not drink alcohol in front of students or while at work.
- ✓ Do not interact with students while under the influence of alcohol.
- ✓ Do not smoke in front of students.
- ✓ Do not possess, take or be under the influence of non-prescribed drugs at any time.
- ✓ If leaving campus or already off-campus, do not bring any students who are not your own.



Individual Students

Students who are not part of a group will be assigned to an Embassy Summer Guardian group, living on site. The ratio is usually between 10-15 students per group.

Students and their Guardians have scheduled daily meetings where attendance is mandatory.

Students can always refer to their Guardians if there are any problems which need to be discussed or if they require any support.

Nationality Mix

Embassy Summer has a truly global nationality mix with students coming to our centres from over 85 countries around the world.

This is what enhances the student experience in terms of learning English, personal development but most importantly having the opportunity to make new friends around the world.

Important Information

Head Office Address

Embassy Summer
Dolphin House
Manchester Street
Kemptown
Brighton
BN2 1TF
United Kingdom

Emergency Number

+44 7771 845978

Centre Number: +44

UK Country Code: 44

Int. Direct Access Code: 00

Time Zone: GMT

Useful Numbers

Emergency 112

Police 112

Ambulance 112

Fire Brigade 112

**For any specific queries please
contact your Regional Sales Manager.**



FAQs

What happens if someone loses their passport?

We strongly advise that students store their passports safely and passports are not carried around with them. If a student's passport is lost, Group Leaders must accompany the student to the embassy of their home country, where they will be issued with a temporary replacement or a permit to travel. An Embassy Summer staff member will accompany any student that is not part of a group.

What happens if a student gets lost on an excursion?

The first thing to do is stay where you are, and the member of staff will try to contact the student and get to know the student's location. Then, a member of Embassy Summer staff will come and collect the student.

Every student has an ID Card where the Embassy Summer Emergency Number is printed. Students should call this number if lost.

How do students participate in on-site activities?

Individual students will take part in all activities and excursions, which are provided to them before their arrival, explained during the welcome meeting

once at the centre, and advertised on the Activity Noticeboards.

Group Leaders can sign their own group out of activities, but this needs to be discussed in advance with the Embassy Summer staff.

Can students lock their room?

Yes. All students are issued a key on arrival which provides entry to their residential building, their flat and their room. However, the Embassy Summer management team have a master key that can access the accommodation in case of emergencies.

Can students be taken off programme by a member of their family?

Students can be taken out of the programme by an adult for a short period of time, as long the centre gets informed in advance. If a person, who is not a parent, takes a student out of the programme, a parental approval via email must be sent to the Embassy Summer prior to the student's pick up.

The adult, who takes the student away, will be asked to fill in a form where personal details and contact number must be provided. Copy of the original ID of the adult will be taken from the centre.

What should we do if there is a problem with a bedroom?

All the bedrooms are checked prior to the students' arrival. However, if at any time, there is a maintenance issue it is essential to report this immediately to one of our Embassy Summer residential members.

What to do if a member of the group has food allergy/dietary requirements?

Embassy Summer needs to be informed in advance, and it is important to provide accurate information. The centre catering staff are very experienced in catering for all kinds of allergies or dietary requirements, so we will be able to meet your needs.

What happens if a student is sick?

If a student is sick and needs medical attention, then the Embassy Summer office will help in making appointments etc. Please note however that it is not usual for a doctor to visit the centre directly and any trips made to the doctor, dentist or hospital will have to be paid for by the student (including transport where necessary). Students with a group leader will be accompanied by the group leader.

Can a family member or family friend visit the centre?

Queen Mary permits external visitors

Campus Map



only with prior approval and agreement. You must request permission at least 72 hours in advance and receive emailed confirmation to ensure your visit is properly arranged.

Damage deposit

Damage deposits of £30 or €40 are payable by all students on arrival at the centre. This money will be returned at the end of their stay subject to any damages caused.

Insurance

If a student does not have insurance, guard.me insurance is available to purchase through Embassy Summer. <https://www.guard.me/>

Damages

Damages must be paid for. All rooms and common areas are regularly checked for damages, and individuals who cause damage to any property on the site will be liable for the cost of repairs.



@EmbassySummer