Room Bookings - Frequently Asked Questions

What is a module booking?

This is a timetabled teaching booking for an academic subject module.

What is an ad hoc booking?

An ad hoc booking is a non-teaching request. Usually it's a one-off meeting, an interview or other singular event.

How do I book multiple ad hoc requests? For example, if I require for room over a number of weeks?

In the first instance, use the online room booker to see if a single room is available on consecutive weeks. Please note that if there is even one incidence of a room in use within your timeframe, the whole request will be rejected. In these cases, please email us directly to book multiple-week requests.

What is the timescale for confirming an ad hoc room request?

The teaching timetable is our priority and we cannot confirm any ad hoc requests until this is finalised. When the teaching timetable is completed, we work our way through all ad hoc booking requests as quickly as possible. We regularly check booking requests and process requests for fast-approaching dates first.

What if I have an urgent same day request?

Please contact us on (01695 58) 7174 or 7910. We will confirm any booking by email. You can also email us.

How do I amend an existing booking?

To amend a booking made online, please use the online room booker (accessed via the staff pages). If you booked the room with us directly, please email us with your amendments. You will receive a confirmation email from us once we have processed your request.

How do I cancel a booking?

Cancellations are vital to prevent backlogs and unused rooms. We do appreciate you cancelling your booking as early as possible.

To cancel a booking made online, please use the online room booker. Choose the booking you wish to cancel and change the status of the booking from 'in action' to 'cancel'. You will receive a confirmation email once the team has processed your cancellation.

If you booked the room with us directly, please email us the details of the cancellation(s). We will process this and email you to confirm the booking has been cancelled.

Please note: we can only accept online and email cancellations. We cannot cancel bookings over the phone.

My class or meeting has changed rooms - how do I find out where they are?

We will always email you details of any changes made to your bookings.

Please carefully read any emails you receive after booking a room online. On occasion, you may receive an email containing 'room changed' information if your original request was not available when your request was processed.

Please contact us to find details of any room changes but ensure you have information available such as module code, department and times.

Can I book rooms in the evening or at the weekend?

Yes. However if the booking is for the current week you must contact Security on (01695 58) 4227 to ensure the building/room is open for you.

How do I know where my rooms are on campus?

All bookable spaces are identified on the campus map.

Troubleshooting and additional requests

The room was not in acceptable condition, what can I do?

Please contact Facilities Management.

Can I change the room layout?

Many rooms can be rearranged but please ensure you return the room to its original layout when you have finished. If you require help setting up a room please contact Facilities Management.

What if I am unable to access a room out of office hours?

Please contact Security on (01695 58) 4227.

The room I wanted was booked but no-one was using it. Why is this?

Most probably the room was no longer needed but the booking was not cancelled. Please remember to cancel rooms you do not need so that other colleagues can use them.

How can I book additional equipment?

Please contact Equipment Bookings on (01695 58) 4286

How do I book hospitality for my meeting?

Please book hospitality via the staff information pages. You can find more information here.