



SPEAKEASY SCHOOL
STUDENT HANDBOOK
2010

Welcome!

The following information is given to help you with your stay at Speakeasy. If there is anything you would like to know, that is not listed, or if you need help understanding any of the points, please do not hesitate to seek assistance from the school's reception staff.

ABOUT SPEAKEASY

Speakeasy School opened its doors to foreign students in September 2002. Since then we have taught English to thousands of foreign speakers from all over the world. Our aim has always been to provide good quality English courses at affordable prices in a warm and friendly environment.



The School and its facilities are open to all students from 9.30am to 9.00pm. We are closed at weekends, on bank holidays, at Easter and at Christmas.

The school is located over three floors; you can find the reception (school office) and common room on the first floor; toilet and kitchen amenities are situated on the second floor; and you can find classrooms on the second and third floor of the building.

FOOD & DRINK

You are welcome to help yourself to any hot drinks you might wish to have in between your lessons. The hot drinks machine is located in the common room area, and offers a selection of coffees, tea and hot chocolate. The drinks are priced at 30p each. As the machine accepts exact money only, change is always available from the school's reception.

On the ground floor, opposite the entrance, you can find a vending machine offering cold drinks (60p) and snacks, such as chocolate bars, crisps and sweets (50p or 60p).

We also have a water machine available in the common room. Please feel free to help yourself to a glass of water whenever you like. It is free of charge.

INTERNET

Although there is currently no wi-fi available at the school, for those of you wishing to access the internet, we can suggest an internet shop located 1 minute walk from the school (6 Chiswick High Road). Speakeasy students are welcome to use their internet facilities at a special price of 50p per hour.

SELF-STUDY AREA

If you would like to spend some extra time at school, preparing for your lessons or revising past material, we suggest you do so in the quiet area of the common room. Alternatively, you might prefer to visit the Chiswick library, where you can find an extensive collection of books and plenty of work space. Joining the library is free, but you might need proof of address (for example, accommodation contract). We will be happy to help you with this. Please ask at school's reception.

THE CALLAN METHOD

We teach you English using the Callan Method, which was first developed by Mr Robin Callan in 1960. It is based on the Natural Method, similar to the way children learn their first language: the student first hears the language, then imitates what he hears, later sees the words written, and finally writes them himself. Speed and continuous repetition as well as constant change of teacher and frequent revision of material are just a few of the elements that make us different from other courses.

The Callan Method course comprises of 12 levels, from beginner to advanced level, and takes an average of 12 months to complete. During your course you will be not only obliged to listen the whole time, but also obliged to speak, because you will be constantly asked questions by the

teacher. At the end of each lesson you will be given a dictation and at a later stage of the course, readings aloud.

Detailed explanation of the Method and instructions on how to make the most of a Callan course, can be found in the Preface to Student's Book 1, available for purchase or perusal at the school's office.

FURTHER STUDY AND EXAMINATIONS

At the end of your Callan course, if you want to attain an internationally-recognised qualification in English, we can offer you the Cambridge First Certificate (FCE) or the Cambridge Certificate in Advanced English (CAE).

The usual length of the Cambridge course is 12 weeks. You can take fewer weeks, but must enroll for the examination a minimum of 10 weeks before the written exam date. The preparation courses usually start in January, March and September; the exams take place in March, June and December. If you want to take your exam in London, we will also enrol you at a suitable centre.



The examination preparation will include exam techniques, specific grammar and vocabulary, intensive writing practice, and extra speaking and listening activities.

For more information please ask at reception.

YOUR COURSE

Placement Test

We will give you a written and spoken level test on the first day, so that you enter the correct class. You will have a short interview with a teacher, be given information about your course and advice about studying and learning, as well as a tour of the school.

Starting your class

You will probably join a class which already exists but don't worry about it! New students are always welcomed into the class.

We run our classes in blocks of 4, 3, or 2-hour sessions. Each study hour is 50 minutes long, followed by a 10-minute break. Please make sure that you attend your course regularly and on time, as no refunds or credits are given in respect of missed classes!

Teachers

All your teachers are professionally trained, with specialist English teaching qualifications in addition to a degree.

Materials

You will have to buy a course book on your first day (cost £10 or £15) – please speak to anyone in the office to do this.

Progress tests

Every 4 weeks or so, we will give you a group exam in order to monitor your learning process. The pass rate for the exam is 60%. If you score below this mark, we would recommend you speak to your teacher.

Progress reports

A written report about the progress you are making on your course is available on request. Please let anyone in the office know, if you would like one prepared. It will be ready for you to collect 24 hours later.

Extending or Changing your Course

If you want to extend or change your course, the reception staff will be able to help you.

Problems and Advice

If you have any kind of problems about your course or level, please speak first to your teacher or if you would prefer, directly to the School Principal.

LETTERS & CERTIFICATES

If during your course, you require any student letters, e.g. letter to confirm that you are a student, letter to open a bank account, holiday letter, council tax letter, etc, please let anyone in the office know about your request. Your document will be ready for you to collect at reception 24 hours later.



If your course lasts for 2 weeks or longer you will be entitled to receive a Speakeasy Certificate. Please request the Certificate the day before you finish your course.

SCHOOL POLICIES AND PROCEDURES

Attendance

All students are required to attend their classes regularly and on time. Upon enrolling to the School, the student is informed of the terms of his enrolment, including holiday allowance, and made aware of the fact that the School will keep a record of his attendance. Any absences should only be for certified illness or authorised holidays. It is the responsibility of the student to inform the School of any absence at least one day in advance.

Students who are sick can inform the School by email: info@speakeasyschool.co.uk. A valid doctor's certificate must be provided with any request for course extension due to sickness.

The school records the students' attendance by marking them in every time they attend a class. On enrolment each student is given a card, containing detailed information about them, as well as their photograph, so that the teacher can identify them. On the card, there is also a calendar, which the teachers use for marking the students' attendances. Each time a student attends a lesson, the teacher puts a stroke through the appropriate date.

All lessons missed due to unauthorised absence are not refundable. Students who do not attend for two consecutive weeks without permission will be struck off the class register and there is no guarantee that they will be able to go back to their original class upon their return.

Student Code of Conduct

Whilst on School premises all students are expected to conduct themselves in an orderly fashion and show respect and consideration for their teachers as well as fellow students. Any abusive behaviour, which can damage and disrupt the lives of other students or staff, will not be tolerated.

The students are also expected to:

- Arrive on time for their classes;
- Refrain from using mobile phones or other electronic devices for whatever purposes during lessons;
- Refrain from talking to other students during class, unless as part of a discussion instigated by the teacher;
- Refrain from using offensive language ;
- Refrain from smoking anywhere in the School building;
- Refrain from causing deliberate damage to any property of the School;

Students, whose behaviour is considered inappropriate, may be asked to leave the class, and if so will be reported to the School Director.

In cases where the act of indiscipline is of a minor nature, the student will be cautioned, and a note will be entered into the student's file. No further action will be taken providing there are no further instances of misconduct.



In case of a more serious breach of conduct, or repetition of minor acts of misconduct, one of the following courses of action will be taken:

- The student will be issued with a written warning indicating the consequences of any future misconduct;
- The student will be asked to compensate for or make good any damage caused to school property;
- The student will be asked to make appropriate recompense or apology for any offence or harm caused;
- The student will be suspended or expelled (without refund) with immediate effect;

Teacher Absences

Should your scheduled teacher not be available to take your class, a suitable replacement will be sought. In the unlikely event, that none of our teachers are available, you will receive a credit in respect of your missed lesson, or given an option to attend a revision class.

Holidays

The school is closed for 2 weeks at Easter and 2 weeks at Christmas.

Students are entitled to a holiday of 1 week for every 12 weeks of study (not including school holidays). There is no personal holiday entitlement for courses of less than 12 weeks. Holidays must be booked at least 1 week before the holiday start date, and for a minimum of 5 working days for credit to be given to the student. Holiday requests cannot be backdated.

Complaints and Feedback Procedure

We do our best to make your experience at Speakeasy a really happy and positive one, but we understand we can make mistakes and we really appreciate your feedback. If any student wishes to make any suggestions towards the improvement of their time spent at Speakeasy, you are free to express your views by writing a suggestion and placing it in the Suggestion Box placed in the School's common area. You will also be given the opportunity to complete a in-class questionnaire at regular periods (approximately every 3 months) and at the end of your time with us. If you are not satisfied with any aspect of the service we offer, please visit the reception, where our reception staff will be more than happy to note down your comments. Alternatively, you might prefer to speak to the School Director, or email us at info@speakeasyschool.co.uk and you will receive a reply within 24 hours. All complaints and problems are treated in confidence, in accordance with our school procedures.



Refunds

A refund can only be issued if a student is refused entry to the UK by the immigration or visa authorities, or if an extension of his/her visa is declined.

There are no other grounds for a refund. A refund will not be considered if any of the following have occurred:

- the student has broken the law or breached the conditions of their visa, and is therefore required to leave the country;
- the student's visa is refused as a consequence of not attending the course regularly;
- an appeal is pending;
- the student leaves the UK during his course and is subsequently refused re-entry

Decisions as to whether a student is entitled to a refund are based on the following:

- ✓ original refusal documents, which must be provided;
- ✓ original enrolment documents issued by the School, which must be returned.

The School reserves the right to seek independent confirmation of visa refusals from the British authorities.

Please note: In the event that a visa is refused and a refund is requested, 10% of the fees paid will be retained for administrative purposes, subject to a minimum £50 charge.

Non-visa students, who have booked and paid for their Course, are not entitled to a refund under any circumstances, however at the principal's discretion, their course may be deferred to a later date.

ADDITIONAL INFORMATION FOR VISA STUDENTS

Visas

If you wish to apply for a student visa for the first time, or want to extend an existing visa, we're happy to provide information and assistance in contacting the appropriate authorities. Alternatively, for current guidelines on how to extend or change your visa, please refer to UK visa website: www.ukvisas.gov.uk

Attendance

Visa national students are reminded that attendance and punctuality are a condition of their visa to study and remain in the UK, and that the School is required to report on their attendance to the UK Border Agency (UKBA).



The policy on monitoring student attendances is as follows: If a student's attendance falls to approximately 85%, he/she will be warned informally by phone, email or letter

of being at risk of breaching the conditions of their visa. If the student's attendance falls to 80% of scheduled classes or is absent from school for 5 consecutive days, he/she will receive a formal and final warning. If the student's attendance falls below 80% or he/she is absent for 10 consecutive days, the school will report the student to UKBA.

The School will immediately report the student to the UKBA in the following circumstances:

- If the students' attendance drops below 80%, including absence due to lateness* ;
(* If the student misses the first 25 minutes of their class, they are marked as absent);
- If the student misses two consecutive weeks (10 working days) of their scheduled classes without previously granted permission;
- If the student fails to enrol on his/her course within the enrolment period;
- If the student discontinues his/her studies (including deferrals of study);
- If there are any other significant changes in the student's circumstances, which may affect their visa conditions;

Please note: In order for the School to be able to reach you for monitoring purposes, you must inform us immediately, if your address or contact details change.

Police Registration

If your passport is stamped "Holder is required to register with the police", you must take your passport, letter confirming your student status, two passport sized photographs and the registration fee (approx. £35) to the following address: Metropolitan Police Service, Overseas Visitors Record Office, Ground Floor, Brandon House, 180 Borough High Street, London SE1 1LH. Opening hours: 9.00-16.00 Monday to Friday, Tel 020 7230 1208.

SCHOOL SAFETY ISSUES

Fire Safety Procedures

In the event of a fire a constant bell ringing will be heard. Should the fire bell sound during a lesson, students must follow their teacher quickly and quietly out of the building to the assembly point across the road from the school, i.e. outside Hair Associates. If the fire bell sounds during a break, all students must quickly and quietly leave the building via the ground floor exit and assemble outside the hairdressers across the road. Care must be taken crossing the road. Do not stand in or near the road. Under no circumstances should any student re-enter the building until advised that it is safe to do so.

Fire extinguishers can be found on all floors.

All School staff is up-dated regularly on fire drill procedures and all staff and students undergo a fire drill practice four times a year.



First Aid

Jon Scott-Francis is the appointed first aid administrator for the School, and he is qualified to deal with any first aid emergencies. The First Aid box is kept in the School's reception.

Safekeeping of personal items

Students are reminded not to leave bags and valuable items unattended in the classrooms during breaks. The school can take no responsibility for items lost or stolen whilst left unattended on the premises.

Smoking

Smoking is not permitted anywhere inside the school building. Students wishing to smoke may do so outside the front of the school. However, consideration must be shown to other students and staff leaving and entering the school, as well as customers of the premises downstairs.. Cigarette ends should be discarded into the ashtray provided..

LIVING IN THE UK (Services we offer)

It is a very exciting time coming to live in a different country, meeting new people and learning about different cultures. However, we understand it can also be a little bit frightening, especially if you cannot communicate all that well. That is why we want to help you as much as we can, to make your stay in the UK an enjoyable experience. Here are just some of the things we can sort out for you:

Finding Accommodation

We work in cooperation with Britannia Student Services agency in arranging accommodation for our students. We can offer you homestay accommodation that is living with a British family; hostel accommodation, or sharing a flat with other students. We can also recommend some nice local budget hotels for those of you who are here for a short time. More information about the accommodation we offer is available on our website: www.speakeasyschool.co.uk, or if you prefer you can have a chat with any one of our reception staff.



Applying for an ISIC International Student Card

If you are a full-time student and are with Speakeasy for more than 3 months, you will be entitled to an international studentcard (cost £9) which allows you discounted fees and fares (museums, cinemas, coach tickets etc) around the UK.

In order to apply for an ISIC card you need to collect an ISIC application form from the school's reception, you will also need 1 passport sized photograph, the fee to pay for the card and go to STA Travel Office, 2 Hogarth Road, SW5 (Earls Court), or any of the STA Travel offices. For a list of addresses, and map of how to find them ask anyone of the reception staff.

Applying for a Student Oyster Travelcard

If you are a full-time student and are with Speakeasy for more than 3 months, you will also be entitled to apply for a Student Oyster Travelcard (cost £5) which gives you a discount of 30% when traveling on the underground and buses around London.

In order to receive a Student Oyster Card, you need to bring 2 passport sized photographs and a make a payment of £5 with a cheque (payable to London Transport Ltd), card (UK debit card or international credit card) or postal order (you can buy at any Post Office). We will fill and send the application form for you. Within 7-10 days your Oyster card will be ready to collect from school's reception.

Opening a Bank Account

If you are a full-time student on a course of 6 months or longer, we can help you open a bank account. You will need your passport and a letter from us confirming your student status. The bank we work with is HSBC, but providing you have proof of your UK address, we can write to any bank of your choice. Please request a bank letter from the school's reception.

Registering with a doctor

As soon as you arrive in London, we strongly recommend you register with your local General Practitioner. It usually takes a while for your application to be processed, so it's better not to leave it until you get ill. A GP is a doctor who can treat most illnesses, and they should be your first point of call for any non-life-threatening health problems and illnesses. They usually operate in a surgery or health centre. When you register, you will need a passport, student letter and proof of your UK address. Please let us know if you need our help in locating a GP's surgery near you. See our section below on medical treatment in the UK.

Joining the library

Becoming a member of your local library is free. If required we can provide you with a letter confirming your name, student status and UK address

After school activities

We like to encourage you to practice and develop your language skills not only during your classes, but also outside the classroom. Here are just a couple of suggestions:

Socializing with other students

We always make sure that there is a variety of day trips, walks, shows, parties, etc that you can enjoy every month. For information on day excursions and short breaks pick up a copy of Anderson Tours brochure available at the reception; for a programme of sightseeing and theatre events refer to the leaflet stand located in the common room, or check the posters on the information board.

Engaging in part-time work

We can advise you and provide assistance in finding a paid or unpaid part-time job (subject to visa regulations). For more information, please ask at reception

LIVING IN THE UK (Useful information)



Personal Safety

By international standards, the UK is a safe country, with low levels of violence and street crime. However, crime is more prevalent in large cities and London is no exception. You will need to take extra care of your belongings, not only when you are here, but also during your journey. It is important not to carry large amounts of cash with you and not to leave your belongings unattended. A useful booklet produced by the British Council advises international students on safety issues and can be downloaded from www.britishcouncil.org/accreditation-safety-first.pdf. It would be useful to read the section entitled "Arriving in the UK" before leaving your home country.

Personal Insurance

We strongly recommend that you take out insurance when you arrive in the UK to insure your belongings against theft and accidental damage. For general advice on insurance please ask at reception, alternatively for a full list of insurance brokers contact The British Insurance Brokers' Association at www.biba.org.uk.

Driving in the UK

You must have a licence that allows you to drive in Great Britain (England, Scotland and Wales). There are different arrangements in Northern Ireland. GB licences are issued by the Driver and Vehicle Licensing Agency (DVLA). If you have a driving licence that was issued in your home country, you must find out if you can use it to drive in Great Britain and how long it is valid for. To drive a car or ride a motorcycle in the UK you must be 17 years old. *The Highway Code* is a government publication that provides a summary of UK traffic law and has pictures of all the road signs in use in the UK (many of which are also used throughout the European Union). You can buy this book at most good bookshops or read it online at www.highwaycode.gov.uk. There are several ways that driving in the UK differs from driving in other countries. The British drive on the left-hand side of the road and overtake on the right. Seat belts must be worn at all times. It is illegal to use a hand-held mobile phone or send or read text messages while driving. You must not drive while under the influence of alcohol or drugs and you must observe all speed limits. Remember, pedestrians have the right of way when on pedestrian crossing.

Laws in the UK

The laws in the UK may be different from those in your home country. Here are some of the ones worth remembering about:

- You must not carry drugs with you of any kind (unless prescribed by a doctor), or use any illegal drugs, including cannabis, ecstasy, LSD or amphetamines.
- It is illegal to carry any sort of weapon including knives, self-defense CS gas sprays, guns or stun guns.
- You must be 16 and over to buy tobacco.
- You must be 18 and over to buy alcohol.
- Never buy property that you think might be stolen, no matter how tempting the bargain.
- It is an offence to falsely report the theft of property.



You can find an essential guide to the law in the UK at www.bbc.co.uk/crime/law. If you need legal assistance, there are a number of organisations that can help you: Community Legal Service Direct offers access to free legal information and advice. Find out more at www.clsdirect.org.uk or telephone 0845 345 4345. You can also contact the Citizens Advice Bureaux at www.citizensadvice.org.uk. Advice is available face-to-face and by telephone on issues such as housing, legal difficulties and discrimination.

Medical treatment

The National Health Service (NHS) is the UK's state health service which provides treatment for UK residents through a wide range of health care services. Some of these services are free of charge and some you have to pay for. The NHS provides primary care through doctor's surgeries and walk-in centres and secondary care through specialists usually based at a hospital. Most hospitals (not all) have Accident and Emergency Departments (A&E Departments) which are open 24 hours a day and deal with patients needing emergency hospital treatment.

Students on courses of 6 months and longer

If you are studying on a course which is 6 months in duration or longer, you and your dependants will be entitled to full treatment under the NHS, i.e. the following will be free of charge:

- Consulting a GP and most other GP services (e.g. visiting a clinic)
- Treatment in a hospital (both emergency and non emergency treatment)

You may need to pay for:

- Medicines prescribed by your GP
- Some GP's services (e.g. vaccinations for travel, getting a sickness certificate)
- Dental treatment
- Optical treatment



Students on courses less than six months long

If you are studying on a course which is less than 6 months long then you will usually only be entitled to limited free treatment under the NHS. That is:

- Some emergency treatment (but not follow up treatment)
- Family planning services
- Treatment of certain communicable diseases
- Compulsorily psychiatric treatment

Any other treatment received would have to be paid for as a private patient. Private health care can be extremely expensive therefore it is very important to arrange medical insurance before coming to the UK.

Reciprocal Health Care Agreements

The UK has reciprocal health care agreements with the following countries:

All EEA member countries, Anguilla, Australia, Barbados, Bosnia and Herzegovina, British Virgin Islands, Bulgaria, Channel Islands, Croatia, Falkland Islands, Gibraltar, Isle of Man, Macedonia, Montserrat, New Zealand, Romania, Russia, St. Helena, Serbia and Montenegro, Turks and Caicos Islands, Former USSR (Soviet Union).

A reciprocal health care agreement allows nationals from those countries to free or reduced cost NHS treatment even if their course is less than 6 months in duration. Reciprocal health care agreements generally cover hospital treatment, the need for which arose during your stay, but do not always cover treatment of an existing condition. You should ask the health authority in your home country what treatment is covered before you leave for the UK. You may still need to take out limited medical insurance.

European Health Card (EEA nationals)

The European Health Card is normally valid for three to five years and covers any medical treatment that becomes necessary during your trip, because of either illness or an accident. The card gives access to state-provided medical treatment only, and you'll be treated on the same basis as a student who is here for over 6 months. It can also cover any treatment you need for a chronic disease or pre-existing illness. Please contact your government's health department for more details.

Dental Treatment

There is a charge for all dental treatment but if you can find a dentist that is accepting NHS patients then you can receive reduced cost treatment. However, this is now increasingly difficult and you may find that you have to register as a private patient and pay the full cost. A list of dentists accepting NHS patients can be found at www.nhsdirect.nhs.uk. Please note: you need to be registered with a doctor in order to receive NHS dental treatment.

You can obtain more information and advice on living and studying in the UK at www.ukcisa.org.uk

LOCAL PLACES OF WORSHIP

If you need help in finding the nearest place of worship for you, or if you are interested in exploring faith for the first time, then please do not hesitate to get in touch with any of the people listed below.

Buddhist

- London Buddhist Vihara, The Avenue, London, W4 1UD, 020 8995 9493
- West London Lay Buddhist Centre, SGI-UK Acton Centre, 18 High Street, Acton W3 6LJ, 020 8992 1120

Christian Churches

Baptist

- Chiswick Baptist Church, Annandale Road, Chiswick W4 2HF, 07533 478918



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- Gunnersbury Baptist Church, Burlington Road, London, W4 4BE, 020 8994 695534

Church of England

- St Michaels Church, Elmwood Road , London, W4 3DY, 020 8994 3173
- St Michael and All Angels, Bath Road, W4 1TT, 020 8994 1380
- Christ Church, Turnham Green, Town Hall Avenue, W4 5DT, 020 8995 7381
- St Paul's Church, Grove Park Road, W4 3SB, 020 8987 0312
- St Peter Church, Southfield Road , London, W4 5LD, 020 8994 5735
- St Nicholas Church, The Vicarage, Chiswick Mall, London, W4 2PJ, 020 8995 4717

Roman Catholic

- St Joseph's Catholic Church, 1 Bolton Road, London, W4 3TE, 020 8994 6861
- Church Of Our Lady Of Grace & St Edward, 247 Chiswick High Road, London, W4 4PU, 020 8994 2877
- The Catholic Centre, 2 Dukes Avenue, London, W4 2AE, 020 8994 9905

Methodist

- Chiswick Methodist Church, Sutton Court Road W4 4NL, 020 8747 1052

Pentecostal/Charismatic

- Chiswick Christian Centre, Fraser Street W4 2DA, 020 8742 1100

Adventist

- Seventh day Adventist Church, Stamford Brook Road, W6 0XW

Russian Orthodox

- Dormition of the Mother of God, Harvard Road, Chiswick W4 4ED, 020 8742 3493

Mosques

Chiswick Mosque , 9 London Road, Wellesley Road, London W4 3AY, 020 8747 9000

Synagogues

West London Synagogue Of British Jews, 33 Seymour Place London W1H 5AU, 020 7723 4404

For details of other churches, mosques or temples go to:

www.4london.info/londoninformationplacesofworship.htm



USEFUL ADDRESSES & TELEPHONE NUMBERS

We have made a list of some services, which we thought you might find useful during your stay with us. If you should require any address or telephone number which is not listed below, please let the reception staff know, and we will more than happy to find it for you.

Speakeasy School of English

24 Chiswick High Road
W4 1TE
Tel 0208 995 8772 (office hours)
24 hour Emergency number: 07956276858

Emergency Police/ Fire Brigade/ Ambulance

In an emergency where there is a danger to life or a crime is in progress you can contact the police, fire brigade or ambulance by dialing 999 from any telephone. This call is free of charge but should be used only in an emergency

Nearest Accident and Emergency Hospital (open 24 hours a day):

Charing Cross Hospital
Fulham Palace Road
Hammersmith

Please note: If you feel unwell, or require first aid assistance during school hours, the First Aid Box is located in the School's reception

General Health Advice (NHS Direct)

NHS Direct offers confidential health advice and information, 24 hours a day, seven days a week
Telephone 0845 4647
www.nhsdirect.nhs.uk

Nearest Police Station

Chiswick Police Station
209-211 Chiswick High Road
Tel 0300 123 1212

Department for Transport

Advice on traffic law in the UK.
www.highwaycode.gov.uk

London Transport

Information on all forms of public transport in London: routes, maps, journey planner, tickets etc
Tel 020 7222 1234
www.tfl.gov.

Nearest local Post Office

253 King Street
Hammersmith

Nearest Main Post Office

110 Chiswick High Road
Chiswick

Nearest Library

Chiswick Library
Duke's Avenue
Tel 020 8994 1008

Tourist Office

Britain and London Visitor Centre
1 Regent Street
Tel 020 7332 1456
www.visitlondon.com

Immigration Enquiry Bureau

Uk Border Agency
Lunar House
40 Wellesley Road
Croydon, Surrey
CR9 2BY
Tel 0870 606 7766
Email: : UKBApublicenquiries@ukba.gsi.gov.uk

Police Registration

Metropolitan Police Service
Overseas Visitors Record Office
Ground Floor, Brandon House
180 Borough High Street, London SE1 1LH.
Opening hours: 9.00-16.00 Monday to Friday
Tel 020 7230 1208.