



ORWELL TERRACE

2026

A guide for your summer accommodation





Welcome to Edinburgh Napier University Summer Accommodation

This guide contains information that may be helpful during your stay with us. If you are unable to find the information you require, please contact the Vacation Lettings team.

The guide is arranged alphabetically by item so it should be easy to find the information you need. Keep it to hand in the living room / kitchen so that all guests can access it.

Useful contact details that we suggest you store in your mobile phone in case of an emergency are as follows:

Vacation Lettings Team

Office: 07771 816 018

Email: summerlettings@napier.ac.uk

9am – 9pm, 7 days a week

Security

Tel: 0131 455 6119

0131 455 4444 (available 24/7 for emergencies)

Facilities Service Desk

Tel: 0131 455 5000

Email: FacilitiesServiceDesk@napier.ac.uk

9am–5pm, Monday to Friday

Internet Helpdesk

Office: 020 8090 1290

Email: support@wifinity.co.uk

24hrs, 7 days a week

Bins

Bedroom waste paper bins should only be used for general bedroom waste. Please make use of the recycling facilities in your flat. Bins will be emptied as per the terms of your agreement. Please do not place rubbish in the stairwells.

Bin Store

The bin store is located adjacent to reception.

Check In

Check in time is 4pm.

Check Out

Check out time is 10am. Please remove any lanyards attached to key fobs. Put all key fobs in the envelope provided and drop into the mailbox in reception on your departure. Late check outs may be chargeable.

Please ensure bed linen is stripped with sheets and pillowcases left on the floor prior to departure. All waste and rubbish should be placed in the bin store prior to departure.

Car Parking

There is no parking facility provided at Bainfield (except disabled blue badge holders). Details of local public car parks nearby can be found at www.ncp.co.uk.

Cleaning

The flat will be cleaned prior to your arrival and as per the terms of your agreement. If you require additional cleaning during your stay this may be organised at an additional cost.

Extractor Fans

Please use the kitchen extractor fan when cooking to prevent accidental

activation of the fire alarm system. This can be switched on at the wall. Please do not switch off the WC extractor fans at the wall. If the extractor fan is not working please contact the Vacation Lettings team.

Fire Alarm

Please study the fire evacuation plan on the back of your bedroom door. Should the alarm sound, please exit the building and make your way to the assembly point. Do not use the lifts in the event of a fire alarm. The Fire Service will attend all activations of the alarm system and will ensure all guests have evacuated. Please be advised that you do not need to evacuate during weekly pre-planned evacuations.

Smoking in the flats is strictly forbidden, including the use of e-cigarettes or vapes. Smoking is only permitted in the designated areas. The fire alarm system is tested weekly on a Wednesday between 2 and 4pm.

Fire blanket

The fire blanket is located within the kitchen. Full instructions for use can be found on the casing of the blanket. Please read instructions carefully. If you ever have to use the fire blanket, it will need to be replaced so contact the Vacation Lettings team for a replacement.

Fire extinguisher

Each flat is fitted with a dry powder fire extinguisher to be used in emergencies only. Please contact your Vacation Lettings team for a replacement if required. The fire extinguisher in your flat is fitted with an alarm to prevent misuse. If this alarm sounds, contact a member of the Vacation Lettings team or Security to turn off.

Fridge/Freezer

If your fridge seems too warm, adjust the temperature dial and leave for a few hours to see if the temperature changes. If the temperature is still too high, please report to a member of the Vacation Lettings team. Check that the freezer compartment is defrosted as this can affect the operation of the fridge and freezer.

Hairdryer

If you require a hairdryer, please contact a member of the Vacation Lettings team, subject to availability.

Hob / Oven

You need to switch the oven on at the wall prior to use. You will need to use the extractor hood or the extractor fan in your kitchen when using the oven/hob. This will help reduce cooking fumes and reduce the chance of false fire alarm activations.

To operate the hob, you will need to press the hob angel, located at the side of the hob. It will have a blue light on when power is de-activated; this light will go off when power is directed to the hob.

Power to the hob is active for 20 minutes. If you wish to cook for longer than this, you will need to press the button again after 20 minutes (it will flash blue when you need to press it again). To operate the lower oven, you will need to press the timer switch (middle button) firmly. Again, this is a safety feature designed to prevent accidentally turning on.

Intercom (Door entry system)

Each flat has a secure entry system in place where your guests and visitors will have to buzz to be provided with access. You can then open the main block door for them from your flat, press the button on the intercom with the key symbol. You can also check who is at the door by pressing the speak button.

Please do not let anyone into the building you do not know and if in doubt, please ask to see ID.

Internet

Wi-Fi is available throughout the flat. Connect to the Wifinity network on your device and follow the on-screen instructions.

Key Fobs

You will be issued with a key fob for the duration of your stay. Please ensure this is handed back to us when you leave.

To open a door, hold the fob over the reader on the door, please note that you may need to present the fob to the reader on a few occasions upon first use. Block and flat doors will self-lock automatically. Your bedroom door may remain open until you place the fob at the reader again. It is advisable to keep your fob on you at all times and double check all doors are locked where required.

For lost key fobs, contact the Vacation Lettings team to arrange a replacement key. If required, please contact Security on 0131 455 6119. They will give you access only outwith office hours and you can get a new fob from reception, this will cost £10.

Laundry

There is a laundry room located on site for your use. All washing machines are auto-dosage including detergent as part of the wash cycle.

The cost of a wash and a dry will be displayed upon the washers and dryers within the laundry. The laundry is open 24/7 daily. You can report any laundry issues to our Reception.

Lock out

If you lock yourself out of the flat and your fob is inside, try to arrange for a fellow guest to provide you with access. During office hours you can contact the Vacation Lettings team. Outwith office hours, contact Security who will provide access.

Luggage Store

A room for leaving luggage is available. Please contact Reception or a member of the Vacation Lettings team if you need to use this facility. All luggage is left at owners risk.

Mail

Mail will be delivered to a central mail box located in reception. You can access this 24 hours a day, and your key fob will open the mail box. We will not take delivery of parcels from couriers.

Facilities Service Desk

Please report all repairs required in the flat to the Facilities Service Desk, unless otherwise stated. Their number is 0131 455 5000 or email FacilitiesServiceDesk@napier.ac.uk.

Please give as much information as possible to ensure a complete repair can be made. Opening hours: 9am-5pm,

Monday to Friday.

Alternatively, please contact the Vacation Lettings Team who will report the fault/repair for you. For repairs outwith office hours, contact Security on 0131 455 6119.

Reception

Reception opening hours will be displayed on development notice boards.

Recycling

There are recycling bins in your kitchen for sorting recycling. Please make use of these facilities and dispose of using the correct bins within the bin store.

Tea and Coffee/Toilet Roll

Please enjoy our complimentary welcome tea/coffee/milk, soap and toilet rolls. These are not replenished, and guests are responsible for purchasing their own. There are various local supermarkets close by.

Water

Unless otherwise stated in the flats, the water from the cold taps in the kitchen is safe for drinking. Water from the taps in the bedrooms, shower rooms and toilets should be used only for bathing/washing.

Windows

All windows are fitted with restrictors for your safety and the security of your personal belongings.

Please do not remove the restrictors or open the windows further than the restrictor allows.



Local information

Taxis

Black cabs can be hailed in the street or taxi ranks or you can book a private Hire car.

- **City Cabs:** 0131 228 1211
- **Central Taxis:** 0131 229 2468
- **Capital Cars:** 0131 777 7777

Buses

www.lothianbuses.com

- 35 to Airport and city centre from Fountainbridge
- 3, 25 to City Centre/Princes Street from Dalry Road.

Supermarkets

- **Sainsbury's:** Dundee Street, Morrison Street and West Port
- **Lidl:** Dalry Road
- **The Scotmid Co-Operative:** Dalry Road

Medical Support

- **Boots Pharmacy:** 16-20 Earl Grey Street, 0131 229 5700

- **Local Doctor:** Polwarth Surgery, 72 Polwarth Gardens, 0131 229 5914
- **Emergency Dental Care:** Chalmers Street Dental Clinic, 3 Chalmers St, 0131 536 4800

Post Office

91 Dalry Road

Cash Machine

The Scotmid Co-operative, Dalry Road

Shopping

- Princes Street – High Street
- Gyle Shopping Centre
- Cameron Toll Shopping Centre

Visitor Information

www.edinburgh.org

Dial:

999 for Emergency Services (Police, Ambulance and Fire Brigade)

101 for Police, non-emergency enquiries

111 for NHS 24 – emergency health care

Schedule of Charges

Additional In-Stay Cleaning

Extra individual towel pack (hand towel and bath towel)	£11
Extra individual linen pack (duvet cover, pillowcase, hand towel and bath towel)	£19

Lost Keys and Locks

Lost key fob replacement	£10
Non return of key fob at end of stay	£25
Lost bike storage key	£25
Replacement padlock for under bed storage	£10

Fire Safety

Non-evacuation during a fire alarm	£50
False fire activation (e.g. excessive shower steam, aerosol use, heat products etc)	£50
Tampering with fire equipment (e.g. disconnecting door closers; use of door stoppers, fire extinguisher alarms etc)	£50 each offence
Tampering with or misuse of smoke/heat detector heads	£100 each offence
Fire extinguisher replacement	Up to commercial cost for supply and fit
Malicious activation of fire alarm alarm and forcing others to evacuate (including tampering with break glass points)	£150
Smoking or vaping in flat or within building. Includes use of electronic or smokeless cigarettes.	£75
Presence of candles or other fire hazards	£50

Waste and bin store

Abandoned bin bags, improper use of bin store and non-disposal of waste from flats.	£80 per flat
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Missing items at the end of stay

Missing flat inventory items e.g. Bins, chairs, vacuums, dustpans, ironing boards, TV remote control etc	Up to commercial cost
Missing self-catering inventory items e.g. Crockery, pots and pans and other cooking equipment as part of the flat-set up	Up to commercial cost
Missing bedroom linen, duvets and towels etc	Up to commercial cost

Maintenance and damages

Prices below are indicative and in all cases are subject to change in line with industry costs or price decreases/increases, a £10 admin charge per guest is also applicable. Where costs are higher than stated below, invoices/receipts can be provided.

Solid door replacement including ironmongery (front door, bedroom, kitchen, toilet doors)	£693
Non fire door replacement (shower room/toilet)	£420
Wardrobe door replacement	£231 per door
Kitchen cabinet doors/drawers replacement	£84
Door handle replacements	£95
Door closer replacements	£273
Door stop replacements	£37
Vinyl flooring replacement	<ul style="list-style-type: none">▪ Hall £1512▪ Lounge £1024▪ Bedroom £646▪ Shower room £25
Painting of rooms	<ul style="list-style-type: none">▪ Hall up to commercial cost▪ Kitchen/lounge £457▪ Bedroom £305▪ Shower room £63▪ Painting walls £27-£126
Silicone replacement (Shower tray)	£90
Blocked plumbing	<ul style="list-style-type: none">▪ Shower trap £48▪ WC £48▪ Hand basin £48

Replacement wash hand basin	£242
Refit toilet seat	£27
Supply and fit toilet seat	£84
Shower screen / door replacement	£504
Shower pod PVC damage	£147
Small holes in walls requiring filling and repainting	£105-189
Large holes in walls requiring plaster board and repainting	£252-387
Local worktop repair (patch)	£147
Complete replacement of worktop	£504
Hob Angel replacement	£74
Replacement sofa	£315 - £630 (Site specific)
Re-upholster sofa	£189 - £342 (Site specific)
Replacement bar stool	From £105 (Site specific)
Dining table	From £153 (Site specific)
Coffee table	From £126 (Site specific)
Other damage to flat and contents	At industry cost
Elevator damage and misuse	Industry cost - around £1050 plus call out charge

Some maintenance fees may include call out and out of hours charges, depending on the nature of the repair and damage. This can increase the cost.

The above costs are a result of discussions with University contractors. Edinburgh Napier University would prefer not to charge guests; your consideration of this document is therefore appreciated.

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Edinburgh Napier
UNIVERSITY

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