



Delegate Information Pack

On behalf of all staff we look forward to welcoming you to the Møller Centre. We are a multi award winning residential management training and conference centre, so you can be assured the event you are attending is in safe hands. This Delegate Information Pack aims to provide you with information about the centre and compliment any information you may have already been given by your event organiser. We hope you have a pleasant, inspiring and comfortable visit.

The Møller Centre

The Møller Centre

Storeys Way

Cambridge, CB3 0DE

Tel: +44 (0) 1223 465500

www.mollercentre.co.uk

Directions

The Møller Centre is ideally located for those travelling by road, rail or air. Full directions and travel information can be found on our website www.mollercentre.co.uk

- 150 onsite car parking spaces available to delegates free of charge. This includes disabled parking close to the main entrance and overnight parking.
- Cambridge has a network of buses and coaches run by Stagecoach www.stagecoachbus.com or National Express www.nationalexpress.com
- Cambridge Railway Station is a short taxi ride and has frequent links to London Kings Cross, London Liverpool Street and Stansted Airport. Tickets can be booked via www.nationalrail.co.uk The station address is: Cambridge Railway Station, Station Road, Cambridge, CB1 2JW

Local Taxi providers

CamCab Taxi Service Tel: + 44 (0) 1223 704 704 www.camcab.co.uk

Panther Taxi Service Tel: +44 (0) 1223 715 715 www.panthertaxi.co.uk

If you are travelling to the Møller Centre using a **Satellite Navigation System** you should enter **postcode CB30DS** as this will lead you directly to the Møller Centre entrance.

Accessibility

The Møller Centre is fully accessible to guests. Designated disabled car parking is available at the front of the building close to the main entrance. We also have a wheelchair accessible bedroom and a hearing loop is available in all training facilities on request.

If you require any assistance please do not hesitate to contact us and we will be happy to help.

Accommodation

The Møller Centre Accommodation

Our 71 double en-suite bedrooms, including 3 executive suites, offer everything you need for a comfortable stay. All bedrooms are contemporary in design with the majority overlooking the grounds of Churchill College. All of our bedrooms come with the extras that you would expect, including tea and coffee making facilities, mini bar with fresh milk each day, full size ironing board and iron, hairdryer, security safe and multi channel digital TV all come as standard. A full laundry service is also available on request.

WiFi

For those needing to catch up on work, or with friends and family, all bedrooms have complimentary wireless broadband and provide extra large work areas for laptops and documents. Complimentary WiFi is additionally available across the whole Møller site including training rooms, the bar and public areas.

Check in/ out

Our standard check in time is 1430hrs and our check out time is 1030hrs.

We try to accommodate our delegates needs as much as we possibly can. If you would like to request an early check in or late check out our staff will endeavor whenever possible to do so, however this can not be guaranteed.

Arriving on site after midnight

If you are arriving at the Møller Centre after midnight please ring the bell at the main entrance and the Night Porter will be able to check you in to your bedroom and assist where necessary. Our catering facilities will be closed at this time. If you would like a cold platter in your bedroom or refreshments please advise us in advance and we can arrange this for you.

Luggage Hold

We offer our guests a secure luggage holding room if you arrive prior to check in or are staying on site after you check out. This complimentary service is accessible at main reception.

Booking accommodation

If you require accommodation please first check with your course organiser to confirm if bedrooms have already been reserved for delegates attending. If this is the case your course organiser may be collating a rooming list for the event or alternatively offer you a promotional code for you to quote at the time of booking.

If your event organiser has not reserved bedrooms you can book your bedroom privately by calling Tel: +44 (0) 1223 465500 and ask for the events team. Please note if you are bringing a partner a double occupancy charge of £20+ VAT per night is applicable.

Alternative Local Hotel

We try wherever possible to accommodate guests on site however due to demand this is not always possible. If we are unable to accommodate you our front of house team will happily offer information and contact details on alternative local accommodation.

Smoking

It is illegal in the United Kingdom to smoke in any enclosed public area. It is also strictly prohibited to smoke in our bedrooms, guests found doing will automatically be charged £166 + VAT. This cost is for servicing the bedroom and for lost revenue in having the bedroom out of service. If you would like to smoke please only do so outside and use the appropriate bins provided.

Dietary

We use fresh, local and sustainable produce wherever possible and we try our very best to accommodate all dietary requirements. If you have a dietary requirement that you would like us to make provisions for then please either contact the course organiser for your event or alternatively call the Event Planning team via main reception Tel: +44 (0) 1223 465500

Food and Beverage on site

Coffee stations

If you are attending a training programme on site you will have access to our coffee stations which are open throughout the day. Delegates are invited to help themselves at anytime to the selection of coffees, teas and chilled soft drinks available. The stations are regularly replenished with a variety of fresh and dried fruit, nuts, health bars and throughout the day a selection pastries, cookies and cakes are available.

Tower Lounge Bar

This facility is light and spacious offering stunning views over Cambridge. In the evening the tower is used as a fully functional bar with mood lighting where guests can purchase beverages and order food from our extensive bar menu.

Restaurant

The Møller Centre boasts an attractive restaurant seating up to 88 guests where breakfast, lunch and dinner can be served. A comprehensive buffet selection is offered ensuring everyone is catered for.

Study Centre Milling Area and Bar

The Study Centre offers an attractive area to eat lunch and patio facilities in summer overlooking Churchill College. In the afternoon / early evening the Study Centre bar opens. This is an ideal facility to network further with colleagues before departing. Both alcoholic and non alcoholic drinks are available.

Mini Bar

All bedrooms have a fully stocked mini bar facility where snacks and beverages can be purchased.

Møller Centre Facilities and Services

To enhance your experience, we welcome you to use our additional services:

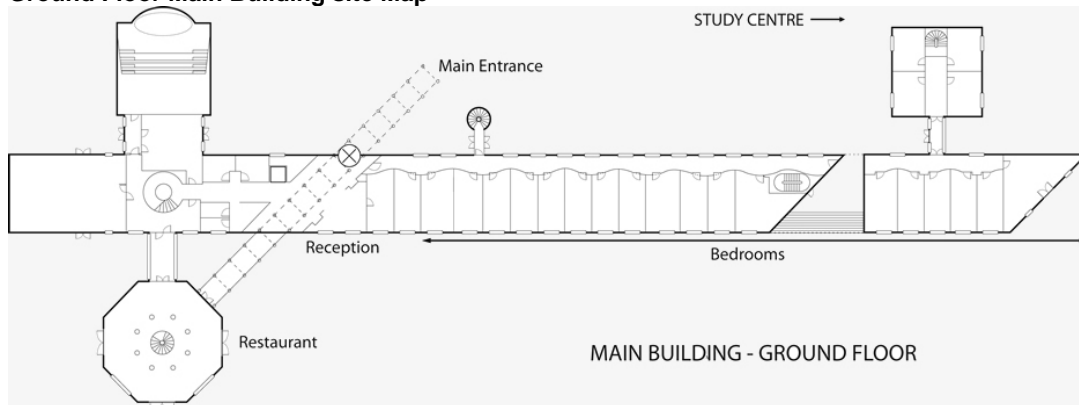
- **Business Centre:** a complimentary dedicated business facility with 11 PCs which will allow you to load and work on personal files and documents, access the internet or log on to other websites remotely. You can also print, scan or photocopy as required for a small charge. Please note free WiFi access is available across the entire Møller Centre site. Technical assistance is available.
- **Fitness Gymnasium:** Newly refurbished in 2012, our fitness gym has everything required for a good workout while pleasantly overlooking Churchill College lawn. The equipment includes a selection of cardiovascular equipment, free weights, weights and matted area for abdominal and functional training. Shower and changing facilities are available. While there is no charge for using this service you will be required to complete a short disclaimer at main reception.
- **The Event Planning** team are here to support your organiser and to ensure your experience on site exceeds expectations. If your organiser is not arranging this for you, we can book your bedroom, make note of your dietary requirements, help you book taxis, arrange leisure activities and much more. If you feel you require further information or need additional support prior to arrival please contact us.

Arriving on Site

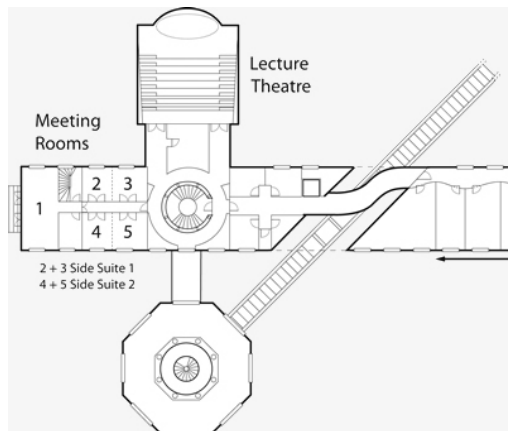
The Møller Centre training rooms are located across both the Main Building and Study Centre. The site map below is designed to assist you in locating where you need to be. If you are unsure when you arrive on site which meeting room you are in, please go to main reception and they will be able to direct you. There is additionally lots of signposting and friendly staff once you arrive on site to help.

Site Maps

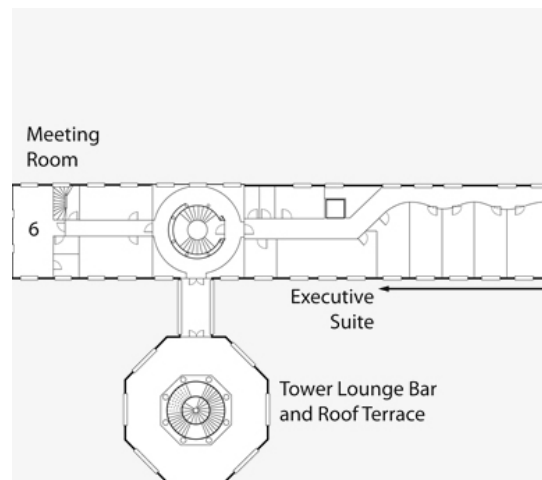
Ground Floor Main Building site Map



Main Building First Floor



Main Building Second Floor



Study Centre Floor Plan



Emergency health information

If you feel unwell at any time please inform a member of staff on site. The Duty Manager on shift will be a first aider and additionally can advise of local out of hours GP services and pharmacies.

Additional Services offered

As a visitor to The Møller Centre, we can help guests make the most of their stay in this exciting city, whether you've got an hour or a weekend to spare. There is so much to do in Cambridge – from guided walking tours of the City, chauffeured punting along the College Backs, inspirational museums, theatres and art galleries to name a few. If you could like to book a leisure activity please call our Event Planning team who will be happy to help.

Your Feedback

We hope you have found this guide useful and that you now have all the information you require. Once on site we kindly ask if our delegates can complete a short feedback questionnaire. Feedback is very important to use so we can monitor our performance and improve our customer experience.

As part of our ongoing commitment towards being socially responsible for every completed feedback questionnaire we receive we donate 50p to Macmillan Cancer Support. We thank you in advance for supporting us and our chosen charity.

We look forward to welcoming you to the Møller Centre