



PRE-ARRIVAL & CAMPUS GUIDE

Glion Institute of
Higher Education



GLION
INSTITUTE OF HIGHER EDUCATION



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WELCOME TO GLION INSTITUTE OF HIGHER EDUCATION

A Unique Educational Experience

At Glion, we provide a unique educational experience that will hone your adaptability, leadership and business skills for today's complex and fast-moving global marketplace. That is why industry leaders gave Glion the award for 'Best Hospitality Management School' at the 2015 Worldwide Hospitality Awards in Paris.

We look forward to accompanying you on your journey of professional and personal development in our unique environment steeped in the 'Glion Spirit' – this undefinable combination of unity and diversity, tradition and innovation – that nourishes the accomplishments of 'Glioners' worldwide.



This is an interactive booklet.

Every time you see the symbol to the left, click on the button to visit relevant websites.

Academic Innovation

Our personalized programs integrate technology and interactive learning tools, for which Glion won the award for 'Best Innovation in an Educational Program 2016' at the 2016 Worldwide Hospitality Awards in Paris.

Industry

You will expand your knowledge of industry trends, build your network, and prepare for your career by attending the many alumni events, conferences, and company visits that we host every year. Thus, you will have the opportunity to interact with leaders in hospitality, as well as in luxury products, travel and banking.

Engaging Student Life

Our Student Government Association, and the related student clubs, sports and ambassador programs, will give you many opportunities to further develop your leadership and teamwork skills and lead a healthy lifestyle.

Premium Locations

From the stunning Le Bellevue in Glion, to the state of the art Academic Center in Bulle or Downshire House in London, we are continually improving our facilities to provide the best possible learning and living environment for our students.





PRE-ARRIVAL 5-STEP PROCESS

For All Campuses

| 1. VISA APPLICATION



SWITZERLAND

Who Needs to Apply for a Visa?

Depending on your nationality, you may need to apply for a study visa to enter Switzerland. If you hold a passport from a country in the European Union (EU) or from a European Free Trade Association (EFTA) member state, you do not need to apply for a study visa. If you are unsure whether you need to apply for a study visa to enter Switzerland, please check with your Education Counselor or check the website.



[View the website](#)

When Should I Apply?

You should apply for your study visa as soon as you receive this acceptance package. It can take up to 3 months to obtain your visa, so please make an appointment with the Swiss Embassy or Consulate in your country of residence as soon as you receive your acceptance package.

How to Apply?

If you require a visa, please follow these steps:

1. Contact the Swiss Embassy or Consulate in your country of residence and make an appointment.
2. Tell them you need to apply for a STUDY VISA for Glion Institute of Higher Education (GIHE) and that you have been accepted to the school. **Please, DO NOT request or attempt to enter Switzerland with a tourist visa.**

Please check your acceptance letter and visa attestation to see which campus your program starts on, and write the following correct school address on the visa application form that the embassy provides.

For Glion campus:

Glion Institute of Higher Education (GIHE)
Route de Glion 111
CH - 1823 Glion sur Montreux (Vaud Canton)
Switzerland

For Bulle campus:

Glion Institute of Higher Education (GIHE)
Rue de l'Ondine 20
CH - 1630 Bulle (Fribourg Canton)
Switzerland

3. Please review the list of documents required for your student visa application appointment and take them to the Swiss Embassy or Consulate in your country of residence:
 - Copies of all your diplomas and grades (and official certified/notarized English translation if original document not in French/Italian/German/English).
 - A copy of your Curriculum Vitae / Resume
 - Study Plan – A short essay explaining why you want to study at GIHE, signed and dated.
 - Post Study Plan – A short essay about what you plan to do after graduating from GIHE, signed and dated.
 - English Language Certification
 - Official Bank Guarantee
 - Letter of commitment from your financial sponsor
 - Acceptance letter from GIHE (enclosed in your acceptance package)
 - Visa attestation from GIHE
 - Vaud Canton visa form (**students starting at the Glion campus only**), completed, signed and dated

If the embassy or consulate does not accept this form, please send it to the GIHE Admissions office by email or fax (+41 21 989 26 78) or by regular mail to “GIHE, Admissions Department, Rue de l'Ondine, CH-1630 Bulle, Switzerland”. The Admissions office will then forward this copy to the local visa authorities. Additional documents may be required, so please check with your Education Counselor.

Please never give original documents to the embassy/consulate because you will not get them back. Keep the originals for yourself and only give good/readable photocopies.

4. Once you have presented all of these documents, you will wait for an invitation to return to the embassy or consulate to have the original entry visa (sticker) stamped in your passport and complete all formalities.
5. You should receive the original entry visa at the embassy or consulate where you applied. However, if you need to pick it up in a different place, you must inform the embassy or consulate (as well as your Education Counselor) when you apply for the visa.

Important Notes

The visa process may go faster if you provide evidence of tuition fee payment. Some embassies even require proof of payment from both the student and the school.

Any student who requires a visa but enters Switzerland without the study visa is subject to a financial penalty and may be refused entrance at GIHE.

If you must defer your studies to the next semester, and you have started the visa formalities at the embassy or consulate, but your passport has not yet been stamped, then the visa can easily be deferred to the next semester. Once the passport has been stamped, a deferral is no longer possible, and you will have to start the visa formalities anew.

If you require an entry visa for Switzerland, DO NOT make any travel plans to other countries for the first 6 weeks after your arrival to Switzerland and until you receive your biometrical residency permit, which you will need to gain access back into Switzerland.



LONDON

Who Needs to Apply for a Visa for the UK?

EU/EFTA or Swiss Nationals

If you are a national of an EU/EFTA country or Switzerland, you do not need a visa to study in the United Kingdom (UK).

Non-EU/EFTA Nationals Short Term Study Visa

If your course is 6 months or less, you may apply for a Short Term Study Visa. However, if you enter the UK with a Short Term Study Visa, you will not be allowed to work during your studies. To apply for a Short Term Study Visa, you will need to obtain a letter of acceptance and visa support letter from Glion London.

Tier 4 (General) Student Visa

To come to the UK and study for more than 6 months full time, you will need to apply under the Points Based System for a Tier 4 (General) Student Visa. Please note that holders of a Tier 4 (General) Student Visa are not entitled to work during their studies or holidays, but they are allowed to do an internship if the internship period is officially covered in the Confirmation of Acceptance of Studies (CAS).

If you are unsure about the type of visa you require, or whether you require a visa, please go to

www.gov.uk/check-uk-visa

or contact: **london.academicoffice@glion.edu**

When Should I Apply?

You can apply online for a visa up to 3 months before the start of your course once you have received the Confirmation of Acceptance of Studies (CAS) from the Glion London visa support officer. You should get a decision on your visa within 3 weeks.

How to Apply?

If you are applying from outside the UK, you must apply online for a Tier 4 (General) Student Visa on **www.gov.uk/apply-uk-visa**.

Before you apply for the visa, we invite you to read this helpful document: **<http://bit.ly/1z5XTPK>**

You can only apply from your home country or from the country where you are officially a resident.

In order to apply for your visa, you must have:

- Enough money to support yourself and pay for your course (amount depends on your circumstances)
- Confirmation of Acceptance of Studies (CAS) – Glion London will send you your CAS reference number that you will need to enter on your visa application.
- Evidence of English proficiency – An IELTS certificate with a minimum score of 5.5 overall and in each subcomponent, and issued by an approved IELTS center for UKVI.

When you submit your application for the visa, you must provide:

- A current passport or other valid identification document
- 2 passport-sized, color photographs with your name written on the reverse side
- Financial proof that you can support yourself and pay for your program
- A proof of parental or another legal guardian consent, if you're under 18
- Your tuberculosis test results if you're from a country where you must take the test
- Your Proof of Study and English Language Certificate, if required

Please ensure that originals of all documents are submitted with their English certified translations.

Important Notes:

- You will need to have a blank page in your passport on which to put the visa.
- You may also need to provide additional documents depending on your circumstances.
- You will also need to have your fingerprints and photograph (known as 'biometric information') taken at a visa application center as part of your application.
- You may be able to get your visa faster or other services depending on what country you are in - check with your visa application center.



Check if you require a visa



Apply for your visa online



Read this before you apply

| 2. FLIGHT RESERVATION



SWITZERLAND

Before you book your flight, please check the arrival dates and times for your campus and program in your Acceptance Letter. Please arrange your flight to Switzerland so that you arrive during these dates.

Confirm Your Arrival Online

Once you book your flight, or arrange your transport to Switzerland, you must confirm your arrival details on our web form

www.glion.edu/new-students/pre-arrival-switzerland so that we know when you will arrive and if we need to meet you at the airport.



Confirm your arrival

You must indicate if there are persons accompanying you.

It is important that you send confirmation of your flight details to us before the **15th of January for spring intake and 15th of August for fall intake**.

Arriving at Geneva Airport During Official Check-In Dates

If you arrive at Geneva airport during official check-in dates, we will assist with your transfer from the airport by train or bus.

Flight arrival time at Geneva Airport must be between 07:30 - 17:00.

Arriving Before Official Check-In Dates or Via Another Mode of Transport

If you will arrive before/after the official check-in times or dates, or via another form of transport, please refer to the 'Arrival & Check-in' section of this guide for more information about hotels and getting to the campus.

Emergency Telephone

Please call **+41 79 916 15 70** if you encounter any difficulties on the way to Switzerland (this number is only active during official arrival days).



LONDON

Before you book your flight, please check the arrival dates and times for your campus and program in your Acceptance Letter. Please arrange your flight to London so that you arrive during these dates and times.

Confirm Your Arrival Online

Once you book your flight or arrange your transport to London, you must confirm your arrival details on our web form **www.glion.edu/new-students/pre-arrival-london** so that we know when you will arrive and if we need to meet you at the airport:



Confirm your arrival

You must indicate if there are persons accompanying you.

It is important that you send confirmation of your flight details to us before the **15th of January for spring intake and 15th of August for fall intake**.

Arriving at Heathrow Airport During Official Check-In Dates

If you arrive at Heathrow airport during official check-in dates, we will assist with your transfer from the airport by booking a taxi for you. No Glion transfer assistance is provided from any other London based airport.

Flight arrival time at Heathrow Airport must be between 07:30 - 17:00.

Arriving Before Official Check-In Dates or Via Another Mode of Transport

If you will arrive before/after the official check-in dates or times, or via another form of transport, please refer to the Glion London Campus Guide section for more information about hotels and getting to the campus.

Emergency Telephone

Please call **+44 20 8392 8184** if you encounter any difficulties on the way to London regarding your arrival.

3. RESIDENCE PERMIT APPLICATION



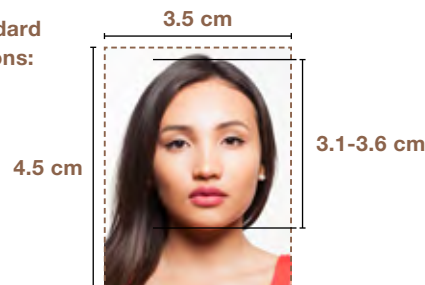
SWITZERLAND

Residence Permit Process For New, Transfer (Direct Entry) Students and Holders of Expired Swiss Residence Permits

With the exception of Swiss citizens or Swiss residence permit holders, all students have a legal obligation to apply for a residence permit within 48 hours of arriving in Switzerland. Upon arrival at GIHE, the Glion Administration Manager will initiate your residence permit process with the local Swiss authorities. We require that all students bring the following documents to the check in:

- 3 colored passport-quality photographs (biometric standard, size: 3.5 x 4.5 cm), with your family name and first name written on the back of each photograph, (these are required for government documents, GIHE files etc.). Please bring additional passport size photos to use for your CV/Resume, internship placements, season passes, etc.
- A valid passport and a photocopy of your passport.

Biometric standard photo dimensions:



Please note

Non-cooperation for the residence permit application will be sanctioned and GIHE will not assume any liability for the consequences that may arise from the student's non-cooperation.

Students holding a valid residence permit issued from another Swiss Canton need to hand in this document upon arrival. The validity of the old residence permit expires on the day the student checks-in at GIHE.

This process for residence permits may take up to 2 months. Therefore, you should not make any travel plans abroad before receiving your permit.

Swiss Nationals

Swiss Nationals only, please bring one of the following documents:

- A Certificate of Residence (attestation de domicile) which can be obtained from the local authorities where you reside. This is essential for all students who will return home on the weekend.
- If you live abroad, a Certificate of Origin (acte d'origine) which must be obtained from the authorities of your place of origin – (lieu d'origine).

Residence Permit

- A cantonal residential permit is required by law. All non-Swiss students, including European Union citizens, must apply for a residence permit.
- Non-European students will also have to go to the immigration office for personal biometric scanning for any permit application. More information will be given at the start of the semester. Students living outside the campus canton must apply for their own permit.
- It takes two months to receive a permit from the authorities. Please do not plan to travel abroad before you receive your permit, especially for students who require a visa. For those students returning to the school, it is your responsibility to check the expiration date of your permit and contact Reception to obtain an extension if necessary.
- Students who must interrupt their studies, excluding the compulsory six-month internships that are part of the academic program, will have their permit canceled. Students must then re-apply for a new study visa from the Swiss Embassy in their country of origin or where they have official residency.

Please note

It is strongly recommended that all non-Swiss students register at their nearest embassy. This is particularly important in case of an emergency.





LONDON

In London, students only need to apply for their visa (see step 1) and pick up their Biometric Residence Permits cards when they arrive on campus. Please see all the details about this card here: www.gov.uk/biometric-residence-permits



View details about the Biometric Residence Permit



4. HEALTH & ACCIDENT INSURANCE



SWITZERLAND

Who Needs Health & Accident Insurance?

Health and accident insurance is mandatory in Switzerland, thus students are required to take the health and accident insurance provided by the school which covers them when on campus and on internship.

However, if students have a private valid insurance cover equivalent to the Swiss health insurance cover scheme, they must follow the procedure outlined to be exempted by the Swiss authorities. Information about exemption and validation of foreign insurance plans are available from Admissions. If students fail to complete this procedure before their registration on campus, they will automatically be registered with the insurance provided by the school at the most competitive rate which may vary from one semester to another.

Students who have been granted the exemption by Swiss authorities are responsible to verify the validity of their private health and accident insurance cover in Switzerland and on internship abroad; the school will not cover any health and accident related expenses.

Students From the European Community or EFTA Member States

Students from the European Community or EFTA member states who have a private health and accident insurance coverage for Switzerland must send, before arrival, a copy of the blue health insurance card with the EU logo (front and back side) to:

GIHE Admissions, Rue de l'Ondine 20, 1630 Bulle, Switzerland or by fax +41 21 989 26 78.

European Community / EFTA member states include:

- | | | |
|------------------|-----------------|------------------|
| · Austria | · Greece | · Norway |
| · Belgium | · Hungary | · Poland |
| · Bulgaria | · Ireland | · Portugal |
| · Cyprus | · Iceland | · Romania |
| · Croatia | · Italy | · Spain |
| · Czech Republic | · Latvia | · Slovakia |
| · Denmark | · Liechtenstein | · Slovenia |
| · Estonia | · Lithuania | · Sweden |
| · Finland | · Luxembourg | · United Kingdom |
| · France | · Malta | |
| · Germany | · Netherlands | |

Students From All Other Countries With Private Health & Accident Insurance Coverage

Students from any other country who have personal health and accident insurance plans covering them in Switzerland should send a copy of their insurance card (front and back side) and instruct their insurance company to sign and stamp a form called “Check form for the Equivalent of Swiss Health Insurance” (OVAM form).

The OVAM form is used for official validation and should be duly filled in and stamped by the student's insurance company and sent prior to arrival to:

Email: studentsinsurance@glion.edu
Fax: +41 21 966 35 36

We grant students a 15-day grace period after their arrival to provide this document. After this deadline, they will be automatically insured through GIHE for a minimum period of one semester and they will be invoiced the semester premium.

Students From All Other Countries Without Private Health & Accident Insurance

If you want to be covered by the school's insurance (fees for this insurance are outlined in the 'GIHE Tuition and Other Fees' document), you need to return the registration form, signed and dated to:

Email: studentsinsurance@glion.edu
Fax: +41 21 966 35 36

Health Insurance

- Students insured through GIHE's partner must keep their insurance card and their pharmacy benefit card with them at all times.
- Students with private insurance will need to pay their medical fees immediately and ask for the reimbursement from their insurance company.
- Students who must interrupt their studies will have their school health insurance stopped.



Health Insurance

While studying in the UK, all students, regardless of nationality, are entitled to accident and emergency care free of charge. Some non-EU TIER 4 students, however, may need to pay an NHS surcharge when applying for their study visa. For all other health matters, eligibility rules apply:

- EU/EFTA nationals holding a valid European Health Insurance Card (EHIC) are entitled to reduced cost or free health care.
- Depending on the length of stay in the UK, nationals of those countries with a bilateral health agreement with the UK are entitled to access treatment – some treatments are excluded, and costs may apply. For a list of countries with a bilateral agreement visit <http://bit.ly/KliKqz> or www.nhs.uk.
- Nationals of those countries without a bilateral health agreement with the UK are entitled to access treatment but will be charged.

Internships

If completing an internship outside of the UK, students are strongly advised to have suitable accident and health insurance for the duration of their internship. It is advised that students consider purchasing private medical insurance prior to arrival in the UK.

Personal and Private Insurance

Personal and private insurance to cover issues such as damage or theft of personal property is strongly recommended. **It is the responsibility of students to ensure they have sufficient personal insurance to cover any loss.**

If you are living on campus, your possessions will be insured and the cost of this insurance will be included in the cost for your room. **Please be aware, this insurance does not cover the loss or theft of items considered to be personal valuables.** Full details on the extent of this insurance coverage are available, with the option to increase the level of coverage if you wish. Please speak with our Enrollment Management Department for more information.

5. GET READY FOR THE TRIP

Arrivals

At least three weeks before your trip, please make sure that you have sent your arrival details so that we can welcome you at the airport or on campus.



Confirm your arrival to Switzerland



Confirm your arrival to London

Clothing

We recommend that you come prepared for all types of weather and all sorts of adventures in Switzerland or London. The following sections suggest items to bring for business attire, practical arts courses (if applicable), smart-casual wear and outdoor or sports activities.

Business Attire

- 2-3 suits (blazers with matching trousers/skirts)
- 7-10 collared shirts or blouses
- Neck-ties matching the suit (required for men)
- Thin sweaters or vests
- Socks/tights and business shoes

Practical Arts Attire

Please note that your Practical Arts uniforms will be provided to you upon arrival. The only item that you are requested to bring with you is a pair of black classical leather shoes without ornaments (for the ladies, the shoes should have a heel that is 3 cm high and 3 cm wide).

Smart Casual Attire

For dining in the school restaurants or hanging out on campus after business hours, you must be dressed in a casual, yet classy way (see dress code). We recommend wearing layers to add or remove depending on the temperature.

Sports & Outdoor Attire

A warm, waterproof jacket is a must, and non-slip boots, scarves, gloves and umbrellas are a good idea. Also bring your indoor and outdoor sports-wear if you wish to participate in sports activities in and around campus. In Switzerland, lockers are available for skis and snowboards.

These are only guidelines, please see the official dress code in the Campus Guide for specific requirements.



Electrical Items

Electrical items are not provided by the school; so please bring them with you or purchase them when you arrive. Here are some essential items:

- Electrical plug adapters for UK and/or Swiss outlets
- Hairdryers, electric razors/clippers
- Iron (ironing boards are provided)
- Flashlight or book light
- Phone and electronic chargers

Toiletries

- A toiletry bag or shower caddy
- Personal hygiene items (soap, shampoo etc.)
- Bathrobe and slippers or flip-flops
- Medications*
- Towels

*If you are taking prescription medication, please bring a sufficient supply and inform the nurse at check-in.

Other Useful Items

- Notebooks, pens, highlighters, folders etc.
- Laundry bag, detergent, stain remover
- Lint brush & mini sewing kit
- Attire/objects for the Cultural Fairs



PROFESSIONAL IMAGE: FIRST IMPRESSION COUNTS

For Students on
All Campuses

PROFESSIONAL IMAGE

Students must dress and present themselves in a professional manner in accordance with Glion guidelines. Professional image should be respected on all Glion premises including main buildings and outdoor areas.

There are three types of attire:

- Business Professional
- Professional Uniform
- Casual



Business Professional

‘Business Professional’ is the primary type of attire worn by students. Business professional consists of wearing generally conservative/classic and non-extravagant clothing, allowing students to portray themselves in a professional manner. This generally means for women a dress, skirt or trouser suit and for men a suit (jacket and trousers), shirt, tie and dress shoes.

Business Professional - Glion Campus:

- Business professional should be worn by all students passing through or using campus services or outlets located on the ground floor of the main building (which includes the main reception, Skyline and Bellevue restaurants) Monday to Friday from 06:30 to 20:30.
- In the Club and all other areas, business professional attire should be worn by all students Monday to Friday from 06:30 to 17:30.

Business Professional - Bulle Campus

- Business professional attire should be worn by all students Monday to Friday, from 06:30 to 18:00.
- Business professional should be worn by all students attending class as well those passing through or using campus services or outlets located in the main building and academic center.
- Should students be scheduled to attend academic classes beyond 18:00, students must follow business professional guidelines.

London Campus:

- Business professional attire should be worn by all students Monday to Friday from 08:00 to 18:00 in all parts of the school (except accommodation buildings).

All Campuses

- In case of official events on any campus, business professional hours may be extended or be applicable on weekends, subject to the event agenda.
- While seated in class, outlets and student spaces jackets may be removed and placed on the back of the chair.
- Women may wear separates but these should be color coordinated and classic professional (e.g. Grey jacket may be worn with black trousers and black top).
- Women may wear dress/jacket combinations but colors should be coordinated and dresses should be classic professional.
- Caps, hats and sunglasses must not be worn inside the school.
- Students should use the lockers and coat racks provided for storing belongings/hanging their coats and winter jackets.
- Women's blouses/tops must not be longer than the jacket.
- Boots, of any description, may not be worn as part of business professional.
- Business professional should be worn by all students who select to dine in the Bellevue restaurant (Glion campus).
- Other outlets may specify additional guidelines which are to be respected by all students.

Please refer to the Glion Professional Image Policy for further information.

Professional Uniform

Professional uniforms are reserved for students in specific roles (e.g. practical duty, housekeeping, purchasing, etc.). These roles will require that uniforms are worn for safety, hygienic or occupational reasons.

- Students in practical arts with duties scheduled in a kitchen or in service may not leave the campus or walk through the village while wearing their professional uniform unless directed to do so by their Program Manager.
- Lockers are provided for students to change into their uniform once they are on campus.
- Uniforms should be changed every day and should always be of impeccable appearance.
- Men are not allowed to have beards when in practical arts and hair must be cut above the collar.
- Women in practical arts must tie back long hair into a chignon.
- Students should refer to the Practical Arts presentation for the details of which uniforms should be worn in the different workshops.

Casual

Casual clothing is for weekends (except special events) and evenings after the designated hours of business professional.

- Casual clothing may be worn outside of designated business professional hours.
- Casual clothing must not be distracting or offensive to others.



Professional Etiquette

Our Glion, Bulle and London campus communities consist of over 1,200 students and 99 nationalities. Glion aims to provide students with the opportunity to achieve a combination of professional development and personal growth. This philosophy has been manifested through the long lasting 'Glion Spirit' carried and enhanced by our students. Glion is particularly attentive to the following criteria: motivation for the profession, adaptability, perseverance, initiative, general appearance, cleanliness, presentation, team spirit, courtesy and self-control – all this enhanced by enthusiasm!

To lead a harmonious community life, but more particularly to develop qualities that are essential to the hospitality and event industries, Glion places a strong emphasis on students' professional etiquette (attitude and behavior) during their studies, inside and outside the classroom and for the entire length of their studies.

Ethical Philosophy

While the institution has a policy of accepting cultural diversity and encourages students to live in accordance with their beliefs and cultural habits, we ask students to respect the cultural diversity of others so that their views and personal presentation do not offend others.

Students may have to adapt themselves to the demands of a service industry, where their views and personal attitude may be inappropriate if not moderated. Glion seeks to help students understand these needs and progressively improve their capacity to deal with diversity. Our team members are devoted to assisting students in learning how to recognize, understand, accept, appreciate and adapt to the cultural diversity of our student community.

Discipline

Rules and regulations are an integral part of any healthy community, and we expect you to understand and respect them. Disregarding Glion Rules, Regulations & Policies will result in disciplinary action.

Please note: Refer to the Glion Campus Rules, Regulations & Policies for more information.



Examples of Business Professional Attire Women – Allowed

Color

- Classic colors are generally recommended for suits: e.g. black, navy blue, brown, dark or light grey
- Lighter/brighter colors may be worn but suits or separate combinations should be classic professional and color coordinated
- Tops/blouses may be bright colors or have discreet patterns
- Pinstripe or plain or plaid

Hairstyle, Make-up, Jewelry

- Long hair must be kept neat and tidy
- Make-up must be natural and discreet
- Nail polish of classic soft tones
- Non-obtrusive jewelry – professional guidelines are no more than 3 pieces of jewelry in addition to a watch (ring, necklace, bracelet, earrings only on ear lobes)

Clothing

- Jacket is mandatory
- Blouses or tops with long sleeves, short sleeves, sleeveless tops, round and V-neck tops
- Blouses should be fitted but not skin tight and no longer than jacket
- Pullover of plain and discreet color worn under a jacket
- Fine neck-ties or business scarves worn around the neck
- Suit trousers full length or just above ankle
- Skirts and dresses with a length no shorter or longer than one credit card height above or below the knee
- Tights/stockings are mandatory when wearing a dress or skirt (plain and classical colors, skin or black)
- Sheer ankle or knee stockings are mandatory with trousers

Footwear

- Shoes must be polished, elegant, closed and one color (black, brown, grey, navy blue)
- For Practical Arts, shoes must be black, and the heel must be 3cm high and 3cm wide

- ✓ Classic color suit
- ✓ Blouse no longer than jacket
- ✓ Full length trousers

- ✓ Neat & tidy hair
- ✓ No more than 3 pieces of jewelry
- ✓ Skirt length

- ✓ Suit jacket
- ✓ Natural nail polish
- ✓ Elegant, one color shoes



Examples of Business Professional Attire Women – Not Allowed

Color

- Loud printed patterns
- Fluorescent colors

Hairstyle, Make-up, Jewelry

- Unnatural hair colors
- No loose hair in Practical Arts; must be tied back in a chignon
- Bright unusual lipstick colors
- Piercings and other face-jewelry (nose, tongue, lips, brow line, other parts of the ear except the lobe)
- Visible tattoo
- No name badge

Clothing

- Cardigan instead of a jacket
- Tops with spaghetti straps, with midriff showing, deep V-neck either in front or in the back
- Transparent blouses or tops with visible underwear, T-shirt
- Woollen or other thick scarves
- Skin tight trousers, Capri trousers, jeans or leggings, Bermuda shorts, shorts
- Skin-tight skirts, long skirts or dresses
- Blouse or top hanging below hem of jacket

Footwear

- Boots, sneakers, sports shoes, sandals, ballerina slippers, open shoes
- Platform shoes or wedge heels

- ✗ Loud patterned skirt

- ✗ T-shirt
- ✗ Visible tattoo
- ✗ Tight jeans

- ✗ Casual blazer
- ✗ Jeans
- ✗ Silver shoes



Examples of Business Professional Attire Men – Allowed

Color

- Classic colors are generally recommended for suits: e.g. black, navy blue, brown, dark grey
- Lighter colors may be worn but suit style should be classic professional
- Pinstripe or plain or plaid

Hairstyle, Make-up, Jewelry

- If hair is short, it is to be cut above the collar; if hair is long, it is to be tied in a hair bun. Hair needs to be styled and well-kept
- Hair must be cut above the collar in Practical Arts
- Facial hair must be shaved daily
- Reasonable length beards (max. 1cm), goatees and moustaches are acceptable as long as they show clear signs of daily up-keep (shaved sides, clear lines), and only if grown prior to the start of the semester
- Clean shaven if no facial hair
- Jewelry must be non-obtrusive, no more than 3 pieces (watch, ring, necklace or bracelet)

Clothing

- Jacket is mandatory
- Business tie or bow tie is mandatory
- Shirt must be classic pattern, long-sleeved, tucked in, cuffs buttoned, tie well-adjusted
- Short sleeved shirts are allowed in summer (June-September)
- Pullover with V-neck collar or a waistcoat worn over a shirt with a tie and under a jacket
- Pocket handkerchief
- Full length suit trousers are mandatory

Footwear

- Shoes must be polished, classic city, elegant, closed and one color (black, navy blue, brown or grey).
- For Practical Arts, the shoes and socks must be black.
- Mid-calf/crew socks are compulsory, of a plain and dark classic color or matched with the color of shoes

✓ Classic color suit

✓ Suit jacket

✓ Full length trousers

✓ Up-kept facial hair

✓ Business tie

✓ Socks matching shoe color

✓ Clean shaven

✓ Classic shirt

✓ Elegant, one color shoes



Examples of Business Professional Attire Men – Not Allowed

Color

- Loud printed patterns
- Fluorescent colors

Hairstyle, Make-up, Jewelry

- Unnatural hair coloring
- Ponytails
- Facial hair must not be grown during school time
- Beards are not allowed at all when in Practical Arts
- Stubble
- Visible piercings
- Visible tattoo
- Earrings
- Obtrusive jewelry
- No name badge

Clothing

- Cardigan instead of a jacket
- Shirts or jacket with Mao collars
- Shirts untucked; rolled-up sleeves
- Fancy motif ties
- Linen, chinos, ankle length trousers, Dockers, Bermuda shorts, skin-tight pants, jeans, three-quarter trousers, velvet or corduroy trousers
- Turtle neck pullover

Footwear

- Bi-color or bright color shoes
- Sport socks; socks with patterns, stripes or bright colors
- Boots, sneakers, sports and leisure shoes, flip-flops or sandals

✗ Casual jacket

✗ Jeans

✗ Sneakers

✗ Loud patterned suit

✗ Ankle length trousers

✗ No socks

✗ No business tie

✗ Bi-colored shoes



GLION SWITZERLAND CAMPUS GUIDE

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ARRIVAL & CHECK-IN

Arrival on Official Days

Please refer to your Acceptance Letter to find out when your official arrival dates are and the actions you need to take.

Make sure you fill in the online form at least three weeks prior to arrival:
www.glion.edu/new-students/pre-arrival-switzerland

Meet & greet / transfer assistance from Geneva International Airport (for new students only)

Emergency phone: +41 79 916 15 70

Upon arrival at Geneva International Airport, please proceed to the baggage claim area to retrieve your luggage. Continue through customs and exit into the arrival area where you will see several welcome booths directly in front of the arrival zone. Please look for the welcome booth marked with the Glion signage. Here you will be greeted by a member of the Welcome Team who will sign you in and assist you with marking your luggage for transfer to the school.

Lost luggage

Should you lose your luggage, you should report this to the authorities within the airport immediately. You must provide them with the name, phone number and address of the school campus where you will be, so that they can deliver the luggage directly to you once it has been retrieved. Should you need assistance, our Welcome Team will be happy to assist you.

Local currency

The local currency in Switzerland is the ‘Swiss Franc’ (CHF). We recommend that you arrive with at least CHF 100.- in cash to cover any immediate purchases that you would like to make before transferring to the campus. There are cash machines near the Glion welcome booth at the airport as well as a money exchange.

Phone cards, local SIM Cards (‘pay-as-you-go’)

There is a Relay convenience store near the Glion welcome booth where you can purchase calling cards and local SIM cards (pay-as-you-go) upon your arrival – if needed. It is a good idea to call your parents / guardians once you arrive to let them know that you have arrived safely.

Traveling companions

If you will arrive with friends or family who will accompany you to the campus, please note that they should be pre-registered on your arrival form.

Early Arrivals

Accommodation

Students arriving earlier than the first official arrival date may arrange accommodation at any one of the following Glion preferred hotels (offering special rates) at their own expense. Please be aware that the campus will not be able to accommodate students arriving earlier than the first official arrival date.

Please request the special Glion room rate when reserving your accommodation. Other hotels are available; please contact your Education Counselor for information.

Geneva Airport

Mövenpick Hotel Geneva www.movenpick-geneva.com	<ul style="list-style-type: none">· Route de Pré-Bois 20, 1215 Geneva· Tel: +41 22 717 11 11· reservation.geneva.airport@movenpick.com· Complimentary shuttle bus at airport
NH Geneva Airport www.nh-hotels.com	<ul style="list-style-type: none">· Av. De Mategnin 21, 1217 Meyrin 1. Geneva· Tel: +41 22 989 90 00· nhgenevaairport@nh-hotels.com· Complimentary shuttle bus at airport

Montreux/Glion

Grand Hôtel Suisse Majestic www.suisse-majestic.com	<ul style="list-style-type: none">· Avenue des Alpes 45, 1820 Montreux· Tel: +41 21 966 33 33· hotel@suisse-majestic.ch
Fairmont, Le Montreux Palace www.fairmont.com/montreux	<ul style="list-style-type: none">· Avenue Claude Nobs 2, 1820 Montreux· Tel: +41 21 962 12 12· reservation.montreux@fairmont.com
Hôtel Victoria Glion www.victoria-glion.ch	<ul style="list-style-type: none">· Route de Caux 16, 1823 Glion-sur-Montreux· Tel: +41 21 962 82 82· info@victoria-glion.ch

Bulle

Hôtel des Alpes www.chhotel.ch	<ul style="list-style-type: none">· Rue Nicolas Glasson 3, 1630 Bulle· Tel: +41 26 919 47 47· info@hoteldesalpesbulle.ch
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Hotels in Switzerland

You can consult the Swiss Hotel Guide at **www.swisshotels.com**. All Swiss Hotels that are members of the Swiss Hotel Association are listed with an indication as to their category, facilities and prices.

Youth Hostels

The Swiss Youth Hostels organization is a non-profit organization and offers overnight stays at budget prices. They are situated in the most important cities and towns in Switzerland and offer you the possibility to stay in safe and comfortable environments with an international ambiance. With an international membership card for the Youth Hostels, you will save CHF 6.- per night. A one-year membership costs CHF 33.-. For more information about specific hostels and their prices go to **www.youthhostel.ch**.

Transportation

If you arrive before the official check-in days, you will need to arrange your own transfer from Geneva Airport to Glion or Bulle campus. The campuses are easily accessible by public transport, with a number of different options to get you there.

Glion Campus
Campus address

Glion Institute of Higher Education
Route de Glion 111
1823 - Glion sur Montreux

By train

The train station is conveniently located inside the airport and there is a direct train to Montreux departing every hour until 23:00. The journey takes approximately 1 hour and 15 minutes. At Montreux train station, you will have to change trains and take the ‘MOB’ (a small train which takes 15 minutes) to Glion. From there, follow the marked footpath to the campus (5-minute walk). However, if you have a lot of luggage, take a taxi from Montreux train station to the Glion campus (the taxi fare should not exceed CHF 25.-). Be aware that trains really do leave on time in Switzerland!

Please Note: If your flight lands after 17:00, you will have to organize your own transportation to the school.

By car

The journey by car takes about 1 hour 10 minutes from Geneva to Glion (around 95 km).

- 1. Take the motorway¹ – direction towards Lausanne, Simplon, Gd-St-Bernard, Montreux.
- 2. Take the Montreux exit (right turn).
- 3. At the first set of traffic lights, go straight.
- 4. At the roundabout, go straight.
- 5. At the next set of traffic lights, go straight.
- 6. At the next set of traffic lights, turn left (follow the ‘Glion/ Caux’ and ‘Hospital’ signs). Keep going straight and always follow the ‘Glion/Caux’ sign.
- 7. As you arrive uphill, you will notice the white Glion Institute of Higher Education (GIHE) building on your left-hand side.
- 8. Upon arrival, parking security will direct you to where you can park your car.

¹ In Switzerland, motorway signage is in green

 **View Directions**
from Geneva Airport to
Glion campus

Bulle Campus
Campus address

Glion Institute of Higher Education
Rue de l’Ondine 20
1630 - Bulle

By train

From Geneva Airport, take the intercity train (IC) to Fribourg. From Fribourg there is an hourly bus service to Bulle. The journey takes about 1 hour and 30 minutes. For online information on train schedules within Switzerland please go to www.sbb.ch. If you have a lot of luggage, we advise you to take a taxi from Bulle train station to the school. The taxi stop is at the main entrance of the station. The trip should cost no more than CHF 25-.

We recommend the following taxi companies:

Taxi ABA: +41 26 912 27 24

Taxi Etoile: +41 26 912 21 22
(capacity 1 to 14 places)

Bul’Taxi: +41 79 398 20 30

By car

The journey by car takes about 1 hour and 30 minutes from Geneva to Bulle (around 115 km).

- 1. Take the motorway¹ direction Lausanne – Simplon – Gd-St-Bernard, then Vevey – Bern -Fribourg.
- 2. Take the direction Bern - Fribourg when arriving at the Vevey exit (do not exit in Vevey).
- 3. Take the Bulle exit which is around 20-minute drive from Vevey.
- 4. Take the third exit in the first roundabout after the highway exit (don’t turn right).
- 5. At the next roundabout, turn right (Bulle Center).
- 6. Once on the main road, you will pass two roundabouts (go straight).
- 7. At the 3rd roundabout, turn left (still following the direction of Gruyères / Château d’Oex).
- 8. The road will make a right bend, and you will come to another roundabout. Keep going straight.
- 9. Turn left: You will see a sign indicating GIHE as well as a tennis sign.
- 10. The school is just a bit further on your right-hand side, after the pedestrian crossing.

¹ In Switzerland, motorway signage is in green.

 **View Directions**
from Geneva Airport to
Bulle campus

Check-In

Before checking into your room, you will be required to sign a content and status inventory form. The keys will only be handed out after this process has been completed. All luggage and private parcels should be sent to the campus directly and not to the admissions address. The addresses of the Glion campuses are as follows:

Glion campus:

YOUR NAME (nicknames should not be used)
c/o Glion Institute of Higher Education
Route de Glion 111
1823 - Glion sur Montreux
Switzerland

Bulle campus:

YOUR NAME (nicknames should not be used)
c/o Glion Institute of Higher Education
Rue de l'Ondine 20
1630 - Bulle
Switzerland

Please note that if you arrive on campus after the check-in hours, security will assign you your room, but you will only be able to officially check-in the next morning.



LIFE IN SWITZERLAND

Switzerland - Country Overview

The mention of this beautiful land can evoke a myriad of images – snow-capped mountain peaks, placid lakes and emerald-hued highland meadows that display colored alpine flowers each spring. Nature seems to have a special fondness for this bit of central Europe! Century-old cities and picturesque, charming villages complete this amazing scenery. www.myswitzerland.com summarizes what Switzerland has to offer.

Languages

The four national languages of Switzerland are German, French, Italian, and Romansh. However, only three of these languages maintain equal status as official languages within the Federal Administration of the Swiss Confederation: German, French, and Italian. Native speakers number about 64% for German (mostly Swiss German dialects, although Swiss Standard German is used in writing and in a few official contexts in speaking), 20% for French (mostly Swiss French, but including some Arpitan dialects), 6.5% for Italian (mostly Swiss Italian, but including Lombard dialects), less than 0.5% for Romansh and 9% is made up of other languages. The German region (Deutschschweiz) is in the north and center, the French part (Romandie) in the west and the Italian area (Svizzera italiana) in the south. There remains a small Romansh-speaking native population in Graubünden in the east. The cantons of Fribourg, Bern and Valais are officially bilingual; Graubünden is officially trilingual. Both Glion campuses are located in the French-speaking part of Switzerland.

Time Zone

Switzerland operates on Central European Time (CET), which is GMT+1.

Weather

Located in the heart of the Alps, Switzerland benefits from a temperate continental climate. Winters are not too cold despite some significant snowfalls, and the temperature rarely goes below - 5°C. Summer is warm, but not too hot, and generally remains below 30°C.

Currency

The monetary unit of Switzerland is the Swiss Franc (CHF) which is divided into 100 cents. While you are in Switzerland, currency can be easily converted at airports, railway stations, local banks and hotels. The rate of exchange will be best at airports, railway stations and banks; it is lowest at hotels. A fee is often added for the exchange of service – even at banks.

LIFE ON CAMPUS: THE ESSENTIALS

RESIDENTIAL LIFE

Campus residential life at Glion is an important element of your student experience. It will give you better opportunities to focus on your studies and help you with your integration into the campus community, without the challenges of finding or maintaining external accommodation. We also believe that sharing rooms or a residence with other students from all over the world is a fantastic opportunity to learn from each other and form relationships that will last a lifetime.

Still, in order to respect all the residents, you will need to follow certain rules:

- No external visitors are allowed in student bedrooms at any time. It is the responsibility of the student to inform the Reception or Security when visitors come on campus.
- Students are personally responsible for any damage to the interior or exterior of their assigned room.
- Room swapping can only be authorized by the Residential Life Office.
- During weekdays, housekeeping and maintenance staff might need to gain access to students' bedrooms between 08:00 and 17:00.
- No animals are allowed on the campuses.
- Cooking devices and candles are not permitted in student rooms.

Accommodation Basics

A desk and a wardrobe are available in your selected room. Please do not bring an excessive amount of clothes as there may not be enough space to store these items. Requests for room changes will be considered after the arrival of all students and must be requested during the first week of the semester. Please note that housekeeping services are managed by Glion staff. Rooms are not available for parents or visitors.

Storage of Personal Belongings

Storage rooms are at your disposal for the empty suitcases.

The school declines responsibility for loss or theft of valuables in student rooms, public areas or any unsecured storage area. Padlocks for luggage can be purchased at the Reception.

If you worry about moving your luggage to another campus for the next semester, please be informed that Glion has a partnership with a local storage and transport company which allows students to store any objects or belongings for any period. The company will be present on campus at the beginning and end of each semester. Conditions and fees are agreed between the student and the storage company.

Lockers

Lockers are available free of charge on campus and are recommended for daily use. Keys are available from the Residential Life Office and Reception in Glion, and at the Reception in Bulle.

Laundry

Students are responsible for their own laundry. Laundry machines and dryers are available in each residence: there are several laundry rooms with key-operated washing machines and dryers. They function with a magnetic key which can be purchased at the main Reception for CHF 30.- No deposit is required, but the key must be returned at the end of the semester otherwise a charge of CHF 50.- will be added to the student's account. Ironing boards are available for your personal use in each bedroom; however, students are requested to purchase their own iron. Bed linen is provided and laundered by the school; however, students must bring and launder their own towels. A dry cleaning service is provided by an outside company at the expense of the student.

Keeping Yourself Informed

Glion's main official communication channel is email. It is imperative for students to check and respond to their Glion email on a daily basis throughout the entire length of their studies (even during internship periods). Students are also requested to check their mailboxes on a regular basis. Internal communication is displayed on the screens of both campuses. Glion Ambassadors are also generally well informed and can be asked for information relating to their areas of expertise.

In addition, Glion's official app is a very convenient way to keep yourself informed and get all the latest campus news.

Your Postal Addresses

Personal letters or parcels can be sent to the following addresses using the following format:

Glion campus:

YOUR NAME
(nicknames should not be used)
Glion Institute of Higher Education
Route de Glion 111
1823 Glion sur Montreux
Switzerland

Bulle campus:

YOUR NAME
(nicknames should not be used)
Glion Institute of Higher Education
Rue de l'Ondine 20
1630 Bulle
Switzerland

CAMPUS SECURITY & SAFETY

Your Student Card

During your studies, you must carry your valid Student ID card with you at all times.

The Student ID card is necessary for the following:

- Access and payment for the F&B outlets
- Access to restaurants
- Access to the main building
- Access to residences
- Exam identification
- Campus security validation
- Library card
- Printer access
- Vending machines

Please note:

Prepaid Food and Beverage Account (based on consumption)

At the beginning of each semester, the F&B prepaid card is charged with the amount specified in the fees. This card can be used in the various outlets on campus. The prepaid amount must be used before the end of the semester and is not refundable. Students can top-up their card at any time.

Student Card Rules

- The student card is a personal ID; students cannot lend them to other students.
- The replacement cost for a lost or broken ID card is CHF 20.- and is payable at the campus Reception in cash or by credit card. For security reasons, please inform the Reception or Security immediately if you have lost your ID card.
- If your student card is denied or blocked, please go to the Reception.

Please note: The student card is valid until the end of your studies.

Money & Valuables

Personal and private insurance to cover damage or theft of personal property is not mandatory but is strongly recommended. Glion accepts no responsibility or liability for valuables left by students in their bedrooms or public areas. Students are encouraged to store their valuables in the individual safe deposit boxes provided in the rooms (if available). Students are strongly advised not to keep large amounts of cash in their bedrooms. It is the responsibility of students to ensure they have sufficient personal insurance to cover for the loss or theft of personal valuables as Glion insurance does not cover any loss or theft.

Visitors

Visitors during the day must present themselves at the reception upon arrival. Visitors are allowed only in the common areas, such as the lobby or food and beverage outlet areas. Visitors are not permitted to stay on campus premises overnight.

Fire Prevention

- Students must become familiar with the different emergency exits and fire-fighting equipment available in the student residences.
- When the fire alarm is activated, students must evacuate the building according to published emergency procedures.
- Students who deliberately set off the fire alarm or equipment will be disciplined and will have to pay all the associated costs.

Non-Smoking Policy

The campuses are non-smoking environments; this includes electronic cigarettes and water pipes (shisha) or any other smoking devices. Smoking is forbidden in bedrooms, balconies/terraces and public areas. Designated smoking areas are available around the campuses and buildings.

Drugs & Alcohol Policy

Although state and government legislation may change from time to time regarding illegal substances, the students are required to follow the Glion internal rules regarding illegal substances. Possession, use and dealing of illegal substances are serious offenses and students who are caught with illegal substances may be reported to the police accordingly. Possession, use or dealing of illegal substances on campus may result in instant expulsion.

The legal blood alcohol limit in Switzerland is 0.25mg/l when driving, except for new drivers whose limit tolerance is 0.0mg/l. If you drive a vehicle or recreational craft (such as a bicycle, rowing boat, pedalo, etc.) with a blood alcohol level of over 0.25 mg/l you are liable to face legal consequences.

Please note: Refer to the following link for all policies related to security: <https://gihe.app.box.com/v/policies>



Cars & Parking

Both campuses have limited parking spaces, and Glion strongly recommends that students do not bring their own cars. Campus parking is extremely limited and therefore is reserved for visitors and staff only during working hours. Between November and April, it is mandatory to drive with winter tires which are designed for driving on snow.

The school declines any responsibility for damage to vehicles, parking fines or the legal consequences for failure to pay your fines.

- During the check-in process, students must register their car license plate number at the Reception and will then receive a sticker to put on the car windshield at all times.
- Unregistered cars without a valid sticker will not be allowed in campus car parks or on school property. The school reserves the right to place a wheel clamp on cars that are not parked in their allocated location or are not registered.

Glion Students

Student parking spaces are assigned up in the village (please refer to the map on page 60).

Bulle Students

Free parking spaces are available near the tennis center and the stadium (skate park). Around the campus, blue parking zones are limited to two hours, and a blue parking disc must be displayed at all times.

Please note: Blue parking discs are available at Reception.

Waste

Glion believes in the importance of being environmentally friendly and keeping our planet clean for us and for future generations. Students are requested to separate their rubbish by putting it into the special recycling bins that are provided on campus.



Community Respect

Switzerland is recognized worldwide for its cleanliness, respect for the law, for others and for their property, and for showing overall courtesy including in driving and parking. Noise is strictly prohibited after 22:00 including weekends in the residences and streets. Noise, which generates complaints from residents or fellow students, may lead to direct intervention by police and disciplinary action by the school.

GlionSafe App

You also have access to GlionSafe app that you can easily download from Apple or Google store. It is strongly recommended to have it on your phone as this will give you the opportunity to receive an immediate notification through the alert system should an emergency occur. Also, you can use this app as a reminder of the emergency procedures as they are all listed in it.

Beside these basic features, GlionSafe app has additional features such as FriendWalk (friend-monitored trip) and Check-In (check-in with the school in case of an incident during your internship).

There are also emergency numbers for medical or safety issues.

International SOS

While abroad (during your internships or individual trips), you can contact the International SOS provided by school's insurance. They will help you with all medical and travel security enquiries, be they of a routine or emergency nature.

Phone number: +41 22 785 64 64

Member ID: 22AYCA650318

YOUR WELLBEING

Sports Activities Nearby/ On Campus

- Glion campus - Fitness center
- Bulle campus - Access to nearby fitness center
- Glion campus - A multi-sport gym for indoor football, volleyball, basketball, badminton and table-tennis
- Bulle campus - Access to nearby sport complexes and indoor sports centers

Subject to demand, activity clubs on and off campus are available for students to join such as dance, swimming, yoga, badminton, football, table-tennis, volleyball, rugby, basketball, and tennis. During winter, ski trips are also organized once or twice per semester (at students' expense).

Sports Activities Outside Campus

Surrounded by mountains, Glion and Bulle have quick and easy access to ski resorts, all offering excellent possibilities to practice various winter sports. Summer is a perfect time to enjoy hiking and water sports on the nearby lakes.

Health Advisor

Students can always seek assistance during working hours via our Health Advisor or after hours via the Security team. If a student suffers from a medical condition that requires treatment or special consideration, then medical documentation must be sent with the medical certificate during the application process. Such information is kept confidential; however, it can be made available to the appropriate professionals if a special requirement for the student is needed.

Students Committees & Clubs

At Glion, you will be the driver of your own student experience and have the chance to try many new things. Every student is a part of our Student Government Association, where you can make your voice heard, organize committees and events, and take part in the leadership of the school. Every semester, the campuses are buzzing with events and activities: talent shows, baking and cooking competitions, cultural fairs, sports competitions, theme nights, fundraisers and much more awaits you.

The Student Government Association (SGA)
Show your leadership skills in the elected student governing body, which includes President, Vice President, Treasurer, and the PR and Events teams.

Glion Ambassadors
You can volunteer to be selected for the following positions: Sports and/or Campus Life Leader (Glion, London and Bulle) and Welfare Leader or Marketing Leader (Bulle). These roles animate campus activities and social media channels.

Student Committees
Under the umbrella of the SGA, you can join the Charity Committee, Graduation Committee and Networking Committee to organize fundraising and networking events.

Eta Sigma Delta
Depending on your academic performance, you may be invited to join the Eta Sigma Delta International Hospitality Management Society (ESD), an international honors society for hospitality students.



LOCAL SERVICE PROVIDERS

Banking

Opening a bank account, with a regular bank or at a local post office, requires students to have their Swiss residence permit.

Banks & Post Offices

Montreux

ATM machines are available in Montreux

UBS

Avenue du Casino 41

1820 Montreux

Tel. +41 21 966 78 11

Web www.ubs.com

Post Office & Postfinance

Avenue des Alpes 27

1820 Montreux

Tel. 0848 888 888

Web www.poste.ch/ www.postfinance.ch

Glion Post Office

Route des Chemins de Fer 6

1823 Glion

Tel. 0848 888 888

Email serviceclientele@poste.ch

Bulle

UBS

Avenue de la Gare 12

1630 Bulle

Tel. +41 26 913 25 11

Web www.ubs.com/ch

Post Office & Postfinance

Rue de Vevey 11

1630 Bulle

Tel. 0848 888 888

Web www.poste.ch/ www.postfinance.ch

Mobile Phone

There are no landline telephone connections in students' bedrooms. Students who wish to set up a Swiss mobile phone contract (Swisscom, Salt, Sunrise, etc.) need a valid residence permit before being able to subscribe to any of these telecommunication services. However, it is usually possible to set up a 'pay-as-you-go' account before receiving your Swiss residence permit by presenting a standard attestation from the school that is issued at the main reception. Please read your contract carefully before signing it.

Transport Services

Glion shuttle bus

The school shuttle buses run from Glion campus to Montreux, with stops at La Residence and the Hotel des Alpes, on a regular basis, seven days a week. Timetables are available at Reception.

Glion campus has a unique location with its superb views of Lake Geneva and the Alps. A train brings students directly from Montreux to Glion every hour, while the funicular is also available from Territet/Montreux every 15 minutes.

Bulle

All local transportation, such as trains and buses, are within walking distance of the campus. Bulle campus is close to the city center and a 35-minute drive from Montreux. Students can also use the school bicycles available for rent at Reception.

Switzerland is very well served with trains throughout the country. The CFF (Swiss railways) half-fare rail card is recommended if you plan to travel around Switzerland. This entitles you to one month's half-price travel from the date of purchase on trains, buses, boats and mountain railways anywhere in Switzerland.

All tickets must be purchased directly at the ticket machines available at the train station. For further information, please check the site: www.cff.ch

Taxi

Students have a special price with local taxis. Do not forget to ask the driver for the reduction when using this service. Below are the companies that we recommend.

Glion

Taxi Riviera 0800 837 837

Bulle

Taxi Aba +41 26 912 27 24

Taxi Etoile +41 26 912 21 21



YOUR PROGRAM OF STUDIES

During your first few days at Glion, you will have presentations from the academic team to introduce you to your chosen program of study. The academic team is available to answer your questions and provide support.

English Language Assessment

As you have done during your application to Glion Institute of Higher Education, all students are required to submit evidence of English proficiency as outlined below, unless you are a native English speaker or have studied for the last 3 years in a full-time school where English is the primary language of instruction. Please make sure that you bring a copy of the document that proves your level of English.

All candidates who were not able to provide an officially recognized English language certificate during the application process must take an English exam in reading, listening and writing (BULATS) which will be marked externally to enable us to have an official record of your English ability noted in your file. This exam will take place during the first week. You will be charged the amount of CHF 300.- for this service (payable onsite at the campus reception).

If you have been studying in a school where English is the primary language of instruction, you will still be given a diagnostic English test to evaluate your level. If this test reveals a very poor level of English, you will be required to take the BULATS exam. Depending on the results, you may be asked to join the Intensive Hospitality English Language Program (IHELP) if space is available, or to complete an external program and gain certification before entry onto the program.

Please note: You will not be officially registered as a student of Glion until you have successfully fulfilled the admissions criteria.

Program Managers / Student Advisors

Your program manager or student advisor will meet with your designated class on the first day to welcome you to the school and explain the expectations we will have for you as a student at Glion. You will be allocated to a class and you will have a semester advisor. The student advisor will meet with the class regularly throughout the semester and they and the faculty member will be your first point of contact should you have any academic questions.

Attendance

Attendance in class is important to succeed and students are expected to have a commitment to their studies and a work ethos, which is displayed through excellent attendance. For this reason, students must be on-time to all classes.

Specific rules about absences are set out in your academic program Rules & Regulations, which you will receive upon arrival.

Progression Criteria

For you to progress from one semester to the next, you must achieve the minimum progression criteria for your program of study. More details are available in your academic program Rules & Regulations which you will receive upon arrival. Students should take note of the grades they need to progress. They should work with their teachers, semester advisors, and program managers to get support and seek guidance and advice when needed.

Classroom Attitude & Behavior

As a hospitality professional, you need to learn a range of skills which are required when you enter the industry. Therefore, we expect you to demonstrate these professional skills throughout your day. We expect you to be courteous, timely, professional and polite both in and outside of the classroom.

Staff and faculty members are charged with observing you, in order to assess your professional attitude and help you develop this important area.

You are encouraged to get involved and engaged in the learning processes to achieve the skills and attitude required of hospitality professionals.

Academic Support

Faculty members maintain regular office hours and open-door policies. They are available to assist students with questions related to their core subjects. Students can also discuss academic issues with their program manager.

Assessments

Students are assessed throughout the semester based on individual or group work assignments. These assessments include team projects, presentations, reports, research articles and examinations. With all assessments, you must make sure the work you present is your own and that it is not plagiarized.

Use of E-Platforms

You will be introduced to our blended learning approaches within the classroom and specifically to our e-platform (Moodle) where you will be able to download materials for your courses and be involved in live forum chats with your fellow students and teachers. This interactive platform allows you to engage with your studies whilst in and outside of the classroom.

Plagiarism / Cheating

You will have to upload written assignments to an internet-based plagiarism-prevention software which will allow faculty to see an 'originality report'. Students found guilty of plagiarism will receive appropriate academic warnings and may also risk suspension and withdrawal from the program.

Academic Information for Parents / Sponsors

While your son or daughter is studying at Glion, the Academic Department is here to support them in their studies. We encourage students to develop independence and maturity to become hospitality and service professionals of the future.

During the early semesters, we provide a rigorous and structured environment including monitoring absences and providing subject tutoring and support workshops. As students mature in the later years of their study, they develop their study skills and habits to fulfill the needs of their program. You can support them in developing these skills by discussing their academic progress directly with them.



Academic Regulations

Our academic regulations are on the student portal.

Student Portal: myglion.com

Students can access their grades and absence records through the student portal **myglion.com**. We encourage our students to provide these access codes to their parents, so they can discuss their academic progress and absences. If student’s absences reach a level of concern, Glion will notify the student and the parent or sponsor of the student. Again, we ask for your support by discussing this with the student and encouraging them to seek guidance from their program manager.

Laptop Requirements

Glion offers computing facilities for teaching and learning in specially equipped laboratories. Besides these facilities, enrolled students can use either Glion’s shared access computers or a personal laptop to access the student portal www.myglion.com. On this website, students will find all of their learning resources.

Regarding the personal laptop, it **must** meet the following specifications.

Technical specifications

Students’ personal computers must meet the following criteria:
· Operating system: Windows 7 or higher operating system in French or English only . Mac OS X Leopard or higher.
· Microsoft Office 2010 without MS Access or higher.
· Microsoft Internet Explorer Version 11 or higher / Mozilla Firefox 52 or higher.
· Minimum hardware requirements: 1.6GHz processor, 4Gb RAM, 128Gb available on hard drive, and a USB memory stick or external hard drive disk.
· Network connectivity: WiFi (wireless card, WPA2 mandatory). Intel-based wireless cards are recommended.
· All software drivers for the machine must be installed properly before joining Glion. Also, the software patches for the Operating System and Office must be installed.
· The machine must be free of any viruses or other harmful items.
· Only genuine software licenses are acceptable.

Glion does not offer any hardware technical support for personal laptops but is ready to provide students with counseling and a list of local suppliers.

Important Information
· On each campus, students have WiFi Internet and email access.
· Licensing agreements forbid copying software for which Glion holds a license.
· Users are not allowed to install other software onto Glion equipment.
· Students are encouraged to save their files on an external hard drive, USB key, or in the cloud.*
· Important: Glion does not provide any software! (Windows licenses, Office, Adobe, etc.)

* They need to be checked for viruses on a regular basis.

Check List

In order to make the check-in process as efficient as possible, we would like to draw your attention to the points below, and we propose you use this checklist to prepare your computer for the process - to ensure you don't have anything missing upon arrival.

- ☐ Contact the manufacturer of your personal computer to request the phone number and contact information you will need to make a call from Switzerland in case you need any repairs to your computer. Enquire about expected repair times. Enquire if your warranty is valid in Switzerland.

☐ Bring a copy of the invoice for your computer that states the date of purchase and warranty conditions.

☐ If your computer needs to be repaired, have it repaired before you leave.

☐ Verify compliance with Glion's IT policy; more specifically, the language and version of the operating system.

☐ Bring the installation CDs you received with your PC – including Windows and the drivers. Don't forget the license number documents. Windows installation numbers are groups of 5 letters/numbers separated by dashes – for example: GVFF2-DFR11-SX11T-QWS77-3HFDY.

☐ As the school only accepts genuine versions of software, please visit www.microsoft.com/genuine to validate your copy of Windows and Office.

☐ Make sure your computer has all the security patches for your operating system by visiting <http://windowsupdate.microsoft.com> (Please note that this link does not need 'www').
- ☐ Update the drivers of your wireless card through the manufacturer's websites.

☐ Check your computer for viruses; for example, by using one of these free on-line scanners: www.kaspersky.com/virus-scanner or <http://housecall.trendmicro.com> or www.bitdefender.com/scan8/ie.html.

☐ Before your arrival at the school, make sure to have professional anti-virus software installed on your computer.

☐ Make a back-up copy of all your personal files and documents.

☐ Remove any peer-to-peer sharing software from your computer as Glion's network will not allow this type of traffic for obvious copyright reasons. The same rule applies for applications such as 'Torrent' downloaders (e.g. uTorrent, BitTorrent, or similar applications).

☐ If necessary, purchase an 'international travel plug adapter' for your computer power cord.

GLION & BULLE CAMPUS SERVICES & SUPPORT

Academic Office

Opening hours Monday to Friday from 08:00 to 16:30
Email Glion: glion.academicoffice@glion.edu
Bulle: bulle.academicoffice@glion.edu

Our Academic Office team supports you with:

- General academic enquiries
 - Examination logistics
 - Mitigation
 - Academic schedules and classroom allocation
- Academic correspondence
 - Centralized project hand-ins
 - Results and re-sit information

Career & Internship

Glion
Opening hours Monday to Thursday from 08:00 to 17:00
Friday from 08:00 to 16:30

Bulle
Opening hours Monday to Friday from 08:30 to 17:00
Email Internships: stages@glion.edu
Careers: career@glion.edu

Please note: The Career and Internship department validates your internship. Update us regularly on your application status, and once you have accepted an internship send us an email or pass by the office to receive information on how to proceed.

Our Career & Internship team supports you with:

- Preparation for internships (CVs, interviews, motivation letters, etc.)
- Coaching and advising students
- Continuous communication of internship opportunities to students
- Preparation of internship contracts/attestations
- Advice regarding visas and work permits
- Organization of international company visits to the campuses
- Continuous support for students on internship

Food & Beverage Outlets

Glion Information about restaurants and meal times for Glion are displayed on campus.	Bulle Information about restaurants and meal times for Bulle are displayed on campus.
Le Bellevue Lunch 12:00 – 13:30 Dinner 19:00 – 20:30	Academic Center Restaurant Breakfast 07:30 – 08:30 Lunch 11:00 – 13:15 Dinner 17:45 – 19:15
Le Skyline Breakfast 06:30 – 08:30 Lunch 10:30 – 13:30 Dinner 17:30 – 19:30	Hub This restaurant was recently reopened and you can find the opening hours on campus reception or in front of the restaurant.
Le Fresh Lunch 12:00 – 13:00	
Le Club Closed until September 2018	

Health Insurance & Student Residence Permit

Glion Opening hours Monday to Friday from 08:00 to 17:00 Email studentsinsurance@glion.edu	
Bulle Opening hours Monday to Friday from 08:00 to 17:00 Email Health Insurance: studentsinsurance@glion.edu Student Permit: bulle.reception@glion.edu	

Housekeeping

Opening hours Monday to Friday (opening hours may vary, so please contact them by email or check the updated housekeeping schedule displayed on the office door)	The Housekeeping team supports you with: <ul style="list-style-type: none">· Cleaning rooms, public areas and classrooms· Room checks· Bed linen changing
Email housekeeping.glion@glion.edu	

IT Service Desk

Glion Opening hours Monday to Friday from 08:00 to 17:00 Email swiss.itservicedesk@sommet-education.com	
Bulle Opening hours Monday to Friday from 08:00 to 17:00 Email	

Library – A Learning Space

Glion Opening hours Monday to Thursday from 07:30 to 21:00 Friday from 07:30 to 17:00 Email libraryglion@glion.edu	
Bulle Opening hours Monday to Thursday from 08:30 to 22:00 Friday from 08:30 to 17:00 Saturday and Sunday from 13:00 to 19:00 Email librarybulle@glion.edu	

- Our IT department supports you with:
- Assist students with their computers, resolve printing issues and Wi-Fi
 - Provide and resolve lost passwords and access to the school IT resources (Moodle and emails)

- Our team of librarians assist you with:
- Providing resource materials in well-equipped environments for study and research
 - Aiding in locating appropriate resource materials
 - A range of general education resources such as books, DVDs and magazines
- Please note** that the opening hours indicated above concern only the librarian services. The study areas are opened much longer and you can access them during evenings and weekends as well.

Main Reception

Glion Opening hours Monday to Friday from 08:00 to 17:00 Email glion.reception@glion.edu Tel. +41 21 966 35 35 Fax +41 21 966 35 36	
Bulle Opening hours Monday to Friday from 08:00 to 17:00 Email bulle.reception@glion.edu Tel. +41 26 919 78 78 Fax +41 26 919 78 79	

- Reception team supports you with:
- Student ID cards
 - Laundry keys
 - Fee payments
 - Issue of attestation of enrollment
 - Invitation letters for visas
 - Post and student mail
 - General Information
 - Bike rental (Bulle only)
 - Items for sale (Glion only, e.g. padlocks, adaptors, pens...)
 - Locker keys

Maintenance

Glion	
Opening hours	Monday to Friday from 07:30 to 17:00
Email	maintenance.glion@glion.edu
Bulle	
Opening hours	Monday to Friday from 07:30 to 17:00
Email	maintenance.bulle@glion.edu

Maintenance team supports you with:

- Any maintenance issues in bedrooms, buildings or public areas
- Assistance with bedroom safe issues

Registrar

Opening hours	Monday to Friday from 08:00 to 17:00
Email	gihe.registrar@glion.edu

Our Registrar can assist you with:

- Transcript of grades
- Change of enrollment status or student records
- Attestations of enrollment
- Official document requests (legalization, final transcript, final award)
- Authentications

Residential Life

Opening hours	Monday to Friday from 08:00 to 17:00
Email	residentiallife.bulle@glion.edu

Residential Life team supports you with:

- Room booking
- Room damage issues
- Check-in and check-out information
- Shuttle bus (Glion only)
- Cohabitation issues, life in the residences

Student Accounting

Present on both campuses

Email studentsaccounting@glion.edu

Please note: Your personal account can be checked on **www.myglion.com** under ‘statement of account’. Payments can be made at the reception in Swiss francs or by credit card.

Student Accounting team supports you with:

- Financial matters related to studies
- Issuing of pro forma invoices

Security

Opening hours	A security on-call system functions on campus during the semester 24 hours a day, 7 days a week
Email	Glion: security.glion@glion.edu Bulle: security.bulle@glion.edu
Duty Glion	+41 21 966 35 60 This number should not be used for WhatsApp
WhatsApp Glion	+41 79 211 14 00
Duty/WhatsApp Bulle	+41 79 773 90 28

The security team supports you with:

- Ensuring campus security and safety
- Fire Brigade and Police coordination
- Campus fire drills organization
- Parking regulation and car registration
- Student security related disciplinary concerns
- Monitoring that security policies are respected

You can also find these contact details and all the security information on GlionSafe app mentioned on page 41.

Student Affairs

Opening hours	Monday to Friday from 09:00 to 17:00
Email	Glion: studentaffairs.glion@glion.edu Bulle: studentaffairs.bulle@glion.edu

Our Student Affairs team supports you with everything related to:

- Student Life & various Student's Committees
- Sports & Entertainment
- Health & Welfare

Sports & Entertainment

Glion	
Gym opening hours	Monday to Friday from 08:00 to 22:00 Saturday and Sunday from 13:00 to 22:00
Fitness opening hours	Monday to Sunday from 06:00 to 00:00
Bulle	
Fitness opening hours	LET'S GO - www.lets-go-fit.ch Monday to Thursday from 08:00 to 21:00 Friday from 08:00 to 20:00 Weekends from 09:00 to 12:00
Email (both campuses)	sportsevents@glion.edu

Our Sports & Entertainment team supports you with:

- Managing the fitness centers and sport halls for Glion
- Managing Glion sports teams and cross-campus events
- Organization of weekend activities

Please note: During the semester, information will be posted on the notice boards and screens. Keep yourself updated on the sports news and activities.

Health Advisor

Glion

Opening hours Monday to Friday from 08:00 to 17:00

Email healthadvisor.glion@glion.edu

Tel. +41 21 966 35 75

Bulle

Opening hours Monday to Friday from 08:00 to 17:00

Email healthadvisor.bulle@glion.edu

Tel. +41 26 919 78 86

Medical emergency steps to follow:

- Emergency first aid – provide the emergency first aid if necessary, if you feel confident with it and if your security is assured. If the patient is unconscious, put him/her in the lateral position for safety.
- Call Health Advisor within the opening hours
- Call Security – If the nurses are absent, call Security on duty. He will manage the case and support you. You have security numbers on Glion Safe app, or on the card that is given to you upon the registration. Remember also that for non-emergencies, SOS International can be contacted under the Emergency Contacts that you can find in Glion Safe app.
- Stay calm and comfort the patient. Check heartbeat, breathing.
- Collaborate and give all relevant information to the person who will provide the first aid.

*This Medical emergency process is also available on Glion Safe app.

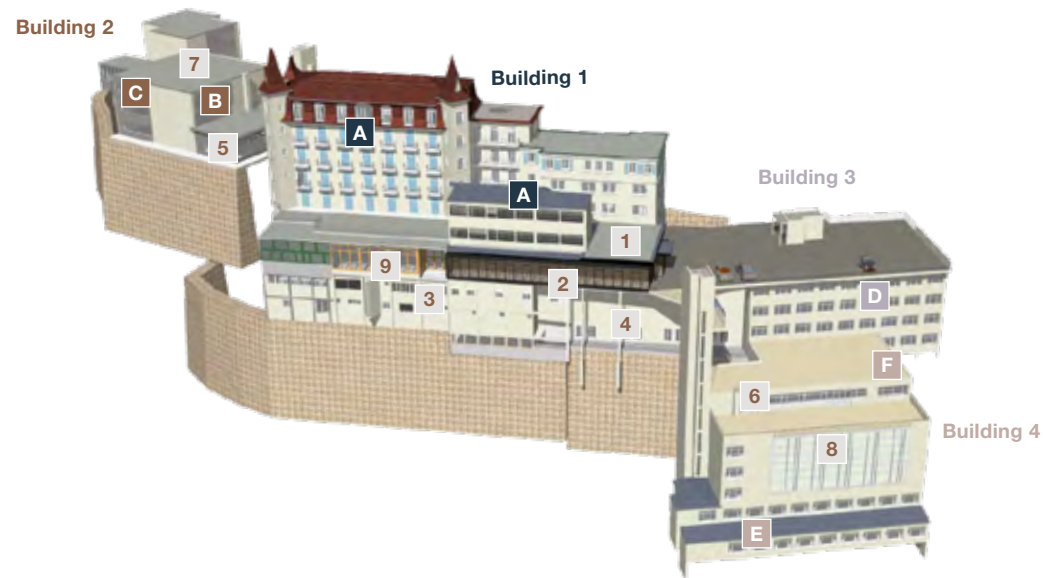
Our Health Advisor will be there to support you with:

- Provide first-level student support and assistance with health issues
- Health prevention needs
- Guidance and information regarding health care issues
- Organization of medical appointments with local doctors and hospitals
- Common medications and wound care
- Support for maintaining healthy habits



GLION & BULLE CAMPUS MAPS

GLION MAIN CAMPUS



- 1 - Reception
- 2 - Skyline Lobby
- 3 - Housekeeping
- 4 - Fitness
- 5 - Library
- 6 - Club
- 7 - Health Advisor: Room 2-119
- 8 - Gym
- 9 - Bellevue Restaurant

Building 1

- A** - Rooms 1-01 to 1-512
- 1-113 Student Seminar Room
- 1-114 Student Hub
- 1-120 Montreux Jazz Festival
- 1-217 Verbier Festival

Building 2

- B** - Classrooms
- 2-115 Micros Software
- 2-116 Rezidor
- 2-217 Marriott
- 2-218 Starwood
- 2-219 Hyatt
- 2-220 Belmond
- 2-222 Kempinski
- 2-223 One & Only
- 2-324 NH Hotels
- 2-325 Four Seasons
- 2-013 Fairmont
- 2-014 Shangri-La

- C** - Eurazeo I & Eurazeo II

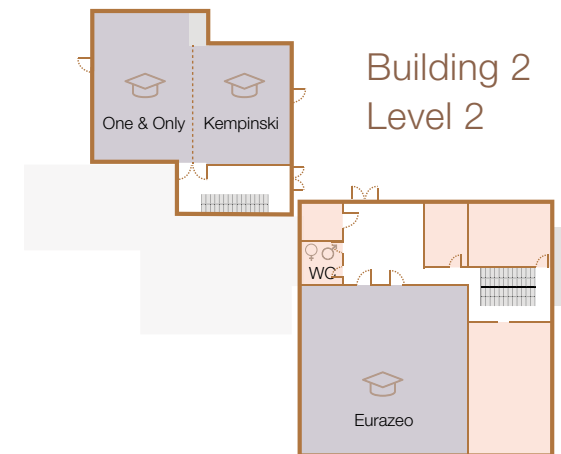
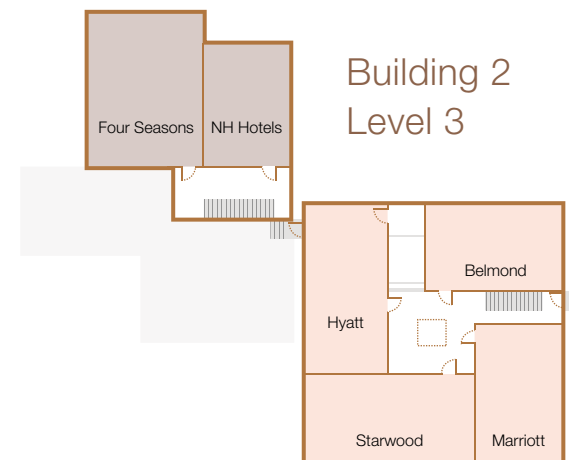
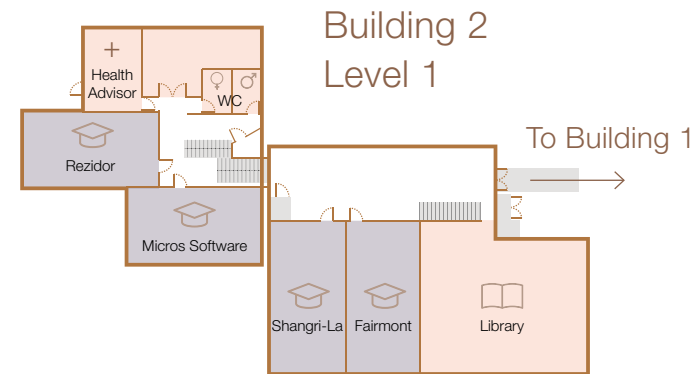
Building 3

- D** - Rooms 3-101 to 3-309

Building 4

- E** - Rooms 4-701 to 4-909
- F** - Dorchester room

GLION CLASSROOMS & LIBRARY

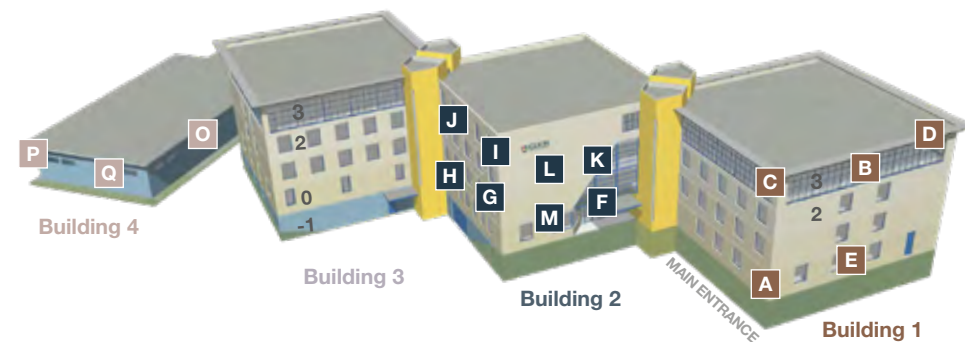


GLION VILLAGE



- 1** Building 1
- 2** Building 2
- 3** Building 3
- 4** Building 4
- 5** Résidence
- 6** Hotel Des Alpes
- 7** Supermarket
- Train Station & Post Office
- Funicular
- Small Walking Path
- P** Public Parking
- P** Student Parking
- P** Staff Parking

BULLE CAMPUS

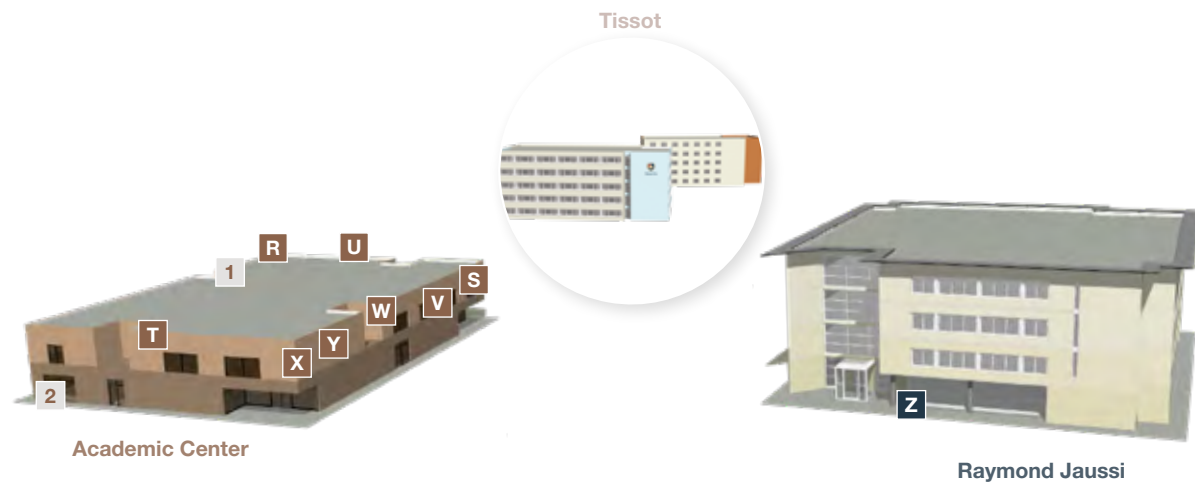


- Building 1**
- A** - Art Room
 - B** - Fairmont
 - C** - Jumeirah
 - D** - Kempinski
 - E** - Study Room

- Building 2**
- F** - AAG
 - G** - ACCOR
 - H** - Disney
 - I** - Four Seasons
 - J** - Glion
 - K** - NH Hotels
 - L** - Rezidor
 - M** - Starwood

- Building 4**
- O** - Landmark
 - P** - Kerzner
 - Q** - Marriott

BULLE
CAMPUS



- 1 - Restaurant
- 2 - Coffee Lounge

Academic Center

- R** - Relais & Chateau
- S** - InterContinental
- T** - Mandarin Oriental
- U** - Ritz Carlton
- V** - Shangri-La
- W** - Soho House
- X** - Sofitel
- Y** - Swissotel

Raymond Jaussi













- Z** - Kiawah Island

Tissot

Accommodation buildings

BULLE
CITY



-  BUILDING 1
-  BUILDING 2
-  BUILDING 3
-  BUILDING 4
-  Academic Center
-  Raymond Jausси
-  Frederic Tissot 1
-  Frederic Tissot 2
-  Bulle Train Station
-  Public Parking
-  Student Parking
-  Staff Parking

Note: GIHE has parking slots but cannot guarantee their availability



GLION LONDON CAMPUS GUIDE

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ARRIVAL & CHECK-IN

Arriving in the UK

Immigration

When you arrive in the UK, you must show your passport and entry clearance documentation (visa) to the UKVI Border Control Officer. There are usually two channels through Passport Control: one for EU/EFTA countries passport holders and the second one for passport holders of non EU/EFTA countries.

EU/EFTA Passport holders

No visa will be required, just your valid passport or travel document.

Non EU/EFTA Passport holders (4 Tier visa)

You will need to present the following:

- Your passport and student visa
- A health / medical certificate (if required)
- Your completed landing card

A Border Control Officer will check that your documents are valid. You may be asked some questions about your program and place of study, to check that you meet the student immigration rules. You may also be asked to have a brief health check by the airport doctor, which might include an x-ray. The Border Control Officer will then stamp your entry clearance certificate with a “date of entry” stamp. If you are required to register with the police, then you must do this within 7 days of your “date of entry”.

Since April 2015 the UKVI also requires all non-EU/EFTA nationals to obtain a BIOMETRIC residence permit (BRP) after arrival in the UK.

Airport Customs

When passing through customs at the airport there are 3 exits to choose from: red, green or blue.

Arriving from an EU/EFTA country: Use the blue exit, or the red exit if you have goods to declare.

Arriving from a country outside the EU/EFTA: Use the green exit, or the red exit if you have goods to declare.

If you are unsure about your duty/tax free entitlement, go to the customs information point. Customs Officers may ask to check your luggage. After you have passed through customs, you can leave the airport and travel onwards.

How to Arrive on Campus

Traveling to Glion London - Downshire House

Glion London is based at Downshire House on the premises of the University of Roehampton. The campus is easily accessible by public transport, with a number of different ways for reaching the campus including train, tube, and bus services. Please take note that the majority of London Underground train stations do not have lifts, therefore you will be required to carry all of your luggage up/down staircases.

Arrival transfers

If you arrive at Heathrow Airport on the designated arrival date and time written on your acceptance letter, we will arrange transport to the campus. If you arrive on other days or at a different airport, you will need to arrange your own transfer to Glion.

Oyster Cards

Oyster Cards are the cheapest way to pay for single journeys on the London Underground, buses, Docklands Light Railway (DLR) and trams in London. These cards can be purchased at most airports, train stations and convenience stores. You can top up the card with cash to pay-as-you-go on your Oyster Card. Visit: www.tfl.gov.uk for further details. You can also pay using a contactless debit card.

You can plan your route through the official Transport for London website at: www.tfl.gov.uk.



London Heathrow Airport to the Glion London Campus

Heathrow Airport is the closest airport to Glion London, Downshire House on the University of Roehampton campus and can easily be reached by public transport or by car.

By Public Transportation

A. Heathrow Express

The Heathrow Express train is the fastest way to get to central London, with a traveling time of 15 minutes, arriving at Paddington Station. Tickets are available from £22. Trains run every 15 minutes. On arrival at Paddington Station you will need to take the District Line (towards Wimbledon) exiting at Putney Bridge Station. This journey will take approximately 20 minutes. From here you can take the Bus 265 and exit at Clarence Lane. For information on the Heathrow Express please visit: www.heathrowexpress.com



Visit Website

B. Heathrow Connect

Heathrow Connect conveniently links Heathrow Airport and Paddington Station in Central London. Trains depart every 30 minutes and stop at key destinations such as Hayes & Harlington, Southall, Hanwell, West Ealing, Ealing Broadway, and London Paddington. Tickets are available from £10. From Paddington Station, as mentioned above, you will need to take the District Line until Hammersmith, and then the Bus 72 to Roehampton. For more information regarding the Heathrow Connect please visit: www.heathrowconnect.com



Visit Website

C. Underground

From Heathrow Airport you could also take the Piccadilly Line (towards Cockfosters) for 30 minutes. Exit the train at Hammersmith and walk to the Hammersmith Bus Station (15 minutes’ walk) and take the Route Bus 72 (towards Roehampton). This bus departs every 10 minutes and will take you 20 minutes to Roehampton Lane / Danebury Avenue. From here you will need to walk to campus.



Visit Website

**London Gatwick Airport to the Glion London Campus
By Public Transportation**

A. The Gatwick Express

Gatwick Express is a fast train between London Gatwick Airport and Central London, running non-stop between London Victoria Station and Gatwick Airport. With a timetable departure of every 15 minutes and a journey time of 30 minutes, Gatwick Express is a convenient way to travel to the campus. Single tickets are available from £17.80 and can be bought at the airport. From the airport, you will need to take the Southern National Rail Line (towards Victoria) and exit at Clapham Junction. This journey will take you approximately 5 minutes. From Clapham Junction take a train to Barnes (15 minutes) or the Bus 170 (towards Roehampton / Danebury Avenue). This will be a 20-minute bus ride. From the bus stop (Roehampton Library) you will need to walk to Downshire House.

For more information regarding the Gatwick Express please visit: www.gatwickexpress.com



Visit Website

B. Southern Trains

The Southern National Rail Line is also available directly from the Gatwick Airport Rail Station. From here Southern Trains (towards London Victoria Station) can be taken directly to Clapham Junction. Single tickets are available from £11.80 and can be purchased at the airport. Southern Train services to Victoria via East Croydon and Clapham Junction run four times an hour with a journey time of around 35 minutes. From Clapham Junction you will need to take the train to Barnes or the bus 170 as mentioned above.

If you would like to find out more about Southern Trains please visit: www.southernrailway.com



Visit Website

Taxis and Minicabs

If you are not using our arrival service at Heathrow, or you are arriving to the United Kingdom at another London airport and you do not want to try the London public transport system, you can get a taxi or minicab to Roehampton. London’s renowned black cabs operate at both Heathrow and Gatwick airports but are generally expensive – check the cost of your journey before you get in. Minicabs are a cheaper option; you can phone one to pick you up at the airport. You will need to reserve this prior to your arrival at the airport. The following minicab companies operate in the local area:

Barnes Cars Ltd +44 20 8876 6666

This link may be helpful too as it tells you which mini cabs operate in your area: <https://tfl.gov.uk/forms/12389.aspx>

The fare to the Glion London campus from Heathrow is around £50 and from Gatwick around £60. There will also be an additional charge for parking at the airport, as cabs and taxis are not able to wait outside the airport terminals. These prices may vary according to the time of day. You should phone for a cab from the luggage hall of the airport to ensure a short waiting time. The fare is for the taxi/minicab only so if you are sharing, the cost can be split.

Arriving at Other London Airports (Luton, Stansted, and London City)

If you are flying into another airport and would like to know how to get to central London, please visit the website for all London Airports: www.baa.com.

For transport information, please visit the following websites:

Luton Airport:
www.luton-airport-guide.co.uk

Stansted Airport:
www.stanstedairport.com

London City:
www.londoncityairport.com

By Car

Please note that there are no car parking spaces available at Downshire House for students. The University is easily accessible by public transport.

Buses that stop nearby: 72, 265, 493

Buses 72, 265, and 493: Alight at the bus stop ‘Clarence Lane’. The school is nearly opposite to Queen Mary’s Hospital, on the other side of the road.

Overground Trains: Barnes train station is the nearest station to the campus, and it is a 20-minute walk from Downshire House. Alternatively, you may take bus 72 in direction ‘Roehampton’ or bus 265 in direction ‘Tolworth’, and alight at the bus stop ‘Clarence Lane’.

Underground: The nearest London Underground (tube) stations to the campus are Hammersmith and Putney Bridge:

From Hammersmith tube station: District/Piccadilly/ Hammersmith & City Lines – take bus 72 from the bus station within Broadway Shopping Center above the tube station. Alight at the bus stop ‘Clarence Lane’.

From Putney Bridge tube station: District Line – take bus 265 outside the tube station which will take you to Roehampton, alighting at bus stop ‘Clarence Lane’.

Check-in

On arrival to Glion London you will pass through the registration and check-in process. This will include presenting your passport and other documents (such as a visa, high school diploma or degree certificate, or English language certificate) as well as signing your accommodation agreement. You will also be required to sign a content and status inventory form.

Please ensure you have completed your online registration prior to your arrival as without it we will not be able to issue your student access card or provide you with access to our online platforms – or the complimentary campus WIFI.

Please note: if you arrive on campus after the check-in hours, security will assign you your room, but you will only be able to officially check-in the next morning.

Glion London campus address:
Glion Institute of Higher Education, London
Downshire House, Roehampton Lane,
London SW15 4HT
United Kingdom

Tel: +44 20 8392 8178



View Map



LIFE IN LONDON

UNITED KINGDOM - COUNTRY OVERVIEW

Language

The official language of the United Kingdom is English (British English), which is spoken as the primary language of 95% of the United Kingdom population. The Welsh language is also an official language in Wales, and is the second most spoken language in the United Kingdom, after English.

Time zone

The United Kingdom operates on Greenwich Mean Time (GMT).

Currency

The monetary unit of the United Kingdom is the Pound Sterling (£), which is divided into 100 pence (p). There are coins of 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2, and paper notes for £5, £10, £20, and £50. While you are in the United Kingdom, currency can be easily converted at airports, railway stations, local banks and hotels. The rate of exchange will be best at airports, railway stations and banks; it is lowest at hotels. A fee is often added for the exchange of service – even at banks.

Weather

Britain is an island country and the surrounding sea gives the United Kingdom a varied climate. Regional climates in the United Kingdom are influenced by the Atlantic Ocean and latitude. Summer, from June to mid-September, is simply unpredictable in London. The average maximum temperature stands at 22°C. However, sometimes it may climb to above 30°C.

On the other hand, the regular low temperature usually stays at 13°C. Winter, from December to February, remains cold in London. The average temperature in the winter stays at 5°C, with the maximum temperature averaging at 7°C, with a minimum of 2°C. However, the winter temperature can often drop to 0°C. Due to the London's 'urban heat island' phenomenon frost and snow are rarer in the city than elsewhere.

LIFE ON CAMPUS: THE ESSENTIALS

University of Roehampton

- Ranked best modern university in London for student experience by Times Higher Education.
- Regular student discos and social events on and off campus.
- Active student media including a magazine, TV channel and radio station.
- Good bus and rail connections to central London.
- Picturesque campus grounds with views of a royal park.
- Historic buildings to work, and study in, combined with modern living accommodation.
- Closed circuit television, a 24/7 security team and swipe cards to keep you safe.
- Regular public lectures by well-known guest speakers.
- Four historic colleges combined to create a modern, friendly university.

Downshire House

This beautiful, historical Grade II*-listed Georgian villa was freshly renovated in 2016 to provide a centralized location for Glion London classrooms, faculty offices, and administration.

Downshire house features six classrooms, all equipped with the latest Genee board and multi-media technology, and an open study space called 'The London Hub' with Mac computers for student use.





RESIDENTIAL LIFE

Accommodation Basics

Chadwick accommodation buildings

Living on campus is a social experience - you will have the opportunity to meet and mix with students from all over the world. Glion London is based at Downshire House on the University of Roehampton campus. Students are accommodated in Chadwick Hall, one of Roehampton's newest residential buildings opened in September 2015.

This provides you with the following:

- You can meet students from the University of Roehampton and attend clubs and societies alongside your peers
- You will live in a safe and secure environment
- You will feel part of a collegiate community
- You will live near key facilities and classrooms

Chadwick North: The rooms in Chadwick North are organized as a house; all rooms are on the upper floors with 3-4 rooms per floor, while the kitchen and common areas are situated on the ground floor.

The bedrooms are all single, and all bedrooms have their own en suite bathroom fitted with a shower. There is storage space (shelving, a cupboard, and a desk with drawers) in each room.

Each flat has several fridges (2 to 4 depending on how many students live in the flat), freezers, two microwaves, two kettles, two sinks, and two ovens. An iron and an ironing board are also provided.

Students live with other Glion students. We do try and keep students of the same semester together, but this is not always possible.

Bedrooms

All rooms on campus are single with en-suite bathroom and the average room size is 10-12 square meters. Your room will include the following facilities:

- A single bed
- Wardrobe
- Desk
- Chair
- Shelving
- Internet access
- En-suite bathroom

Kitchen Area

All student accommodation at Glion London is self-catered. A kitchen will be available for you to use in your accommodation. Your kitchen area is shared and the equipment includes the following:

- Cooker (oven, hob and grill)
- Microwave
- Fridge
- Freezer

Your Postal Address

If you live on campus, this is your address:

Your Name /Chps
University of Roehampton
Room & Block
Stuart Lodge
Roehampton Lane
London
SW15 5PU
United Kingdom



CAMPUS SECURITY & SAFETY

- The Security Service at the University of Roehampton remains committed to providing staff, students, and visitors with the safest and most secure environment possible.
- The Security Service provides 24-hour cover, 7 days a week, all year round, and is working to maintain and improve the safety and security within the university.
- They continue to work closely with many local authorities including our Safer Neighborhood Team, the Metropolitan Police, and Wandsworth Safer Community. They meet regularly, seeking ways to make on-campus living and studying safer.
- Should you require the Security Service outside of the normal working hours, please contact ext. 3140 (internal) or 020 8392 3140 (external) for assistance and for non-emergencies (i.e. lost key cards, etc.).

For emergencies, please contact ext. 3333 (internal) or 020 8392 3333 (external).

Security staff members are present on campus 24 hours a day and have a special emergency extension (3333) should you need to reach them urgently.

Visitors

Any visitor who will be in the residence after 12:00 midnight will be regarded as an overnight visitor. All overnight visitors must be booked into Security at Digby Stuart by 02:00 am or leave the University of Roehampton campus. No single, individual, overnight visitor may stay longer than three consecutive nights, and they may not stay more than a total of eight nights in one calendar month. Only one overnight visitor per room is permitted. Any single, overnight period is considered as 12:00 midnight through to 07:30 am.

Drugs Policy

Anyone caught dealing or in possession of illegal substances will be reported to college management and the Police. Should you know of anybody dealing or using drugs, please inform Security or any member of staff. All information will be treated in the strictest of confidence. Please be aware that all incidents attended by Security e.g. first aid, inappropriate behavior, or theft etc. are logged and the information sent to college management.

Smoking & Drinking Policy

In the interest of student health, Glion London has a firm stance on smoking, substance abuse and alcohol. Glion London is a non-smoking campus with designated areas (on the left-hand side of the building, near Chadwick North) set aside for smokers. Please take note that smoking in bedrooms is strictly forbidden.

A strict no-drugs and alcohol in moderation policy aims to keep students in good health and focused on their studies.

Cars & Parking

No parking is offered to students at Digby Stuart, Froebel, Southlands, Whitelands, Downshire House and Mount Clare from 08:00 to 16:30. At 16:30 students may park on site to reduce congestion in local off-street parking. During the weekend students are allowed to park on campus from Friday 16:30 through to Monday 08:00. Please note that students are highly recommended to not bring cars on campus.

Closed Circuit Television (CCTV)

CCTV is recognized as a powerful tool in the fight against crime, both for prevention and detection. The University of Roehampton uses CCTV systems around the campus covering many of the vulnerable areas, public access points and adjacent streets.

Electrical Equipment

In the UK, electrical equipment operates on 220-240 volts AC at 50 cycles per second. European electrical equipment should work without any problems, as long as you have an adaptor for the three-pin plugs.

For security reasons, only the following electrical appliances are allowed in the rooms: hair-dryers, radios, television (up to 17 inches), stereos and computers. Check with an appliance store in your country to see if 220 volts will potentially ruin any electrical items you plan on bringing.

Noise / Inappropriate Behavior

Students must, at all times, avoid creating noise at a level which interferes with the comfort, study, or sleep of other residents or the occupants of neighboring properties. Noise nuisance between 10:00 pm and 7.30 am and anti-social behavior at any time will be treated as a serious breach of terms, and Security will generate an incident report.

If required, Security reserves the right to temporarily remove equipment contributing to noise or anti-social behavior.

In order to preserve the natural beauty of our campus and to protect our wildlife, disposable BBQ's must never be lit on grassed areas, in any woodland areas, or near any of the lakes. Please be aware that if a BBQ contravenes the guidance or safety tips detailed on the BBQ Booking Form, Security Officers are authorized to extinguish the BBQ.

Students are expected not to cause any nuisance, offence, disruption, harassment, threatening behavior or persistent disturbance to others.

Fast Food Deliveries

All deliveries must be met with at the main gates or Security receptions. Fast food delivery persons are not permitted on the residential floors.

YOUR WELLBEING

Student Life at the University of Roehampton

There are more than 60 student-led clubs and societies at the University of Roehampton, where Glion London is based, and you can join as many as you like. The University's modern gym and sports facilities and its dining and study spaces are also open to Glion students.

Roehampton students are very friendly and are always looking for new people to join their groups, many of which you can discover by visiting Roehampton Students' Union. Your time at university is a chance to develop new skills and gain life experiences which will help you get the best job possible. Many of these extra skills will come from being a member of or leading a club or society.



Sports Activities Near to/on Campus

Our Glion London students will have access to Sport Roehampton during term time in addition to all sports facilities on the campus. Sport Roehampton is the University's Sports department and is responsible for organizing the wide range of sport and physical activity programs on offer to students, staff and the local community. The department aims to provide a high-quality service and strives to build on the University of Roehampton's long-standing commitment to sports and activities.

Sport Roehampton offers a range of sports clubs, competitions, exercise classes, dance based activity, social and recreational sport as well as an on-campus gym. Subject to demand activity clubs on and off campus are available for students to join, such as the following: dance, swimming, yoga, badminton, football, table tennis, volleyball, rugby, basketball and tennis.

There are also many free events and classes, and many classes have free testers you can attend so you can try it out before deciding to sign up.

The clubs all have a vibrant social side, and they are a great way to make new friends.

Sport facilities on campus: ROEActive Gym (membership is £25/month); a state of the art fitness suite; a flood-lit, multi-use games area for netball, basketball, five-a-side football and recreational tennis; a grass pitch; an indoor hall; and dance studios.

Please note: Glion students cannot represent the UoR in competitive team sports; Glion students can partake in any recreational activities and societies, but they cannot play for the University of Roehampton.

The College Cup

The University's four colleges compete throughout each academic year for The College Cup, and Glion students can take part as members of Glion London, Downshire House. The Cup is decided based on points scored from sporting and social activities and is an excellent way to build team spirit, and meet other students who share the campus with you.

www.roehamptonstudent.com/activities/collegecup

Richmond Park

Richmond Park is the second largest park in London (after the 10,000-acre Lee Valley Park, whose area extends beyond the M25 into Hertfordshire and Essex) and is Britain's second largest urban walled park after Sutton Park, Birmingham. It is located 10 minutes from the campus, at the end of Clarence Lane, and is open from 7:00 until 19:45.

Medical Center

There is a medical center available on campus (in Froebel, between 5 and 10 minutes' walk from Downshire House) that students can access when they need. Students should register when they arrive on campus as they might need it in the future and will not be able to get an appointment unless they are registered. Registration can be done online via <http://bit.ly/1qrACVq> or the link provided on Moodle. Queen Mary's Hospital is located very near the campus and can deal with minor injuries. More serious injuries are usually sent to Kingston Hospital.

Students Committees, Clubs & Activities

Societies

Joining a society is a very useful way to meet students from all over the world, and many who come from London as well. Roehampton has a Fine Wine society, a Debating Society, a Film Society and many other sociable groups. There are also political, religious, charity-support and campaigning societies such as the Human Rights Society, Feminist Society and an International Society, which specifically exists to help students meet other people from different cultures.

www.roehamptonstudent.com/activities/rsusocieties/

Volunteering

If you would like to carry out voluntary work around your studies, to help build your experience or understand more about the British way of life, Roehampton Students' Union can advise you. Staff can try to match you with individual volunteering roles in the local area, or you can join part of a bigger project. Last year students took part in Make A Difference Day, helped to pick litter on the banks of the River Thames, and hosted a party for older people living near the campus. A full list of volunteering opportunities is available at www.roehamptonstudent.com/activities/volunteering/

Students' Union

There is something for everyone on the UoR campus; with more than 60 societies (i.e. photography, history, film, criminology, etc.) and sports clubs, it is hard not to find something of interest to get involved with. The Roehampton Students' Union (RSU) provides a range of opportunities and volunteering projects to help students get the most out of their time on campus. Alongside all the fun and extracurricular activities, the RSU also provides support to students.

The Union Bar offers food, drinks, and entertainment throughout the week – whether it is a quiz, sports, an acoustic night, a live band or karaoke. They also provide an entertainment program that includes weekly events and larger events such as Freshers' Week and the pinnacle event of the year – the Summer Ball. They have also recently developed 'Fresh Air' – an online radio station.



Growhampton and The Hive

- 'Growhampton' is a sustainability program with a big focus on food. It is delivered by the UoR Students' Union.
- In August 2013, the UoR Students' Union was awarded £230,000 to implement a two-year program that would inspire and engage students, staff, and the local community in Roehampton with sustainability issues. The aim was to make 'being green' easy, accessible, and fun through the establishment of a number of new initiatives.
- An edible campus was created with a main growing site – complete with polytunnel and a number of smaller growing areas spread throughout the university grounds. Kale, chard, salad leaves, beetroots and micro greens popped up everywhere, giving students the opportunity to learn about where food comes from and how to grow it. There are regular markets organized on campus for you to buy these vegetables.
- The Hive Café – built out of former shipping containers – was designed, constructed, and opened by local MP Rt Hon Justine Greening in May 2014. The café is a unique venue on campus that enables organic, ethical, and local food to be both affordable and accessible. The eggs are from rescue battery hens kept on campus beside the Hive (in Old Court). It is the social enterprise element of the program.

Temporary or part-time work on campus

Unitemps

The Unitemps office based on campus is the University of Roehampton's own employment consultancy, offering part-time or temporary work* on campus and in the local area. There are a variety of opportunities available, including positions in administration, marketing, events, hospitality and more. Average hourly wages start at £6.50. Glion London students will be able to take full advantage of this service. European students are allowed to work 20 hours a week, and they are normally paid £7-10 per hour.

*Glion London's TIER 4 visa holders are generally not allowed to work except during internships. For more information, please check with the admissions team for your visa conditions.

COMMUNITY INTEGRATION

Bank

There are many banks and building societies that try to attract student clients. Take the time to visit a few (many students find that the banks in the Putney area are the most convenient) or check various bank websites on opening a basic student account before deciding which one is best for you. Well-known banks that have branches within the local area include: Barclays, Lloyds, HSBC, Nationwide and Halifax.

Santander Bank has a branch conveniently located on the campus. The branch is open Monday to Friday and has a cash point (ATM) outside. The Santander International Student Current Account is easy to open and will help you manage your account while studying in the United Kingdom. The account comes with:

- A Visa debit card
- One free international cheque deposit per month

To open an international student account, you need to provide the following:

- Your passport
- A Student Status Letter (you may request it at the reception)

Mobile Phone

There are no landline telephone connections in student bedrooms. As far as mobile phones go, you can get either a pay-as-you-go plan or a contract plan with any of the major mobile phone companies in the UK: EE, O2, Vodafone, T-mobile and 3. Pay-as-you-go allows you to pre-pay for your airtime minutes and texts. You are not bound to any legal agreements, and you must buy a UK sim card and handset (unless you have a phone from home that is compatible with the sim card). Pay-as-you-go plans are ideal for students studying in the UK for less than 12 months.

Contract plans are generally less expensive on a monthly basis than pay-as-you-go and the phone often comes free when you sign up for a plan. You will, however, be bound to a contract, which (in most cases) can vary between 12, 18 or 24 months, and where breaking the contract is very expensive. Contract plans are good for students residing in the UK for more than 11 months.

The last type of mobile phone plan available to foreign students is a combination of pay-as-you-go and contract. It is a rolling 30-day contract plan available for basic handsets. For a low monthly payment, you get a bundle of minutes and unlimited texts. This contract renews itself monthly, unless you cancel it at the end of the month (without penalty). This is the best option for students residing in the UK for less than a year.



Local Travel Services

Transportation on campus

Please note: there is extremely limited parking on campus and in nearby streets. The university is easily accessible by public transport.

Shuttle service

There is a Glion shuttle available on weekday evenings that takes students to selected locations including Barnes train station, the main university campus or the supermarket. You can book the shuttle bus at the reception.

Eating & Shopping

On campus, our Glion London students have the opportunity to enjoy all the meal facilities offered on the Roehampton Campus in addition to the kitchen facilities in each of the accommodation buildings. During the day there are numerous ‘cafés’ and restaurants on campus where you can buy sandwiches, salads and hot lunches. There is a small shop on campus that sells basic food items, but most students buy their weekly provisions at one of the local shops in Roehampton, at the nearby Asda supermarket (www.asda.com) or on the High Street in Putney, which is just 10 minutes away by bus. Alternatively, you can also book the minibus from 17:30-22:00 during the week in the book at Reception.

Spiritual Life

Whitelands College campus has a Church of England chapel with regular services. The University’s Digby Stuart College has a Catholic ethos, whilst Southlands College was established by the Methodist group. There are facilities and prayer spaces for people of all major religions and Muslim and Jewish chaplains are on hand to support students.

www.roehampton.ac.uk/chaplaincy/

Student Discounts in the United Kingdom

The National Union of Students (NUS) is a voluntary membership organization which makes a real difference to the lives of students and its member Students’ Unions.

In the UK, students will have the opportunity to take advantage of student discounts offered all over London in the following areas:

- Eating Out
- Take Away
- Bars & Pubs
- Fashion
- Transportation Cards
- Entertainment
- Health & Beauty
- Mobiles
- Magazines and Books

Students are often entitled to a number of discounts and it is often worth asking whether you qualify for a discount wherever you go.

For further information regarding NUS and possible discounts please visit: www.nus.org.uk

YOUR PROGRAM OF STUDIES

English Language Assessment

As you have done during your application to Glion Institute of Higher Education, all students are required to submit evidence of English proficiency as outlined below, unless you are a native English speaker or have studied for the last 3 years in a full-time school where English was the primary language of instruction. Please make sure that you bring with you a copy of the document that proves your level of English.

Please note: You will not be officially registered as a student of GIHE until you have successfully fulfilled the admissions criteria.

Induction Information

Your induction will take place during the first few days of your first semester and will include sessions about IT, library access, student welfare and the programs. Details will be given to you upon arrival.

Classroom Attitude & Behavior

As a hospitality professional you need to learn a range of skills, which are required when you enter the industry. Therefore, we expect you to demonstrate these professional skills throughout your day. We expect you to be courteous, timely, professional and polite both in and outside of the classroom.

Staff and faculty members are charged with observing you, in order to assess your professional attitude and help you develop this important area.

Counselling & Learning Assistance

Counselling services and learning difficulty assistance can also be provided by Roehampton as necessary. If students think they might benefit from counselling, they can either request a form from Student Affairs or refer themselves via a form available in the Student Affairs section on Moodle. For learning difficulties, you can also ask for assistance from Roehampton by contacting the Disability Services. If the student has never been assessed for learning difficulty but thinks they might have a learning difficulty, a screening and assessment can also be arranged with Roehampton at the student's cost.

Your Study Center

Glion is located at Downshire House, a freshly renovated Georgian building nestled on a newly developed green parkland site within the campus of the University of Roehampton. The first villa on the Downshire House site was developed in the seventeenth century. Various redevelopments took place over the centuries, while the country house was used as a private residence. Since 1963, this beautiful surviving classical villa has been in educational use, recently refurbished as a modern learning environment with contemporary lecture and seminar rooms, study areas, and social spaces.



Use of E-Platforms

You will be introduced to our blended learning approach both within and outside the classroom and specifically to our e-platform (Moodle) where you will be able to download materials for your courses and be involved in live forum chats with your fellow students and teachers. This interactive platform allows you to engage with your studies whilst in and out of the classroom.

Welcome Intranet & Login Information

A few weeks prior to the start of your studies you will receive an email with your Glion student ID and login details to access your new account. Please keep a copy of this email with you so we can help you set up your access when you have arrived on campus.

Please make sure you also complete your online registration prior to your arrival on campus so that we can make sure everything is working before you arrive and are able to print your student card (which is also the key to access the building and your accommodation if you live on campus).

Glion London Student Portal

You will be introduced to the Glion London Student Portal, which gives you access to the library portal, internship services, printing services and your Glion London email account. You will also have up-to-date access to your grades and absences information. We encourage our students to pass the access details to a parent or guardian who can have up-to-date information on the student's performance in order to support and encourage the student over the course of the semester.

Laptop Requirements

Glion offers computing facilities for teaching and learning in equipped laboratories. Besides these facilities, enrolled students can use either the shared access computers or a personal laptop to access the Intranet which hosts email accounts, the Student Support Center, documents and other learning resources on the Internet.

Students need to bring their own personal laptop to use on campus. To be guaranteed IT support on campus for personal laptops the following specifications should be met.

- Students have Internet and email access
- Licensing agreements forbid copying software for which Glion London holds a license
- Users are not allowed to install other software onto Glion London equipment
- Students are encouraged to save their files on CD/DVDs, external hard drives or USB sticks*

* They need to be checked for viruses on a regular basis.

Technical specifications

- Windows 7 Home or Professional or Ultimate Operating System in English or Windows 8 Operating System in English or Windows 10 Operating system configured in English. Windows 8 laptops must have the English language pack installed.
- Microsoft Office 2010 without MS Access. You can download a free copy of MS Office 13 using your university email credentials.
- Microsoft Internet Explorer Version 9.0 or higher / Mozilla Firefox 21 or higher.
- Minimum hardware requirements: 1.6GHz processor, 4Gb RAM, 128Gb available on the hard drive, a USB memory stick or an external hard drive.
- Network connectivity:
 - WiFi (wireless card, WPA2 mandatory). Intel based wireless card recommended
 - Ethernet Port
- All software drivers for the machine must be installed properly before joining the school, and software patches for the Operating system and Office must also be installed.
- The machine must be free of any virus or other harmful items.
- Recommendations for Apple Mac computers:
 - Must be configured in English (UK). This is extremely important and essential
 - Office for Mac 2011 (Student edition is suitable) however Business edition provides Outlook at an extra cost (You can download a free copy of MS Office 13 using your university email credentials)
 - Apple USB Ethernet Adaptor
 - Firefox
- Only genuine software licenses.

It should be mentioned that Glion does not offer any hardware technical support for personal laptops but is ready to provide the students with counselling and a list of local suppliers.

Important: Glion London does not provide any software.

Checklist

In order to make the check-in process as efficient as possible we would like to draw your attention to the points below and ask you to use this checklist to ensure all is ready upon arrival:

- ☐ Contact the manufacturer of your PC and request the phone number and contact information for making a call from the United Kingdom in the event that you need repairs made to your computer. Also, enquire about expected repair lead times and if your warranty is valid in the UK.
- ☐ Bring a copy of your invoice that states the date of purchase and warranty conditions
- ☐ If your computer needs to be repaired, have it repaired before you leave
- ☐ Verify compliance with Glion London's IT policy, specifically the language and version of the Operating system
- ☐ Bring the installation CDs you received with your PC, including Windows and the drivers. Don't forget the license number documents. Windows installation numbers are groups of 5 letters/numbers separated by dashes, for example: GVFF2-DFR11-SX11T-QWS77-3HFDY
- ☐ As the school only accepts genuine versions of software, please visit: www.microsoft.com/genuine to validate your copy of Windows and Office
- ☐ Make sure your computer has all the security patches for your operating system by visiting: **windowsupdate.microsoft.com** (please note that this link does not have www)
- ☐ Update the drivers of your Wireless card through the manufacturer's website
- ☐ Check your computer for viruses, for example, by using one of these free on-line scanners:
www.kaspersky.com/virus-scanner or <http://housecall.trendmicro.com> or www.bitdefender.com/scan8/ie.html
- ☐ On arrival to the school, IT will replace your Anti-virus software with the school's Anti-virus software
- ☐ Make a back-up copy of all your personal files and documents to a CD or external hard drive
- ☐ Remove any peer-to-peer sharing software (Kazaa, eDonkey, Limewire, etc.) from your computer, as Glion London's network will not allow this type of traffic for obvious copyright reasons
- ☐ If necessary, purchase an 'international travel plug adaptor' for your computer power cord

LONDON CAMPUS SERVICES & SUPPORT

Academic Office

Downshire House

Opening hours Monday to Friday from 08:00 to 16:00

Email London.academicoffice@glion.edu

Tel. +44 20 8392 8173

Our Academic office team supports you with:

- General academic enquiries
- Examination logistics
- Academic schedules and classroom allocation
- Mitigation
- Academic correspondence
- Centralized projects hand-ins
- Results and re-sit information

Career & Internship

Downshire House

Opening hours Monday to Friday
from 08:30 to 17:00

Drop in session Tuesdays & Fridays
12:00 to 13:00 in the London Hub

Email london.internships@glion.edu

Our Career & Internship team supports you with:

- Preparation for internships (CVs, interviews, motivation letters, etc.)
- Providing students with coaching and advice
- Continuous communication of internship opportunities
- Preparation of internship contracts/attestations
- Advice regarding visas and work permits
- Organization of international company visits to the campuses
- Continuous support for students on internship

Please note: The Career and Internship department validates your internship. Update us regularly on your application status, and once you have accepted an internship send us an e-mail or pass by the office to receive information on how to proceed.

Food & Beverage Outlets

On campus, our Glion London students have the opportunity to enjoy all the meal facilities offered on the Roehampton Campus in addition to the kitchen facilities in each of the accommodation buildings. During the day there are numerous 'cafés' and restaurants on campus where you can buy sandwiches, salads and hot lunches. There is a small shop on campus that sells basic food items, but most students buy their weekly provisions at one of the local shops in Roehampton, at the nearby Asda supermarket (www.asda.com) or on the High Street in Putney, which is just 10 minutes away by bus.

Downshire House

Café

Open from 07:30 to 16:00

Roehampton

The Union Bar

The Union bar is the University's main social hub with a fully stocked bar, a variety of food available and a popular schedule of events including Karaoke, Open Mic and DJ slots on throughout the week.

A 'Pub Grub' menu is available daily. The Union Bar and adjoining Monte Hall is also home to popular club night THE BOP, held every Friday night throughout the term.

Hive Café

The Hive Café is run by Growhampton, the Student Union's social enterprise, built from recycled shipping containers. The café hosts regular events, including film screenings, a pop-up thrift shop, bike workshop, live music and more. It serves fresh produce grown on campus at a weekly Market Day. The Hive is in Digby Square, which has outdoor seating, table tennis tables and hosts lively events including an annual German-style Christmas market.

The Digby Den and Diner

The Digby Den is a social space that includes sofas, large-screen TVs, kitchen space to allow students to warm their own food and a small stage area that student societies often use to hold events. The Diner serves seasonal main meals, including pizza, salad bar and food cooked to order.

Froebel Diner

The Froebel Diner serves hot food and snacks, has a salad bar and serves on a rotational basis food cooked to order, including curries and Thai food.

Quad Café and The Reef

The Quad in Southlands serves Piri-Piri Chicken and hot food. Next door is the student social space The Reef, which includes pool tables and a student bar.

Costa Coffee and Starbucks

The University has three outlets of Costa Coffee and a branch of Starbucks, which means whichever College you are in, you'll be able to grab a cup of your favourite drink.

Amigo

Amigo, located just off Digby Square, is the University's student shop, selling food to cook in halls, sandwiches and hot snacks, confectionary and a range of student essentials.

IT Service Desk

Glion – Danny French

Opening hours Monday to Friday from 08:30 to 17:00

Email danny.french@glion.edu

Tel. +44 20 8392 4474

- Assist students with their computers, resolve printing issues and Wi-Fi

Roehampton IT Helpdesk

Email helpdesk@roehampton.ac.uk

- Provide and resolve lost passwords and access to the school IT resources (Moodle and emails). If you contact them, please be sure to mention that the call concerns Glion.

Library – A Learning Space

Roehampton

Opening hours Monday to Friday from 08:00 to midnight (during term)
Saturday and Sunday from 10:00 to 21:00 (during term)

Monday to Sunday 24 hour (peak time – exam period)

Email library@roehampton.ac.uk

Our team of librarians assists you with:

- Subject enquiries/support
- Detailed borrower/fines enquiries, Self-issue/ return/ renewal/ reservations
- Academic & Library skills support
- In depth IT support
- Inter Library Loans (ILL) collection and return
- Unlocking and resetting passwords
- Library catalogue
- Access to PCs and Laptop loans
- Access to open study rooms/study spaces/PC suites

Located in the Digby Stuart grounds, the library holds a collection of around 300,000 books and journals. It also provides access to over 32,000 electronic journals and databases, DVDs, the internet, and more.

The library is open until midnight during term time and 24 hours a day during peak times in the academic year.

- The IT Helpdesk is based on-site and they can assist with computer queries.
- The Media Center can help with specialist advice about graphics.

Since September 2017, the Library has moved to a new building designed by award-winning architects. The new University of Roehampton Library has hundreds of thousands of books across 8km of shelving, 1,200 brand new study spaces – including a wider range of private study rooms for group work, contactless borrowing to make using the library as easy as possible, high-speed Wi-Fi throughout the building, and an inspiring new café overlooking the campus.

As a Glion student, you can make full use of the University of Roehampton’s Library. Group study spaces are available where you can work together with friends and classmates to share resources and prepare projects. You are welcome to read for pleasure at any time in the comfortable and relaxing surroundings. For more information, visit:

www.roehampton.ac.uk/Library/

Main Reception

Opening hours Monday to Friday from 07:00 to 24:00 (for students)

Weekend: from 07:00 to 22:00 (for students)

Monday to Friday from 08:00 to 17:00 (for visitors)

Weekend: closed (for visitors)

Email info@glionlondon@glion.edu

Tel. +44 20 8392 8178

Reception team supports you with:

- Student ID cards
- Post and student mail
- General Information

Maintenance

Glion

Opening hours Monday to Friday from 08:00 to 16:00
After hours, call Security for urgent maintenance issues

Email fixmyroom@roehampton.ac.uk

Maintenance team supports you with:

- Any maintenance issues in bedrooms, buildings or public areas



Security

Opening hours	A security on-call system functions on campus during the semester 24 hours a day, 7 days a week
Email	roehampton.security@roehampton.ac.uk
Non emergency (ie lost key cards)	0208 392 3140
Emergency	0208 392 3333

- The security team supports you with:
- To ensure campus security and safety
 - Fire Brigade and Police coordination
 - Campus fire drills organization
 - Student security related disciplinary concerns
 - To ensure policies related to security are being followed

Student Affairs

Opening hours	Monday to Friday from 08:30 to 17:00
Drop in session	Mondays & Wednesdays 12:00 to 13:00 in the London Hub
Email	London.studentaffairs@glion.edu

- Our Student Affairs team supports you with everything related to:
- Student Life
 - Sports & Entertainment
 - Health & Welfare
 - Roehampton services
 - Accommodation

Sports & Entertainment

Roehampton Roeactive	
Website	www.facebook.com/roereactive.gym
Opening hours	Monday to Friday from 07:00 to 21:00 (term time) Weekends from 09:00 to 12:00 (term time) Monday to Friday from 07:00 to 20:00 (summer opening 1Jun-1Sep) Weekends closed
Email	roereactive@roehampton.ac.uk
Fees	£20 per month / £240 annually

Health Advisor

Roehampton	
Opening hours	Monday to Friday from 09:30 to 16.30
Tel.	0208 392 3679

When you arrive you should register here:
<https://www1.securesiteserver.co.uk/campusdoctor/roehampton/reg.html>

Outside of term-time you can call or visit Putney mead Group Medical Practice. Contact info, opening hours and other details at: **www.putney mead.co.uk/**

If you need medical help during term-time when we are closed, please call the NHS111 service by dialling 111 (free from landlines & mobile phones).

Appointments can also be booked online. In order to register for the online booking service, request you're online booking form in-person from the SMC reception desk.

Once you're registered for online services, you can also book/cancel appointments via an app called Patient Access (search for it on Google Play, or the App Store if you use an iPhone).

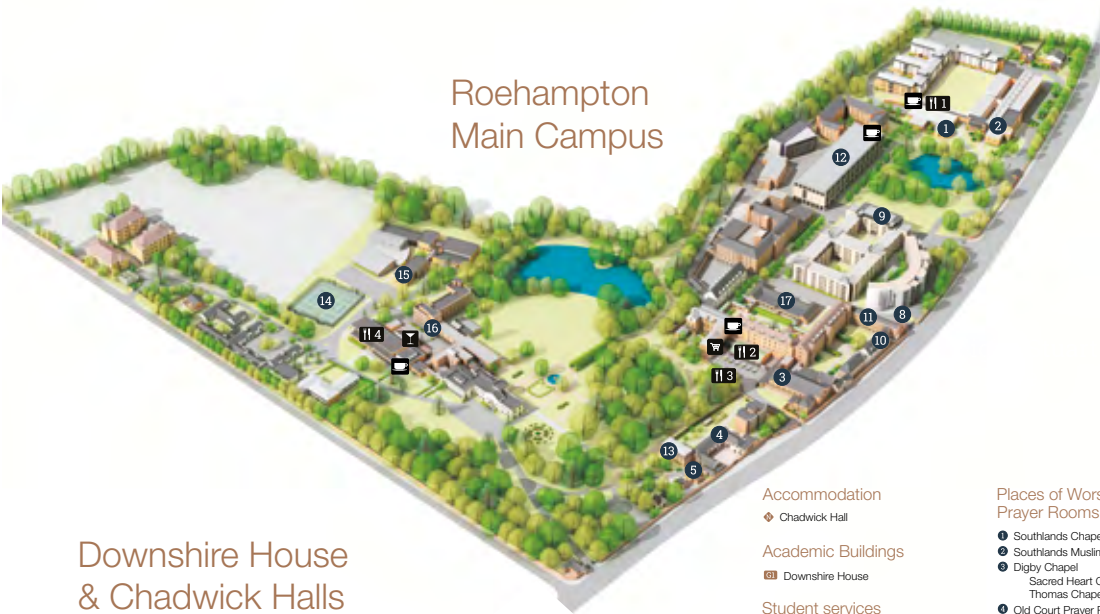
If you are not normally resident in the UK, or will not be in the UK for at least six months or longer from the date of registration, you will not be entitled to free NHS treatment.

Student Finance

Opening hours	Monday to Friday 08:30-16:00
Email	glionar@roehampton.ac.uk

- Student Finance team supports you with:
- Assist students with any financial matters related to their studies

GLION LONDON CAMPUS MAP



Downshire House & Chadwick Halls



Accommodation

- ◆ Chadwick Hall

Academic Buildings

- Downshire House

Student services

- ① Security Service and Student Post
- ② Elm Grove
- ③ The Hub
- ④ Welcome and Support Centre
- ⑤ Erasmus House
- ⑥ The Base – Chaplaincy Social Area
- ⑦ Santander Bank and ATM
- ⑧ Library
- ⑨ Medical Centre
- ⑩ Multi-Use Games Area (MUGA)
- ⑪ ROEactive Gym
- ⑫ Students' Union
- ⑬ Richardson
- ⑭ Disability and Dyslexia Services
- ⑮ Sport Roehampton
- ⑯ Student Funding
- ⑰ Wellbeing and Counselling Services

Places of Worship and Prayer Rooms

- ① Southlands Chapel
- ② Southlands Muslim Prayer Room
- ③ Digby Chapel
- ④ Sacred Heart Chapel
- ⑤ Thomas Chapel
- ⑥ Old Court Prayer Room - Sisters Prayer Room
- ⑦ Medical Centre Annex - Brothers Prayer Room

Cafés and Shops

- ⑧ The Union Bar
- ⑨ Café
- ⑩ SHOP on Digby Square
- ⑪ The Reef
- ⑫ The Digby Den and Diner
- ⑬ The Hive Café
- ⑭ Froebel Diner





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Glion Blog



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on Twitter



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Videos on
YouTube

GIHE SOCIAL MEDIA - FOLLOW US



Facebook

Our Facebook pages are a fantastic way to find useful information about the Swiss and London campuses, find out more about student life and meet your future classmates.

Facebook.com/GlionSwitzerland

Facebook.com/GlionLondon

Our Facebook group is a great way to 'meet' some of your future classmates from around the world. In the group you can ask questions about arrivals and student life, and we post regular bulletins to keep you up-to-date with all the campus news. Just login to Facebook and search for the 'Glion for New Students' group. Click on 'Join Group', and we will accept you as soon as possible. Alternatively, click the icon below, login to Facebook, and click 'Join Group'.



Join the
'Glion for New Students'
Facebook group

Please note: If you are using a nickname on Facebook, please send us a message with your full name (as stated on your passport), email address, and the program you are about to join when you send your request to join the group.



Blog

The blog is an online news room devoted to the academic and student life, industry trends, events and learning resources written by Glion students, faculty, and alumni.

- Follow our student E-Ambassadors and get a real perspective on student life at Glion.
- Follow our successful Glion Alumni as they discuss the industry, their achievements, challenges and projects.

Blog.glion.edu



Twitter

Follow us on Twitter @GlionNews and be the first to hear about industry news, school events and alumni success stories.

Twitter.com/glionnews



YouTube

The GlionCast features all the latest Glion videos: corporate movies, student and alumni interviews, as well as student life videos made by our students themselves.

YouTube.com/GlionCast



International Enrollment Team

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E. info@glion.edu

W. glion.edu



Glion Campus

Glion Institute of Higher Education
Route de Glion 111
1823 Glion sur Montreux
Switzerland

London Campus

Glion Institute of Higher Education
Downshire House
Roehampton Lane
London, SW15 4HT
United Kingdom

Bulle Campus

Glion Institute of Higher Education
Rue de l'Ondine 20
1630 Bulle
Switzerland



[FACEBOOK.COM/GLIONSWITZERLAND](https://www.facebook.com/glionswitzerland)
[FACEBOOK.COM/GLIONLONDON](https://www.facebook.com/glionlondon)



[YOUTUBE.COM/GLIONCAST](https://www.youtube.com/channel/UCv3p08333333333333333333)



[TWITTER.COM/GLIONNEWS](https://twitter.com/glionnews)



[FLICKR.COM/GLION](https://www.flickr.com/photos/glion/)



[BLOG.GLION.EDU](http://blog.glion.edu)



[INSTAGRAM.COM/GLIONHOSPITALITYSCHOOL](https://www.instagram.com/glionhospitalityschool)