

The LAL London Guide

The school | Host homes | Britain | Safety | Attractions | London | Excursions | Transport

Your complete guide to LAL
London and Britain's capital.



Useful
information
from your first
day to going
home!





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Emergencies

You can contact the school in an emergency 24 hours a day by telephoning + 44 (0) 20 3384 3907

To call the Fire Brigade, Police or Coast Guard, or for an Ambulance, dial 999 or 112

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The LAL London Guide is for information only. The listing of services or attractions does not imply recommendation. Prices will be subject to change. We have made every effort to ensure that the Guide is accurate at the time of publication, but we cannot be responsible for any unintentional errors.



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Welcome

Thank you for choosing to study at LAL London. We are here to help you to set and achieve your learning goals and we want you to enjoy, safely, all the wonderful opportunities London has to offer. Please ask any member of our staff if you would like any information or advice, we will be very happy to help.

Inside, you will find lots of information about places to visit, some history, some practical help for living in the UK and of course, your English lessons.

Enjoy England and have a great time at LAL London.

Mark Cook
General Manager
LAL London

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Facilities at LAL London

Reception

The Reception desk is in the main entrance hall:

Receiving Mail & Faxes

If we receive mail, faxes or e-mail to **students.london@lalschools.com**, it will be held at Reception and a note will be put on the Message Board in the main corridor.

Photocopying and printing

Reception will copy or print non-copyright material for 10p for each A4 sheet.

Telephone Cards

You should buy a pre-paid telephone card if you want to call home from payphones or your host's home. Cards cost £5 from Reception and allow you to make calls without putting money in a payphone or putting a charge on your host's bill. We also sell UK mobile SIM cards and top-up vouchers.

Souvenirs, Postcards & Stationery

You can buy a range of LAL gifts, as well as postcards, pens and other stationery, from Reception.

Lost Property

If you find anything that someone may have lost or forgotten, please take it to the Reception. If you have lost something in the school, please ask at Reception.



Bookshop & Library

The bookshop & library, in reception, have a range of course books, dictionaries and reference books, as well as reading books.

We also have a wide range of listening material and worksheets; ask your teacher for details.



Computers & Internet Access

The Internet Suite at the end of the main corridor has several computers which you can book, free, for word-processing and surfing the internet. We can recommend websites to help you improve your English.

The wireless internet network called 'LAL-Students' can be used free of charge throughout the school by students with portable computers; ask Reception for the current password.



Message Board

Please make sure that you check the notice board marked 'Student Messages', in the main corridor, every day.



No Smoking

Smoking is not permitted anywhere in the school building. If you smoke outside, please smoke away from our doors and remember to put all cigarette ends in an ashtray. There's a £1000 fine for dropping litter, and we're next to the Police Station!





Your Lessons

Class Times

Your lesson times will be given to you on your first day, and will be different for each course. The current timetable is on display on the notice board in the main corridor.

Lessons are Compulsory

You must come to all your lessons and you must arrive at the right time.

If you do not come to **all** your lessons, we may have to report you to the UK Home Office, and If you attend less than 80% of your lessons, you will not receive a certificate.

If you are ill, and cannot come to school, you must telephone LAL London on (020) 8892 9050 to tell us that you will stay at home.

Academic Administration

If you have any questions about your course, if you would like to book extra lessons or would like to discuss exams, please place a request through LAL Advantage, or you can ask at Reception to see the Academic Manager.

Students with visas to study in England

If you have a student visa to visit Britain, LAL London will check that you are complying with the terms of your visa. You must tell us where you will be if you will not be at school or your accommodation for 24 hours or more. If you do not, we will inform the government that you are missing.



Our Teachers

All our teachers have the Cambridge University Certificate of English Language Teaching to Adults (or equivalent) and some also have the Diploma of English Language Teaching to Adults. They come from very different educational backgrounds and many have a wide range of experience and expertise.

What to Expect in your Lessons

We use an eclectic style of teaching in our classes. In General English lessons, you and your classmates will use a course book, with which you will study grammar and vocabulary, as well as the four main skills of listening, reading, writing and speaking. The course book will also be supplemented by discussions, role-plays and other ways of increasing your active language. In the Intensive lessons we focus on communicative activities to improve your speaking skills and confidence.



We often mix two levels in Intensive lessons. This adds authenticity to the tasks and activities.

Error Correction

It is important for you to feel comfortable and confident when using English. Our teachers are listening very carefully to everything you say in the lessons. Sometimes, when the focus is on accuracy, you will be corrected as you make the mistake. When the focus is on fluency, we will not interrupt you immediately but your teacher will be identifying problem areas and will correct at the end of the lesson or prepare future lessons to deal with the mistakes. We will not correct every error because this is not necessary.

There are a number of methods of correction, but for you to benefit from them you need to 'notice' what other students and your teacher say.

Changing Classes

On your first day we test your vocabulary, grammar, communicative competence and writing skills and place you in a class based on these results. We aim to place you in a class which balances your need to improve your weakest areas without ignoring the areas in which you are strong.

Your course will include level tests throughout the course book. The number of tests you take will depend on the length of your course. Your teacher will arrange for a move to a higher level when you are ready.

We normally move students from one class to another on Mondays only. If you want to move class for any reason please speak to your teacher who will discuss this with you and the

Academic Managers. If you want to change level and we agree that you are ready to do this, you can change level without a formal test. However, if your teacher does not believe that you are ready to move to a higher level, you can only move up if you pass a comprehensive English test. If you do not pass the test, you will have to study for a month before trying again.

In Business English classes, the minimum level requirement is Intermediate and levels may vary up to Advanced. Students are sometimes grouped according to their specific needs and/or experiences rather than the level reached during placement testing.

Outside the classroom

There are lots of things you can do after your lessons to improve your English.

Keep a learning diary. Try to read and listen to native speakers as much as you can. Start a conversation with your Host Home - don't





wait for them to talk to you! Your Host Home will want to know about you, so spend a little time each day talking to them.

Go to the cinema or watch television; just a few minutes each day will help you understand authentic English. Remember, you don't need to understand every word, so just getting the general idea means that you have succeeded.

Read the signs around the school and in the street. Use the pictures in magazines and newspapers to help you get the idea of the topic in the text. Borrow a reading book from the school library. We have books for all levels and for all interests. There are useful practice exercises



to help you learn new words and work on grammar.

Write a postcard, Skype or send an e-mail in English to an English-speaking friend at home.

Try the games and practice exercises on the CD that comes with your course book and explore the many useful websites.

Try not to spend all your free time talking to other students who speak your own language and try to speak English even if our staff speak your language too. All our staff – not just our teachers – will help you.

Make the most of all these opportunities and your English will soon begin to improve.

Complaints

This is a summary of our policy: the full policy is on display in Reception.

If you would like to give feedback or have any cause for complaint, please tell us immediately so that we can sort out any problems. Go to reception and explain that you have a complaint. The receptionist will ask you for your full name, and the main details of the issue. We will always try to give you our response within 24 hours.

We promise to treat every complaint fairly and as quickly as possible. If you are not satisfied with our response, please let us know and your problem will be discussed with the General Manager.

If you are still not satisfied, please take the matter up with your agent, or write to the Chief Operating Officer.



Living in a Host Home

We hope you find living with a local family fun and rewarding and that your carefully chosen Host Home will be a 'home away from home' during your stay.

What to expect

Your host home should be a place where you feel welcome. Your hosts should talk to you and treat you like one of the family. However, that means that you'll need to act like one of the family too, and not expect the host home to be like an hotel.

Your room

You may be given a key to the house but you will probably not get a key for your room, because bedroom doors are not usually locked in England.

In your bedroom you should have a comfortable bed, bedside light, desk and storage space.

Ask your host if you wish to move any furniture, or put pictures on the wall.

Please be very careful with things like hairspray, nail varnish, hairdryers, hair straighteners and cigarettes, as you would in your own home. If you break or damage anything, tell your host as soon as possible and pay for repairs.

Electric equipment

Please ask for permission before you use your own electrical equipment, and check that it is suitable for our electricity supply, which is 220-240V, 50Hz AC. You can buy socket adapters from Reception at LAL London.

Lighting and heating

All host homes will have heating in the bedrooms, but it is unusual in Britain to use heating all night. If your

Help save energy and the environment by switching off lights and heaters when you leave your room.



bedroom is colder than you are used to, ask your host for extra blankets, or to turn up the heating.

You must not leave gas or electric heaters on through the night or when you are out, or place anything on or near the heaters, as this may cause a fire.

Electricity is expensive, so please switch off the lights when you leave the room.

Food

Your host will provide breakfast. If you booked evening meals, your host will provide these as well. Tell your host in the morning if you do not want dinner. If you want extra food, please ask. If you want to keep your own food, ask to keep it in the kitchen, not in your room. You will not be permitted to cook your own food in your host's kitchen.



Cleaning and laundry

Your host will keep your room clean, but you will need to keep the room tidy.

Your host will change your sheets every week and, within reason, wash clothes for you. You will have to iron your own clothes.

Telephone

Please ask permission to use the telephone, and pay for all calls with a telephone card.

Try starting a conversation with your Host Home by asking them questions like these:

"Good morning! What are you doing today?"

"What is the weather like today?"

"Hello! I'm back! How was your day?"

"Did you enjoy...?"



Living in Britain



Some things are the same in Britain as in your country, but many things will be different from the way you live at home. You might find this exciting, or you might find it a bit frightening. We have adapted this information from English UK's 'Your Stay In Britain' guide to help you fit in to our island.

Cultural background

Political structure

London is in England, Britain *and* the UK. Confused? We are! England, Scotland and Wales are parts of Great Britain (GB): Great Britain and Northern Ireland make up the United Kingdom (UK). Each has its own distinctive character and identity. Scotland recently voted to stay in the UK.

The population, particularly in larger towns and cities, is very 'multicultural' - there are many foreign-born people seeking political refuge or better work and education.

Queen Elizabeth II is the Head of State but all UK laws are made by the parliament.

National obsessions

Newspapers – particularly the popular ‘red top’ or ‘tabloid’ papers – are full of crime, celebrity gossip and scandals. This really does not offer a full picture of Britain. However, the media’s obsessions with soap operas, ‘reality’ television and sport, (particularly football) are shared by much of the population. And yes, we’re still obsessed with the weather. And tea.

Good Manners

“Manners make the world go round”, and really help you in Britain. Say ‘please’ if you want something and ‘thank you’ when you get it. If you want to interrupt someone, or walk past people, say ‘Excuse me!’.

If you bump into someone, you **must** say ‘Sorry!’, or it may be interpreted as an attack.

Queuing

It’s true that the British like to queue, and you must line up with everyone else if you are waiting for a bus or to be served. If you ‘queue-jump’ by pushing to the front of the line, you will appear rude and will be sent to the back.

Money

Britain’s currency is the Pound Sterling (£). Euros **cannot** be used in the UK.



You can exchange money at any bank or Post Office, and some travel agencies have *Bureau de Change* desks. You will need your passport to change cash.

Credit and debit cards such as Visa and Mastercard are widely accepted, but American Express is often refused. You need your PIN code to use your card. The card may be refused if you don’t know your PIN, if you have not signed the back of the card or if the card is not in your own name.

You should be able to get money from cash machines (ATMs).

Students who stay for six months may be able to open a bank account; ask Welfare. Banks in Twickenham are usually open 09.30-16.30 Monday to Friday, and a few open on Saturday mornings.

Value Added Tax (VAT)

VAT of 20% is included in the price of most goods: what you see on the price ticket is the price you will pay. If you spend £100+ in one shop, you may be able to claim tax back if you live outside the EU.

Tips and service charges

There are few rules for giving tips to staff in England: the main rule is that tips are not compulsory.



Do not offer tips before you have been given a service.

Never tip bar staff: offer them a drink instead.

In restaurants, service is included in the price unless the menu says that a service charge will be added. If you want to leave a gratuity, give the tip in cash. 10% of the bill is sufficient. You don't need to offer tips in self-service shops and cafés.

Weights & Measures

As well as pints of beer, you may see the following:

- 1 mile (m) = 1760 yards ≈ 1.6km
- 1 yard (yd) = 3 feet ≈ 91cm
- 1 foot (ft or ") = 12 inches ≈ 30cm
- 1 inch (in or ") ≈ 2.5cm
- 1 pint (pt) ≈ 568ml
- 1 stone = 14 pounds ≈ 6.4kg
- 1 pound (lb) = 16 ounces ≈ 454g
- 1 ounce (oz) ≈ 28g

Communications

Post

Individual stamps are sold in Post Offices, and books of six or 12 stamps are available at some other shops.

Overseas mail must carry an 'airmail' label. If you need help, seek advice from the school, where you can also buy postage and send mail.

The Post Office at 63 London Road, Twickenham, (turn left outside the school) is open from 08.30 to 18.00, Monday to Saturday.



Steve Woods



Telephones.

Don't use your host family's phone without permission. You must pay for all calls, including local ones. Calls are cheaper after 19.00 or at weekends. Numbers starting 080- are free; those starting 09- are very expensive.

The dialling code for London is 020, or + 44 20 if you use a foreign phone.

For an international call, dial 00 then the country code, the area code (minus the first 0) and number. E.g. for Munich (089) 2525 2400 you would dial 00 49 89 2525 2400.

To call abroad without using coins or putting a charge on your host's bill:

- To reverse the charges, dial the International Operator on 155.
- Buy phone cards from the school's Reception. .
- You can pay by credit card: call 0800 032 0023.

Some payphones take coins (minimum 60p), all take cards.

Internet access

Some host homes will let you use their internet connection, and there's a free network at LAL London and at Grosvenor Hall. You can use public services such as the Cloud, Fon and BT WiFi, but don't log in to



private networks without permission: it's illegal.

Smoking, Drinking, Sex & Drugs

Be aware of these laws:

- You must obey all 'No Smoking' signs. You cannot smoke in shops, pubs, clubs, bars or restaurants, nor on railway stations, on trains or buses or in taxis. This is the law!
- You must be over 18 to buy tobacco or alcohol.
- It is illegal to have sex with anyone under 16.
- The use, possession, purchase or sale of cannabis or any other controlled drug is illegal.

It is, unfortunately, quite common for British people to drink too much. Do not respond to drunk people who become angry. If women are more friendly than in your country, don't assume this is an invitation to have sex.

Electricity

The UK's supply is 220-240V, 50Hz (cycles) AC.



You can buy adaptors for UK 3-pin sockets from Reception at LAL Torbay. Do not use sockets or adaptors marked 'Shavers Only' for high-power items, because they will stop working – you cannot use hair driers in bathrooms, for example. British sockets often have switches to turn the electricity on and off.

Water

Tap water in London is safe to drink. It has a high mineral content (we say it is 'hard') and fluoride is not added.

It is very common for there to be separate hot and cold taps on washbasins. Bidets are very rare in Britain.

Lavatory paper

Please put used toilet paper in the WC, **not** the dustbin.



Current currency

Britain still uses the pound, but you may find that your bank notes or coins are no longer valid if you were given them a long time ago. Please check your currency to make sure that it will be accepted. If you have out-of-date notes or coins, you may be able to change them at a bank.

Coins

One pound sterling (£) is divided into 100 pence (p). There are copper (brown) coins of 1p and 2p, silver coins of 5p, 10p, 20p and 50p, a gold £1 coin, and a gold-and-silver £2 coin. Current coins are shown below at the actual size. If your 5p, 10p and 50p coins are larger than these pictures, then they can't be used any more. If you have been given coins by friends and family you should check that they are the same size as these:

1p



2p



5p



10p



20p



50p



£1



£2



Coins may be of different designs, but are always the same colour and size as these examples: all the coins have the head of Queen Elizabeth II on the other side.

Bank Notes

Bank notes are the £5 (blue/green), £10 (orange/brown), £20 (purple) and £50 (red - this note changed in 2014). Most shops will not accept £50 notes, but you can change them in banks. Current notes are shown below: the pictures are (obviously) much smaller than real notes! If you have been given notes by friends and family you should check that they are like these:



Other UK bank notes

You may be offered different bank notes in pounds from Scotland or Northern Ireland: don't accept them. While you should be able to change them at banks, not every shop will take them as payment.



Steve Woods

Understanding the English

If you find that you don't understand what people say or do, don't worry: you are not alone. Here are some tips to help you understand us a little bit more.

Language

If it is hard to understand people, don't assume you don't understand English!

Accents

Not many people speak in 'BBC English' and there are hundreds of different accents in Britain. Even the British find some of them hard to understand. Do not be afraid to ask people to repeat things or speak more slowly.

Many words for one thing

Chips/fries/sautéed potatoes; lounge/sitting room/living room/drawing room: so many ways to say the same things. The ruder it is, the more options there will be. If you don't understand something, ask if there's another word for it!

For example, if you need the WC, you might look for

signs saying toilets, lavatory, loo, cloakrooms, washroom, public convenience, ladies, women, female, male, men, gents, gentlemen - or WC.

Do we mean 'yes' or 'no'?

The English are usually polite – count the number of times we say 'please' and 'thank you' in shops. This can make us hard to understand.

If we think that you won't like the answer to a question, we may not answer directly. If you don't understand if we mean 'no' or 'yes', just ask.

Typically vague 'no' phrases:

- I'm afraid not.
- Probably not.
- I don't think so.
- Not really.
- I'm sorry but...
- I'd like to help, but...
- I'm afraid that...
- I don't think that I can...

Saying one thing to mean the opposite

If it's raining, you may be told that it's a lovely day. We are not trying to lie: this is supposed to be funny, and is an example of irony. This can be confusing, but it's one of the most common forms of 'humour' in Britain.

Behaviour

English reserve

The English in particular are often controlled in public behaviour and keep emotions private. For example, we do not hug and kiss a lot, and people do not usually talk to strangers. This is not the same as being cold or unfriendly: although we don't display our emotions like in some other countries, we still feel the same, and we will be perfectly friendly when we get to know you.

English excess

By contrast, the British do some things to excess: after a few (or often a lot of) drinks we can become louder and ruder than almost anyone. Don't copy us!

Meeting new people

When we meet new people we may not show much interest: don't expect to find out names or be involved in conversations immediately. This is not a sign that we don't like you. We seem to like to give people time to 'settle in' before asking

questions and 'confusing' you with conversation.

Fair play

In general Britons obey the rules and have respect for the law, the police and other people. There is a belief in 'fair play' - making sure that everyone is treated properly and has equal rights and opportunities.

Bribes are unacceptable, and offering more money to anyone to get what you want is unlikely to succeed. Don't even think about offering money to policemen: you will be arrested.

Disrespectful deference

It is common to hear rude comments about politicians and the royal family and we have a long tradition of satire. Yet millions vote for the same politicians in elections, and bow when they see the Queen. You could say that the British just like to say one thing and do the opposite.

Families

If you stay with a host family, you may be surprised how little time English families spend together. English people love their parents and children - but like to have independence.

No matter how strange you think the British are, don't be shy: we're all normal really!



You won't see many British flags in Britain: we love our country, but we don't like to say so, unless it's a very special occasion!



Health & welfare

Feeling unwell?

We are all ill from time to time. Don't panic! Our staff are here to help.

We have people trained in first aid in the school, so please report any accident or illness to the Student Services Team.

You can get quick advice and buy many medicines from the pharmacist at a chemist.

If you need a doctor, Student Services will make an appointment for you, or you can call 101 out of hours. There is often a charge of at least £35.00. This may be free if you have a European Health Entitlement Card, or if you have health insurance you can claim costs back (make sure you get receipts).

Long-term conditions

Let the Welfare Team know if you have a long-term condition, such as diabetes, so that we can help if you fall ill at school.

Is treatment free?

If you have an accident or fall suddenly ill, you will be given free accident and emergency treatment.

Other treatment in hospital under the National Health Service (NHS) is free:

- if you are a national of an EU country.
- if your country has a full reciprocal health agreement with Britain.
- if you have an infectious illness

Anyone else will have to pay if they are admitted to a hospital bed or if they need to see a doctor.

If you study with us for more than six months, you can register with a doctor and receive free treatment for illnesses which began after you arrived in England. However, you may be asked to pay for all or part of the cost of medicine.

If you need to see a dentist you will have to pay the full cost as a private patient.

Sexual Health

Contraception is widely available through chemists. Condoms are also available in supermarkets, many garages and from machines in the lavatories in pubs, clubs and bars.

If you think you may have caught a sexually transmitted disease, a doctor will treat you in private and without charge. The only exception is HIV/AIDS: only diagnosis and emergency treatment is free.

**We're
here to
help!**

If you have any problems, whether it's to do with your health, your accommodation or even something at home, ask to see the Student Services team. These staff are here to help you in any way they can, and have plenty of experience in dealing with problems. You can telephone us on + 44 (0)20 3384 3907.

Feeling unhappy?

British behaviour may seem very strange to your culture. At home you feel secure as you can easily interpret the things around you, but you may find things are very different here. Keeping an open mind is essential: expect to find differences, and don't try to judge your experiences in Britain by the standards of your home country.

Culture Shock

If you were excited by coming to Britain, but you are now getting more nervous, don't worry: it's perfectly normal.

You may go through lots of changes of mood and attitude before coming to terms with your new environment.

Strange food, new routines, different travel arrangements and unfamiliar official procedures can be made worse by the deeper cultural differences in everyday life or language.

Many people are initially very excited and positive about being somewhere new. However, as the reality of deeper cultural differences sinks in, this excited feeling wears away. You may start to miss friends, family and places as you begin to have doubts about yourself and your new environment.

Do not worry. You will find that most British people are happy to help you if you have a problem or need some information.

Language

You may not understand spoken English no matter what level of proficiency you achieved in your country. Listening and speaking in English all the time will make you tired, so you may make more mistakes. Don't feel frustrated or depressed if you cannot contribute to conversations as you can at home. Using a second language all day takes a lot of effort and may sometimes seem too intense an experience. These feelings are perfectly normal and things will improve as you get used to your situation.



Safe and Sound

Much of the advice that follows is common sense, but taking a few simple precautions will make you feel safer and help stop you becoming one of the unlucky few who may become a victim of crime.

The UK is generally a safe country. However, just as in your own country, crimes do take place in London. We want to make your time in London as safe as possible. The vast majority of students who visit London will not experience any form of crime.



Nick Winchester

The Police

Britain's police are friendly. They are here to help you as well as to look after you: feel free to speak to them and ask them questions.

If you want to report a crime, tell a member of the Student Services Team who can contact the police on your behalf.

In an Emergency

You can contact the school in an emergency 24 hours a day by telephoning
+44 (0)20 3384 3907

You can call the Police, Fire Brigade, Coast Guard or an Ambulance by dialling 999 or 112 free of charge.

Leave your passport locked in your suitcase in your hotel or host home: it will be very difficult to replace it if it is lost or stolen.

If you contact the police directly, please tell the Welfare Team.

You can telephone the police on 101 (or +44 20 7230 1212) for non-urgent enquiries.

If you were told to register with the police when you arrived in the UK, ask Reception to arrange for you to visit the local police station. There is a police station next to the school. The police have translators who can speak your language.

Staying Safe on the Streets

The biggest risk on the streets is traffic, not criminals. Remember that our cars are driven on the left of the road, and look both ways before you cross or step onto the road. Use a pedestrian crossing to cross the road if possible.

It's safer to walk with friends and not on your own. If you do have to walk on your own, avoid dark or empty places. Don't listen to music while you are walking. It is a good idea to find safe routes during the day, rather than struggling with a map in the dark.

If you feel afraid or are threatened when you are out, leave the place immediately. Never reply to threats or insults. If you think that someone is following you, cross the road, go to a public place, such as a shop or restaurant and either ask or telephone for help.

Avoiding Theft

Mark it!

Look after your personal belongings. Make sure that anything valuable is marked with your name and address: it is unlikely that it will be stolen, but you might lose it! You can use an 'invisible' marker that can only be seen under special light - ask Reception.

Record it!

Write down the serial numbers of electronic devices, especially mobile telephones, to identify them if they are lost. You can register these items with LAL London.

Hide it!

Don't leave anything valuable where it can be seen by other people. Don't talk for a long time on a mobile telephone in public, for example. Make sure that you can see your coat, bag and other belongings all the time. Keep your keys in a pocket, not in a bag. If you have a portable computer or tablet, don't use a bag which is obviously designed for computers, and be careful when you use it in public.



Jean Schreijen

Cabwise - get taxi phone numbers fast

If you need to call a taxi in London, you can get the numbers for licensed local companies by sending a text message to Cabwise. Send a message stating the name of the street you are in and the first part of the postcode (often shown on the street signs) - e.g. London Road TW1 - to +44 (0)7797 800 000 (or 60835 if you have a UK mobile phone). You will be sent the numbers of one taxi and two licensed minicab companies.

Leave it at home!

Carry at least enough change to make a telephone call (60p), but do not, under any circumstances, carry large amounts of cash.

You must carry your Student Card with you, but you do not need to carry your passport in Britain. You should keep your passport and large amounts of money safely locked away. At the very least you should keep them locked in your suitcase.

Keep alert!

Take care if you use a cash machine, both to make sure that your card or money is not stolen, and to make sure that your PIN (code number) is not copied. Never write down your PIN.

Public Transport

Try not to wait on your own at bus stops. Check the time of the last bus or train. If you travel late at night, try to get friends to meet you at the bus stop or station and walk home with you.

Although the view from the top of double-deck buses is great, it is safer to travel on the bottom, near the driver.

There are emergency alarms on all trains and at all stations if you are in danger.

Taxis

Taxis which have a notice on the back which shows the licence from the council may be considered safe; taxis with no license plate are dangerous.

Traditional 'black cab' taxis have a 'TAXI' light on the roof and can be hired in the street.

Private Hire 'minicabs' do not have a 'TAXI' lamp, and must be booked by telephone or at a taxi office.

If a 'taxi' without a yellow TAXI lamp stops on the street and offers you a lift, do not accept it.

If you travel on your own in a taxi, sit behind the driver.

Safety in Bars and Clubs

There is an increasing risk of drinks being 'spiked' with drugs in bars and clubs.

Do not accept drinks from strangers, and do not let your drinks out of your sight. If you feel unusually unwell or 'strange' after a drink, get help from a friend or a senior member of the bar staff immediately.

Discover London

Where to go, what to see and how to get there:
turn the page to begin your journey of discovery ▶▶



Discover Twickenham



Twickenham is one of the many towns that have joined together to form greater London. It is situated west of London's centre, about 10 miles (16km) in a straight line from Trafalgar Square.

Twickenham is an ancient settlement that built its wealth on fishing and shipbuilding, until manufacturing explosives became big business in the 18th century.

Today Twickenham is a thriving local centre in the larger London Borough of Richmond-upon-Thames. It is a town steeped in history, with many attractions to visit such as **York House Gardens, Marble Hill House** and **Orleans House Gallery**. It also has a range of shops, pubs and restaurants. It's an ideal place to shop, eat and drink and then take a riverside stroll.

The **town centre** is centred around King Street and York Street at the end of London Road - turn right outside the school. There are a good range of local and 'chain' shops which can supply most of your needs.

Church Street is home to lots of independent shops, cafés, bars and restaurants, and side streets lead off Church Street down to the River Thames. A footbridge leads across to **Eel Pie Island**, which was the site of legendary concerts in the 1960s and home to famous pop musicians.

The most famous landmark in Twickenham is the **Rugby Stadium** on Rugby Road, which is home to the Rugby Football Union of England. Many important national and international Rugby matches are played here, and there is a museum of the game here too. You can visit the museum, and tour the stadium, Tuesday to Saturday.

Another famous landmark is **Strawberry Hill**, whose name is now applied to a style of architecture known as Strawberry Hill Gothic. It



ERTC

was built in the 18th century by the son of the Prime Minister and is has fine rooms with ornate ceilings and coloured glass. It is open for private tours Saturday to Wednesday.

Marble Hill House is next to the River Thames, which flows through Twickenham towards central London. Marble Hill was built when Twickenham was, according to some, the Beverly Hills of the 18th century. The impressive house and gardens are open from the end of March to the second week in December.



ERTC

From top: Church Street, Eel Pie Island, the centre of Twickenham

Just down river is **Orleans House**, the main art gallery for Twickenham. It is open all year, except Mondays.

Not far away are **Twickenham Film Studios**, which have been producing films since 1913, and are





Top: Ham House. Bottom: Orleans House

some of the most important film studios in the UK.

Take the foot ferry across the river and you can visit **Ham House**, which has changed little in 300 years. It features superb tapestries, furniture and paintings, and beautiful gardens. It's also supposed to be haunted: if you see a dog running through the corridors, it must be a ghost, because animals are banned. The house is open at weekends from February and also Monday to Wednesday from March to November.

All Hallows Church on Chertsey Road was built in 1939 using the tower and interior from All Hallows church in central London, which was designed by the great Renaissance architect Sir Christopher Wren. Most of the 50 churches he built after the Great Fire of London have been destroyed; this one survived the Blitz of 1940 thanks to its move to Twickenham.



Richmond-upon-Thames

Twickenham is within the borough of Richmond, which is the only London borough that straddles both sides of the Thames with spacious parks and commons – it is also the capital's greenest borough. **Richmond Park** is London's biggest park.

Richmond has been a favourite retreat of Royalty, the rich and the famous for hundreds of years. The area is best known for **Hampton Court Palace**, the **Royal Botanic Gardens at Kew**, and **London Wetland Centre**.

Richmond-upon-Thames has something for everyone. If you're looking for a great mix of shops including the well known high street names, boutiques, designer stores and antique shops, Richmond is the perfect destination. Unlike many modern towns, Richmond has historic cobbled lanes and alleyways filled with interesting finds. When



shopping tires you out, you can take a short break at one of the many wine bars or cafés or relax by the river or on **Richmond Green** – London’s largest town centre open space.

Brewers Lane, Paved Court, Golden Court, Church Court and Hill Rise are an absolute must for visitors to Richmond, here you will find many independent shops, galleries and curious places to browse.

Richmond is also well known for its pubs, secluded cafés, and its farmers’ market which takes place on Saturdays 11.00 to 15.00.

The town has two theatres, the **Richmond Theatre**, which receives major national tours, and the **Orange Tree Theatre**, a producing theatre ‘in the round’. The town also has three cinemas, the art house **Curzon** in Water Lane and two **Odeon** cinemas with a total of seven screens, one by Richmond bridge, and the second set nearby.



Harry McCord



From top: Richmond riverside; Richmond Theatre; Richmond Park.

London top 10



British Museum

See the works of man from prehistoric to modern times with collections from all around the world. Famous objects include the Rosetta Stone, sculptures from the Parthenon and the Portland Vase. 📍 *Tottenham Court Road/Oxford Circus*



Tate Modern

Britain's national museum of modern art in the former Bankside Power Station on the banks of the River Thames, the gallery displays major works by Matisse and Picasso as well as contemporary work, exhibitions and installations.

📍 *Southwark*



National Gallery

One of the greatest collections of European painting in the world. With paintings ranging from 1250 to 1900, the collection includes work by Botticelli, Leonardo da Vinci, Rembrandt, Gainsborough, Turner, Cezanne and Van Gogh. 📍 *Charing Cross*



Natural History Museum

As well as the permanent dinosaur exhibition, the museum has a collection of the biggest and rarest animals in the world. Don't miss the life-sized model of a Blue Whale, the 40 million year old spider, and an elephant bird egg. 📍 *South Kensington*



The London Eye

The 'Millennium Wheel' is a major feature of London's skyline. Europe's highest observation wheel offers you spectacular views of over 55 of London's most famous landmarks – all in just 30 minutes. 📍 *Waterloo*

Science Museum

See, touch and experience the major scientific advances of the last 300 years at the largest museum of its kind in the world. The Science Museum has over 40 galleries and 2000 hands-on exhibits.

◆ South Kensington



Victoria & Albert Museum

The 'V&A' celebrates all things art and design, and is home to 3,000 years worth of amazing artefacts from the world's richest cultures. It's an amazing collection of ceramics, furniture, fashion, glass, jewellery, photos, sculpture, textiles and paintings.

◆ South Kensington



Madame Tussauds

At Madame Tussauds, you'll come face-to-face with some of the world's most famous faces. From Shakespeare to Britney you'll meet influential figures from showbusiness, sport, politics and even Royalty.

◆ Baker Street



The Tower of London

Take a tour with a Yeoman Warder around one of the most famous fortified buildings in the world. Discover its 900 year history as a royal palace and fortress, prison and place of execution, mint, arsenal, menagerie and jewel house.

◆ Tower Hill



Royal Museums Greenwich

See one of the greatest maritime museums of the world, the Cutty Sark ship and the Royal Observatory where east meets west at the Prime Meridian.

DLR Cutty Sark



◆ Nearest Tube station: Nearest railway station: Nearest bus stop: DLR Nearest Docklands Light Railway station

Central London



The size of London surprises many people - the City of London is officially one square mile (2.6 sq. km), but greater London is Europe's biggest city and covers a vast 660 square miles (1,700 sq. km). Within that area are 32 boroughs, all within easy reach of the centre and each with its own character.

It would be impossible to describe all London's attractions here: the city has some of the most famous sights in the whole

world, but also an almost endless variety of less-well-known locations. Old streets, historic churches and grand state buildings contrast with cutting-edge (and controversial) modern architecture. Prestigious old museums compete with funky modern attractions such as the London Eye and the Tate Modern gallery. Centuries of tradition, from the uniformed guards outside Buckingham Palace to the 'mother of all Parliaments' beneath the chimes of Big Ben, are to be found in one of the most multicultural cities in the world.



Main central districts

London's central area is quite large, and in most Londoner's minds it is divided into districts: here's a guide to the main districts of London.

Bloomsbury

The 'Bloomsbury Group' were a group of 1900s writers, and the area is still known for its literary people and for being the home of the British Museum and the Telecom Tower.

Key attractions:

- British Museum, Great Russell St ● *Tottenham Court Road*
- Charles Dickens Museum, 48 Doughty St ● *Russell Square*

City of London

The City is the oldest part of London inside the Roman city walls and is technically a city in its own right, separate from the rest of London. It is one of the most important financial centres in the world with modern skyscrapers standing next to medieval churches on ancient streets.

Key attractions:

- St Paul's Cathedral, Ludgate Hill ● *St Pauls*
- The Monument (with observation platform at the top) ● *Monument*
- Museum of London, London Wall ● *Barbican or St Pauls*
- Tower Bridge ● *Tower Hill*
- Tower of London ● *Tower Hill*



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From top left: City of London; St Paul's Cathedral; Covent Garden.

Covent Garden

One of the main shopping and entertainment districts, and so very busy with tourists and very expensive. The old fruit market is now a shopping arcade.

Key attractions:

- Covent Garden ● *Covent Garden*
- Royal Opera House ● *Covent Garden*
- London Transport Museum ● *Covent Garden*

Note that Covent Garden and Leicester Square underground stations are so close together - 400m - that it is much quicker to walk between them!

Leicester Square

This area includes Leicester Square itself, Chinatown, Trafalgar Square and Piccadilly Circus and the centre of London's cinema and theatre land.

Key attractions:

- TKTS discount theatre ticket booth ● *Leicester Square*



- Chinatown ● *Leicester Square*
- Trafalgar Square ● *Charing Cross*
- National Gallery (Trafalgar Square) ● *Charing Cross*
- Picadilly Circus ● *Picadilly Circus*
- National Portrait Gallery ● *Charing Cross*
- The main London theatres ● *Leicester Square*
- Bookshops in Charing Cross Road ● *Leicester Square*

Holborn-Clerkenwell

Between London's West End and the City of London is the tranquil home to the Inns of Court, the centre of Britain's legal professions.

Key attractions:

- Lincoln's Inn Fields ● *Holborn or Chancery Lane*
- Hunterian Museum ● *Holborn*
- Old Curiosity Shop ● *Holborn*

Mayfair-Marylebone

Mayfair is the most expensive property on a British Monopoly board, and the district is home to expensive houses and the best shops, as well as several London landmarks.

Key attractions:

- Madame Tussauds ● *Baker St*
- Sherlock Holmes Museum ● *Baker St*
- Oxford Street - Britain's top shopping street ● *Oxford Circus*
- Marble Arch, home to Speakers' Corner ● *Marble Arch*
- Regent's Park ● *Regent's Park or Baker St*
- ZSL London Zoo ● *Regent's Park*



Notting Hill-North Kensington

Lively market, interesting history, the world famous carnival and diverse population.

Key attractions:

- Portobello Road Market ● *Notting Hill Gate*
- Kensington Palace ● *Queensway*
- Museum of Brands and Packaging ● *Ladbroke Grove*

Paddington-Maida Vale

A residential district of northwest central London with lots of mid-range accommodation. Famous for its railway station and the fictional bear named after it.

Soho

Once upon a time Soho was characterised by crime, and the sex industry. However, it is now much more respectable and has a lot of highly fashionable restaurants, cafés, clubs and jazz bars, as well as being the focus of London's gay culture.

Key attractions:

- The area itself - just exploring Soho is an education! ● *Tottenham Court Rd, Oxford Circus, Leicester Square, Picadilly Circus*
- Carnaby Street ● *Oxford Circus*

South Bank

The south side of the river Thames is now a centre



From top left: National Gallery, Picadilly Circus, Notting Hill, Trafalgar Square.



for the arts, and has great views of the more famous attractions on the other side of the river. There are concert halls, several theatres and the London Eye.

Key attractions:

- London Eye
◆ *Waterloo or Westminster*
- Southbank Centre ◆ *Waterloo*
- National Theatre ◆ *Waterloo*
- Gabriel's Wharf shops and restaurants ◆ *Waterloo*
- HMS Belfast ◆ *London Bridge*
- Tate Modern art gallery
◆ *Southwark or Blackfriars*
- London Bridge Experience and London Tombs
◆ *London Bridge*
- Shakespeare's Globe Theatre ◆ *Southwark or Blackfriars*

South Kensington-Chelsea

An area known for expensive houses owned by very rich people, high-class department stores, Hyde Park and the main museums.

Key attractions:

- Museums: the Victoria and Albert, Natural History, Science and Geological Museums are here.
◆ *South Kensington*
- Hyde Park ◆ *Hyde Park Corner, Marble Arch, Knightsbridge, Lancaster Gate*
- Harrods ◆ *Knightsbridge*

Westminster

Another city in its own right, the home of government and an almost endless list of sights, such as Buckingham Palace, The Palace of Westminster and Westminster Abbey.

Key attractions:

- Downing Street ◆ *Westminster*
- Westminster Abbey
◆ *Westminster*
- Houses of Parliament
◆ *Westminster*
- Buckingham Palace ◆ *Victoria, Green Park*
- Churchill War Rooms
◆ *Westminster*



Excursions & Tours

London is full of great things to see and do - and no other city attracted more international visitors in 2014. From the world-famous attractions like the Tower of London and Madame Tussauds, to special places that the locals keep mostly to themselves, the city has an amazing range of things to entertain you.

But with such a choice, we know that it can be hard to decide what to do! That's why we offer a selection of excursions to London highlights every week.

And don't forget that there's lots to see outside London: we also run tours to towns and cities outside the capital, so you can get a wider taste of Britain.

Travel tickets

Because most students will already have an Oyster card or Travelcard, tours within the London travel zones do not include the cost of travel. Long-distance tours to destinations such as Bath or Brighton usually include the cost of travel: please check on the weekly excursion programme for full details.



Above: Hampton Court Palace.
Right: Bath.

The following pages contain a useful guide to the places we visit regularly on our excursions programmes.

Bath

Full Day 

Bath is a small but beautiful and historic city. There is plenty to see, including museums, galleries and beautiful views, and this is all do-able by foot. Bath's most famous resident was Jane Austen, renowned for her tales of high society. Her works include *Pride and Prejudice*, in which her characters Elizabeth Bennett and Mr Darcy are now known and loved all over the

- | | |
|--|---|
|  Cathedral |  Cafés |
|  Wildlife |  Local crafts |
|  Castle |  Industrial site |
|  Gardens |  Views |
|  Historic house |  Walk |
|  Landscape |  Guided walk |
|  Live music |  Beach |
|  Prehistoric site |  Amusements |
|  Roman site |  Museum |
|  Pubs |  Historic railway |
|  Good food |  Other attraction |
|  Shopping |  Literary connection |



world. During our tour your guide will show you some of the wonderful and well-preserved attractions this city has to offer.

After this you will have time to explore the city, to visit any attractions you may want to, or spend some time shopping.



Simon Gray

Top: Brighton Pier. Above: Tower Bridge

Borough Market and Tower Bridge

Half Day 🚶 ⭐ 🎆

Borough has long been synonymous with food markets as far back as 1014 when London Bridge attracted traders selling grain, fish, vegetables and livestock. Borough Market is still at the heart of the local community. The Saturday market – with over 100 stalls – is known as the best quality food market in town.

Tower Bridge is one of London's iconic landmarks: the road is carried on two huge lifting 'bascules' that were designed to let sailing ships into the port of London. Famously, Tower Bridge is open when it is shut and shut when it is open. On this tour you can see the museum and enjoy the views from the walkways at the top of the bridge.

Brighton

Full Day 🚶 🛒 ☕

Oh, we do like to be beside the seaside, and Brighton is one of Britain's most famous seaside cities: it was one of the earliest coastal holiday resorts in England, and popular with royalty: the magnificent Royal Pavilion is an extraordinary legacy of regal visitors. Despite the history of 'Mods' battling against 'Rockers' in the 1960s, Brighton is now known for its liberal attitudes; it is relaxed and encourages recycling and a healthy living more than any other town in the UK! From the long seafront with its famous pier, to the fascinating alleyways and



interesting shops of the North Laines, there is plenty to explore.

British Museum

Half Day 📧

The British Museum was founded in 1753, the first national public museum in the world. Visitor numbers have grown from around 5,000 per year in the 18th century to nearly 6 million a year today. The first collections consisted mostly of books and manuscripts, with some antiquities including coins, medals and drawings. Despite its name, much of its content comes from all over the world. It is particularly famous for its Egyptian mummies and classical antiquities from the ancient Roman and Greek empires.

Camden

Full Day 🚶🛒🎵🌟

Camden is considered one of the most beautiful cities in the world, and is one of Britain's great university cities. You can see the magnificent colleges of the university and explore the quaint lanes around the

Below: British Museum. Bottom: Cambridge. Left: Camden.



historic market place, or explore the museums and art galleries. It is well worth exploring at any time of the year.

Camden

Half Day 🚶🛒🎵☕

Camden is one of London's inner city boroughs that has changed from a run-down district to one of London's trendiest areas. At the heart of Camden Market there is the Regent's Canal, which first brought trade to the area. The famous market first started in 1971 and today attracts more than 100,000 visitors every weekend. Bands like Oasis and Madness started here. Camden was also the home of Amy Winehouse who loved the vibrant energy of the area. It's a great place to try food from around the world, gaze at the buildings and listen to live music.



Top: Hampton Court.
Left: Chelsea Stadium

Chelsea Stadium

Half Day ★

This tour of Chelsea Football Club's home stadium, named Stamford Bridge, will guide you through the history and behind the scenes of one of England's most famous football teams.

Hampton Court Palace

Half Day 🚶🏠🌸

Visiting Hampton Court Palace is a must do while staying in London.

Situated on the River Thames in the Borough of Richmond, this particular palace is one of the most popular tourist attractions in the country.

Hampton Court Palace was built in 1514, originally as a

home for Cardinal Wolsey however the palace is most renowned for its resident King Henry VIII.

Inside the Palace you can visit the famous Tudor kitchens and see how they used to live and what they would eat, and you can explore Henry VIII's Apartment and see his crown.

Hampton Court Palace is located on beautiful grounds, which can all be explored by the public. Throughout the spring and the summer the Royal Gardens flourish, and you can have fun finding your way through the Royal Maze.

Kensington Palace

Half Day 🚶🏠🌸

Kensington Palace has been a royal palace since the 17th Century and has been the home to many Kings and Queens, including Queen Victoria. The palace is the



home of Prince William and Princess Catherine. You can visit the state rooms, which are full of paintings and antiques from the Royal Collection, as well as exhibitions and interactive displays that tell the stories of the royal family through the centuries. There are also impressive gardens to explore.

London Dungeons

Half Day ★

The London Dungeons are one of the capital's must-see attractions - delighting audiences with London's histories and legends for almost 40 years.

You will walk through the Dungeons, moving through 18 different shows, guided by 20 live actors. You can also experience two underground rides... if you dare.

See, hear, touch and smell London's murky history. You'll get up close and personal with sinister characters from



London Dungeons

From top: Hampton Court, Kensington Palace, London Dungeons.

Jack the Ripper to the infamous barber of Fleet Street, Sweeney Todd. The underground tour will take you through misty East London streets, plague-ravaged houses and the fearsome torture chamber.

It's a 90 minute journey of laughter and screams through 1000 years of London's dark past.

London Eye

Half Day

There were several big projects to celebrate the year 2000 in London: the Millennium Dome was a very expensive flop; the Millennium Bridge was closed the day after it opened because it wobbled; but the London Eye was an immediate success. It was supposed to be temporary, but it has been so popular that it is now a permanent fixture on London's skyline. It's a great way to see



Top: Portobello in Notting Hill.
Above: Madame Tussauds

views over the whole of London from Europe's tallest observation wheel.

Madame Tussauds

Half Day

Madame Tussauds is a world-renowned display of wax models. Take a journey through rooms containing life-like models of the powerful, rich and famous. Get up close to stars like Brad Pitt, Kylie Minogue, and even the British royal family.

National Gallery

Half Day

The National Gallery displays over 2,000 Western European paintings from the middle ages to the 20th

century. Discover inspiring art by Botticelli, Leonardo da Vinci, Rembrandt, Gainsborough, Turner, Renoir and Van Gogh.

Notting Hill

Half Day

The Notting Hill area has become the home of the rich and famous of London, but just 50 years ago it was a slum. Many streets, houses and shops have been used as film locations for films such as "About A Boy" "Love Actually" and, of course, "Notting Hill". Before the films, the area was mainly well known for its famous Portobello Road Market. The market has many different stalls selling antiques, fruit and vegetables, clothes and "bric-a-brac". It began as a fresh-food market in the 19th century, with antique dealers beginning their trading in the 1940s and '50s. It is now the largest antiques market in the UK.



Orleans House and Marble Hill

Half Day 🌸 🏠 🌅

Situated next to the River Thames, Orleans House gallery is a hidden gem in Twickenham. The gallery includes artists' works which unfold the history of Richmond Upon Thames and surrounding area. After viewing Orleans Gallery, take a stroll to Marble Hill Park, an ideal spot for a picnic if the sun is shining. Situated in the beautiful Marble Hill Park is Marble Hill House, a Palladian villa built between 1724 and 1729. Marble Hill house is a typically Georgian architecture, and was built for Henrietta Herbert, the mistress of King George II.

Oxford

Full Day 📧 🚶 🍵 🌅

One of the most famous university cities in the world, Oxford also attracts visitors from every part of the earth. The 'city of dreaming spires' is dominated by the grand university colleges - there are 36 scattered through

Left: Oxford. Above: Marble Hill House, Regents Canal

the town - and landmarks such as the Radcliffe Camera and Bodleian Library. You can soak up the history and sense of academia as you walk around the town on our guided tour, then watch the punts on the River Thames, relax in one of the city's cafés, or browse for books in Europe's biggest bookshop showroom at Blackwells.

Regent's Canal walk

Half Day 🌸 🚶 🦢 🌅

Regent's Canal is one of London's best-kept secrets - a peaceful haven often hidden by the surrounding buildings; it offers a unique perspective on some of the capital's urban landscapes. A short walk from Little Venice to Camden is a pleasant way to explore, and includes sights such as London Zoo, the Snowdon Aviary and Regent's Park.



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From the top: Richmond walk, Shakespeare's Globe. Right: South Bank.

Richmond Walk

Half Day  

Take a leisurely walk along the River Thames to Richmond, past Eel Pie Island, the 18th century Orleans House, Ham House, Richmond Park and Richmond Hill. This quiet stretch of the Thames and surrounding parkland has outstanding views (The view of the Thames from the top of Richmond Hill is famous and has been protected by an Act of Parliament since 1902) and plenty of things of interest along the way.

Shakespeare's Globe

Half Day   

Shakespeare's Globe is a faithful reconstruction of the

open-air playhouse designed in 1599 where many of Shakespeare's plays were performed. The Exhibition and Tour offers a fascinating introduction to the world-famous Globe Theatre and life in Shakespeare's London. See a sword-fighting display, find out how actors are dressed in handmade costumes and take a tour of today's working theatre.

South Bank Walk

Half Day    

Not so many years ago the south bank of the River Thames was home to crumbling buildings, an abandoned power station, and the fading remains of a 1950s festival: now it is one of the most popular areas of central London, and a centre for arts and entertainment. This walk takes you past the famous (if rather dull) London Bridge, the reconstructed Globe Theatre made famous by William Shakespeare, the Tate Modern art museum and the arts centres of the National Theatre and Royal Festival Hall. Along the way there are great views up and down the river and across the 'wobbly' Millennium Bridge to St Paul's Cathedral.



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Thames River Cruise

Half Day 🌅★

Take a cruise on the beautiful River Thames and view some of London's most famous sites.

On board there will be live commentary and you will see over 45 famous landmarks in under an hour! The Thames River Cruise is the perfect way to see London from an alternative view.



Essential London Walk

Half Day 🌅🏠🗺️★

LAL London's whistle-stop walking tour of central London is the best way to see all the most famous sights in the capital! See Buckingham Palace, Trafalgar Square, Downing Street, Westminster Abbey, the Houses of Parliament - and much, much more. This half-day tour is essential for any first-time visitor to Britain's capital, so don't miss it.

Tate Modern

Half Day 📧

Britain's national museum of modern and contemporary art from around the world is housed in the former Bankside Power Station on

From the top: Tate Modern; a river cruise; Essential London Walk.

the banks of the Thames. The awe-inspiring Turbine Hall runs the length of the entire building and you can see amazing work for free by artists such as Cézanne, Bonnard, Matisse, Picasso, Rothko, Dalí, Pollock, Warhol and Bourgeois.

Theatreland

Half Day 🎭★

London's theatres are some of the best in the world, and famous actors have 'trod the boards' (appeared on stage) here for hundreds of years.



From top: Tower of London; Theatreland; Twickenham Stadium. Right: Twickenham pub.

From the hustle and bustle of Picadilly Circus, walk into Shaftesbury Avenue, home of the most famous theatres (including the Windmill that held London's first nude shows, and refused to close during World War II), and to Chinatown and Seven Dials.

Tower of London

Half Day 🏰 🌻 🚶

William the Conqueror built the fortress around the White Tower during his reign starting in 1066. Successive monarchs have



enlarged and improved the defences and added more buildings. It has served as a palace and a prison (in fact the last prisoners were Rudolf Hess in 1941 and London's notorious Kray twins in 1952!). The tower is guarded by the Yeoman Warders in their distinctive uniform that has changed very little since the 1500s. Today it is a famous tourist attraction, drawing in people with its long and fascinating history, and home to the crown jewels and a colony of ravens!

Twickenham Pub Walk

Half Day 🚶 📖

Enjoy the great British pub in the company of friends. Take an evening walk through Twickenham to sample the atmosphere - and a pint or two of good beer - in some of the local pubs.

Twickenham Stadium

Half Day 🚶 ⭐

Twickenham Stadium is the fourth largest sports venue in Europe and the largest in the world dedicated to rugby.

The tour takes you behind the scenes to visit some of the most exclusive parts of the Stadium. Although for many the highlight is a visit to the England dressing room, also included is the



royal box, hospitality suites, medical room, players' tunnel and a breathtaking view of the arena from the top of the stand and finally a walk pitch side around the famous turf.

Twickenham Tour

Half Day

Discover the highlights of the local area on this walking tour of Twickenham, including the river path, a medieval church, Eel Pie Island and, of course, the 'naked ladies' of York House.

Victoria and Albert Museum

Half Day

The Victoria and Albert Museum is the world's greatest museum of art and design, representing more than 3,000 years of human creativity, with collections unrivalled in their scope and diversity. Highlights include the Medieval Renaissance galleries containing some of the greatest surviving treasures from the period, the breathtaking Jewellery gallery and the stunning British Galleries, illustrating the history of Britain through the nation's art and design.



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Top: Windsor Castle. Bottom: V&A.

Windsor and Eton

Full Day

Windsor Castle is the official residence of Queen Elizabeth II, and is the oldest and largest occupied castle in the world. You can explore the State Apartments and St George's Chapel. You can also see the famous doll's house, complete with working miniature lifts, electric lights and a tiny WC that really flushes!

Across the river from Windsor, Eton College is one of Britain's most famous schools, with 1300 boys aged 13-18. It is famous for offering a very good education to wealthy pupils (it costs £33,000 per pupil per year) and for being extremely traditional - you may see the pupils wearing bow ties and tailcoats.


Public transport

Want to get out and about on your own? No problem: London is fortunate to have an excellent public transport network.

London's Transport

London has an excellent integrated public transport system. You will find that it is easy to get almost anywhere in London by bus, tram, train or Underground. See www.tfl.gov.uk.

Local Trains

Trains are run by several companies on the 'National Rail' network, which is indicated by the  symbol. Trains run from Twickenham station to Waterloo station for central London, and to Reading, where you can connect with services to Oxford, the north and south-west of England. You can buy single or return tickets for these trains, and through-tickets if you need to change trains. You can also use Oyster Cards or Travelcards on services towards Waterloo. You must have a valid ticket, Oyster Card or Travelcard before you board the train.

Please note that the last train from Waterloo to Twickenham is at about midnight each evening.

Local Buses

London has an excellent bus network. You must have a Travelcard or Oyster card to pay for your journey.

Night buses

A limited number of buses run at night. From central

London, take bus N9 to Hounslow Bus Station and then bus 281 to Twickenham.

Underground

The London Underground is known as the 'Tube' (but *not* the subway!). It's the easiest way to get around central London. The nearest Tube station to Twickenham is Richmond, but it is quicker to take a train to Waterloo, then take the Underground to travel into central London. There are maps at stations, on all Tube trains, and also at Reception at LAL London.

There are a few rules for the Tube: you must have a ticket; make sure you stand on the right on escalators; don't talk to other passengers or make eye contact; don't try to walk between carriages; don't take lots of luggage; stand clear of the doors; and mind the gap - which means beware of the space between the train and platform.

Long-distance Coaches

Buses which run on long routes with only a few stops are called 'coaches'. National Express run coaches from Victoria Coach Station in central London and Heathrow Airport to towns and cities all over Britain. You can book National Express tickets online at: www.nationalexpress.com.

Tickets

You must have a valid ticket or pass to use public transport. You may be charged up to £50 if you don't have a valid ticket or pass.

You can buy single tickets for some journeys, but it is often better value to buy a Travelcard or Oyster Card.

Travelcards

One day Travelcards allow you unlimited travel for one day on buses, trains, trams and the Underground in the Zones you pay for – and buses in ALL zones. Most central London attractions are in Zone 1; Twickenham is in Zone 5. You can buy Travelcards at Underground stations from ticket offices or machines, and from railway stations. Show your Travelcard to bus drivers, and use it to open ticket barriers at stations.

Oyster Cards

An Oyster Card is a flexible transport card. You top it up with money and use its "pay as you go" facility to buy travel tickets for less than the cash price. You can also store weekly or monthly Travelcards on your Oyster Card.

You need to touch your Oyster Card on the yellow, round readers when you enter *and* leave Underground and railway stations - if you do not 'swipe' your card when you leave, you will be charged the maximum fare for one day. If you travel by bus, only swipe your card when you board, *not* when you leave the bus.

You can buy and top-up Oyster Cards at Underground stations and at Oyster Ticket Stops - the nearest to LAL London is JKS News, opposite the school.

Long-distance Trains

Britain's National Rail network is a fast way to get around. Trains may be more expensive than coaches, but there can be cheap tickets if you book in advance.

You can get information at railway stations and at www.nationalrail.co.uk. The prices at the station are usually the same as those on the internet.

Taxis

There are two types of taxi: the traditional London 'black cab' which you can hire at taxi ranks and by hailing on the street charge according to the distance you travel.

The fare is shown on the meter next to the driver, and there is a surcharge for nighttime journeys, extra luggage and extra passengers. However, black cab drivers are famously reliable and can find any address in London.

You can also telephone to hire 'minicabs' which may charge on the meter or may agree a fixed charge in advance.

Whichever type of taxi you choose, make sure it is licensed; don't get into unmarked cars which offer you a 'lift' to your destination: see page 24.

Driving in Britain

If you have brought your own car or want to hire a car in London, you must keep to the law and be prepared for some odd features on our roads. Be aware that the roads in London can be very busy, and parking is often difficult and expensive - plus you need to pay the Congestion Charge in central London (see below).

You must have an appropriate driving licence to drive in Britain. If you come from EU or European Economic Area countries, you can drive any vehicle which is permitted by your licence AND which is shown on your licence.

If you are from any other country, your licence or permit must be valid for at least 12 months from the date you arrive in Britain. You can drive on a foreign licence for up to 12 months, and cannot drive any vehicle with more than 8 seats.

Rules of the road

Britain's roads are governed by the Highway Code, and you should buy a copy from any bookshop if you intend to drive in Britain. You can read a summary on the internet at www.gov.uk/highway-code.

The following are important points to note:

Keep left

Britain drives on the LEFT. This also means that you must only overtake on the right, and go clockwise (🕒) round roundabouts.

Seat belts

You MUST wear a seat belt in vehicles.

Drink-driving

The legal alcohol limit is 80mg alcohol in 100ml blood. If you drive while over this limit, you can be sent to prison, fined £5,000 and banned from driving. That's if you don't kill yourself first. DO NOT DRINK AND DRIVE.

Mobile telephones

You MUST NOT use a mobile telephone while you drive.

Miles, not metres

All road signs give distances in miles (m) and yards (yds) and speeds in miles per hour. (mph).

1 mile = 1.6km (so 50 mph is about 80km/h). 1 yard is about 1 metre.

Speed limits



This sign means that the 'national speed limit' applies to the road.

The National Speed Limits for cars, unless signs say otherwise, are as follows:

- 30 mph (48km/h) in towns and villages
- 60 mph (96km/h) on other single-carriage roads
- 70 mph (112 km/h) on roads with two or more lanes in BOTH directions (dual carriageways and motorways)

Accidents

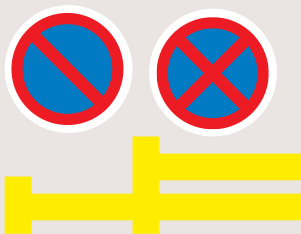
If you have an accident, you must report it to the Police and give your details to any other drivers involved in the accident.

Stop!

You **MUST** stop at Zebra pedestrian crossings (which have black-and-white stripes on the road and flashing orange lamps on striped posts) if pedestrians are crossing or waiting to cross.

You must also stop for red or amber traffic lights, or if lights are flashing where the road crosses a railway line.

Parking



These signs and/or yellow lines by the side of the road mean you must not park there. Britain's parking attendants and traffic wardens are well-known for being ruthless in applying fines - and chasing them up even overseas.

Red lines by the side of the road mean that you must not stop - even to drop off or pick up passengers.



Breakdown

If you break down, there are three main organisations who can help. They will charge you to join their organisation if your car is not already covered by their insurance:

- The AA; 0800 887 766
- The RAC; 0800 197 7815
- Green Flag; 0800 051 0636

If you break down on a motorway or dual carriageway, signs on white posts at the side of the road will point you to an orange emergency 'SOS' telephone. Use this telephone to help the emergency services to find you.



Central London is covered by the Congestion Charge zone. Cars are subject to the Congestion Charge if driven within the charging zone between 07:00 and 18:00, Monday to Friday. You do not have to pay the charge on weekends, English public holidays, designated non-charging days, or between 18:00 and 07:00.

You will need to pay the charge (£11.50) on or before the day of travel, by phone or on the internet. Ask at Reception or see www.tfl.gov.uk/cc.

Going Home


All good things must come to an end, and one day you will have to say goodbye to LAL London and return home.

Arranging your departure

If you have booked an airport transfer, we will ask you to come to Reception on the Wednesday before your departure to discuss your transfer arrangements.

Departure times

We aim for you to reach your departure airport no later than two hours before your flight's departure. However, in some cases you will be travelling to the airport with other students, and we cannot always get you to the airport exactly two hours before your flight. We regret that, unless we have the wrong flight details for your journey, it is usually not possible to change your departure time.



Our transfers service will make arrangements for your journey from your pick-up point in Twickenham to the airport of your departure. This may be by minibus, coach, taxi or a combination of these.

You are responsible for your own flight tickets, passport and luggage, and for checking yourself in at the airport.

Don't need your transfer?

If we say that we have arranged a transfer for you, but you don't need it, tell us so that we can take you off our passenger lists. We regret that refunds are not given for transfers that have been booked but are not required.

Not on the list?

If you are not on the transfers list, or we show the wrong flight details for you, please see the Reception as soon as possible so that we can check your arrangements.

Directory

There is so much in this city that we can't tell you where everything is - but we hope that this list of attractions and services is useful.

Asian Foods

Asian Food Centre

175 Staines Road, Hounslow, TW3 3LL

Banks

Barclays Bank

2 York Street, Twickenham, TW1 3LE

Lloyds Bank

17 Heath Road, Twickenham, TW1 4AW

HSBC Bank

2 London Road, Twickenham, TW1 3RY

Natwest Bank

25 King Street, Twickenham, TW1 3SU

Halifax Bank

1 London Road, Twickenham, TW1 3SX

Santander

1 King Street, Twickenham, TW1 3SD

TSB

38 King Street, Twickenham, TW1 3SL

Bars & Pubs

Botanist

3-5 Kew Green, TW9 3AA,
(020) 8948 4838

Bull's Head

Lonsdale Road, Barnes, SW13 9PY,
(020) 8940 1208

Coach & Horses

8 Kew Green, TW9 3BH,
(020) 8940 1208

Cricketers

The Green, Richmond, TW9 1LX,
(020) 8940 4372

Eel Pie

9-11 Church Street, Twickenham, TW1 3NJ, (020) 8891 1717

Inn at Kew Gardens

292 Sandycombe Road, TW9 3NG,
(020) 8940 2220

Prince's Head

28 The Green, Richmond, TW9 1LX,
(020) 8940 1572

Ship

10 Thames Bank, Mortlake, SW 12 7QR,
(020) 8876 1439

Sun Inn

Church Road, Barnes, SW13 9HE,
(020) 8876 5256

White Cross

Water Lane, Richmond, TW9 1TH,
(020) 8940 6844

White Swan

Riverside, Twickenham, TW1 3DN,
(020) 8892 2166

Ye White Hart

The Terrace, Barnes, SW13 0NR,
(020) 8876 5177

Beauty Salon

Kiss N Make Up

29 Church Street, Twickenham,
TW1 3NJ, (020) 8891 1144

Bowling

Tenpin Kingdon

The Rotunda, Kingston-Upon-Thames,
Surrey KT1 1QJ

Car Hire

Currie Motors

161 Chertsey Road, Twickenham, TW1 1ER, (020) 8892 0041

Strawberry Hill - Car Rental

76 Colne Road, Twickenham,
Middlesex, TW2 6QE
(020) 8898 8904

Chemists

Lloyds Pharmacy

114-116 Heath Rd, Twickenham, TW1 4BW, (020) 8891 3100

A B C Pharmacy

33 King St, Twickenham, TW1 3SD,
(020) 8892 1526

Boots

3-5 King Street, Twickenham, TW1 3SD,
(020) 8892 3079

Superdrug

1b King St, Twickenham, TW1 3SD,
(020) 8892 1025

Churches

St Margaret's Catholic Church

130 St Margaret's Road, East Twickenham, TW1 1RL, (020) 8892 3902

St Edmunds R.C. Church

213 Nelson Road, Twickenham, TW2 7BB, (020) 8894 9923

St Mary's Parish Church

Church Street, Twickenham, TW1 3NJ, (020) 8744 2693

Jehovah's Witnesses

Kingdom Hall, Argyle Road, Hounslow, TW3 2BE, (020) 85722666

Greek Orthodox Church Of

Panteleimon

660 Kenton Road, Harrow, HA3 9QN, (020) 82060004

Hounslow Jamia Masjid & Islamic Centre

367 Wellington Road, Hounslow, TW4, (020) 8570 0938

Union Of Orthodox Hebrew

Congregations

140 Stamford Hill, London, N16 6QT, (020) 8802 6226

St Augustine's of Canterbury

The Vicarage, Hospital Bridge Road, Twickenham, TW2 6DE, (020) 8894 3764

Greater Life Christian Church

UK House, 82, Heath Road, Twickenham, TW1 4BW, 07884 111969

St Stephens Anglican

30 Crown Road, Twickenham, TW1 3EE, (020) 8892 5258

All Souls Church

Northcote Road, Twickenham, TW1 1PB, (020) 8891 6820

Cinemas & Theatres

The Curzon

3 Water Lane, Richmond, TW9 1TJ, (020) 8332 0030

Orange Tree Theatre

1 Clarence Street, Richmond, TW9 2SA, (020) 8940 3633

Cine City Cinema,

Norfolk Mews, Terrace Lane, Richmond, TW10 6NF, (0161) 445 9888

Odeon Cinema

72 Hill Street, Richmond, TW9 1TW; 6 Lion Street, TW9 1RW, 0871 224 4007

Vue Cinemas

Mustard Mill Road, Two Rivers Retail Park, Staines, TW18 4BL, 0871 224 0240

The Mary Wallace Theatre

The Embankment, Twickenham, TW1 3DU, (020) 8744 0547

Richmond Theatre

The Green, Richmond, TW9 1QJ, (020) 8939 9277

Cineworld Feltham

Leisure West, TW13 7EX, 0871 200 2000

Doctors

Cross Deep Surgery

4 Cross Deep, Twickenham, TW1 4QP, (020) 8892 8124

Richmond Lock Surgery

300 St. Margaret's Road, Twickenham, TW1 1PR, (020) 8892 2543

Staines Road Surgery

325 Staines Road, Twickenham, TW2 5AX, (020) 8894 2722

Thames Executive Health

160 Percy Road, Twickenham, TW2 6JQ, (020) 8894 2644

The Green Surgery

1b The Green, Twickenham, TW2 5TU, (020) 8894 6870

York Med

St. Johns Health Centre, Oak Lane, Twickenham, TW1 3PA, (020) 8744 0220

Golf

Amida Golf Course & Teaching Academy

Staines Road, Twickenham, TW2 5JD, (020) 8783 1698

Strawberry Hill Golf Club

Wellesley Road, Twickenham, TW2 5SD, (020) 8894 0165

Internet Cafés

Internet Café

52-54 Heath Road, Twickenham, TW1 4BX

Quarks.co.uk

4 Red Lion Street, Town Centre, Richmond upon Thames, TW9 1RW

Spiral Espresso Bar

15 Richmond Hill, Richmond Hill,
Richmond upon Thames, TW10 6RE

Emc

156 High Street, Hounslow, TW3 1LR

Nation Link Ltd

87 Kingsley Road, Hounslow, TW3 4AH

PC Traders

10 Spring Grove Road, Hounslow,
TW3 4BJ

Mvine Tara House

Coombe Ridings, Kingston upon
Thames, KT2 7JT

Launderette

The Launderette

38 Staines Road, Twickenham, TW2
5AH, (020) 8893 4974

Libraries

Twickenham Library

Garfield Road, Twickenham, TW1 3JT,
(020) 8892 8091

Whitton Library

41 Nelson Road, Whitton, TW2 7BB,
(020) 8894 98281

East Sheen Library

Sheen Lane Centre, 74 Sheen Lane,
London, SW14 8LP, (020) 8876 8801

Teddington Library,

Waldegrave Road, Teddington, TW11
8LG, (020) 8977 1284

Hampton Wick Library

Bennett Close, Hampton Wick,
Kingston Upon Thames, KT1 4AT,
(020) 8977 1559

Richmond Library

The Little Green, Richmond, TW9 1QL,
(020) 8940 0981

Hampton Hill Library

Windmill Road, Hampton Hill,
Hampton, TW12 1RF, (020) 8979 3705

Hampton Library

Rosehill, Hampton, TW12 2AB,
(020) 8979 5110

Isleworth Library

Twickenham Road, Isleworth,
Middlesex TW7 7EU, (020) 8560 2934

Leisure Centres and Pools

Teddington Sports Centre

Teddington School, Broom Road,
Teddington, TW11 9PJ,
(020) 8977 0598|

Isleworth Recreation Centre

Twickenham Road, Isleworth, TW7
7EU, 0845 4562980

Lockside Pool

Broom Road, Teddington, TW11 9NU,
(020) 8614 6414|

Hampton Sports Centre

Hanworth Road, Hampton, TW12 3HB,
(020) 8941 4334|

Pools On The Park

Twickenham Road, Richmond, TW9
2SF, (020) 8940 0561

Hampton Heated Open Air Pool

High Street, Hampton, TW12 2ST,
(020) 8255 1116

Post Offices

Twickenham - inside WHSmith

477 London Road, Twickenham, TW7
4BX (closest – 5 minute walk from
the school)

St Margaret's Post Office

118 St Margaret's Road, Twickenham,
TW1 2AA

Strawberry Hill

Tower Road, Twickenham, TW1 4PE

Supermarkets

Waitrose

50 London Road, Twickenham, TW1 3RJ

Iceland

29-31, Kings St, Twickenham, TW1 3SD

Tesco

88-90 High St, Whitton, Twickenham,
TW2 7LN

Riverside Supermarket

Strawberry Vale, Twickenham, TW1
4RX

Broadway Stores

119, St. Margarets Rd, Twickenham,
TW1 2LH

Tourist Information

Twickenham Tourist Information Centre

Civic Centre, York Street, Twickenham,
TW1 3BZ



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