



student

handbook

09-10

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## Welcome to BCA

A very warm welcome to BCA. For some, BCA will be your home for the coming academic year and for others a place that you travel to every day, for all of you BCA is your College. Our student handbook and diary has been put together to help you settle in to College life, I am sure that you will find the information useful.

Your tutors will advise upon the academic and practical aspects of College work, providing support to enable you to attain your qualifications. All our staff teams work together to ensure that you enjoy your time at College and achieve success at the start of your chosen career.

We hope that you will take an active part in the social and sporting aspects of student life. The Student Executive will be organising a wide range of events during the year and an active sports programme will be arranged, so we will be looking for team players. Do join in and make the best use of your time here in every way.

There are, of course, a few things we ask of you. *The Student Charter and Code of Conduct for Learners* outlines our commitment to you and your responsibilities to us. As a close knit community, we have rules and regulations that we all need to live by. Please make sure that you read them; some can be found in this handbook; others will be outlined to you during induction at the start of term.

If there is anything that you do not understand or are concerned about, please ask a member of staff, we are all here to help.

Work hard and enjoy life, we wish you every success and happiness in your time at BCA.

**Peter Thorn**  
Principal

## Contact us

Email:  
[enquiries@bca.ac.uk](mailto:enquiries@bca.ac.uk)

Browse:  
[www.bca.ac.uk](http://www.bca.ac.uk)

Phone:  
0800 0711666

Text:  
07624 805666

Fax:  
01628 824695

Write:  
BCA, Hall Place  
Burchetts Green  
Maidenhead  
Berkshire  
SL6 6QR

### Contact Points

If you get stuck at any point and need help, please seek support from our Help Desks in the Zone or Reception in the Learning Centre. The names of these key contacts will be published in our *Guide to Student Support*, available during your induction.

*Reception is in the Learning Centre – opposite the Library entrance.*

### FE College Dates

Autumn term starts	14th September 2009
Semester break	26th October to 30th October 2009
Autumn term ends	17th December 2009
Winter term starts	4th January 2010
Semester break	15th to 19th February 2010
Winter term ends	1st April 2010
Easter break	2nd – 16th April 1020
Spring/Summer term starts	19th April 2010
Semester break	31st May to 4th June 2010
Spring/Summer term ends	21st June 2010

### Other Key Dates

Progress evenings for parents/guardians	Wednesday 11th November and Wednesday 10th March
Berkshire "Sevens"	Saturday 6th March 2010
Open (Lambing) weekend	Saturday 24th to Sunday 25th April 2010
Presentation (Graduation) Day	22nd June 2010

*For details of our H.E. term dates please see the student support area of Moodle© or ask your tutor. Moodle© is the college's virtual learning environment.*

## Key Areas and Key People

### Academic Support

#### Course Tutor

Each programme has a tutor who is responsible for the day to day co-ordination of your programme. They will also arrange access for you to individual one to one tutorial time on a regular basis and these tutorials will give you a chance to discuss any matters that may be affecting your work, progress and well being at College. You will meet your Course Tutor on your first day.

### Personal Support

#### Student Manager

The Student Manager has responsibility for your well-being whilst at BCA and oversees all the social activities as well as all the welfare and fund raising activities.

#### Student Development Officers

The Student Development Officers are the first point of call for student support. They are available on a daily basis to provide advice, guidance and assistance with a range of issues. They can be found in The Zone, or walking around campus.

#### Student President

The Student President leads the Student Executive and is a great point of contact for the student body for any issues that arise.

#### Warden Team

Our Wardens supervise the residential and social facilities and are here to help you with any issues you may

experience. A duty rota is on display in the hostels. Please feel free to talk to them in confidence.

### Counselling

It is good to talk – therefore the College employs a professional counsellor. The Counsellor can help you explore any problems you might be having and aims to help you to find your own solutions. More information about counselling is available on our Virtual Learning Environment, Moodle©, or from The Zone.

### Careers and Life Guidance

The College works closely with Connexions and Next Step who provide advice and guidance on a range of careers related issues. Each week, our Connexions Advisors host drop in sessions in the Zone. Details are on Moodle© and notice boards.

### The College Charter & Code of Conduct for Learners

It is policy at BCA to establish and maintain high-quality standards across all the services we offer, to ensure that your educational and personal goals are met in a professional and caring manner. The *College Charter* explains what you are entitled to expect from us, and also describes your responsibilities and obligations to the College. The *Code of Conduct for Learners* outlines our expectations of you, acceptable behaviour and your responsibilities as a student at BCA.

### Helping Us Get It Right

During your induction you will be given information on what to do if you are unhappy about matters at college. Students are encouraged to solve their own problems but Course Managers, Personal Tutors and Student Support team are there to help if it is needed. If you are still unhappy you can write, or see a number of people; a leaflet telling you how to do this (*'Helping to Get it Right'*) can be obtained in Reception or from Moodle©.

### Essential Skills

Whatever programme you are studying, you may need additional support. Our Essential Skills team can help, either in small groups or on a one-to-one basis. They help with exam preparation, disability support, memory and revision techniques and time and stress management. They can also support students with specific learning difficulties.

You can contact our Essential Skills department on 01628 827468 or see our Customer Service Team in Reception.

## Student Facilities

### Learning Centre

During term-time the Learning Centre hours are:

8.30 am – 7 pm	Monday and Tuesday
8.30 am – 8 pm	Wednesday and Thursday
8.30 am – 4 pm	Fridays

The Learning Centre provides quiet study areas, a specialist book stock, daily newspapers and other learning materials to help you develop study skills as well as access to BCA Moodle© and the internet. There are also CD-ROMs, journals, videos, pamphlets, careers materials and photocopying and binding facilities.

### The Zone *(Information Centre and Student Common Room)*

The Zone provides an great area for students to chill out between lesson. The Zone is located on the ground floor of the Conference Centre. This is where you will find the Student Development Officers, the Student President, Connexions and Chaplains for advice, guidance or just a friendly chat! The Zone is open between 10.00 am to 4.00 pm Monday to Thursday and 10.00 am to 1.00 pm on Fridays.

### ICT *(computers, virtual learning environment, internet and email)*

The College has a large computer network where students can access the internet, word processing, spreadsheet and database packages as well as specialist interactive CD-ROM packages.

All full-time students are given a username, initial password and storage area. Part-time students can also request these. You or your tutor should email [itsupport@bca.ac.uk](mailto:itsupport@bca.ac.uk) to request a user account.

Your *username* is the first letter of your first name followed by up to five letters of your second name. the username is completed with the last 3 digits of your student number. for example: *Jblogg123*

Your initial password is the first letter of your first name followed by the first letter of your second name and then the last 6 digits of your student number. for example: *Jb1123456*

After you have enrolled you are given a College email account which you can access from home! Your email address is the same as your username plus the remainder of the BCA address. For example: *Jblogg123@student.bca.ac.uk*

*You are expected to comply with the "Acceptable Use Regulations" which can be found on the student zone part of Moodle©.*

**Moodle©** is the college's Virtual Learning Environment where students and staff can access and contribute towards study and student support, course materials or other College information.

### The Vaughan Morgan Centre (VMC)

Student sports and social facilities revolve around the VMC which houses a sports hall, fitness centre, bar and social centre in one building. The VMC is next to the sports field and tennis/netball courts. It is open to all students and staff between 8.00 pm and 10.30 pm Sundays to Thursdays and 8.30 pm until 11.00 pm on Fridays and Saturdays (according to demand).

**Please Note:** *The College licence limits the consumption of alcohol on the College premises to the VMC and the Conference Hall bar areas only. The College Drugs and Alcohol Policy can be found on Moodle©.*

### Events

There are many events and parties held throughout the year and these include four major balls – Fresher's, Winter, Easter and Summer. You can bring a guest to some of the events but they are all advance tickets only and they always sell out, so you must be quick when getting your ticket! All BCA students are welcome to attend, however you must ensure that –

1. You have arranged transport home directly after the end of the event.
2. You bring with you your College ID card/proof of age.
3. You do not enter the hostel area unless a residential student has signed you in.
4. You comply with any requests made by the Warden Team or other members of staff.
5. You adhere strictly to all other College regulations and legal requirements.

*Failure to behave appropriately at any time will lead to you being required to leave the campus immediately and*

*lead to disciplinary procedures being initiated with a ban from all social activities.*

*Students will be held fully responsible for any guests they bring onto the campus. BCA reserve the right to ban students from attending social functions if academic progress is not considered satisfactory or if general behaviour standards have been poor.*

### Sport

Whilst at College you are encouraged to take advantage of the sporting activities and facilities available. Regular fixtures for rugby, netball and football are arranged against other Colleges. The College also hosts 'Berkshire Sevens' a national seven-a-side competition involving around 20 different Colleges in March.

In addition there is an opportunity to participate in: Badminton, Tennis, Volleyball, Cricket, Basketball, Table Tennis, Pool and Fitness Training. **Interested?** Please contact a Student Development Officer for more information.

## Transport

The College provides an extensive transport service to and from College. Full details can be found in our Transport Leaflet, available from Reception or from the BCA website.

**Students will not be allowed onto College transport without a valid pass/ticket.** Bus drivers have been authorised to refuse permission to travel if a valid pass/ticket is not presented.

**A Code of Conduct for using the bus service will be issued during Enrolment.**

## Telephones

There is a free phone service called "InfoPoint™" in the Conference Centre. This gives you free access to local facilities and services such as taxi's, food deliveries and national and local help lines.

Payphones are situated in the following places –

**Gilbert Hostel** (card/coin)                    01628 823859  
**North Car Park Entrance** (coin): 01628 825912

The College telephone number is 01628 824444. Unfortunately **we are only able to take messages from friends or family in cases of emergency during office hours.** An answer phone system is in operation after 19.00 (Monday to Thursday) and after 5pm on Friday. **In cases of emergency the duty warden can be contacted, during term time, by mobile phone on 07771 573099.**

## Accommodation

There are 70 study bedrooms in 8 separate accommodation blocks. More information about the

residential facilities is provided on our website as well as in the Residential Handbook on Moodle©.

## Food

The Courtyard Cafeteria, "B's Café" and North Café in the Skills Centre provide a range of meals and snacks throughout the day and into the evening. There are also vending machines for hot and cold drinks and snacks at various locations on the campus. Opening times are as follows.

Snack and Drinks Vending in Courtyard Cafeteria:  
8am – 7pm

Snack and Drinks Vending in conference Centre (Zone):  
8am – 5pm

### Courtyard Cafeteria Meal Times:

*Monday to Friday only*

Breakfast	08.15 – 10.00
Hot lunch service	12.00 – 14.00
Evening Meal (termtime only)	17.00 – 18.00

### "B's Café" Opening Hours (Term-time only):

*Monday to Friday only*

Snack and Sandwich Bar	10.00 – 16.00
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### North Café Opening Times (Term-time only):

Monday to Thursday	10.15 – 15.30
Friday	10.15 – 13.30

If you have any special dietary requirements, please come and discuss them with the Catering Services Manager. There is also a good supply of drinking water facilities across the campus.

### Dress Code

**All students must be tidily and appropriately dressed when using all College and dining facilities. Please do not enter the dining room in work clothes or boots or states of undress (no pyjama's or bare chests). Work boots and clothes should be left in an appropriate area or in the area outside the main entrance. Please do not remove cutlery or tableware from the dining room or coffee shops.**

Because BCA is a working campus with many visitors on a daily basis, you are not permitted to be bare chested whilst on college grounds. This also protects against harmful UV rays and sunburn.

### Financial Matters

Students wishing to discuss financial matters may do so, in confidence, with various points of contact. Our Customer Services Team are here to help and they can be found in Reception. You can also talk to any of the Student Support team. Different forms of support is available and you may wish to see Moodle©, the website or leaflets for more information. If you have questions regarding **EMA** or **Learner Support Funds**, you should speak to one of the Customer Services Team in Reception.

### BCA Student Executive

The BCA Student Executive is an organisation run by students for the benefit of all students at the College. The Executive is led by the Student President, and members are elected at the beginning of the year to organise events, put forward and represent student's views and oversee finances. The operation of the Executive is bound by its Constitution, a copy of which will be on Moodle© or can be obtained from the Student Manager.

The best way to make the most of your time at BCA is to get involved. Check out the Student Exec's area on the "Student Life" part of Moodle©. A full list of their aims and responsibilities can be found there.

### Student Voice

This is an important aspect of our organisation. Student's suggestions and areas of concern are taken seriously and help the college to improve and expand services and facilities each year. How can you get involved? Speak to your tutor or Student Development Officer about becoming a course rep.

### Property and Insurance

Items lost, damaged or stolen on the College campus are **NOT** covered by College insurance so you are advised to insure all your property. Lost property will be handed into the Hospitality Office where it is kept for three months, then disposed of. Lost, damaged or stolen property should be reported to a Student Development Officer or Hospitality Office as soon as it occurs. **Only bring to College what you really need that day.**

### CCTV

The college has comprehensive CCTV coverage across the campus, including on the inside of some buildings. Our CCTV is monitored regularly.

### Health Services

**All students must inform the College of illness.**

You can do this by calling the College Absence Line on 01628 824444 no later than 9.15 am.

**Students should avoid coming to college if they are ill.**

Residential students who are unable to attend lectures due to illness **MUST** inform the Hospitality Office or the Duty Warden.

**It is essential that all illness is reported so that staff can take the appropriate action.**

If you need first aid whilst on campus and cannot find a lecturer nearby please call into the Hospitality Office, which can be found in the Courtyard, opposite the Conference Centre, or go to The Zone. If you have an accident at College, an accident/incident report form must be completed.

### Tetanus

You are strongly advised to ensure that your tetanus vaccination is up to date before you arrive at the College. Your GP's surgery can advise you and arrange booster injections for you if needed.

### Special Leave

Should you wish to be absent from any timetabled activity leave may be granted but only in exceptional circumstances and not for private vacations. If this is required written applications must be made one week in advance and will require approval from your Course Manager. It is the responsibility of the individual to notify any members of staff whose teaching sessions may be missed due to authorised leave.

## Rules and Regulations

### Code of Conduct

The College, as an adult community, expects a standard of behaviour from individuals which maintains, at all times –

- respect for each other, our personal rights, freedoms and opinions;
- the safety of others;
- the welfare of animals;
- compliance with the Law;
- compliance with college rules and regulations.

Upon enrolment a student of the College commits to comply with all rules and regulations currently in place and to behave in a manner appropriate to a college environment. The College Charter outlines your responsibility to the College.

Where behaviour is found to be unacceptable, action will be taken under the Student Discipline and Grievance Procedures. Where disciplinary action is taken a record will be kept on an individual's personal file and where appropriate parents or sponsors will be notified. An individual's behaviour outside College premises may cause action to be taken if, in the opinion of the Principal, it is injurious to others or reflects badly upon the reputation of the College.

The Principal maintains the right to interpret standards and regulations for the College as they see fit in order to preserve the integrity of students, staff and the general reputation of the College.

In cases of gross misconduct or illegal activity on or off campus, the Principal or Deputy-Principal may suspend or expel a student from the College in line with the Student Discipline and Grievance Procedures. Where an illegal activity has taken place the College may involve the Police and support them in any subsequent action.

Where a student feels they have been treated unfairly by any aspect of the disciplinary process they have the right of appeal as set out within the Student Discipline and Grievance Procedures.

### Smoking

In line with the Law, smoking is not permitted within any College buildings and directly outside of entrances to buildings. Smoking is therefore only permitted in designated areas. Our smoking policy will be placed on Moodle© and discussed at induction. All students should adhere to designated smoking areas as mapped out in the smoking policy.

### Vehicles

In the College grounds –

- No vehicle may be driven at more than 15 miles per hour.
- Pedestrians and livestock have priority on all College drives, roads and paths.
- Tractors should be given the opportunity to stop before they are passed or overtaken.
- Vehicles may not be driven on grassed areas.

The College will not accept liability for any vehicles or their contents that may be damaged or stolen. **All vehicles must be registered with the College during**

**enrolment. You will need to provide your current licence, insurance and MOT certificate. You will then be issued with a parking permit which you must display at all times.**

The following regulations must be adhered to -

- Only one vehicle per student to use parking facilities.
- In the event of a change in vehicle, the Transport Office must be notified of the type and registration number.
- All vehicles and drivers must comply with current legislation.
- You may travel on and off the Estate by the main drive only.

**All students MUST use the allocated car parks on campus. The College reserves the right to fine persistent parking regulation offenders and ban vehicles for a period of time. In cases of emergency or organisational need vehicles incorrectly parked will be towed away.**

### Campus Health and Safety

Health and safety is everyone's responsibility, therefore you should look out for yourself and others and never interfere with anything provided for your health and safety (e.g. fire fighting equipment).

All students are required to sign to say that they have received and understood a copy of programme area health and safety information and will, as part of their College programme, undertake a range of health and safety instruction.

Students must familiarise themselves with the College Health and Safety policy (copies are posted in all

working areas). *Students are expected to comply with all College health and safety procedures/regulations.*

**You are expected to dress correctly at all times during practical instruction or duty periods. Appropriate safety clothing, footwear and headgear must be worn (Personal Protection Equipment). In addition, protective clothing or working coveralls must be worn when working with animals, on the estate or in the College Laboratories/Workshops.**

### Jewellery and Stud Policy

Because of the type of work that many of our students because involved in whilst at College and during work experience, the College applies a strict Jewellery and Stud Policy. This Policy clearly states activities where studs and/or jewellery may not be worn for Safety and Welfare reasons. Please make sure you are aware of the Policy and clear on the instructions if you need to

### Fire Regulations

Students must recognise the importance of fire regulations and make sure that they understand them as soon as possible. All fixed and portable fire protection systems and equipment will be tested and maintained in line with appropriate legislative requirements.

**Unauthorised use of fire fighting equipment or interference with smoke detectors is regarded as a serious offence, and could lead to a request to withdraw from residence or suspension from College.**

*In addition a fine will be levied against the individual(s) concerned. The cost of replacing and replenishing damaged fire fighting equipment will lie with the person(s) responsible.*

In the event of the fire alarm sounding, everyone must make their way out of buildings immediately (not stopping to gather personal belongings) and assemble in the designated assembly area.

### Offensive Weapons

Firearms, ammunition and knives are not permitted on the College campus or estate at any time. If such items are found, the College will notify the police as a matter of course.

The College reserves the right to search individuals or groups if they have cause to believe that offensive weapons or illegal substances are being brought onto Campus. The College's Search Policy is available on Moodle© or from the Customer Services team.

### Dogs and Walking Dogs in the College Grounds

Dogs are **not** permitted in buildings or on the grounds unless permission has been granted from our Animal Management team. If permission has been granted, dogs must be kept on a lead around the main campus and on all grazing areas. In the interest of good practice and hygiene you are asked to prevent your dog fouling on roadways, footpaths and adjacent verges, lawns, flowerbeds and borders. If they do so please remove and place in the bins provided.

### Care of the Grounds

We are all proud of the College grounds and estate – they are someone's workshop. Please help us look after our College by placing litter in the bins and using the paths and roadways provided.

### Equal Opportunities Policy

*The College wishes to enable all who come to BCA to learn and develop their skills, achieving goals and raising aspirations through the provision of a high quality and proactive education and training service set within a caring environment.*

*It is the policy of this College to provide and promote an environment which is open and equal, where students and staff are treated solely on their merits and abilities.*

*The College recognises that discrimination on the grounds of colour, ethnic origin, gender, age, disability, sexual orientation, family circumstance, religious belief or any other distinction which denies individuals the opportunity to develop to their full potential.*

**Bullying** is **not** acceptable at BCA. If you need to talk to someone about this please seek out a staff member you feel able to talk with and ask how they can help.

Copies of the full policy and the college policy and procedures relating to harassment and bullying can be found on Moodle© or in The Zone or Reception. Infringement of this policy will be considered a serious breach of acceptable behaviour.

## Useful College Documents

Document	Purpose	Where to find it
<b>College Charter</b>	Sets out the College commitment to provide a quality learning environment and what is expected from you in return	Moodle©, Learning Centre or The Zone
<b>Helping Us Get it Right Every Time</b>	Explains the procedures and people to see in order to make a complaint	Moodle©, Learning Centre or The Zone
<b>Student Guide to College Fees Financial Regulations</b>	Describes College fees and the regulations regarding their payment.	Moodle©, Student Services and our Customer Services Team
<b>Student Guidelines on Curriculum Support and Academic Regulations</b>	Describes the College policies on Tutorial Support Learning Policy Essential Skills Preparing to Leave Your Programme Conduct, Attendance and Registers Use of Assignments and Deadlines Appeals Against Assessment Grading Accreditation of Prior Learning	Course Manager or Reception
<b>Health and Safety Policy</b>	Which sets out - College Statement Responsibilities Arrangements.	Moodle©, Reception or Health and Safety Manager
<b>Student Code of Conduct</b>	Describes the general standards of behaviour expected of students of the College	Moodle©, Student Handbook or The Zone
<b>Smoking Policy</b>	Highlights where smoking is permissible by law and by college standards and regulations.	Moodle© or The Zone

## Useful College Documents continued

Document	Purpose	Where to find it
<b>Hostel Regulations</b>	Describes the rules and regulations specific to students staying in College residence	Resident's Handbook, Moodle©, warden team or Student Manager
<b>Student Discipline and Grievance Procedures</b>	Explains the procedures used when there has been a breach of student discipline and how to appeal against a disciplinary decision.	Moodle©, Student Manager or Learning Centre
<b>Drugs and Alcohol Policy</b>	Describes the actions the college will take when the misuse of controlled or harmful substances is discovered.	Moodle©, Student Manager or Learning Centre
<b>Programme Handbook</b>	Describes the specific content, structure, assessment methods, timetable and tutorial arrangements for your programme of study and specific Health and Safety information.	Course Manager
<b>Accommodation leaflet</b>	Provides information on the facilities and support available to resident students	Customer Services, The Zone or see our website.
<b>Student Association Constitution and Complaints Procedure</b>	Explains the function and structure of the Student Association and its Executive committee.	Moodle©, or The Zone
<b>Equal Opportunities Policy</b>	Describes the College's commitment to equal opportunities for students and staff	Moodle©, Customer Services or The Zone
<b>Disability Statement</b>	Provides information about the facilities and support arrangements available to assist students with disabilities	Moodle©, Customer Services or The Zone

## Useful Telephone Numbers

**Contact numbers and free-phone access can be found on the "InfoPoint™" facility in the Conference Centre.**

A list of Help-lines and Websites can be found on our Student Life pages of Moodle©.

Magnet Leisure Centre	Maidenhead	01628 639955
Marlow Leisure Centre & Pool	Marlow	01628 405200
Bracknell Ski Centre	Bracknell	01344 789002
Coral Reef (swimming and water world)	Bracknell	01344 862525
John Nike Leisure sport Complex	Bracknell	01344 789000
Slough Ice Arena	Slough	01753 821555
Wycombe Swan (theatre)	High Wycombe	01494 512000
Odeon (cinema)	Maidenhead	0871 22 44 007
Empire Cinemas	High Wycombe	0871 4714714
Doctors Surgery	Marlow	01628 484666
Glade Pharmacy (chemist)	Marlow	01628 482078
Boots (chemist)	Maidenhead	01628 671834
Sexual Health Line Helpline	0800 567 123	
Alcoholics Anonymous	0845 769 7555	
Childline	0800 11 11	
Talk to Frank (Drugs) Helpline	0800 77 66 00	
British Pregnancy Advisory Service	0845 730 4030	
Wycombe Rape Crisis	01494 462222	
Samaritans	08457 90 90 90	
Citizens Advice Bureau	01628 621006	
National Debt Line	0808 808 4000	
United Cars	Maidenhead	01628 770771
AA Taxis	Maidenhead	01628 777525
U Want	Maidenhead	01628 622110
Ace Cars	Maidenhead	01628 773811
Hurley Bus Link (Henley-Hurley-Maidenhead)	01344 482200	
National Rail Enquiries	0845 748 4950	
National Express Coach Services	08705 80 80 80	