Supporting you with a disability
Our Disability & Neurodiversity team support students with disabilities, mental health, neurodiversity or long standing medical conditions. They put in place reasonable adjustments to help you achieve your full academic potential and to enjoy your university experience. They can also provide access, via the Disabled Students Allowance, to study skills support and specialist mentoring.

disability@royalholloway.ac.uk

Supporting you with your faith and spirituality
Our Multifaith Chaplaincy aims to support you in building supportive communities of faith, where fundamental questions can be explored and a deep personal search for meaning is encouraged. They offer support our University community - whatever you believe, whatever your background, whoever you love, and whatever your struggles or doubts.

chaplaincy@royalholloway.ac.uk

Supporting you with your mental health
Our Mental Health Practitioner team help students who require support in primary care. This includes triage and assessment, supporting students on a 1-2-1 basis, as well as signposting and referring on to specialist services such as the GP, Talking Therapies and Community Mental Health Recovery Services.

mentalhealth@royalholloway.ac.uk

Supporting you with your finances.
Our Financial Advice team are here to provide guidance for financial issues you may experience including additional support through our Study Support Grant. They can also help with short term loans and help you with budgeting and financial capability skills.

moneymatters@royalholloway.ac.uk

Supporting you with living in the local community
Our Community Wellbeing team support students living in Egham and Englefield Green through our Be a Good Neighbour expectations and our Halls to Home campaign encouraging you to be active, responsible citizens. We value our role in the local community and work closely with Surrey Police and Runnymede Borough Council as part of this. If you have concerns related to community living please contact the team.

community@royalholloway.ac.uk

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Supporting you as an international student
Our International Advice team lead on support for all international students. This includes visa and immigration advice, processing of US federal loans and support for your transition into study and life in the UK.

internationaladvice@royalholloway.ac.uk

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Supporting you with an active lifestyle
Keeping active can help reduce stress, develop friendships and support your mental wellbeing. We have something for everyone, no matter your experience or confidence level. Whether you’re looking to give a new hobby a go or pursing an existing passion, our Active Lifestyle & Sport team are here to support you. To get started download the Royal Holloway Sport App at royalholloway.ac.uk/sport

sports@royalholloway.ac.uk

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chaplaincy@royalholloway.ac.uk
Supporting you with wellbeing guidance

Our Wellbeing Support team of Wellbeing Advisers are our triage team who can help with a range of wellbeing issues and offer advice on maintaining a balanced lifestyle. They can also signpost you to a more appropriate specialist service.

Within the team are our Harassment & Wellbeing Advisers who have a focus on supporting students with concerns about harassment and violence.

We're here to help you

All our Wellbeing & Experience teams are committed to supporting you by:
• helping you transition to university life
• encouraging you to embrace opportunities to make the most of your Royal Holloway experience
• helping you to seek guidance and advice at the earliest opportunity

Contact us if you are worried about your mental health and wellbeing or if you are concerned about another student at the university. Our teams are based in Founder’s East 1st floor and offer drop in sessions each day for students you can contact us on:

royalholloway.ac.uk/help-and-support

Supporting you while living in Halls

Our Hall Life team promotes and supports a positive experience for all students living in our halls of residence. The team are here to help you engage with university life and feel part of our community. They organise events, run campaigns, and provide services including Hall Life Duty Officer drop-ins. You can speak to our Hall Life Duty Officer, Monday to Friday during term time in Founder’s Visitor Centre 7-8:45pm.

hall.life@royalholloway.ac.uk

counselling@royalholloway.ac.uk

Supporting you through counselling

Our Counselling team provide personal and emotional support to help you succeed in your academic studies.

The most frequent therapeutic approach offered by Counselling is the ‘One at a Time’ model, which moves you to a solution-focused goal and supports you in drawing on your existing strengths.

counselling@royalholloway.ac.uk

Wellbeing support

Crisis Mental Health hotline: 0800 95 4644
Papuro HOPeline UK: 0800 068 41 41
Together: together.com/uk
Papyrus HOPELINE UK: 0800 068 41 41
Samaritans: 116 123
Shout Crisis: Text Shout to 85258

In an emergency you may need to call 999 for the Police, Ambulance or Fire service.

University & SU support services

Campus Security: 01784 443338
Student Services Centre: 01784 276641 / studentservices@royalholloway.ac.uk
Students’ Union Advice Centre: advice@su.rhul.ac.uk

We're here to help you and these are our top tips!

No issue is too great or small
It is always better to seek advice at an early stage.

Maintain your wellbeing

Aim for 8 hours sleep or rest, 8 hours study and 8 hours social, sporting or fun activity.

Get involved with campus life

Sign up for a club, society, sport or volunteering.

Be realistic

There will be good days and bad days, busy days and quiet days and it’s all about the balance.

Ask for support

It is what we’re here for and we encourage you to reach out to us if you are struggling or are unsure about aspects of university life.

Your Personal Tutor can help with your academic wellbeing and questions about your studies.

Our top five wellbeing tips

1. Reach out to our Wellbeing Support team for advice on your mental health and wellbeing.
2. Contact your Hall Life Duty Officer to discuss any concerns you have.
3. Attend workshops and events organised by the University.
4. Use the Togetherall app to connect with others.
5. Take advantage of the crisis services available 24/7.

Counselling

Counselling is a confidential service and any information shared will be treated in strictest confidence.

Active Lifestyle & Sport

Mental Health

Wellbeing

Multifaith Chaplaincy

International Advice

Community

Hall Life

Financial Advice

Disability & Neurodiversity

Supporting your wellbeing and experience at Royal Holloway

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