

IMPERIAL COLLEGE UNION CSP FAQ COVID19

TRIPS

◆ **We have an upcoming trip in the UK and wanted to know if this can go ahead?**

As part of the measures put in place by the government on March 16th, everyone in the UK should avoid “non-essential” travel. Unless you are travelling because you are seeing family or are required to travel for work, we recommend you do not travel within the UK.

◆ **We have an upcoming trip outside of the UK and wanted to know if this can go ahead?**

We advise limiting travel to only that which is essential or for family reasons. Please note the FCO now advises British nationals against all but essential international travel as any country or area may restrict travel without notice.

◆ **We can no longer go on our trip what should we do? Do the College/Union have insurance cover that will reimburse members/CSP for cancelled trips costs?**

If you have cancelled your trip or are unable to go due to the outbreak of Coronavirus, please contact your suppliers to enquire about their refund policies, bearing in mind that each provider will have a different policy. If your claims are unsuccessful, please contact activities@imperial.ac.uk and they will assist you. The Union’s staff team is still working full-time to support you.

For further guidance regarding travelling, please refer to the [TRAVEL](#) section of the College’s most up-to-date update.

EVENTS

◆ **We have an upcoming event and want to know if this can go ahead/if we can go?**

Given the government’s recommendations in terms of travel and social distancing, we are now advising that *ALL CSP activities be cancelled* with immediate effect, regardless of whether they are being held on campus or externally. This applies to any event taking place before May 31st (this will be updated in line with College and government guidance).

REGULAR ACTIVITY

◆ **We have room and minibus bookings, what will happen to these?**

Given the government’s recommendations in terms of travel and social distancing, we are now advising that *ALL CSP activities be cancelled* with immediate effect. This applies to any event taking place before May 31st (this will be updated in line with College and government guidance). As a consequence, all room and minibus bookings are cancelled during that time.

◆ **Will we get a refund for our minibus?**

If your minibus booking is cancelled as a consequence of Union closure in light of Covid-19, you will be entitled to a refund from the Union.

◆ **Will we be able to play sport against other universities?**

The British University and Colleges Sports (BUCS) have now suspended the commencement of any BUCS activity (inc. LUSL), both sporting and non-sporting events, until Wednesday, April 1st. For any

other sporting organisation, please seek advice from them directly or contact activities@ic.ac.uk for support.

◆ **Will our weekly training sessions still be able to happen?**

Given the government's recommendations in terms of travel and social distancing, we are now advising that *ALL CSP activities be cancelled* with immediate effect. This applies to any event taking place before May 31st (this will be updated in line with College and government guidance).

◆ **Can we access our CSP storage?**

As of Friday, March 20th, the Union building and the West Basement are closed and you will not be able to access any rooms in those spaces until further notice.

FINANCES

◆ **Can we recover the costs we paid suppliers if we have had to cancel a trip/event/activity?**

If you have cancelled your trip or are unable to go due to the outbreak of Coronavirus, please contact your suppliers to enquire about their refund policies, bearing in mind that each provider will have a different policy. If your claims are unsuccessful, please contact activities@imperial.ac.uk and they will assist you. The Union's staff team is still working full-time to support you.

◆ **I have received confirmation we will be getting a refund from an external supplier. What information should I give them?**

Once a supplier has confirmed they will issue a refund, you will need to give them the Union's bank account details and ask them to quote the relevant Purchase Order number for our reference. Please contact activities@imperial.ac.uk for the bank details required.

◆ **We want to refund our members, how do we do this?**

To process refunds for tickets sold through eActivities, the treasurer or president of the CSP selling the tickets should email the Deputy President (Finance & Services) (dpfs@ic.ac.uk) with the following information:

1. Customer name
2. Order number
3. Amount to be refunded (both full and partial refunds can be processed)

This information can be found by accessing eActivities > Finance > Income > Shop Administration > Purchases Summary. By clicking on the Excel logo next to the product name, you will be able to access all of this information easily.

◆ **Our CSP is now in a large amount of debt, can the Union help us?**

If you believe your CSP is at risk of going into debt as a consequence of the cancellation of trips/events/activities due to the Covid-19 outbreak, please email both the Deputy President (Clubs & Societies) (dpfs@ic.ac.uk) and the Deputy President (Finance & Services) (dpfs@ic.ac.uk) with the subject line "[CSP Name] Debt Enquiry – Covid-19". Though there are currently no available funds to alleviate the financial burden, we will work with you to put together a debt management plan.

AGM

◆ What do we do about hosting our AGMs?

The Union relies on elected volunteers to deliver a great student experience at Imperial. However, given the governmental and College advice to practice social distancing, we advise against holding in-person AGMs. As detailed in the All-Committee-Officers email, sent on Friday March 20th, all CSP elections will need to be hosted online. Here is the timeline for your CSP elections:

Nominations Open	Friday, April 3 rd 12:00
Nominations Close	Wednesday, April 15 th 18:00
Manifestos Due	Friday, April 17 th 12:00
Voting Opens	Friday, April 17 th 14:00
Voting Closes	Wednesday, April 22 nd 14:00
Results announced	Wednesday, April 22 nd 19:00

All CSPs with vacancies in their Next Year Contact Details will be entered in these elections. CSP committees are expected to advertise this to their membership who will be able to submit nominations, manifestos and votes via the Union's [website](#).

COMMUNICATIONS

◆ I have a specific query, who should I contact?

If your query is not answered in this FAQ, feel free to contact activities@ic.ac.uk.

◆ Is the ICU office open?

Though staff members are working from home as of Tuesday, March 17th, we are all working remotely to support students as best as we can. The Union building will be locked down as of Friday, March 20th.

◆ How regular will communications for the Union be to CSPs?

As well as regular updates from the College, which you can find [here](#), and from the Union, which you will find [here](#), we are committing to send updates to CSP committees every Tuesday as a minimum. Depending on the government's updates, we may reach out to you more regularly if required.

◆ We have a package that has been sent to ICU, can we collect it?

All packages that were kept in the ICU office on Level 2 of the Beit building are now with Security in the Beit Lodge office. Given the Beit building will now be shut down, if any parcels still need to be delivered, they will be kept with Security. If you have any further questions regarding parcel delivery, please contact union@imperial.ac.uk.

ACCESS TO UNION FACILITIES

◆ Can we get access to the Union building or the West Basement?

Starting Friday, March 20th, the Union building and the West Basement will be locked down until further notice. If there are special circumstances which require you to access the building, please contact union@ic.ac.uk to seek further assistance.