Frequently asked questions –

How do I find Shrivenham?

Location data for all Defence Academy sites can be found on this website www.defenceacademy.co.uk

How do I book an event?

Please complete the application form on the website www.defenceacademy.co.uk and submit to the Visits & Events Office via email. Upon receipt all applications will receive a booking reference and event organisers will be contacted with further details in due course.

How do I cancel an event?

Cancellations must be made in writing via email at least 5 days before the event is due to start. Please provide you’re booking reference.

Is it possible to book accommodation on site?

Yes, all events requiring accommodation must state their requirement on the Visits & Events application form providing details of numbers, rank, arrival and departure dates.

Are towels, toiletries and refreshments provided in mess accommodation?

Towels, toiletries and refreshment packs (TTR) are not included unless specified but can be purchased on arrival from relevant receptions.

What options are available for evening meals?

All mess dining is Pay as you Dine enhanced meals. You may request a reserved table for dinner alternatively you can request a Silver Service dinner which can be chosen from the bespoke Mess dinner selector, additional labour charges will apply. Permission from the PMC will need to be obtained via the Visits & Events Office for all Silver Service dinners.

How do I book a Silver Service dinner?

Please complete the Visits & Events application form; particular detail should be paid to the statement of requirement and section 3. On receipt of your application availability will be identified and your requirement will be passed to the General Services Manager who will provide you with costs based on your requirement.

Are Video Conference facilities available?

We have a number of video conference suites available at Shrivenham, we have suites which provide a number of connections via IP, ISDN or eVTC. On provision of requirement, including point of contact details and dial in numbers, we will advise of the location.

Is it possible to run a PowerPoint presentation?

All of our facilities have an audio visual system, you may bring presentations on either a CD or laptop but not USBs.
Can I have access to DII?

Shrivenham Station has very few DII terminals, there are a number of hot desks available but these are in high demand. If it is vital that you have DII for your event this must be indicated on your Visits & Events application form.

Is Wi-Fi available on site?

The Wi-Fi service at Shrivenham Station is available in the majority of business areas including offices, lecture theatres, syndicate and classrooms, libraries and laboratory areas. It provides a business class service with some filtering to prevent access to inappropriate websites.

There are two levels of service available to provide the following:
1. An open access service to support personal devices (BYOD - Bring Your Own Device) which provides the ability for all staff, students, visitors and contractors at Shrivenham to connect their own personal laptops, computers, tablets, smart phones, etc., directly to the Internet.
2. Connection to the internal DAC domain for DA issued MOD Wi-Fi enabled devices to access all DAC services the same as standard DAC desktop workstations.

There is a Wi-Fi service provided for all staff, students, visitors or contractors at Shrivenham staying in single living accommodation and is designed to allow them to connect their personal computers, smart phones, tablet computers, games consoles, smart TV's or media streamers directly to the Internet. The service is also available to anyone else on site within range of an access point so any staff working in any of the buildings above will also be able to access the service should they wish.

To connect to the Wi-Fi service, switch on your wireless enabled device and search for the network called “Wifinity Internet PAYG”. Connecting to the network itself requires no password or key. Once connected, launch an Internet browser and attempt to browse to any site. Your browser will re-direct you to the Wifinity landing page where you can sign up for a package. Different packages are available depending on the speed and length of service you require. The packages available along with their associated costs are as follows:

- £3.99 for a 4Mbs service for 1 day
- £6.99 for a 4Mbs service for 1 week
- £15.99 for a 4Mbs service for 4 weeks – automatically renews
- £23.99 for a 10Mbs service for 4 weeks – automatically renews
- £26.99 for a 20Mbs service for 4 weeks – automatically renews

Alternatively you can purchase 1000 minutes of on-line time for £15.99. Your 1000 minutes must be used within 90 days.

Payment is handled entirely on-line and can be taken by Credit or Debit card or a PayPal account if you have one. Your package will allow you to connect up to two devices to the Internet.

After completing the registration and payment process, your device will be able to access the Internet directly and you will not be prompted to log in again.

There are no upload and download limits on the Wi-Fi network although there is a fair use policy in place. If you sign up for one of the four week packages which automatically renews and wish to cancel your subscription, you can do so by contacting Wifinity directly – details below.
The Wi-Fi service is provided in partnership with Wifinity, the leading supplier of recreational Internet to military sites in the UK and Germany. All Internet access, billing and support is provided by Wifinity directly. If you have any queries or problems you can contact them by telephoning 0208 090 1290 or e-mailing them at cc@wifinity.co.uk or browsing their website at http://www.wifinity.co.uk. For full terms and conditions, refer to Wifinity’s website.

**Are Industry and Contractors able to attend events?**

Yes. All attendees names must be submitted on a security nominal roll at least 14 working days before your event, all attendees must bring a form of photo ID with them. If visitors arrive and their names are not on the nominal roll our Main Reception will contact the Visits & Events Office and seek approval for access. If the individual does not have photo ID the visitor will be declined access. It is the event organiser’s responsibility to ensure that all attendees are aware of our security policy.

**Are vehicle details required?**

On arrival at Main Gate reception visitors car details will be obtained for car park passes, we do not require this information prior to arrival.

**Can I come and look at the facilities prior to my event?**

You are welcome to make arrangements for a pre-event recce by contacting the Visits & Events Office, contact details on the website. This will give you the opportunity to see the venue and discuss your requirement prior to the event.