



Observatorio del Teide Residence

Tel: 922/329100 Fax: 922/329117

General information

Welcome to the Observatorio del Teide (OT) Residence. We hope that your stay will be a pleasant and scientifically rewarding one. Bear in mind that personnel and visitors might be resting or sleeping at any time of the day or night and try to avoid making any unnecessary noise. It is also essential to prevent light from escaping from the Residence in order not to affect nighttime observations adversely, so we urge you to lower the blinds at night and turn off all non-essential lighting.

OT Reception



The **OT Reception** (rot@iac.es) staff are employed through an external contract service and are at the Observatory from Monday to Sunday between the 9:00 to 18:00 hours but on Wednesday and Friday that will be between 9:00 to 14:00 (extension 1110). Outside this schedule, please communicate with OT maintenance staff (Ext. 7100). All management, invoicing and accountancy matters are performed at IAC Headquarters in La Laguna (extension 364).

Facilities for shared use

There are common services at your disposal:

- Fax (34-922-329117)
- Fotocopier
- Computers (Two computers with Linux and access to Internet (user: Internet y pass: milka33), Laser HP Printer). These machines are freely available with a visitor's account that permits Navigator sessions and a Terminal. If you are a member of the IAC, use these facilities normally with your usual user account.
- WIFI: (user: iacext, pass: .redwifideliac. y connexion: WPA-PSK)

Entertainment:



There is a small library with books and astrophysics and general interest journals and magazines, mainly in Spanish and English, available to visitors.



TV/DVD/VídeoVHS Room, with various films and a music centre with an AM/FM radiocassette player and Compact Disc. There are also various games, decks of cards, dominoes and chess sets.

Emergencies:

The person charged with coordinating the Plan for Emergencies (COE) is:

8:00 - 18:00 OT Maintenance Technician

18:00 - 8:00 Night assistant

We have at your disposal on our web site a form for making a report to activate the Plan for Emergencies.

First Aid: There is a first aid room equiped with a first aid kit, oxygen, a stretcher and immobilizer, a long-distance transmitter, torches, a compass, ice crampons and protective clothing.

Maintenance: In case of civil maintenance problems with buildings, contact the maintenance personnel:

Ignacio del Rosario (Chief) irosario@iac.es	Extension 1121
Maintenance Technicians mot@iac.es	Extension 7100

If an administrative problem should arise, contact OT Administration:

Javier Cosme (OT Secretary) jcm@iac.es	Extensions 5364 (IAC) ó 1172 (OT)
OT Reception rot@iac.es	Extension 1110

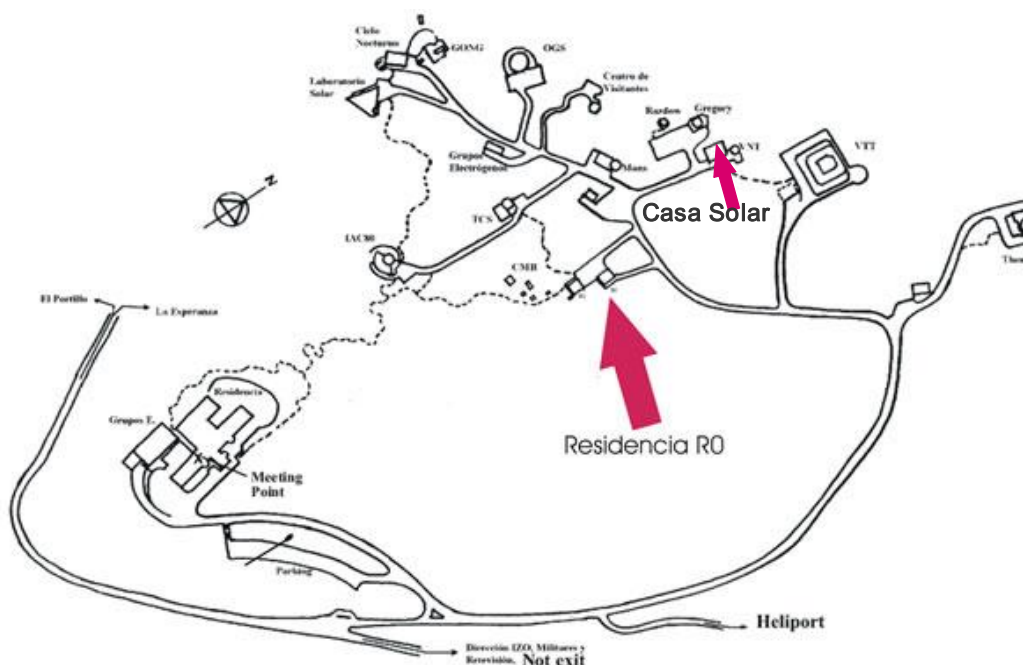
The Observatory Administrator is:

Dr Miquel Serra-Ricart mserra@iac.es	Extensions 5364 (IAC) ó 1124 (OT) Mobile telephone: 649 848 305
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Rooms:



Even if you have a room booked, it might not be in the main Residence and you might have to go to the "Casa Solar" or Residence Annex "R0".



Timetable: arrivals and departures will be effected according to the following timetable:

Rooms	Arrival	Departure
Nocturnal, N1 to N6	after 17:00	before 12:00
Daytime, D1 to D6	after 19:00	before 17:00
Casa Solar	after 17:00	before 16:00
R0 Residence	after 17:00	before 16:00

Water: Owing to the scarcity and high cost of water in the islands, we urge you to use this resource with moderation. If you notice any loss or leaks, please inform maintenance immediately. Before leaving your room, check that the system is not leaking and that all taps are turned off.

Electricity: The OT has its own 220-240 V power line to supply all necessary energy.

Keys: Keys will be available for collection in the Reception pigeonholes. The rooms assigned will be entered in the screen of computer to the left of reception. You should make an electronics sign using the computer located to the right of reception. If you have any questions, Reception or maintenance personnel will be available according to the timetable given above.

Keys to telescope buildings: Astronomers who are going to observe on one of the nocturnal telescopes (TCS, IAC 80, OGS) will receive keys to their room and the telescope building. Only one telescope building key will be issued per observing group. On leaving the Observatory, telescope building keys can either be left in their respective pigeonholes at Reception or handed to the telescope operator or support astronomer.

For further information, you may consult the document *Procedimiento de gestión de Servicios de la Residencia del OT* (available only on the IAC intranet).

Repairs: Leave a report of any faults or damage in the rooms at Reception so that maintenance staff may make any necessary repairs as quickly as possible.

Cleaning of rooms: Se lleva a cabo diariamente (entre las 9:00 y las 13:00 en las habitaciones del personal de día, habitaciones N; y entre las 17:00 y las 19:00 en las del personal de noche, habitaciones D).

Telephone: Your room has a telephone so that you may make local, national and international calls. For calls within the Observatory (no charge) dial 1 + extension number, which you will find listed in Reception. To call IAC Headquarters in La Laguna dial 5 + extension number. For Observatorio del Roque de los Muchachos in La Palma dial 2 + extension number. For external calls (which will be charged to your account) dial 0 (zero) and then the number required. For overseas calls dial 0 (zero) and then the access code for the international line (00, zero zero). If you wish to receive an outside call, the prefix for calls made from within Spain is 922 329, followed by your room extension, which you will find printed on the telephone. For calls made from outside Spain the number is 34 922 329, followed by your room extension. This information is summarized in the following table:

Internal calls OT, IAC, ORM	External calls (charged to your account)
Dial the four-digit extension number	Dial 0 (zero) followed by: National: the number required International: 00 + country code + number required

Laundry:

This service will be invoiced by contract. If you wish to use it you will find a ticket and bag in your wardrobe. Place the clothes in the bag, fill in the ticket and leave it on the bed. The clothes will be returned washed and ironed within a maximum of 48 hours. The prices per item are given also on the Dining Room noticeboard.

Invoicing

Ask for your invoice in Reception the day before you leave the Observatory and settle your bill, either in cash or by VISA/MASTERCARD, before leaving. If you are leaving during a weekend, please settle your bill on the Friday before you leave.

Interruption/extension of your stay

If you need to interrupt or extend your stay, you must communicate this information to the OT Administration giving a day's notice (see the form on the web site). If you cut short your stay without due notice you will be charged for the full stay.

Meals:



You must make a prior reservation using the meals reservation form, or have previously reserved your meals in the lists displayed in the Dining Room, in which you should note your preferences in the day's menu.

There is a **self-service** facility available 24 hours a day (coffee, milk, infusions, juices, toast and sandwiches, rolls and assorted fruit).

All items consumed from this self-service facility must be duly noted on "Extras" tickets.

Lunch is served between 13:30 and 14:30 throughout the year. Reservations must always be made before 10:30. If you are a vegetarian please make this known before your arrival at the Observatory when you make your room reservation.

You may choose among the following options:

- Full lunch: you should choose between the two options A and B for the first course and C or D for the second course.
- Single course: Choose A or B for a first course, C or D for a second course, or a salad. All choices include drink, coffee and dessert.
- Combined course: you have a choice of three different combinations.

Dinner will be served at 19:00 UT so the timetable will vary according to official summer or winter time.:

Summer	Winter
20:00 - 21:30	19:00 - 20:30

Your **Reservation** must always be made before 15:00. You may choose between the following options:

- Complete dinner: the first course is a single option and you must choose between options E and F for the second course.
- Various: you may choose among the first course (single option), a second course (E or F), a salad, and three different combined courses. All choices include drink, coffee and dessert.

Astronomers (both diurnal and nocturnal) may also (giving prior notice in the meal lists) collect their meals in containers to be consumed directly in the telescope buildings if this should be necessary in order to facilitate observing.

Snacks for night-time observing are prepared during dinner, and you should make your request at least an hour before dinner is served, indicating your preferences in writing.

When you fill in the meal ticket, whether for lunch, dinner or snacks/extras, write your name clearly, the date and the project to which the item is to be charged, and hand it to the waiter/ress. If you are not a member of the

IAC, put “particular” where it says “Proyecto”. You must pay for all your meals directly in OT Reception or to kitchen staff, either in cash or by VISA/MASTERCARD, at the end of your stay.

If you fail to reserve your meals according to the timetable indicated above, kitchen staff are only obliged to serve rolls. Outside of meal times, kitchen staff will only attend to requests during the hours:

SUMMER: from 8:00 to 13:30 and from 17:00 to 20:30

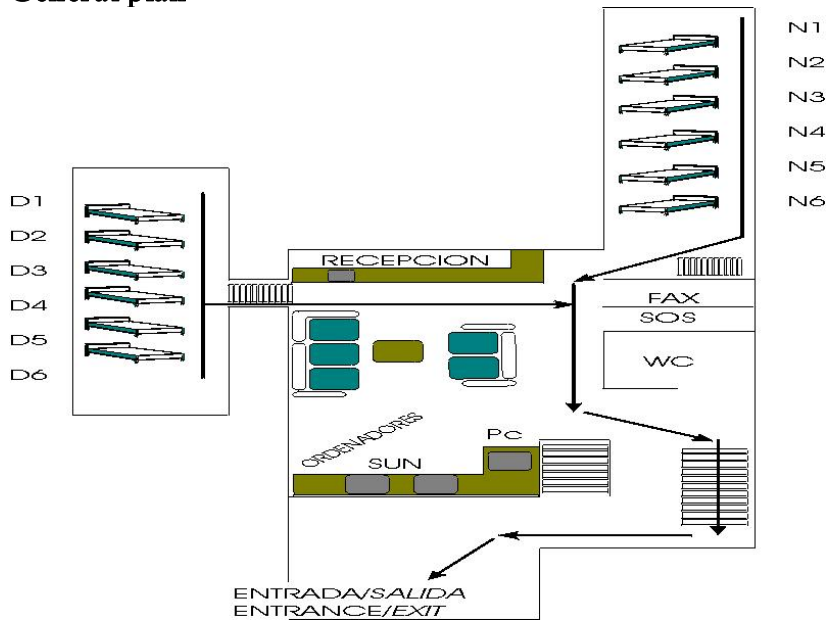
WINTER: from 8:00 to 13:30 and from 17:00 to 19:30

Room, laundry and meal rates

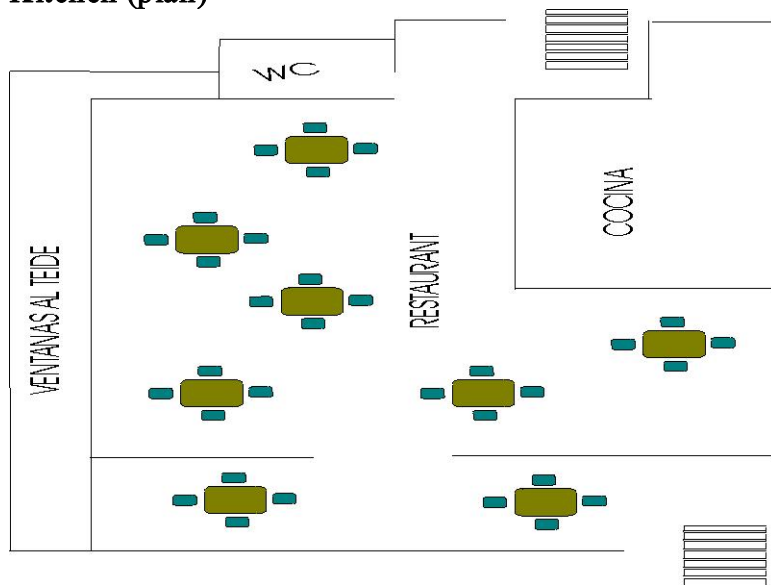
Prices for room, meals and self-service can be found in the lists attached. However, please check at Reception for all of the available options.

Plan views and maps

General plan



Kitchen (plan)



TV Room (plan)

