Access to the Bloemfontein Campus
Frequently asked questions

1. Why does the university require the use of access cards?

To ensure the safety and security of staff, students and visitors on the university campus.

2. Who needs an access card?

Students, staff and visitors to the university, including:
- Contractors
- Service providers
- Spouses and family members of staff (each person is required to carry their own card)
- Parents of learners on campus including Little Professor Crèche
- Students taking short courses
- Persons who play sport on the campus
- Any person who visits the university frequently but is not an employee or a fulltime student.
- Conference delegates
- Visiting professionals and academics
- Job applicants

Categories of visitors
- Short-term visitors (1-30 days)
- Long-term/frequent visitors (More than 30 days)

Exceptions: Visitors coming to the campus to attend special occasions, such as graduations, Open day, weddings, and sports matches on campus, will be allowed entry at all gates on that day only.

3. Where can I get an access card and how much does it cost?

Short term/day visitors

You can get a short term card to access the campus at the Visitors Centre. You are required to produce proof of identity. Once you leave the campus, you are required to return the card at the Visitors Centre or in the drop box provided at the DF Malherbe Gate (Gate 5).

If you are a **staff member** who is expecting conference delegates or visiting academics, you may apply for access cards on their behalf in advance at the Visitors Centre and issue the cards to them on arrival, or they can collect the cards themselves at the Visitors Centre on arrival. Please call **051 401 7766 or email visitorscentre@ufs.ac.za for further enquiries.**

Long term cards

You can **apply** at the university's Visitors Centre front desk by producing your positive identification (ID book/passport/driver's licence) and proof of payment for your access card. You are also required to attach a letter from your sponsor/spouse/faculty/department/ office responsible for your visit on campus.

You can also apply online: http://supportservices.ufs.ac.za/content.aspx?id=703
Make sure you have the following documents ready to attach when completing the online form:
- Copy of positive identification: ID/Driver's Licence/Passport
- Signed declaration (http://supportservices.ufs.ac.za/dl/Userfiles/Documents/00007/4668_eng.pdf) by your service provider/employer (if you are a service provider) or a letter of confirmation from your spouse/partner/relative/coach/relevant UFS staff member or student in cases where you have

to visit, pick-up or drop off your spouse/partner/relative frequently on the UFS Bloemfontein Campus.

Cost: R65 for a long-term card and free of charge for short-term visits and conference delegates.

4. How do I pay for my access card?

Absa Bank
Account Number: 1 570 8500 71
Ref: 1 413 07670 0198.

5. Where is the Visitors Centre located?

The Visitors Centre is located at DF Malherbe Gate (Gate 5) near the UFS Taxi Rank. A security officer is stationed there to issue access cards on a daily basis.

Operating hours:
Monday-Friday: 07:45 – 16:30
Weekends: Closed

6. How long does a card application take to process?

Long-term cards: 2-3 working days
Short term cards/day cards: Immediate

Long-term cards
Once your online or in-person application has been approved, you will receive a message on your cell phone or by email to confirm that your card is ready for collection.

7. Which gate should I use as a visitor?

Visitors with long-term cards are able to use any of the access gates around the campus.

Visitors with short-term or daily access cards are required to use the DF Malherbe Gate (Gate 5) **ONLY**. This is located near Bloemgate and KovsieChurch. To avoid inconvenience, **DO NOT** use this card for access at any other gates.

8. How do I collect my card?

You are required to start at the Visitors Centre to get a temporary access card to enter the university. You will then be directed to the Thakaneng Bridge where you will be able to collect your long-term access card.
- Go to the Cashier on the Thakaneng Bridge and pay your R65 for the dual-frequency card
- Take your receipt, together with your existing card (if you have one), to the Card Division on the Thakaneng Bridge (next to Mellins Optometrists)
- A new photo will be taken of you at the Card Office for your new card. Your new card will then be issued immediately.

Currently, there is a sufficient stock of the dual-frequency cards available at the Card Division on the Thakaneng Bridge.

9. How do I return my short-term/day card?

You are required to return the card by depositing it in the deposit box at the DF Malherbe Gate (Gate 5) or you may return it to the Visitors Centre front desk.

10. What happens if I lose my long-term card?

Losing a long-term card carries a fine of R65. After paying the fine at ABSA Bank using banking details above, you may get a new card at the Card Division on the Thakaneng Bridge.

11. What happens if I have forgotten my card at home?

Staff, students, and visitors who have misplaced their cards are required to go to the Visitors Centre to collect a day pass in order to access the campus. The day pass should be returned to the centre or dropped off in the drop box at the DF Malherbe Gate (Gate 5) at the end of the day.

12. Who can I contact if I need more information?

Email: visitorscentre@ufs.ac.za

Visitors Centre front desk: Tel: +27 51 401 7766 (Mondays-Fridays 07:45-16:30)
Card Division: Tel: +27 51 401 2799 (Mon-Fri 07:45-16:30)
Protection Services duty room: +27 51 401 2634 (24hours)