**Mass Move-out and Summer Luggage Storage Standard Operating Procedure**

**退宿及暑期行李寄存標準流程**

2019-07-01

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| **Tasks** | **Steps and Descriptions** | **Person in charge** |
| Announcement(end of April) | * Send an email to all students, informing them the arrangement of mass move-out procedures (see email notice)
* In the email, explain the detail arrangement:
	+ Mass move-out procedure
	+ Final move-out date
	+ Summer stay
	+ Summer luggage
	+ Meal service
 | College Office |
| Making an appointment | * To ensure a better service and arrangement, please approach college office to make an appointment for moving out 3 working days before your move-out date.
* If the time slot is full, please choose another day for move-out
* If your move-out day is on a weekend, you must complete your **move-out procedure** on the working day prior to your move-out day.
 | Student |
| Preparation for move-out  | * Ensure all your personal belongings are cleared
* Clean and tidy up your room

(Include the poster on door, hook and tape on window etc.)* Check the room equipment and ensure it is in the same good condition as your arrival
 | Student |
| Summer luggage storage | * Pack your luggage into boxes or bags that fit the college luggage space
* Follow office instruction, place and label your luggage
* Read the summer luggage storage notes
* Receive a summer luggage storage receipt
* Summer Luggage Space: Each space [60cm x 30cm x 60cm] **Maximum TWO luggage spaces per person**
* Summer Luggage Storage Fee: MOP50 per space, to be paid when you collect the luggage.
 | College Office and student |
| Move-out procedure | * If the student needs summer luggage storage, the student must store the luggage first.
* Fill out the move-out form. Office representative will prepare the move-in form and the room equipment checklist.
* Office representative checks the room with the student together. The room checking includes the room equipment and cleanliness.
* If any equipment is found damaged or lost, compensation is necessary.
* If the cleanliness does not meet the standard, office representative has the right to ask student to do the cleaning again.
* The student returns room card. The move-out procedure is completed. Any personal items left inside the room or in the public areas will be disposed of without prior notice.
* Office updates the student's room information in UM Housing System and RCWeb
 | College Office and student |
| Summer stay | * Pay attention to summer stay application email (usually sent out at the end of April)
* Provide your exact summer stay period (move in and out date)
* Summer Stay Fee: MOP40 per night, the payment is prepaid and non-refundable.
* You will be moved to another room during summer stay period.
* During summer, please follow the SOP **“CKPC Summer Room Management Standard Operations Procedure”**
 | College Office and student |
| Late check-out and no-reply case | * Office will contact the no-reply student by email and phone. If the student still does not check out on time, office will carry out the following procedure:
* Void the student room keycard 10 working days after the final check-out day.
* Summer stay fee is charged per night until the room keycard is voided.
* All personal effects and belongings left in the room will be disposed of. CKPC will not bear any responsibility for loss or damage.
 | College Office |