**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 |