

Notes to Organizer of Group Booking (Kowloon Tong Compound)

Thank you for choosing CityUHK Student Residence (Kowloon Tong Compound) for your Programs' accommodation. The Student Residence is managed by the Student Residence Office (SRO) and we will strive to provide a safe and comfortable accommodation.

Please take a few minutes to read the following IMPORTANT issues before your submission of the application form.

1. Obligation of the Organizer

The organizer is act on behalf of CityUHK department/office and is rested with full responsibility to oblige with the regulations and payment matters:

- 1.1 must agree to abide by the "Notes to Organizers", "Notes to Participants" and "Regulations Governing Student Residence";
- 1.2 should secure insurance for the participants of the group;
- 1.3 should invite the Department Head to endorse the Confirmation Note and commit to pay a minimum 50% of the total room charges of the booking. All payments of summer letting, including the total room charges and payment for damage/loss of facilities/inventory items if any, should be processed via:
 - (i) departmental transfer within two weeks upon the completion of the booking period or
 - (ii) bank transfer
 - 50% deposit (50% of the total room charges) should be settled to SRO two weeks in advance of the expected check-in date;
 - the remaining room charges should be settled upon the check-in date;
- 1.4 should ensure that its activities in Hall premises comply with all legal requirements;
- 1.5 must undertake the sole responsibility for the safety of the participants during the stay in the Student Residence. The facilities of the Halls are not childproof. Children under the age of 12 will NOT be admitted. The organizer should be cautious about the children staying in the Student Residence and be responsible for the supervision of their children at all times. Special approval is needed if participants are under 15 years old and the organizer needs to have adults to take care of them at a ratio of 1 adult to 10 children for children less than 15 years old. These children should be accompanied by adults when residing in the bed-study room. And at least one adult residing on the same floor. The University will not be responsible for any injury occurred;
- 1.6 must remind its participants to be responsible for the safekeeping of their own personal items. The University will not be responsible for any loss of or damage to any articles or things brought into the Hall by the visitors;
- 1.7 will be held responsible for paying the damage done to any furniture, facilities or equipment according to the price quoted by the Student Residence Office;
- 1.8 should assist participants with their medical / emergency needs when necessary.

2. Assignment of a coordinator

The organizer should delegate a coordinator/group leader to **reside** in the Student Residence during the booking period and to be the ONLY contact person with the Student Residence Office (SRO). Full Name and contact phone number must be provided in advance. He/she should take responsibility for the following:

- 2.1 brief the participants on the important information (e.g., Regulations governing Student Residence) and remind them of any other important information;
- 2.2 take care of the health, safety or personal requests of the participants; and dealing with participants' individual enquiries during the residence period;
- 2.3 impose control on the activities of the participants in the Student Residence if such activities create disturbance to other residents or the orderly operation of the Student Residence;
- 2.4 arrange support services for participants, such as food, transportation, medical needs, arrival and departure etc;

2.5 be responsible for check-in and check-out procedures for the participants.

3. Check-in / check-out procedures

The coordinator should be responsible for check-in and check-out procedures. The times for check-in and check-out are after 3pm and before 12noon respectively.

3.1 Check-in procedures

Upon your arrival, please come to the 24-hour Security Office located next to the main vehicle entrance of the Student Residence Office:

- 3.1.1 submit a list of participants with assigned room numbers before check-in;
- 3.1.2 present the Acceptance Note issued by the Student Residence Office for verification;
- 3.1.3 verify and sign on the "Registration of Accommodation-Summer Letting";
- 3.1.4 collect Visitor Cards for all participants.
- 3.1.5 inspect the room after collecting the cards, and promptly notify the 24-hour Security Office of any issues, either by phone (34421999) or in person **through the coordinator/ group leader**. Please note that maintenance will only be carried out during office hours.

3.2 Check-out procedures

Upon your departure, please return ALL Visitor Cards in good condition to the 24-hour Security Office. Each lost/damaged key will be charged (HK\$100).

Late check-out is not acceptable. Full room rate will be charged for late check-out.

4. Room Allocation

The coordinator is responsible for assigning rooms to the participants. He/ she is required to furnish a list of room allocation to the Student Residence Office before the check-in date and inform the Student Residence Office of any room change arranged for participants, so that participants can be located in case of emergency.

5. Payment

- 5.1 All payments of summer letting, including the total room charges and payment for damage/loss of facilities/inventory items if any, have to be made to the Student Residence Office and settled via departmental transfer within two weeks upon the completion of the booking period or by bank transfer upon the check-in date.
- 5.2 The Department is committed to paying a minimum of 50% of the total room charges of the booking. The Confirmation Note must be endorsed by the Department Head and returned to SRO within two weeks. Failure to do so will invalidate the booking without further notice.
- 5.3 Any changes received less than one week before the check-in date will not be considered. Any changes leading to alternation of the total room charges should not be less than 50% of the room charges; otherwise, the applicant will be charged 50% of the total room charges in the application form or the Confirmation Note.

6. Cancellation of booking

Any changes received less than one week before the check-in date will not be considered.

Any changes leading to alternation of the total room charges should not be less than 50% of the room charges; otherwise, the applicant will be charged 50% of the total room charges in the application form or Confirmation Note.

The Student Residence Office reserves the rights to cancel, postpone or alter arrangements for any booking in case of safety reasons, such as adverse weather conditions, public health concerns or major facility breakdown.

7. Parking / drop-off / pick-up arrangements

- 7.1 No parking of vehicles in the Student Residence will be allowed without prior approval of the Student Residence Office.
- 7.2 For drop-off / pick-up arrangements, completed information on the number of vehicle(s), vehicle registration numbers(s) and the arrival time must be given in advance to Student Residence Office.
- 7.3 Unauthorized vehicles will be impounded without notice.

8. Typhoon and adverse weather condition

- 8.1 When a Typhoon Warning Signal No. 8 or Black Rainstorm Warning is hoisted:
 - a) before check-in: room booking can be cancelled with mutual agreement. In case of cancellation, the deposit will be fully refunded.
 - b) after check-in: all outdoor activities must be cancelled, and no outdoor activities are allowed. It is safe to stay inside the halls of the Student Residence, no refund will be entertained for any cancellation or early withdrawal of the residence.

(Note that the operation of the Student Residence Office and the student canteen will be closed when Typhoon Signal No. 8 or above is hoisted.)

- 8.2 When Typhoon Warning Signal No. 3 or Red Rainstorm Warning is hoisted:
 - a) before check-in: room booking can be cancelled with mutual agreement. In case of cancellation, 50% of the deposit will be refunded.
 - b) after check-in: as it is safe to stay inside the halls of the Student Residence, no refund will be entertained for any cancellation or early withdrawal.

9. Medical Services

The organizer or the coordinator/group leader should be prepared to offer assistance to participants who may fall ill or require hospitalization. 24-hour Out-Patient Clinic Nearby is provided below for your reference.

Baptist Hospital (Private Hospital)

Location	Tel	Fees
222 Waterloo Road, Kowloon Tong, Kowloon (Map)	2339 8888	Please refer to Baptist Hospital Web-site

Precious Blood Hospital (Private Hospital)

Location	Tel	Fees
113 Castle Peak Road, Sham Shui Po, Kowloon (Map)	3971 9900	Please refer to Precious Blood Hospital Web-site

10. Violation of Contract

Student Residence Office reserves the right to terminate the residence immediately if:

- 10.1 the organizer changes the uses, contents and nature of the event to other than that originally stated in the approved application.
- 10.2 the organizer or his/her participant(s) fail to observe any of the "Notes to Organizer", "Notes to Participants" or "Regulations Governing Student Residence".

11. Student Residence Office reserves the right to revise the booking terms and guidelines from time to time subject to operational needs without prior notice.

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