

**City University of Hong Kong**  
**Student Residence Office (Ma On Shan Compound)**

**Notes to Organizer of Group Booking**

Thank you for choosing CityUHK Student Residence at the Ma On Shan (MOS) Compound for your event. The Student Residence is managed by the Student Residence Office (SRO) and we strive to provide a safe and comfortable accommodation.

Please read the following IMPORTANT notes before 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 payment of summer letting, including the total room charges and payment for damage/loss of facilities/inventory items if any, via:
  - (i) departmental transfer within two weeks upon the completion of the booking period or
  - (ii) cheque payment
    - 50% deposit (50% of the total room charges) should be settled by cheque payment to SRO two weeks in advance of the expected check-in date; the remaining room charges should be settled by cheque payment 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 their 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 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 less than 15 years old. These children should be accompanied by adults when residing in the bed-study room. At least one adult residing on the same floor. The University will not be responsible for any injury;
- 1.6 must remind its participants to be responsible for 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 SRO;
- 1.8 should assist participants in seeking medical advice/consultation when needs arise.

**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 SRO. He/she should take responsibility of the followings:

- 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 on 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 consultation, arrival and departure and 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 time for check-in and check-out are after 3:00pm and before 12:00noon respectively.

#### **3.1 Check-in procedures**

Upon your arrival, please go to the 24-hour Security Office located next to the main entrance of the SRO:

- 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 SRO for verification;
- 3.1.3 verify and sign on the "Registration of Accommodation for Summer Letting";
- 3.1.4 collect Visitor Cards for all participants;
- 3.1.5 inspect the rooms after collecting the keycards, and promptly notify the 24-hour Security Office of any issues, either by phone (3442 1000) or in person. 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 SRO before the check-in date and inform the SRO 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 SRO and settled via departmental transfer within two weeks upon the completion of the booking period or by cheque payment upon the check-in date.
- 5.2 The Department is committed to paying a minimum 50% of the total room charges of the booking. The Confirmation Note which must be endorsed by the Department Head and returned to the 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 SRO reserves the right 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 SRO.
- 7.2 For drop-off / pick-up arrangements, completed information of the number of vehicle(s), vehicle registration number(s) and the arrival time must be given to the SRO in advance.
- 7.3 Unauthorized vehicles will be impounded without prior 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. As 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: SRO and the canteen will be closed when Typhoon Signal No. 8 or above is hoisted.)

- 8.2 When Typhoon Warning Signal No. 3 or Rainstorm Red 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. Violation of Contract**

The SRO reserves the right to terminate the residence immediately if:

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

## **10. The SRO reserves the right to revise the booking terms and guidelines from time to time subject to operational needs without prior notice.**

**Student Residence Office**

**April 2025**