



STUDENT HALLS OF RESIDENCE

Hall Management Section (Hung Hom)

Notes to Guest

Thank you for choosing the PolyU Student Halls of Residence for your accommodation. The Hall is managed by the Hall Management Section and we will strive to do our best to provide a safe, high quality and value-for-money accommodation and we wish you a happy stay in the Hall.

Please use a few minutes to read the following IMPORTANT issues for your stay in the Hall.

1) CHECK-IN /CHECK-OUT

Check-in time is 14:00 – 19:00.

The latest Check-out time is 12:00 noon. Late departure after 12 noon may be charged for one-day residence.

2) GUEST CARD

Guests should use guest card to gain the hall access and open the door lock. For the loss of guest card, \$50 will be charged for issuing a new guest card. Please note that the administrative fee is non-refundable when guest has collected the new guest card.

3) TELECOMMUNICATIONS

IP phones are located at lift lobby and common lounge area each floor.

	Use by IP phone	Use of your mobile phone
i. Lift lobby and lounge area to room call	Dial the room number (e.g. 0802 for Room 802)	Dial 3159 + room number
ii. Local call	Dial 9 + local telephone number	N/A
iii. Security, Safety & Repair Issues (24-hour hotline)	0099	3159-0099
iv.. General enquiries to reception counter (From 0830 to 2300)	0000	3159-0000



International call:

There is IDD Kiosk available at 1/F East Wing Lift Lobby for international call.

4) HOUSEKEEPING SERVICES

- i. Other than the standard room provisions, a guest will normally be provided with a pillow, a pillow case, a bed cover sheet and a summer/winter quilt. (Appendix I)
- ii. The replacement of bed sheet and pillow case is conducted every week or upon special request.
- iii. Cleaning of toilet/shower room (including emptying the rubbish bin) is conducted every 3-days.
- iv. Guest should bring their daily necessities, eg. toothbrush, toothpaste, shampoo, shower gel, slippers, towel, etc.

5) VISITOR REGISTRATION

External visitors are required to register at the G/F Visitor Registration counter at your presence, and shall be required to leave the hall by 11:00 p.m.

6) USE OF HALL AMENITIES

- i. Use of Common Area & Pantry
 - a. Guests can obtain drinkable hot/cold water from the pantry at Lounge Area (located at the centre of each floor). Soft drinks are also available for sale at the vending machine on the upper floor of the Lounge Area.
 - b. Only the preparation of simple food is allowed at the pantry.
 - c. When reading the newspaper and watch TV at the Lounge Area on each floor, please do it in a considerate manner to the other users/residents in the Hall.
- ii. Use of Laundry Facilities
Laundry facilities (self-pay washer and dryer) are located on the 2/F. Guests who would like to use laundry facilities should approach G/F Hall Reception Counter to add monetary value onto their Guest Card in the first instance. Please note that the remaining value will not be refunded.
- iii. Use of Sports Facilities
Guests are allowed to use of the hall amenities and sports facilities on 2/F as long as vacancies last. If you are interested in using these facilities, please approach Facilities Booking Counter at Room 201. (Appendix II)
- iv. Use of Fitness Room
Guests are required to return the signed the undertaking to our Hall Reception Counter at G/F for verification before using our Fitness Room.
- v. Use of Network and Wifi Service
Built-in Lan ports are located in each side of the room. One lan cable is provided in each room. Guests can use wifi at Lounge Area only. The details of login name and password will be issued to the person-in-charge of host organisation when check-in.

7) COMPLIANCE TO HALL REGULATIONS

Guests and their visitors, upon residing or visiting in Hall premises, shall comply with Hall Regulations, policy, terms and conditions on hall residence and where appropriate with the other regulations in the Halls and general regulations of the University, and with any reasonable order of the authorized representative of the University.

8) PERSONAL SAFETY AND BELONGINGS

Guests shall take proper care of their own safety and personal belongings during their stay in the Hall. The Hall will not be responsible for any loss of guest's personal belongings out of his/her negligence. **NO luggage concierge service provided.**

9) FIRE

- a. For your own safety, please get familiar with the emergency escape route affixed at the back of the room door of every room.
- b. In case of fire or at long-lasting sound of fire alarm, please:
 - i) Stay calm
 - ii) Bring along your key-card and passport, lock the door and evacuate
 - iii) Walk down the stairs via the Exit Door in an orderly manner to the G/F
 - iv) Push the bar to open the Exit Door and leave the hall premises

10) PARKING

A drop-off time of 15 minutes is allowed. For parking, an hourly rate of \$40 will be charged.

11) FOREIGN EXCHANGE

Visitors can exchange currency at the local bank which is a three-minute walk from the Hall. (Appendix III)

12) PROHIBITIONS IN THE HALL

Please be reminded that:

- i) No opposite sex guest/visitor in the room between 24:00 and 07:00;
- ii) No Smoking is allowed within the hall premises;
- iii) No gambling of any form is allowed;
- iv) No pets are allowed;
- v) No cooking is allowed in the room;
- vi) No consuming of alcoholic drinks;
- vii) No illegal use of hall network.

13) HALL PROPERTIES AND ROOM INVENTORY ITEMS

Guests shall take good care of hall properties and facilities. For loss or damages to the room inventory items as listed in the table below, guests will be required to compensate in accordance with the price defined:

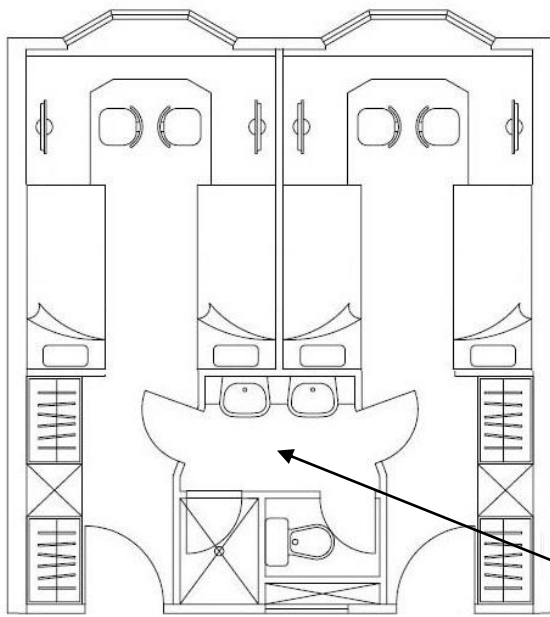
Items		Unit Price (HK\$)	Items		Unit Price (HK\$)
1	Typist Chair	\$470.00	6	Pillow Cover	\$40.00
2	Winter Quilt	\$660.00	7	Water Glass	\$10.00
3	Summer Quilt	\$220.00	8	Rubbish Bin	\$70.00
4	Bed Cover Sheet	\$80.00	9	Guest Card	\$50.00
5	Pillow	\$180.00			

Appendix I

Double Room

Facility	Quantity
Single bed with Mattress	2
Desks	2
Typist chairs	2
Wardrobes	2
Overhead bookshelves	2
Built-in Lan ports	2
Lan Cable	1
Mattress	2
Bedding (Pillow, Pillow cover, Quilt, Bed cover sheet)	2 sets
Free air-conditioning	
Shared Bathroom with shower and toilet	

Floor plan of 4-Person Suite (Two Double Rooms)



Shared
Bathroom with
Shower and
toilet

Common Facilities

- Vending machines at G/F, 1/F, 2/F, common lounge each floor
- Laundry Room at 2/F
 - Self-pay washer and dryer (Guest has to reload your guest card with cash in the Hall Reception. Remaining value will not be refunded.)

Appendix II

Dining Hall	
Opening hours	<u>Monday to Saturday</u> 07:30 – 21:00 <u>Sunday & Public Holiday</u> 09:00 – 21:00
Cafeteria	
Opening hours	<u>Monday to Saturday</u> 08:30 – 17:30 <u>Sunday & Public Holiday</u> Closed



Swimming Pool (2/F)	
Opening period	Jun to Oct *
Opening hours	Session I: 16:00 – 18:00 Session II: 19:00 – 22:45
Eligibility of booking	Residential guest
Booking principles	First-come-first-served
Charge per session	Free for residential guest
*subject to the announcement every year	



Fitness Room (Rm 201)	
Opening hours	07:00 – 02:00
Eligibility of booking	Residential guest with fitness accreditation
Booking principles	First-come-first-served
Duration of each session	1 hour
Charge per session	Free for residential guest



Opening hours	07:00 – 02:00
Eligibility of booking	Residential guest
Booking principles	First-come-first-served
Duration of each session	1 hour
Charge per session	Free for residential guest
Facilities	Scanner, self-pay photocopier and printer



Snooker Room (Rm 207)	
Opening hours	07:00 – 01:00
Eligibility of booking	Residential guest
Booking principles	Advance booking of one session in every 7-day
Duration of each session	1 hour
Charge per session	Free for residential guest



Table Tennis Court (Exhibition Area 221-223)	
Opening hours	07:00 – 01:00
Eligibility of booking	Residential guest
Booking principles	First-come-first-served
Charge per session	Free for residential guest



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Appendix III

