



Student Castle Check In Procedure

We are very excited to welcome you to Student Castle! We know that the world is a bit of a confusing and worrying place at the moment, so we are delighted that you have chosen us as your home! We have all been working hard to ensure that we can check you in in a safe and timely manner.

In order to keep you as safe as possible we very kindly request all residents:

- Book a checking in slot (book on the Student Castle Student Portal) and make sure you stick to the time specified.
- Inform us if you are coming from abroad and are required to quarantine (this so we can help you with food deliveries, grocery deliveries and waste removal).
- Bring photographic identification.
- Only bring one additional person per room to help you move in.
- Wear masks in all the common areas (including reception and corridors) when checking in.
- Ensure that you stay 2 meters away from anyone not in your party.
- Pay all outstanding rent **on or before** the payment due date. We cannot check anyone in that has not paid when they arrive. **We will not accept payment on reception.**
- Your licence must be signed before you arrive.
- All additional documentation (gym disclaimers, bike hire disclaimers, etc) must be signed before arrival. You will be sent a link to electronically sign these documents.
- Keep the check in area clear. Any luggage can be stored in a designated area before you take it to your room.
- Consider using the stairs if you are able.
- Only use the lift when there is no one else in it.
- Do not park onsite. You will be permitted to drive your car into Student Castle (if applicable) and unload however, we request that you are not longer than 15 mins.
- Please contact us via telephone and email if you have any queries.

What to expect:

- Plastic screens at reception.
- A clear, one-way system in place to reception.
- Extra cleaning on touchpoints.
- Signing for your keys electronically via a QR code.
- Clear maps showing you where your room is located. Staff will be stationed around the building to point you in the right direction.
- All keys will be disinfected.
- Social distancing will be required throughout the scheme.



How to check in:

- Make your way into the reception area using the one-way system.
- Leave all luggage in the designated area, you can start moving this into your room once you have checked in!
- Show the friendly staff some photographic identification (passport, id card, etc.)
- We will give you your room postbox key and ask you to sign for them electronically via a QR code.
- Staff will explain where your room is located and give you a map.
- Staff members will be located at various points throughout the building so if you can't find your way just ask!
- Welcome packs with additional information about the scheme facilities will be in your room alongside any shop items you have requested.
- Relax and enjoy your room! We have organized lots of welcome events, mostly virtual, so we hope that you join in and enjoy!

Important information during your check in period:

- Any maintenance issues should be reported on the Student Castle Student Portal.
- A check in inventory must be completed within 7 days of checking in.
- An e-induction covering fire safety procedures, guest policies, acceptable behaviour policies, etc must be watched within 7 days of checking in.
- All important documents will be available on the Student Castle Student Portal in the 'Documents' section.
- In some schemes, you are required to provide a copy of your council tax exemption certificate. The scheme management will be in contact if this is applicable to you.