

Guidelines for UM Guest House

PURPOSE

UM Guest House provides short-term accommodation for guests of the University of Macau (hereafter referred as “the University”). The guidelines here set forth the University’s current practices on the Guest House accommodation eligibility, application, payments and cancellation procedures, etc.

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1. ELIGIBILITY

- 1.1 The UM Guest House, subject to availability, offers a range of short-term accommodation services to the University's guests. Applicants for accommodation shall be the University staff, students, the units of the University, or upon approval of the University's management, Macau SAR public entities or non-profit organizations.
- 1.2 Application units/applicants are held responsible for their guests' conducts, any damages or loss of the University's properties caused by their guests.

2. APPLICATION AND ALLOCATION PROCEDURE

- 2.1 Application units / applicants should submit their applications to the Student Resources Section (hereafter referred as "SRS") in advance prior to the arrival of the guests.
- 2.2 For applications of official purposes, applicants should fill in the application form and submit it to SRS together with the supporting documents (proposal, contract, invitation letter, etc.).
- 2.3 For applications of personal purposes for staff, applicants should fill in the application form and submit it to the SRS together with the supporting documents (if any).
- 2.4 For students, only applications under academic, research, family/friend visits or special purpose are accepted. Students are required to submit the application forms to the SRS together with supporting documents (if any).
- 2.5 For alumni applications, applicants should have their alumni status verified by the Alumni and Development Office, fill in the application form and submit it to the SRS together with the supporting documents (if any).
- 2.6 Application and room allocation are on a first-come-first-served basis and are subject to the approval of Head of SRS or his / her delegate. Upon approval of the application, the applicant will be notified of the guest accommodation arrangements via email.
- 2.7 The assignment and arrangement of guest rooms in UM Guest House is managed by SRS.

3. FACILITIES AND SERVICES

Guests who stay in UM Guest House can use the below facilities and services:

- **Parking:** Free parking is available for guests during their stay at P3 Visitor Car Park. Due to limited availability, complimentary parking spaces will be allocated on a first-come-first-served basis. Before entering the car park, please ensure that the contactless car park payment function is deactivated. Vehicles must not exceed a 24-hour parking limit and are required to enter and exit the car park within every 24-hour hour.
- **Fitness room:** Guests can make reservations at the front desk for free use of the fitness room located on 1/F.
- **Meeting room:** Guests can make reservations at the front desk for free use of the meeting room located on 5/F.
- **Activity room and laundry room:** Guests can enjoy free use of activity room, self-service laundry and drying facilities located on 3/F.
- **UM Library:** Access to the library should be arranged by the applicant.
- **Wi-Fi access:** Guests can enjoy free in-room Wi-Fi.
- **LAN access:** The applicant shall apply with SRS for LAN internet connection at least 7 days in advance prior to the check-in date. The application is subject to the approval by ICTO.
- **Free local phone calls:** Guests can make free local calls.
- **Dining outlets:** Guests may dine at the restaurants located on the ground floor of N1 and dining outlets within the University campus.
- **Free campus loop shuttle service:** Guests should present their room key cards to use the service.
- **Late check-out:** Check-out time is 12pm. All late check-out requests must be approved by SRS in advance. A 50% charge, which is half of the staying room nightly rate, will be applied for check-out after 12pm to 6pm. Check-out after 6pm is deemed as extension for another night and will be charged for one extra night. For check-out before 2pm, complimentary late check-out can be granted if advance approval from SRS is sought.

- **Early check-in:** Check-in time is 3pm. All early check-in requests must be approved by SRS in advance. A 50% charge, which is half of the staying room nightly rate, will be applied for check-in between 9am to 3pm. Check-in before 9am is deemed as early check-in for 1 full night and will be charged for one extra night. For check-in after 1pm, complimentary early check-in can be granted if advance approval from SRS is sought.

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Daily necessities: Guests can purchase daily necessities at the convenience stores in N22, S24 and E5, supermarket in S8. For latest information on shops and their locations, please refer to the Campus Services Section website.

4. PAYMENT

4.1 The accommodation fee payment methods are as follows:

- a) Internal transfer – The applicant can pay for their guests by providing budget reservation no., cost center name and code, and account code to SRS.
- b) Cash – The applicant or the guests can pay the accommodation fees by cash at the UM Guest House reception.
- c) Cheque / cashier's order / bank draft – The applicant or the guests can pay the accommodation fees by cheque / cashier's order / bank draft at the UM Guest House reception upon check in. The cheque / cashier's order / bank draft must be made payable to the "University of Macau". The University retains the right to claim for any underpayments as a result of bank charges.
- d) Debit note – This method is only applicable for the guests who stay over 30 nights and for group bookings. Charges can be settled at the designated bank upon receiving the debit notes from the SRS.
- e) E-payment – VISA, MasterCard, Union Pay, WeChat pay, Alipay and etc. are accepted at UM Guest House reception.
- f) For any cases of discount or waiver of charges, the applicant must first seek agreement from the SRS, then obtain approval of the FMC.
- g) For any payment method not mentioned above, prior agreement of the SRS shall be sought before making the payment.

4.2 Accommodation fees are charged according to nightly rates.

4.3 Any payment that has been made is non-refundable.

5. CANCELLATION AND AMENDMENT

- 5.1 Request for cancellation of a booking must be informed to the SRS by the applicant at least 3 working days in advance prior to the check-in day.
- 5.2 Request for amendment of reservation must be informed to the SRS by the applicant at least 3 working days in advance prior to the original check-in day. The request is subject to approval of the SRS.
- 5.3 Guests should contact the units who apply for their accommodation if they wish to amend or cancel their reservation. The applicant should then submit the request to the SRS. The SRS and the management company will not entertain the amendment or cancellation request raised directly by the guests themselves.
- 5.4 Any booking cancellation or amendment is subject to approval of SRS. The SRS has the right of final interpretation and decision.

6. CHECK IN AND CHECK OUT

- UM Guest House reception: N1 - 2/F
 - Check in: 3:00 pm
 - Check out: 12:00 pm
- 6.1 Check-in has to be completed at the UM Guest House reception by the guest in person with proper identification document. During check-in, the identification document will be recorded. Guest rooms are solely for the use by the guests registered and cannot be transferred to any other party.
 - 6.2 Any request for early check in, late check-out or extension of stay shall be made to the SRS at least 1 working day in advance prior to the original check-in or check-out day. The requests are subject to approval of SRS. Check-out after 12:00 pm or check-in before 3:00 pm will be charged the corresponding fee.

7. GENERAL HOUSE RULES

7.1 Accommodation

Guests staying in UM Guest House are held responsible for their conducts within the University at all times. The following situations are considered as misconducts and the guests will be held liable:

- Causing disturbances in UM;
- Causing the noise as defined in the Decree Law No. 54/94/M;
- Creating unpleasant odors;
- Moving furniture away from its original location;

- Smoking in non-designated smoking area, particularly in guest rooms;
- Damaging UM properties;
- Bringing non-registered people to the room;
- Transferring the room to any unauthorized party;
- Having any action or taking part in any activity, which violates the University's regulations or damages the reputation of the University.

7.2 Liability

Guests are held financially liable for any lost or damaged properties of the University. At the time of check-out, N1 Guest House staff will inspect the guest rooms for the purpose of determining the room condition.

Guests shall take full responsibility for any loss or damage of their personal properties during their stay. Personal properties left in the rooms, public area, or storage areas after check-out will be handled according to the University's lost and found policy.

In cases where the guests are not able to settle charges, the applicant who endorse the guests' accommodation are held liable for settling outstanding charges.

7.3 Room Key Cards

Guests shall keep the room key cards themselves. Any lost or damaged key cards shall be reported to UM Guest House reception immediately. A replacement fee (MOP100 per card) will be applied for any lost cards or cards that are not returned at the time of check-out.

7.4 Visitors

Visitors shall register at the UM Guest House reception prior to visiting guest rooms. No visitor is allowed beyond visiting hours (7 am – 2 am).

7.5 Security

For security purposes, guests are required to carry the room key cards and keep the doors locked at all times. Guests must present valid identification document in order to renew their room keys or have their room doors opened.

7.6 Emergency

Guests are obliged to follow the procedures or guidelines established by the University for emergency cases. Guests are also responsible for familiarizing themselves with the evacuation procedure and route which are posted inside the guest rooms. Any willful activation of false fire alarm may result in sanction and disqualification from staying in UM

Guest House. In cases of emergency, guests shall contact the UM Guest House reception for assistance.

Emergency cases include but are not limited to:

- Fire;
- Blackout;
- Flooding;
- Other situations that threaten one's life.

7.7 Pets

No pets are allowed in UM Guest House.

7.8 Smoking

Smoking is against Law no. 5/2011 "Regime of Tobacco Prevention and Control" and is strictly prohibited in UM Guest House. All guests should observe the University's no smoking policy and should only smoke at designated smoking areas. A cleaning fee determined by the SRS will be charged for smoking in guest rooms.

8. HANDLING OF VIOLATIONS

Any party who repeatedly violates this set of guidelines or the resident rules may be suspended from applying for or staying in UM Guest House.

9. ACCESS FOR THE DISABLED

Accessible guest rooms can be provided to guests with physical disabilities. Please contact SRS for more information.

10. INTERPRETATION AND AMENDMENT

10.1 The power of interpreting and amending these Guidelines shall be vested in the Student Affairs Office.

10.2 The Student Affairs Office may amend these Guidelines at any time and will come into force with immediate effect after announcement.