

Student Mail and Parcel Policy

1.3 – March 2021

Contents

| | | |
|---|----------------------|---|
| 1 | Mail Deliveries..... | 2 |
| 2 | Addressing Mail..... | 2 |
| 3 | Surcharges..... | 2 |
| 4 | Non-Delivery..... | 2 |
| 5 | Returns..... | 2 |

Creation and Revision History

To be reviewed annually by Facilities Manager and Head of Student Services. Next review due March 2023.

| Version | Owner | Purpose/Change | Date |
|---------|---|---|------------|
| 1.0 | Paul Carter, Facilities Manager; Simon Duckworth Head of Student Services | Creation | March 2019 |
| 1.1 | Paul Carter, Facilities Manager; Simon Duckworth Head of Student Services | Annual review – no changes | March 2020 |
| 1.2 | Paul Carter, Facilities Manager; Simon Duckworth Head of Student Services | Annual review – amendments to 5.2 and 5.3 | March 2021 |
| 1.3 | Paul Carter, Facilities Manager; Simon Duckworth Head of Student Services | Annual review – no changes | March 2021 |

1 Mail Deliveries

- 1.1 Mail and parcels ("post") are delivered directly to INTO UEA on a daily basis, some via the University Post Room.
- 1.2 Any post delivered to reception for resident students from Monday to Friday will be delivered directly to the bedroom noted in the address on the day it is received by INTO UEA. Post delivered on a Saturday or Sunday will be delivered on the Monday morning or it can be collected from reception (with the appropriate identification).
- 1.3 Campus cards must be shown when collecting post from the INTO UEA reception desk.
- 1.4 Post will not be given to a third party on your behalf.

2 Addressing Mail

- 2.1 All post must be addressed with your full name, room number and INTO UEA address clearly stated. See below as an example:
Forename SURNAME
Room 0.00A
INTO University of East Anglia
University of East Anglia
Norwich Research Park
Norwich, Norfolk
NR4 7TJ
- 2.2 Care should be taken with online orders as the UEA postcode will not generate the correct information for INTO UEA and may result in delay or post being returned to sender.

3 Surcharges

- 3.1 Should an item of post be received which requires INTO UEA to pay a surcharge, this item will not be delivered until INTO UEA has been reimbursed in full. You will be advised if this is the case and payment should be made within 24 hours otherwise the post will be returned to sender.

4 Non-Delivery

- 4.1 INTO UEA and its staff cannot be held responsible for non-delivery of any item of post to INTO UEA reception.

5 Returns

- 5.1 Courier returns are to be arranged between the student and the driver.
- 5.2 Under no circumstances will INTO UEA arrange this nor can parcels be left at reception for collection.

- 5.3 Post will be 'returned to sender' in the following circumstances:
- If students have left INTO
 - If students have not yet taken up residence in their bedroom
 - Students who are not resident in INTO UEA
 - Any undeliverable post for any reason whatsoever