

DELIVERY AND PACKAGE HANDLING POLICY FOR S' RESIDENCES RESIDENTS

Purpose and Scope:

This policy provides clear guidelines for receiving and handling of food, courier, and online delivery items at S' Residences. It is designed to maintain safety, security, and operational efficiency while minimising disruptions to other residents and staff.

Designated Delivery Zones and Timings:

- 1.1. All deliveries—couriers, parcels, food, and e-commerce packages—must be received at the designated delivery point, located at the main reception or security desk of each hostel block.
- 1.2. Delivery personnel are not allowed to enter residential floors or rooms under any circumstances.
- 1.3. Delivery timings must be in line with hostel curfew rules:

Last accepted delivery for food and couriers: 9:30 PM

No deliveries will be entertained post curfew hours to ensure hostel security.

Resident Responsibility:

- 2.1. Residents are responsible for tracking and collecting their packages promptly.
- 2.2. Parcels must be collected within 24 hours of arrival. Unclaimed items beyond 3 days may be returned or disposed of.
- 2.3. Residents must carry their hostel ID or provide digital proof to collect deliveries, especially for high-value items.

Prohibited and High-Risk Deliveries:

- 3.1. The following deliveries are not permitted:
 - Alcohol, tobacco, or any restricted substances
 - Bulk commercial shipments without prior approval
 - Items requiring cold storage or specialized handling
- 3.2. Delivery of large or oversized goods (furniture, electronics, etc.) must be pre-approved by the hostel administration and coordinated for supervised entry.

Food Delivery Guidelines:

- 4.1. Food orders must be collected at the gate or designated point and cannot be delivered to rooms.
- 4.2. Delivery partners are not allowed to wait inside the premises.
- 4.3. Repeated violations of food ordering cut-off times or delivery protocol will result in warnings and possible restriction of service.

Security and Surveillance:

- 5.1. All deliveries are monitored by CCTV at the reception and entry gates for safety and accountability.
- 5.2. Suspicious packages or behavior by delivery personnel will be flagged and escalated to security officials.
- 5.3. Residents must not open or accept parcels on behalf of others without clear written consent.

Loss, Theft, or Damage:

- 6.1. S' Residences is not liable for:
 - Delays in delivery
 - Loss or damage to packages
 - Incorrect deliveries due to resident negligence
- 6.2. Residents must directly coordinate with vendors, courier companies, or service platforms in case of issues.

Amendments:

- 7.1. This policy is subject to revision based on operational needs, vendor tie-ups, or safety protocols.

By following the Delivery and Package Handling Policy, residents of S' Residences ensure a smooth, secure, and disturbance-free experience for themselves and the entire residential community.