

## e-Lockers

### Eligibility for use

All HKU students with a valid HKU Portal account are eligible to rent an e-locker. Each student can rent one e-locker at any one time.

### Rental procedure

Renting of an e-locker is on a first-come-first-served basis and is supported by the mobile app “uLock@hku” which can be downloaded from App Store (Apple) or Google Play Store. Inside the app, there is information on the number of e-lockers available and their locations.

Icon of uLock@hku



### Location of e-lockers

Centennial Campus (CC) - Central Podium Level - 3/F

Hui Oi Chow Building - LG/F Corridor

KK Leung Building - LG1/F

Library Extension - LG2/F

Meng Wah Complex - G/F

Podium Outside G/F Runme Shaw Building

### Rental fee

HK\$1 per hour. Payment methods include Apple Pay, Google Pay, AliPay, AliPayHK and Octopus.

### Duration for use

Up to a maximum of 7 consecutive calendar days. An email reminder will be sent to the student 24 hours before the expiry time via the @connect.hku.hk email account. Items stored in the e-locker after 7 calendar days will be removed and be kept at the Estates Office's Security Control Centre (Room 310, 3/F, Pao Siu Loong Building) and an administrative fee of HK\$100, in addition to the rental fee, will be charged when the student claims his / her items. All items that remain unclaimed at the Security Control Centre after 7 calendar days will be disposed of by the University without further notice.

### Terms and conditions for the use of e-lockers

- 1) An e-locker, once accepted (rented) by a student for use, is non-transferable. Rental fee, once paid, is non-refundable.
- 2) The student is entirely responsible for the items stored in his / her e-locker.
- 3) The University will not be liable for any damage to, or loss of items stored in the e-locker, from any cause whatsoever.

- 4) The student should not keep animals / perishable products / illegal / hazardous substances or items which may cause damage to the e-locker. Any misuse of the e-locker may lead to disciplinary action and may result in the privilege of e-locker usage being withdrawn.
- 5) The student should keep the e-locker in good and clean condition. Charges may be applied by the University for the repair of any damages to the e-locker.
- 6) E-locker can be used up to 7 consecutive calendar days. Items stored in the e-locker after 7 calendar days will be removed and be kept at the Estates Office's Security Control Centre (Room 310, 3/F, Pao Siu Loong Building) and an administrative fee of HK\$100, in addition to the rental fee, will be charged when the student claims his / her items. All items that remain unclaimed at the Security Control Centre after 7 calendar days will be disposed of by the University without further notice.
- 7) In case of emergency and / or a breach of the above rules, the University reserves the right to open the e-locker and remove the items stored in the e-locker.
- 8) Enquiries on the operational use of e-lockers should be directed to the Security Control Centre of Estates Office (Room 310, 3/F, Pao Siu Loong Building) (Tel: 3917 2883).

#### Enquiries on e-Lockers

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| • Eligibility to apply                        | Academic Support and Examinations Section  | Email:<br><a href="mailto:asoffice@hku.hk">asoffice@hku.hk</a>               |
| • Issues relating to the uLock@hku mobile app | Information Technology Services – Service Desk                                       | Email:<br><a href="mailto:ithelp@hku.hk">ithelp@hku.hk</a><br>Tel: 3917 0123 |
| • Operational use of e-Lockers                | Security Control Centre of Estates Office<br>(Room 310, 3/F, Pao Siu Loong Building) | Tel: 3917 2883   |

August 2023