



Summer Housing FAQs

How do I pay for my stay at University Center?

All bookings require a \$200 prepayment at the time of booking. The \$200 prepayment is NOT a security deposit and **will be applied toward your total charges**. Your remaining balance can be paid with one of two payment plan options listed below:

All payments can be made by credit card online. Check payments are acceptable but must be received within the timelines outlined below.

Important:

University Center no longer accepts checks mailed directly to the property address. Check payments received to the property address may delay receipt of your payment. Instead, please send check payments to the following address:

University Center Property LLC
PO Box 310653
Des Moines, IA 50331-0653

Payment Plan 1

Full balance is due at least 14 days prior to the contract start date.

Payment Plan 2

Balance is paid in monthly installments based on arrival date. There is an Alternative Payment Plan Fee of \$50 for selecting this option due to administrative expenses to manage this option.

More details about Payment Plan 2 on next page.

Arrival between 5/16 - 5/31:

- 1st Installment: Prorated May rent, and full June rent is due at least 14 days prior to contract start date.
- Remaining Installments: Monthly installment (as outlined in the Residence Agreement) is due on the first day of the month.

Arrival between 6/1 - 6/15:

- 1st Installment: Prorated June rent is due at least 14 days prior to contract start date.
- Remaining Installments: Monthly installment (as outlined in the Residence Agreement) is due on the first day of the month.

Arrival between 6/16 - 6/30:

- 1st Installment: Prorated June rent and full July rent is due at least 14 days prior to contract start date.
- Remaining Installments: Monthly installment (as outlined in the Residence Agreement) is due on the first day of the month.

Arrival on or after 7/1:

- Monthly installments are not available, all contracts will be adjusted to Payment Plan 1.
- Full balance is due at least 14 days prior to contract start date.

What is University Center's Cancellation Policy?

University Center summer housing cancellation and refund policy is dependent on the date and type of cancellation, and if your lease has been signed. All cancellations initiated by the applicant must be **made in writing by sending an email to summeruc@peakmade.com**. The \$200 prepayment may be eligible for refund as defined below; the application fee is never eligible for refund.

More details about our Cancellation Policy on next page.

Cancellation BEFORE April 1

Before signing your lease

- Applicant Initiated: Cancellations initiated by the applicant, in writing, will receive a 100% refund of the \$200 prepayment.
- Lease Expiration: If your lease is not signed within five (5) days of receiving access on your housing portal, your lease and application will be cancelled. You will receive a 100% refund of the \$200 prepayment. If your lease expires, you may reapply based on current availability, additional application fee required.
- Unsuccessful Background Check: If your background check is not successful, you will receive a 100% refund of the \$200 prepayment.

After signing your lease

- Applicant Initiated: Cancellations initiated by the applicant, in writing, are eligible for full lease cancellation. The signed lease will be voided and cancelled. You will receive a 100% refund of the \$200 prepayment. After such cancellation, if desired at a future date, you may reapply based on current availability, additional application fee required.

Cancellation AFTER April 1

Before signing your lease

- Applicant Initiated: Cancellations initiated by the applicant, in writing will receive a 50% refund of the \$200 prepayment.
- Lease Expiration: If your lease is not signed within five (5) days of receiving access on your housing portal, your lease and application will be cancelled. You will receive a 50% refund of the \$200 prepayment. If your lease expires, you may reapply based on current availability, additional application fee required.
- Unsuccessful Background Check: If your background check is not successful, you will receive a 100% refund of the \$200 prepayment.

After signing your lease

- Applicant Initiated: Cancellations, including changes to arrival or departure date, after April 1, 2023, are not permitted. Cancellations initiated after April 1, 2023, in writing are still responsible for 100% of the Base Rent for Term as shown on the Residence Agreement. All Rent Installments and other charges which are payable during the Term of the Residence Agreement shall be accelerated automatically without notice and shall be immediately due at the time of cancellation.

If I do not request roommates, how are roommates assigned?

University Center makes every attempt to pair you with people who we believe you will have a great summer with. Your roommate's names and contact info, as well as your unit number, will be available to access in the Resident Portal at least two weeks prior to your arrival.

Where possible, roommate matching is done with consideration to the following factors:

- Arrival and departure dates
- Specific roommate requests
- Gender
- Academic status
- Intern Company
- University
- Length of Stay
- Industry

To assist us with matching you with roommates, please ensure the information above is completed and correct.

How does the Check-in process work at University Center?

Between Mid-May and Mid-August University Center will have staff operating the check-in desk in the lobby from 7:00am - 11:00pm seven days a week. You will need to schedule a move-in appointment time on your arrival date however, we do not guarantee that the room will be available until 3pm. If you arrive and your room is not ready, we will happily store your luggage for you until the room is fully prepared. If you are staying at UC longer than 2 weeks, please plan to have a photo ID taken at checkIn. You will be presented with a photo ID that serves as your proof of residency, key for your unit, and building access card. This ID must be kept on you at all times.

What if I am arriving by car, where can I unload?

The University Center has a loading dock behind the building named Holden Court.

For more information, please see this page for more information: [Explore UC](#).

Where can I park my car while staying there?

University Center does not have a parking garage or designated parking facility. However, parking is very plentiful in the area. There are a number of surface lots and parking garages within a block or two of University Center. If you are a long-term guest, staying for the summer, we recommend that you do not bring a vehicle with you as parking can be expensive. Chicago has an excellent transit system and University Center is located near all major "L" lines and many major bus routes. Using Chicago's transit system will help you save lots of money and will give you the true Chicago experience.

- More info on the CTA can be found here: www.transitchicago.com.
- If your job requires you to work in the suburbs, you may be able to use the Metra regional train lines and more info can be found here: <https://metra.com/>.
- If you absolutely must have a vehicle here or can't bear being apart from one for the summer, we recommend visiting www.spothero.com or www.parkwhiz.com to search for the closest and cheapest monthly parking available.

Can I get an additional key for my closet or bedroom door?

If you are staying at UC longer than 2 weeks, hard keys for your closet (suite style units) or bedroom door (Apartment style units) are available for long-stay attendees. These keys are free of charge but are subject to a \$50 replacement fee if lost or not returned at check out. Keys are available to request when completing move-in forms in the Resident Portal prior to your arrival. You will be able to pick-up your hard key during check-in at the front desk.

How does the Check-Out process work at University Center?

Standard check-out is at 11am. Extended stays and/or luggage storage may be available; please contact the Guest Services Desk at (312) 924-8111 to check on availability. Please turn in your room key, closet or bedroom key, laundry card and any rental items to the front desk when you check-out.

How should I leave the room when I check out?

You will be expected to leave the room in the same condition that it was in when you checked in. After Check-out, UC staff will check rooms for any belongings left behind as well as for any damage to UC property or missing items from the room. You will be notified of any damages or missing property, and you will be charged accordingly. If the room is trashed or excessively dirty, an additional cleaning fee may be charged.

What happens if I lock myself out of my room or lose my ID during my stay?

A resident who is locked out of his/her unit, closet or individual bedroom may request lockout service at the Security Desk. This service is complimentary the first three times. Beginning with the fourth (4th) lockout during residency, a service charge of \$50.00 will apply and each time thereafter. All lockout fees are to be paid immediately prior to service being performed. Failure to pay in a timely manner may result in additional fees and/or a restriction of privileges.

Residents who lose, misplace, or damage a key or key card will be responsible for full replacement cost for corresponding locks, new keys, and/or replacement of the card and the reprogramming of the lock. The cost for replacing a lost card and reprogramming the unit lock is \$50.00. All charges are to be paid immediately prior to service being performed. Failure to pay in a timely manner may result in additional fees.

How do I get packages and mail delivered to me at University Center?

To ensure correct delivery of packages and mail, please request that all mail be addressed as follows:

First Name Last Name
525 S. State Street
Unit #
Chicago, IL 60605

Packages can be shipped to the UC and stored in the UC mail package lockers for resident pickup, located on the second floor. Due to space constraints, we will not accept packages prior to your arrival. The University Center is not responsible for any packages lost or damaged during shipping. Improperly labeled packages and mail may not be deliverable.

Is there Wi-Fi?

Yes! University Center provides building-wide Wi-Fi during your stay.

What is the Alcohol Policy at University Center?

During the summer, University Center is home to a wide range of people of all ages some students, some interns, some part of groups or camps and some just here for short term stays. Members of the University Center community owe it to themselves and others to make educated decisions regarding the use of alcohol. All local, state, and federal laws concerning both drugs and alcohol are in effect at University Center. Additional policies along with commentary are listed below:

ALCOHOL POLICY

- Residents and their guests are prohibited from exhibiting non-compliant or disruptive behavior under the influence of alcohol.
- If you choose to consume alcohol, you are expected to do so in a respectful manner without disrupting other residents.
- Alcohol may only be consumed in the privacy of the Individual's unit/apartment when the door is closed and no one under 21 is present (including roommates and visitors under the age of 21). Additionally, if under the age of 21, no resident can be in the presence of any alcoholic beverages, including beverages contained in refrigerators, cabinets, etc.
- If someone in your room is under 21, alcohol is prohibited. Please be aware of this when making roommate requests. If a mutual request is received from people on different sides of 21, you will be contacted and discouraged from this rooming situation. If you decide to proceed with this rooming situation, your room will be a "dry" room.
- If an alcohol policy violation is found, Alcohol may be disposed of appropriately and immediately by the residents and/or guests per staff instruction.
- Only Individuals who are 21 or older may bring alcoholic beverages into the building. Beverage containers must be closed upon entering the building.
- If you have purchased alcohol and are bringing it back into the building, you and anyone with you will be carded by security. If you and all parties with you are 21, you will be allowed to take the beverages to your unit. If you are not 21, the alcohol will be confiscated.

- The transport of open containers of alcohol from one unit/apartment to another is prohibited. Alcohol is not allowed anywhere else in the building including lounges and the terrace. The only exception to this is for private functions.
- Empty alcohol containers are not permitted in UC as decoration or display. Once empty, cans or bottles need to be recycled or disposed of properly.
- All bulk containers of alcohol, including kegs and other similar containers are prohibited.

Illinois Social Host Law - 235 ILCS 5/6-16(c)

The Illinois Social Host Law states that individuals can be arrested and face criminal charges for allowing or permitting underage persons to drink alcohol at their residence, even if the alcohol was not directly provided to the underage person or persons by the individual in question. This means residents at University Center are expected to monitor their social gatherings and ensure that no one under the age of 21 is consuming alcohol in their room or apartment.

What is the Drug Policy at University Center?

Members of this academic community owe it to themselves and others to make educated decisions regarding recreational and prescription drug use. All local, state, and federal laws concerning drugs are in effect in UC community. Residents and their guests are prohibited from the use, possession, or distribution of any illegal or illicit substances or paraphernalia.

Additional policies include are as follows:

- Police will be contacted if any observed or discovered substance that is suspected to be an illegal substance.
- Residents and their guests are prohibited from exhibiting non-compliant or disruptive behavior under the influence of drugs.
- Drugs and subsequent paraphernalia, as determined by staff, will be disposed of appropriately and immediately under the supervision of police or security personnel.
- Drug and smoking paraphernalia including, but not limited to, all hookahs, pipes, vaporizers, bongs and other smoking devices, are prohibited in University Center and will be disposed of upon confiscation.
- Use of prescription drugs for any purpose other than that for which legally issued or intended, or by anyone other than the prescribed user, is strictly prohibited and can be confiscated.
- The use of electronic cigarettes is prohibited within the UC.

What is the Smoking Policy at University Center?

To help ensure a clean and healthy environment for everyone, and in compliance with the Chicago Indoor Air Ordinance, UC is a smoke-free community. The third floor Garden Terrace is also a smoke-free area. The Chicago Ordinance also prohibits smoking within 25 feet from the entrance/exit of the building, including the neighboring retail space entryways.

What is the Guest Policy at University Center?

Currently, if you are a resident staying for 2 weeks or longer, you can have guests stay with you without cost. If you are a short-term resident, staying less than 2 weeks, you do not have guest privileges and without purchasing an additional bed, your guests will not be able to pass the security gate.

Residents can now check-in 3 guests regardless of the time of day. No resident is allowed more than 3 guests at any one time and should discuss all guests, especially overnight guests, with their roommates in advance.

If you are staying as a group, please be sure your teams are aware of the maximum number of guests / people allowed to be in a unit as well (*italics to the right*) for fire code regulations.

Unit Type	Max Guests in Room / Unit	Max People in Room / Unit
Private Room / Deluxe Double Suite	3	5
Semi Private / Quad Semi Suite	3 / 6	5 / 10
Studio / Convertible 1-Bedroom Apartment	3	5
2 Bedroom / 4 Bedroom Apartment	8	10

Hosting guests is a privilege extended to long-stay residents provided rules are followed. Guests of UC residents are generally allowed at any time within the guidelines specified below. These guidelines have been developed primarily to enhance building security and safety, but also to honor the preferences of suite/apartment-mates. No guests are permitted in a resident's room, even temporarily, without the consent of all suite/apartment-mates. Residents are encouraged to talk with suite/apartment-mates and agree to guidelines for visitation by guests within the suite/apartment prior to guests' arrival. It is a privilege, not a right, to have guests in the UC. It is the right of a resident of any room or suite to feel safe, secure and respected in their assigned space.

Guests may be requested to leave at any time at the request of a room/suitemate. Refusal to comply with this request may result in the immediate removal of the guest from the building and a loss of guest privileges for the host.

- At all times, guests must present clear government-issued photo-identification, sign-in at the University Center Security Desk upon arrival and return their guest pass upon end of stay.
- Guests must be escorted by their assigned host at all times throughout the building and may not use another's UC ID or guest pass to access facilities.
- The registration of underage guests, with or without valid state issued ID, is subject to parental or guardian verification. Phone numbers or written permission and contact information will be necessary to ensure a smooth registration process for all involved. During busy times, you may experience delays with the check-in process. The process is intended to help control building access to only those authorized to be in the building. Your patience and cooperation are appreciated!
- Guests are not permitted for short-term housing groups or individuals (less than 14 day stay). Please check with your group leader if you are unsure of your groups' visitor policy.
- UC management will monitor Room Capacity for code violation and may reject a guest sign-in if too many guests have already been signed into a room. This is per city of Chicago code regulations.

Hosting guests is a privilege, and UC Management reserves the right to revoke this privilege from any resident at any time. Guests found unescorted or suspected of manipulating the guest registration system and/or in violation of any UC policies may be removed from the facility immediately, potentially banned permanently, and may cause their host to lose their guest privileges.

No resident may serve as host/hostess to more than three guests at any one time (three guests for day visits, two for overnight visits). Any exceptions must get the approval of UC Management.

Overnight guests (defined as non-residents in room after midnight) may stay no longer than three nights in a fourteen-day period before another overnight visit to the same or any other resident in the building, except with the prior written approval of UC Management.

Is there on-site dining at University Center?

Yes! University Center's on-site dining center is located on Floor 2. Both The Caf and The Market are opened daily and focuses on variety, convenience, and nutrition. From home-baked specialties to grab-and-go items and Starbuck's Coffee, residents can enjoy a great dining experience without even leaving the building!

The Caf is an all-you-can-eat, buffet-style cafeteria for residents and guests to enjoy. Cash and cards are accepted to purchase an entry into The Caf. UC's Market is a convenient place to purchase snacks, to-go meals, and Starbuck's Coffee as well as grocery items for your stay. Cash and cards are accepted.

Can I add a meal plan to my stay?

Definitely! Visit the Guest Services Desk to learn more about UC's different options. You can also purchase Flex Dollars via your [UC Resident Portal](#). Flex Dollars can be used to purchase items in UC's dining center only. Your Flex Dollars will be loaded on your UC Resident Key Card.

What additional items are available to rent at University Center?

The following items are available for rent on a limited basis from the front desk.

- Micro-fridge: \$100 rental fee
- Full Size Beds: \$250 rental fee
- Iron/Ironing board, Hair Dryers and Vacuums: Complimentary but must leave a driver's license at desk while in use.

What is included and what should I pack for my stay?

For a full list of included and non-included items, please visit our [Explore UC](#) page.

What's the best way to stay updated on University Center?

We encourage you to continue checking your email and follow us on social media for the most up-to-date information on UC!

Instagram: @universitycenterchicago

Facebook: facebook.com/universitycenterchicago