

# Frequently Asked Questions

2026 Summer Housing

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## 1. How much do I pay when I complete my application?

- All bookings require the following when completing your application:
  - \$200 Prepayment (This is not a security deposit; it will be applied toward the total charges)
  - \$15 Application Fee (Non-Refundable)
- Any remaining balances can be paid with one of two payment plan options (Question 2).

## 2. How do I pay for my stay at University Center?

University Center offers flexible payment plans for your summer stay, with options for full payment upfront or structured installments. Select the plan that aligns with your budget and schedule for a hassle-free summer experience.

### 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, which is applied to your account and charged with the first installment payment. These charges will be posted two weeks before they are due, but payments can be made at any time (Even if your account shows a zero balance).

#### Arrival between May 23 – May 31

- **1st Installment:** Prorated May 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 each month.

#### Arrival between June 1 - June 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 each month.

#### Arrival between June 16 - June 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 each month.

#### Arrival on or after July 1

- Monthly installments are no longer offered and all contracts will be adjusted to Payment Plan 1.
- **Pay In-Full:** Full balance due at least 14 days prior to contract start date.

### 3. What payment methods are accepted for living at University Center?

- ACH Payments
- Credit Card Payments – *Please note a non-refundable 3% processing fee will be applied.*
- Check Payment, Money Order, or Cashier's Check – *See details below.*
  - Payable to **University Center** and *must include* the following:
    - Resident's Legal Name
    - Entry ID – Found in the subject line of your signed lease email
      - Subject Line: University Center Lease Signed **(12345-00000)**
  - **Mail Check Payments to: University Center Property LLC**  
PO Box 850653  
Minneapolis, MN 55485-0653
  - Checks received to the property address may delay receipt of your payment.

### 4. What is UC'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 refunds are returned to your original payment method.
- All cancellations initiated by the applicant must be made *in writing by sending an email to [summeruc@peakmade.com](mailto:summeruc@peakmade.com).*
- \$200 Prepayment may be eligible for refund as defined below
- \$15 Application Fee (Non-Refundable)

#### CANCELLATION BEFORE OR ON 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 and rates, additional application fee required.
- **Unsuccessful/No Submission of Background Check:** If your background check is not successful or not submitted, 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 not receive a 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 not receive a refund** of the \$200 prepayment. If your lease expires, you may reapply based on current availability and rates, 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, 2026, are not permitted. Cancellations 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.

## 5. How does Roommate Matching work at University Center?

University Center makes every effort to pair you with compatible roommates for your summer stay. To assist with roommate pairing, please fill out your application completely. Leases are reserved individually and will not include roommate names. Room details and roommate information will be viewable in your Resident Portal at least two weeks prior to arrival.

When possible, roommate pairings are made with consideration of the following factors:

- Gender
- University & Academic Status
- Length of Stay & Arrival/Departure Dates
- Intern Company & Industry

If you have roommate requests when completing your application, please ensure that:

- Applications are submitted at the same time (matching term and room style)
- Everyone's housing dates are no more than one week apart from one another
- All roommates' first and last names are included in the "booking notes" section
- Residents will have the option to manage their own roommate requests after signing their lease. More information will be emailed to you and available on your Resident Portal

*While we make every effort to fulfill requests, space constraints may limit accommodations and requests are not guaranteed.*

## 6. What is UC's Move-In process?

- You will need to schedule a Move-In Appointment time **before** your arrival date.
  - You can reserve a time slot on your [UC Resident Portal](#).
  - For more details, please visit our [More Info & Moving](#) page.
- When you arrive at University Center (525 S State St, Chicago, IL 60605), you will start the Move-In process at the Guest Service Desk located in the lobby.
  - Our Guest Service Desk is available to assist you daily from 7:00am – 11:30pm.
  - **A government-issued ID is required to begin the move-in process.**
  - If you arrive before your scheduled appointment time on move-in day, we cannot guarantee that your room will be ready. However, you are welcome to temporarily store your luggage at the Guest Service Desk until your room is available.
- What you'll get at Move-In:
  - **UC ID Card:** Opens the front door of your unit; Gives you access to enter the building.
    - Your photo will be taken for your UC ID Card.
    - This card should be kept on you at all times and serves as your proof of residency.
  - **Closet/Bedroom Key:** If you have a private closet or bedroom that requires a physical "hard" key, you will receive this key during the move-in process.

## 7. What else do I need to know about my Closet/Bedroom key?

- "Hard" keys for your private closet or apartment bedroom door are available for long-term stay residents only (30+ night stays or longer).
- Keys are available to request when completing move-in forms in the Resident Portal prior to your arrival. If applicable, you will be provided a key during your Move-In Appointment.

## 8. What if I get locked out of my room or lose my UC ID Card?

- If you lose, misplace, or damage a hard key or UC ID card, you are responsible to pay the full replacement cost (i.e. replacing locks, reprogramming ID cards, cutting new keys, etc.).
- Should this happen, you can request a "Lockout" at the 24-hour Security Desk located in the lobby. A UC staff member will assist you with either getting a new ID card/key or giving you access to the locked space.
- You are provided with three complimentary Lockouts. Every occurrence thereafter, will result in a \$50 Lockout Fee.
  - All lockout fees are to be paid immediately in order to perform the service.
  - Failure to pay promptly may result in additional fees and/or service restrictions.

## 9. Can I change my arrival or departure date?

You can make changes to your arrival and/or departure date before signing your lease. Once the lease has been signed, changes to arrival and/or departure dates cannot be made.

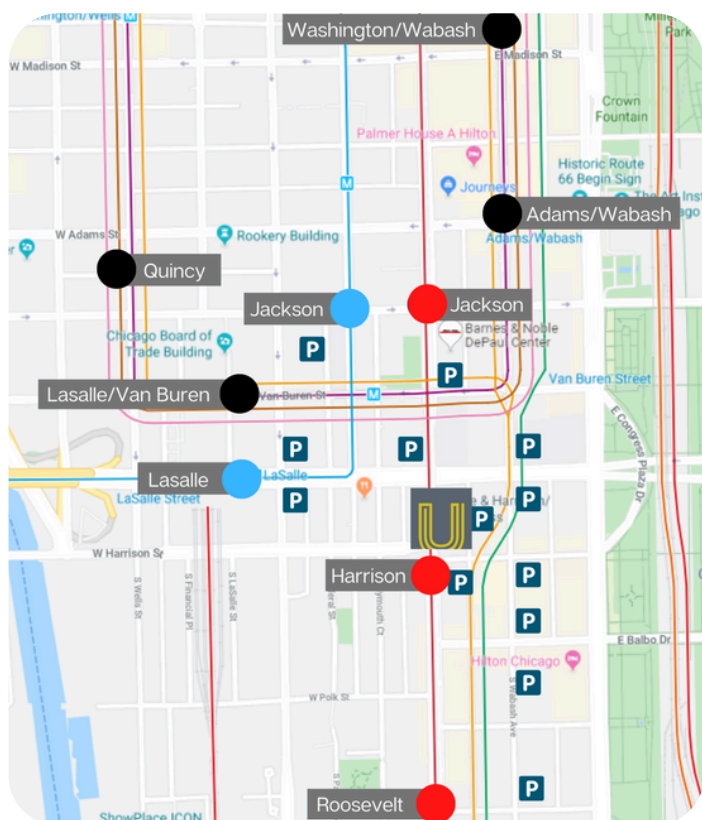
## 10. I'm driving to UC, where do I unload my belongings?

University Center has a loading dock behind the building located on Holden Court. You will be allowed 20 minutes to unload your vehicle. UC provides “speed packs” which are extra large boxes on wheels to help you with your move.

For more details and driving directions, please visit our [More Info & Moving](#) page.

## 11. Where can I park my vehicle during my summer stay?

University Center does not have on-site parking, but several paid lots and garages are nearby. We recommend not bringing a vehicle due to high parking costs. Chicago's excellent public transit system, located steps from UC, offers a convenient and budget-friendly way to explore!



- More info on the CTA can be found at [www.transitchicago.com](http://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 at [metra.com](http://metra.com).
- If you must have a vehicle here, we recommend visiting the following to search for available parking:
  - [www.spotheo.com](http://www.spotheo.com)
  - [www.parkwhiz.com](http://www.parkwhiz.com)

## 12. How do I pick up packages & mail during my stay?

Packages will be delivered to our 24-hour Package Lockers located on the 2nd floor. To ensure your packages and mail get delivered properly, use the address format below:

First & Last Name

525 S. State Street Unit #

Chicago, IL 60605

### Additional Details

- Due to space constraints, we are not able to accept packages prior to your arrival.
- University Center is not responsible for any lost or damaged packages and mail.
- Packages and mail with errors in their shipping address may not be delivered and will be returned to the sender.

## 13. Do you have Wi-Fi?

Yes! UC provides complimentary building-wide Wi-Fi during your stay. For more info, refer to your Resident Portal [here](#).

## 14. What are UC's policies for Alcohol, Drugs, and Smoking?

During the summer, University Center is home to a wide range of people of all ages—students, interns, group or camp participants—with short and long term stays. We are dedicated to fostering a comfortable and healthy living environment for all residents. Adhering to our alcohol, drug, and smoking policies is crucial in maintaining the community's wellbeing and ensuring a positive stay for everyone. You can review these policies in the [Resident Handbook](#).

### Alcohol Policy

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:

- 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.*

#### **Drug Policy**

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.

## **Smoking Policy**

To help ensure a clean and healthy environment for everyone and in compliance with the Chicago Indoor Air Ordinance, University Center, including the 3rd floor outdoor terrace, is a smoke and vape-free community. The Chicago Ordinance also prohibits smoking within 25 feet from the entrance/exit of the building, including the neighboring retail space entryways.

## **15. What is the Guest Policy at University Center?**

We welcome residents to have guests, but hosting is a privilege that can be revoked at any time. To keep everyone safe, comfortable, and respected, please follow the guidelines below.

### **General Guest Expectations**

- Residents are fully responsible for their guests' behavior, actions, damages, and any policy violations.
- All guests must be escorted by their host at all times—escort begins and ends at the Security Desk turnstiles.
- Guests may not be left unattended in rooms, suites, or common spaces. This includes times when the resident is in class, at work, or otherwise away.
- Guests may not use another individual's UC ID or guest pass to access the building or any facilities.
- Guests are only permitted in a resident's unit with the consent of all roommates. Residents are encouraged to discuss visitation expectations with roommates in advance.
- Guests who violate UC policies, are unescorted, or cause disruption may be removed immediately, banned from the premises, and may cause their host to lose guest privileges. Guests who are banned 30 days or more may submit a ban appeal form.
- Minor visitors (under 17) must either have written parental consent on file ahead of time or be accompanied by a parent/guardian to be signed in.
- Residents participating in summer groups or short-term contracts may be subject to additional guest restrictions.

### **Guest Registration & Access**

- All guests must present a valid government-issued photo ID and be registered at the Security Desk to enter.
- Guests will receive a guest pass that must be carried while in the building and shown if staff ask.
- The guest pass must be returned at the end of the visit. If not returned, the visit will be counted as an overnight stay, which may result in a policy violation for the host.

### **Daytime Guest Policy**

- Daytime guest hours are from 7:00 AM to 1:59 AM.
- Residents may host up to three (3) guests at a time, not to exceed the maximum number of guests allowed by room type (see below).

### **Overnight Guest Policy**

- Overnight hours are from 2:00 AM to 7:00 AM. Any guest present during this time or who fails to return their pass by 1:59 AM is considered an overnight guest.
- Residents may host up to two (2) overnight guests at a time, not to exceed the maximum allowed by room type.
- Guests may stay no more than seven (7) nights total per calendar month, whether consecutive or non-consecutive, and regardless of which resident they are staying with.
- Important: Guests may not stay across two calendar months in a way that exceeds seven (7) consecutive nights (e.g., 7 nights at the end of one month and 7 more at the start of the next month is not permitted).

### **Maximum Number of Allowable Daytime Guests by Room Type**

- Private Room, Deluxe Double, Semi Private Suite - 3
- Quad Semi Suite - 6
- Studio, Convertible Apartment - 3
- 2 Bedroom, 4 Bedroom Apartment - 8

### **Maximum Number of Allowable Overnight Guests by Room Type**

- Private Room, Deluxe Double, Semi Private Suite - 2
- Quad Semi Suite - 4
- Studio, Convertible Apartment - 2
- 2 Bedroom, 4 Bedroom Apartment - 4

## **16. How do I check-in a guest?**

UC's Guest Check-In Process is designed to ensure a comfortable and welcoming environment for everyone. During busy times, check-in may take a little longer, so we appreciate your patience and understanding.

- Meet your guest in the UC Lobby and proceed to the 24-hour Security Desk.
- Your guest must present a valid government-issued photo ID (Driver's License or Passport).
- Your guest will receive a Guest Pass, which must always be worn while inside the building.
- You must remain with your guest at all times, including entering and exiting the building.
- At the end of their visit, escort your guest to the Security Desk to return their Guest Pass before leaving the building.

## 17. I'm part of a group staying at UC, is the Guest Policy different?

Yes, the Guest Policy may vary based upon your group stay. Additionally, please check with your respective group to determine your group-specific guest policies.

## 18. Is there anywhere to get food at University Center?

Yes! Dining at University Center is a flavorful experience, with a full-service dining center and grab-and-go market on the 2nd floor. Additionally, our building features a selection of retail spaces, offering a variety of eating options to satisfy any craving. Residents can enjoy a great dining experience without even crossing a street!

### **The Caf & Market**

Hungry for a fresh cooked meal? The Caf is an all-you-can-eat, buffet-style cafeteria for residents and guests to enjoy. Cash and cards are accepted to purchase upon entry to The Caf. Breakfast, lunch and dinner are provided during the weekdays at The Caf. Brunch and dinner are provided during weekends and holidays. If you're looking for a quick bite, cup of coffee, or home essentials, The Market is a convenient place to purchase snacks, to-go meals, and Starbucks Coffee as well as grocery items for your stay. Cash and cards are accepted at both The Caf and Market. Visit [DineOnCampus](#) to see daily menus, dining hours, and more!

### **Retail Dining**

- Wingstop
- Gong Cha
- Epic Burger
- Panda Express

## 19. Can I add a meal plan to my stay?

Definitely! Visit the Guest Service Desk to learn more about UC's different meal plan options. You can also purchase Flex Dollars via your [UC Resident Portal](#). Flex Dollars can be spent at both The CAF and the Market. Your Flex Dollars will be loaded on your UC Resident ID Card. University Center is all about making your stay hassle-free! Opt into one of our meal plans to use at our on-site dining center.

## 20. What's included and what should I pack?

- Check out the full list of included furniture, on our [Floor Plans page](#). University Center also includes all utilities and building-wide Wi-Fi during your stay.
- Since UC is fully-furnished and nearby popular shopping stores, you don't have to bring a lot! Take a look at our [Packing Info page](#) for more details and a suggested packing list.

## 21. Are there any extra amenities for rent at University Center?

The following items are available for rent on a limited basis from the Guest Service Desk or via your [UC Resident Portal](#). Amenity rentals become available for ordering 30 days before your scheduled arrival date. Complimentary items such as irons, ironing boards, hair dryers, and vacuums are also available during your stay with a valid government-issued ID.

### Amenity Rentals

<b>Micro-Fridge</b> <i>Microwave/Mini-Fridge</i>	\$175 One-Time Fee
<b>Full-Size Beds</b> <i>4-Bed Apartments only</i>	\$250 One-Time Fee

### Cleaning Services

<b>One-Time Cleaning</b> <i>Bedroom or Bathroom</i>	Pricing varies per unit style or room selection
<b>End of Summer</b> <i>Available for all unit types</i>	\$200 per Unit

## 22. Are pets allowed at University Center?

No pets are allowed except for animals that live completely underwater (tanks can be no larger than 20 gallons) or approved service, assistance, or emotional support animals. For further policy information, please refer to our [Resident Handbook](#).

## 23. How can I get in contact with someone at UC?

There's several ways to connect with a UC staff member!

- **Phone:** (312) 924-8111
- **Email:** [summeruc@peakmade.com](mailto:summeruc@peakmade.com)
- **In-Person:** Guest Service Desk (Open Daily, 7am - 11:30pm)

Stay in the Loop! Follow us on [Instagram](#) and [Facebook](#) for updates, giveaways, and fun contests! Don't forget to check your email for the latest summer housing news.