

# POST & PARCELS

We're happy to accept post and parcels on your behalf during reception opening hours. To help us keep everything safe and make sure your deliveries find their way to you, here are a few things you need to know:

- **Address it correctly.** Make sure all deliveries include your full name and room number. If we can't identify who a parcel belongs to, it may be refused or returned to sender.
- **Collecting your parcel.** Please bring your student ID when collecting from reception. If someone else is collecting for you, just let us know in writing beforehand and make sure they bring your photo ID.
- **Some things we can't accept.** This includes grocery deliveries, food, alcohol, electrical heaters, additional furniture, or anything we believe may be dangerous, illegal or offensive.
- **Storage space is limited.** If we don't have enough secure space when a parcel arrives, we may have to refuse the delivery.
- **Please collect promptly.** Parcels should be collected within 5 working days. After this, we may need to return them to the sender if storage space is limited.
- **We'll look after your deliveries.** We'll always take reasonable care of anything we accept on your behalf, but Luna can't accept responsibility for loss or damage, the condition a parcel arrives in, or any issues caused by couriers or other third parties.

By authorising us to accept a delivery on your behalf, you accept responsibility for the parcel and any liability arising from us receiving it for you.

**TOP TIP: FULL NAME + ROOM NUMBER = A MUCH HAPPIER JOURNEY FOR YOUR PARCEL!**