**Preamble:**

When responding to pack, ship and store questions, we acknowledge that some answers are not fully known. Our information is limited to what we know today. With the changing landscape, and governmental intervention, some decisions must be postponed. It is important that you know that we intend to be transparent, fair and timely in the sharing of information, and while we desire to allow people to return to campus to collect their items, we simply do not know when that can occur. So for now, the plan is to allow students to store items in their room until further notice. If the travel ban is lifted, and it is deemed safe to allow people to return and collect their room items, we will gladly facilitate a process for that to occur.

The shipping of items from a student’s residence to an off campus location is only an option if and when the University needs to utilize their current room assignment to accommodate other residential students, or for an operational reason related to the pandemic. Asking University staff to begin packing personal belongings for storage and/or shipping during a time when travel and movement are restricted to essential services only creates an unnecessary risk for the people involved. We will reevaluate this shipping decision if the current state of Stay At Home advisory remains in place beyond June 1, 2020.

**Pack, Store, Ship Q&As**

Please note our current priority is to leave student rooms and personal belongings undisturbed in their current room assignments.

Q. Why has the University chosen to leave student rooms and personal belongings undisturbed?
A. Massachusetts expects a surge in the number of COVID-19 cases in April, dates that could expand or contract with little predictability. Asking University staff to begin packing personal belongings for storage and/or shipping during a time when travel and movement are restricted to essential services only creates an unnecessary risk for the people involved. We fully realize the issue of storage and shipping is of concern and inconvenience to parents and students. We ask for your understanding and patience as we navigate the uncertainty and disruption caused by the pandemic.

Q. Am I able to return to campus and move out of my room?
A. Due to Governor Baker’s stay at home advisory, you should not plan to come to campus to move out of your residence until the advisory is lifted. Once we have more clarity around the advisory being lifted, we can provide guidance on coming to campus and retrieving your items.

Q. What if I am unable to return to campus before the start of the fall semester?
A. If it is determined that you are unable to return to campus, we will arrange to store your items in a secured area for you, which may be in your current room assignment, until such time that you return to campus, or we can move it for you at some point in the future.
Q. Am I able to leave my items in the room?
A. Yes. Our current priority is to leave your room and personal belongings undisturbed until it is safe for you to return to campus to retrieve them, unless we receive public health recommendations and requirements to use your room. Before May 10, we will provide an update about the status of leaving items in your room for the summer.

Q. How do I make arrangements to have my room items shipped to my home address?
A. At this time we will only ship items to your domestic address in the continental US, if we need to use your room for reasons related to Covid 19. Otherwise, your room will serve as storage until such time as you are permitted to return to campus to collect your items.

Q. I boxed all of my items and left them in my room. What will happen to them?
A. At this time, we anticipate that you should be able to pick up your things before the end of summer, if possible. If not, we may have to pack your items and place them in secure storage until you are able to return to campus.

Q. Since you cannot ship items internationally, will storage be provided at no charge?
A. Yes. Please note that our current priority is to leave student rooms and personal belongings undisturbed in your room. Should we need your room, we will make arrangements to move your items to a secure location until you are able to return to campus and retrieve your belongings.

Q. What do you mean by the phrase “if we receive public health recommendations and requirements to use your room, we will pack and remove your belongings...”
A. The quick spread of coronavirus is requiring public health, government, and university officials to make rapid decisions about how best to ensure the health and safety of the students who were granted an appeal to remain on campus. The safest option for the remaining students may necessitate their movement to another residence on campus. If this is the case and your room has to be used, the University will attempt to contact you, via the information you have given us, to discuss how you want us to handle your personal belongings.

Q. Will you forward first-class mail?
A. We will forward first-class mail and packages received via USPS at the residence mailrooms. We are unable to forward items received by other carriers (e.g. FedEx, UPS, etc.), and we will return them to the sender. If you are assigned to an apartment-style residence (other than 10 Buick Street and 33 Harry Agganis Way) and you then move, change address, or withdraw from the University, you must complete a change-of-address form online at www.usps.com. Questions regarding United States Postal Service mail delivery may be directed to the United States Postal Service Customer Service Line, 1-800-275-8777 or online at www.usps.com
Q. Will you ship food items that I left in my MicroFridge or the refrigerator/freezer in my apartment?
A. We will start removing perishable items from rooms starting the week of March 23. We will not be able to ship food items.

Q. Is it possible for a friend/relative to come to campus and remove my items?
A. Due to Governor Charlie Baker’s stay at home advisory, the University is not allowing people to come to campus to remove items from rooms at this time, even if your friend or relative lives close to the University.

Q. When should I return my room key?
A. If you have already moved out of your room or have signed up to ship or store your belongings, you should mail your key (via US Mail) to BU Housing, 25 Buick St., Boston, MA 02215. If you are planning on coming back to campus once it is safe to do so, please hold onto your key.

Q. I’ve already shipped or stored my belongings with another vendor other than UPS. Will the University still pay for my shipping or storage?
A. We encourage students to use the UPS store website for shipping and storage. If you have already made other arrangements, please reach out to the Housing office at housing@bu.edu.

Q. I have a medication that I need in my room. Will the University assist me by removing that medication and sending it to me?
A. Please call your hall/area Residence Life office to discuss the possibility. Contact information for the offices can be found here.

Q. If my room is packed by BU, who specifically will touch my things?
A. Our goal is to keep your belongings safe and secure during the packing process. As such, we hire insured, bonded, and certified moving companies to handle the packing of student rooms.

Q. My bike is in a bike storage room at BU. Will you pack and store or ship it to me?
A. Bikes currently in storage rooms can remain there. BU will not pack or ship bikes. Alternatively, you may choose to store your bike using the https://www.packstoreship.com/2/Boston-University-Student-Storage link.

Q. My bike was left on a bike rack at BU. What will happen to it?
A. Bikes currently placed on outdoor bike racks may remain there and will not be moved by BU.

Q. I have a question about my bike?
A. Please send your questions to bikes@bu.edu.