

## Royal Mail Parcels

### Delivery

- HWU mail room receives and processes Royal Mail items for the whole University.
- Once processed, the mail room team will deliver the Royal Mail parcels for Halls to Reslife Hub (morning and afternoon)

### Processing

- Reslife will sort and process the parcels accordingly
- Reslife records each parcel using your name, address, HWU number and email address
- Reslife will email you to say your parcel is here

### Collection

- The parcel room is open every day from 6pm - 8pm
- You cannot pick up outside these hours (unless it is an urgent item, like medicine or a passport)
- You will need to show HWU ID to pick up your parcels
- You cannot normally pick up a parcel for someone else.

### Returns

- You have 3 weeks to collect your parcel
- After 3 weeks, Reslife will review the parcels and will send you a 'last chance' email, letting them know they have 7 days to collect your parcel
- Uncollected parcels will be returned to the mail room

Please note:

- If it is outside of parcel room opening hours (6-8pm), you can only collect urgent items such as medicine, passport, BRP, etc.
- We discourage collecting parcels for other students, and you can only do this if we agree to it beforehand and you fill in our form for this.
- You can only receive parcels if you live in halls.