

## **Bishop's University Residence – Lock-out Policy**

Students who find themselves locked out of their rooms are to go to Paterson Hall between 8:30 a.m. and 5:00 p.m. to temporarily sign out a key to re-gain access to their room.

When students return their borrowed set of keys, they will be asked to provide proof that they have their original set of keys. If the student is unable to provide these keys, Residence Services may conclude that the keys have been lost and take action to replace the lock and applicable charges will apply (\$45.00/key for lost keys during the academic year and \$15 for lost mailbox key).

- A student locked-out from their room may borrow a temporary set of keys, available at the Residence & Conference Services Office located in Paterson Hall. The keys must be returned within a 3-hour window (or to Security if Residence Services is closed).
- If the keys are not returned as stated above (i.e. within 3 hours), a \$20.00 charge will be applied to the student's residence account. Once 24 hours have elapsed, (not including weekends), the charge will be increased to \$45.00 per key and locks automatically changed.
- As of the 4th lockout, an automatic \$5.00 fee will be charged in addition to any other charges if the key is not returned within 3 hours.
- As of the 7th lockout, an automatic \$10.00 fee will be charged in addition to any other charges if the key is not returned within 3 hours.
- Should a student experience a lock-out when the Residence Office is closed (after 5:00 p.m. & weekends), the student should direct themselves to their RA or to the Security Office. Lock outs will be tracked and after a total of 3 lockouts, students will be charged via their residence account at \$5.00 per lock out until a total of 6 at which time each additional lock out will be charged at \$10.00 (see above).
- Students may request a 1-week temporary key request (ex. leaving keys at home). If keys are not returned within 1 week, a \$45.00 fee per key will be charged and locks automatically changed. The 1-week key loan must be requested in advance (i.e. 3 hour loans cannot be changed for 1-week loans).

**\*\* Note: Lock-outs during fire alarms are excluded from the above policy.**