SMUSA Asset Loan Standing Order | Updated as of 28 Jan 2022



Asset Loan Standing Order

# Loan Application Process

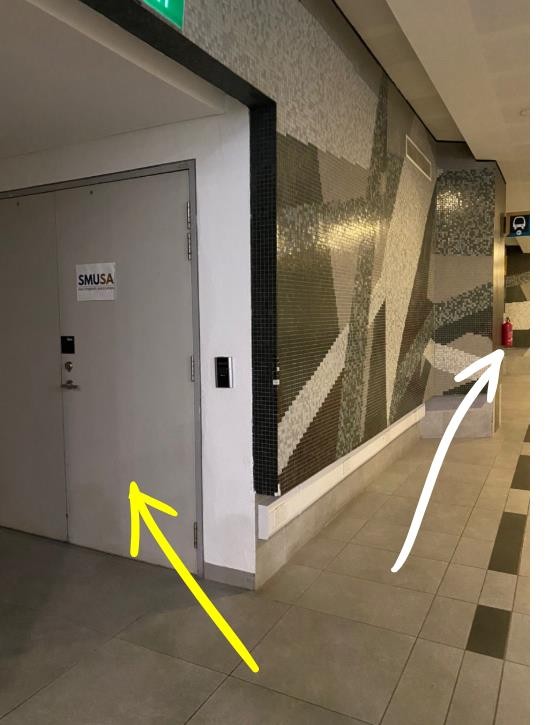
1. All bookings are to be made at a maximum of **14 working days** and a **minimum of 7 working days** prior to the requested loan date. Working days **do not** include weekends nor public holidays. Any request made outside of the abovementioned time period will not be attended to.
2. All loan applications are to be submitted via the **SMUSA Website** through the attached

# Google Form.

1. Confirmations are made within **4 working days** upon submission of a loan request.
2. All emails received **outside** of **working hours (Mon-Fri 8AM-8PM, excluding PH),** will be attended to the **next working day.**
3. SMUSA Operations Department reserves the right to cease operations during the Finals period, commencing from the week prior to Finals. Urgent cases shall be reviewed on a case to case basis, subjected to the team’s discretion.
4. User bookings are only **valid** once the requestor receives a **confirmation email reply** from the SMUSA Operations Department.
5. The loaner shall be entitled to make changes to the loan **twice**. These changes include **time of collection/return, items to be loaned, etc**. To facilitate any of the abovementioned changes, the loaner is to email to [operations@sa.smu.edu.sg](mailto:operations@sa.smu.edu.sg) and cc [a.operations@sa.smu.edu.sg](mailto:a.operations@sa.smu.edu.sg). Communication of any changes via other means will not be attended to. Changes are to be made the latest **1 day before the loan date.**
6. The SMUSA Operations Department reserves the right to cancel the loan if there are any changes made after the stipulated timing
7. The SMUSA Operations Department reserves the right to **change the details** of the bookings, at **any point prior to and/or during the loan period**, including but not limited to:
   1. Refusal or cancellation
   2. Collection and return timings
   3. Requested inventory

# Usage Terms

1. All collections and returns are to be made at the **SMUSA Bencoolen Storeroom**, located on the **left side of the Bencoolen MRT entrance** at **basement 1**. The storeroom can be identified through a **SMUSA logo pasted on the doors**. Further information which includes **pictures on the location of various storerooms**, are stated on the **SMUSA website**.



White Arrow – Bencoolen Entrance Yellow Arrow – SMUSA Store

1. Assets loaned from SMUSA should always be in the **possession of the requestor** and

**swapping of assets** are strictly **not tolerated**.

1. Assets are to be collected and returned according to the **allocated collection and return timings,** having taken into consideration the period of event.
2. Assets are to be collected/returned during the **3 mass opening periods** as indicated on SMUSA’s website. For the confirmation of the **exact** collection and return time, the loaner is to liaise with the appointed SMUSA Operations Representative via **Telegram**. The Telegram handle of the representative will be provided in the confirmation email.
3. The SMUSA Operations Department should be **notified of all late comings** at least 1 hour before the appointment. A **15 - minute grace period** shall be given in lieu of such notice. The SMUSA Operations Department shall reserve the right to **cancel the booking** should it exceed the **15 minutes grace period**.

SMUSA Operations Department reserves the right to **cancel the bookings** of clubs who are late **without notice exceeding 5 minutes**.

1. SMUSA Operations Department is not responsible for **providing manpower and transportation** of assets. This includes **not granting the usage of trolleys** of such.
2. Assets are to be collected or returned under the **facilitation of a SMUSA Operations representative** unless otherwise instructed by SMUSA.
3. **Overnight storage** is made at **SMUSA Cage**, located on the **right side of the Bencoolen MRT entrance**. SMUSA Operations Department shall not be **held liable for any damage or loss of equipment** that arise from storing during the loan period. Storage is **strictly limited to the items on loan.**





White Arrow – Bencoolen Entrance Yellow Arrow – SMUSA Cage

1. **Lack of compliance** to these usage terms shall entail penalties as follows:
   1. 1st offence: **Email warning**;
   2. 2nd offence: **Lower priority** for their next request;
   3. 3rd offence: Loan requests shall **not be entertained**;
   4. Such penalties **shall not extend** beyond the **current** semester, inclusive of summer (Semester is defined as January – June, July – December)
2. Assets are to be returned in their **original state as loaned**; failure to do so shall entail penalties as follows:
   1. For **damages**, the **cost of repair** constitutes the fine. This will be determined on a case-by-case basis.
   2. Should assets be **lost** or damaged **beyond repair**, or should **repair costs exceed replacement costs**, then the **cost of replacement** constitutes the fine.
   3. All payments are to be made within 1 week upon notification of payment details.
   4. The **estimated costs of replacement** for assets are as shown:

|  |  |  |
| --- | --- | --- |
| **S/N** | **ITEM** | **COST (PER PIECE)** |
| 01 | Small Tables | $120.00 |
| 02 | Medium Tables | $130.00 |
| 03 | Large Tables | $150.00 |
| 04 | GSR Chairs | $50.00 |
| 05 | Black Bucket Chairs | $50.00 |
| 06 | Walkie Talkies Per Unit | $300.00 |
| 07 | Fairy Lights | $10.00 |
| 08 | Table Cloth | $10.00 |
| 09 | Easels | $30.00 |
| 10 | Queue Poles | $100.00 |
| 11 | Signages | $100.00 |

Note: This list is not exhaustive and is subjected to change. Refer to SMUSA website for the latest list.