

# Frequently Asked Questions

**Updated: Mar 17, 2025**

**\*\* Please kindly note that all the information in this FAQ may be subject to change. The program office reserves the right to make adjustments. Please pay attention to the updates on the official website.**

**\*Please read all instructions and guidelines available in FAQ. Microsoft Edge (Windows) and Opera (ISO) work better on most of Fudan University Webpages.**

**\*All the time information in this FAQ is **Beijing Time (UTC+8)**.**

## Contents

Before Application.....	2
Cost of the Program.....	3
The Application Processes.....	3
Course Enrollment and Tuition Payment.....	5
Registration and Orientation.....	6
Courses and Transcript.....	8
Course Delivery .....	10
WeChat .....	10
Accommodation .....	10
Transportation Card & SIM Card .....	11
Visa .....	11
Travel & Miscellaneous.....	12
On-Campus Accommodation.....	14

## **Before Application**

### **How many courses can I choose?**

You can choose 1-3 content courses with up to 6 credits, and the language courses (for foreign passport holders only) and PE courses are optional. Each student should choose at least 1 content course. Those who fail all courses or do not earn any credits from the content courses will not receive the attendance certificate or the transcript.

### **How many credits is each course?**

At Fudan University, one credit hour's teaching is 45 minutes. Most content courses are 2 credits totaling 36 credit hours. Some courses are 1 credits totaling 18 credit hours.

- Language courses: Elementary, Intermediate and Advanced Chinese will be 2 credits each totaling 40 credit hours.
- PE courses: 18 credit hours' of teaching for each with 1 credit.

Please note that the Chinese language course is for foreign passport holders only. Foreign students interested in the Chinese Language Course will not enroll in the language course online. After the placement test, your names will be uploaded into the enrollment system instead. Foreign students missing the placement test will not be able to take Intermediate or Advanced Chinese. After the first session of the course, you can contact us if you think the course level is not a good fit for you.

### **How many hours' work does 1 credit at Fudan entail?**

At Fudan, one credit means 18 credit hours' teaching, with each credit hour being 45 minutes.

### **Can I choose more than 1 course from the same module?**

You need to take a look at the course schedule to find out more information. Just make sure that the courses you want to take do not have overlapping teaching slots.

### **How can the credits be transferred back to my university?**

Please consult your home university coordinator about the credit transfer. It will be up to the student's home university to decide how and how many credits can be transferred.

Please download the course syllabus from the FISS website and contact the academic office concerned for pre-approval. We would be glad to help if the academic office needs further information directly from us.

### **Will Fudan issue the transcript for the summer session?**

Yes, after you pass your courses you will have the official transcript of Fudan University. We will send the transcript and certificate to you or your coordinator after the session ends. Please update us if there is any change to your contact information.

If you want to download e-transcript or officially sent it to your home university by Fudan, you may log in on Fudan eHall with your student ID and choose the service of 本科电子成绩单邮件发送 and then submit.

Your e-transcript will be sent by Fudan 本科生服务中心。 (More details will be sent to you before the program come to an end.)

**Where can I download the syllabi?**

Please click the course title to download the syllabi:  
[https://iss.fudan.edu.cn/Courses/Course\\_List.htm](https://iss.fudan.edu.cn/Courses/Course_List.htm)

## **Cost of the Program**

**I wonder whether there is any scholarship that I can apply for.**

In 2025 there will be no scholarship provided by us.

**Without the scholarship, how much will the summer session cost in total?**

1. Application Fee: CNY 400 (online payment, non-refundable), only refundable when the program is totally cancelled;

Tuition: CNY 22,000

or CNY 19,800 (This tuition suits students nominated by Fudan's partners if we are officially notified by partner universities.)

2. A return ticket to and from Shanghai.

3. Accommodation: for your reference, the average cost for a hotel room is around 200-300 yuan per day near Fudan.

4. A trip to Suzhou (voluntary to participate) costs around 350 CNY including the round-trip bus, lunch, tour guide, insurance.

Other cultural activities such as Chinese painting, Ceramic art, acrobatic show, etc, are free of charge.

5. Others:

Food at the university dining halls is reasonably priced with one meal costing 8-14 yuan.

Transportation costs 2 yuan per bus ride, and 3-8 yuan per metro ride.

You don't have to buy textbooks beforehand.

**Does the tuition include accommodation?**

No. Students should arrange your accommodation in advance.

The tuition only covers the courses and most of the activities of the session.

Please kindly note that the accommodation around Handan Campus will be very limited in July.

## **The Application Processes**

**I have dual nationalities holding a foreign (non-Chinese) passport and the Hong Kong/Macau passport. Should I apply as an international student or a Chinese student?**

Hong Kong, Macau or Taiwan passport will not be accepted. Students from Hongkong, Macau and Taiwan, please apply as a Chinese student with your Mainland Travel Permit for Hong Kong, Macau and Taiwan Residents. Please also enter China's mainland with the same ID document used in the application.

Students holding passport from other countries can apply as a foreign student.

**I want to do the online application as soon as possible. But my passport will expire soon. What should I do?**

Please wait for the new passport before you submit the application because the admission documents need to be issued based on the passport with which you will enter China. If it is close to the application deadline, please submit the application with your old passport first, and then email us a copy of the new passport later, so that we can review your application and issue the admission documents based on the new passport.

**I am not a native speaker of English. Do I have to provide some proof of my English proficiency?**

If you are currently taking a program in English at your university, you do not have to provide any proof of your language skills. If you are not, you are advised to provide a proof, which can be a TOFLE or IELTS score, or an assessment from your English teacher that you can follow courses in English.

**I have submitted the application online, what should I do next?**

After submitting the application, applicants need to pay the application fee (CNY 400). The online application cannot be reviewed and processed unless the application fee is paid. Once admitted, applicants will receive an admission notice. The tuition payment information and the course enrollment guide will be sent to you by email after your student number is issued.

**When will I get my student number to enroll in courses online?**

You will need the student number to enroll in courses online, which starts in May. The timeline is as follows:

- If you apply before April 13, 2025, your student number will be sent to you around the end of April by email.
- If you apply before May 31, 2025, your student number will be sent to you around mid May by email.

**If I am a foreign student, when will I get my admission documents?**

An admission notice will be sent to you in 5 working days by Email after your application. The soft-copy of the admission letter and visa application documents will be **emailed** to you once they are issued. This process takes about 20 working days as the name list will also go through Shanghai Entry and Exit Bureau before the documents are issued by Fudan International Students Office. We suggest you apply as early as possible if you need an X2 student visa to enter the China's mainland.

## **Course Enrollment and Tuition Payment**

### **How can I enroll in the courses?**

Please visit <http://xk.fudan.edu.cn/>, log-in and input the course code to find each course. The username is your Fudan student number while the password is the “fDu+last 6 digits of your registered ID number”, if it contains any letter, please substitute the letter with 0).

We will email you the instructions once your student number is issued.

Please note that courses may be cancelled if there are fewer than 10 students enrolled. Students will be notified about course cancellation before July 2, 2025.

### **Where can I find the course codes?**

You can find the course codes on the course page of the FISS website.

### **When is the deadline to enroll in and drop the courses?**

The deadline to enroll in and drop courses is **5 pm, July 2, 2025**, Beijing time. Please double check your enrollment before the system closes.

If you have enrolled in one course by mistake and are not aware of it, there will be an F shown on your transcript.

On the other hand, if you think you are enrolled in a course but you actually are not, you won't get the grade even if you complete all the assessments.

Please also reconfirm your enrollment status with the course's TA before the system closes. Kindly note that eLearning is NOT the official platform for course enrollment. Even if your name is on the eLearning site of a course, it does not necessarily mean you are enrolled in the course.

[http://xk.fudan.edu.cn/en\\_xk/login.action](http://xk.fudan.edu.cn/en_xk/login.action) is the only course enrollment platform where you can ensure your course enrollment status.

### **I am interested in two courses but in the enrollment system there is time conflict between them. Can I still have the two courses?**

No. If there is a time conflict you can only choose one of them.

### **The course I want is already full in the system. Can you increase the capacity?**

The course enrollment will end on July 2, and during the whole period, students are free to add or drop courses. It is possible that some students will drop the course and so you can register.

We will also keep a close eye on the number of students enrolled in each course. We may discuss with the professors the possibility of increasing the capacity of some courses, but there is no guarantee that the professors will agree.

### **What can I do to drop a course after the enrollment system closes?**

You won't be able to add or drop courses after the system closes. If you fail to complete the course(s) that you have enrolled in, or if you are not able to take the final exam of the course(s), your grade for the course(s) will be F and shown on the transcript. If you fail all courses you're enrolled in,

then no certificate or transcript will be issued.

**What if I fail a course?**

If you fail a course, an F will be shown on your transcript. And if you don't get any credits from the content courses, i.e. if you take no content courses or fail all your content courses, you will not be able to get the attendance certificate for the summer session. There will be no make-up exams.

**How can I pay the tuition fee?**

If you are a self-paying student, please wait for the email reminding you to pay and go to [payment.fudan.edu.cn](http://payment.fudan.edu.cn) to make the payment before June 15, 2025. Please note that paying with an international credit card will incur a surcharge of 3%. After you log in, you can pay with a credit card, a debit card, Alipay, or WeChat pay.

**When is the deadline to pay the tuition fee?**

The deadline for tuition payment is June 15, 2025.

## **Registration and Orientation**

**When and where will we register?**

9:00-17:00 on June 28, 2025, at the lobby of the School of Economics.

**Will there be an orientation before the program starts?**

There will be an opening ceremony including an orientation at 14:00-16:30 on June 29, 2024 (Sunday, Beijing Time). It is required that all students attend this opening ceremony. More information will be sent later via email and WeChat.

**Which documents do I need to bring along for registration?**

You have to bring the admission letter, your registered valid ID (passport/Chinese ID, the same one you used for the application), and the insurance policy.

**I will not be able to arrive on time for the registration. What should I do?**

You will need to get permission from our office by emailing us at [iss@fudan.edu.cn](mailto:iss@fudan.edu.cn). We will notify you the time and place to register upon your arrival. Your failure to register on time without prior permission will be regarded as withdrawal from the program. Please also email your course instructors asking for leave if you will arrive after the courses begin.

**What should I do after the registration process?**

The TAs will take groups of students for a brief campus tour on registration day (June 28). The mandatory opening ceremony and orientation will be from 14:00-16:30 on June 29. Please wear the program red shirt, which you will get upon registration. Shanghai Summer School students will wear grey shirts. We will have the group photo taken after the opening and orientation.

### **When can I get my campus card?**

Campus card can be used digitally and physically.

We will collect your information and digital photo in May to make the card for you and you could get your card on the registration day.

Digitally: you can use and log in to the "Fudan eCard" WeChat mini program to enter the campus and scan the code to pay for your daily meals at Fudan's canteen.

If you are long for a physical card, you can pick up your card here:  
E-campus card office, Room 120, Multi-functional Building, Handan Campus, Fudan University (复旦大学邯郸校区综合楼120室).

You need to take a personal photo on the spot and pay CNY 20 (in cash) for the card-making fee.

### **Top-up methods:**

1. Top up through the "Fudan eCard" WeChat mini program.
2. Log in to the online eHall of Fudan (<http://ehall.fudan.edu.cn/ywtb-portal/fudan/index.html#/hall>), search for “一卡通服务” and recharge.
3. Take cash to recharge points (such as the canteen, and E-campus card office) for recharge. You can top up the card in cash at the cashier's window of the dining halls during lunch hours or do the loading job on the machines. At the end of your stay, if there is still money in your e-campus card, please go to the Ecard-office during working hours to have the money back in cash. But after that, the card will be invalid. Or you can use the balance to purchase gifts at the university's gift shop, which is located at the main entrance of Fudan.

## **Activities**

### **Where can I find and register for the activities?**

The activities notice can be found on our website-Announcements. And you may register for the activities that you are interested in in the link posted in the announcement.

### **Do I need to pay for the activities?**

No. Most of the activities are free of charge, such as Huangpu River cruise, acrobatic show, Chinese painting, Chinese calligraphy, etc. Only a day-trip to other city is not for free.

### **How can I pay for the one-day trip to other city?**

You will directly pay the travel agent at the registration site in cash, with Wechat pay or Alipay on June 28 if you would like to join the one-day trip.

**I want to join the day trip but I didn't pay on the registration day. Can I still go?**

Sure. You can pay before the deadline at the travel agency's office.

**I paid for the day trip. But I don't want to go now. What should I do?**

Please pay attention to the refund deadline on the receipt given by the travel agency. No refund will be processed after the deadline.

**I have signed up for one free activity but I don't want to go anymore. Should I do something?**

Yes. If you sign up and don't show up, it will be a big waste of resources. So please do cancel your sign-up with us before the deadline. For some activities, there are people on the waiting list, and so your withdrawal can give these people the opportunity to attend.

**There is an activity that I really want to attend. But it's quite late when I want to sign up for it. Can I still attend even if there are no slots available?**

In that case please put yourself on the waiting list. From past experience every time there are people failing to show up despite the sign-up. When this happens people on the waiting list will be able to attend, in the order of when you waitlist.

## **Courses and Transcript**

**When will classes start?**

Classes will start on June 30 and end on July 25. You can check your grades online around Aug 16. The official transcripts will be downloaded by yourself and your certificates will be emailed to your coordinator or yourself in early September.

**What time do classes start every day?**

- ◆ Morning content classes are 8:55-11:35 am.
- ◆ Afternoon content classes are 1:00- 3:35 pm.
- ◆ PE classes are 6:30-9:05 pm.
- ◆ Chinese language courses are 15:45-17:20 pm on Mon, Tue, Wed, Thurs and 13:00-14:40 pm on Fri.

Please note that the schedule in the course enrollment system is not 100% correct as it lists the teaching schedule of regular semesters and can't be changed to the summer session schedule.

Please find the correct course schedule on the official website:

[https://iss.fudan.edu.cn/Courses\\_Credits/Course\\_Schedule.htm](https://iss.fudan.edu.cn/Courses_Credits/Course_Schedule.htm)

**What is the attendance policy?**

Please note that three unexcused absences in a course will lead to an automatic failure (F as your final grade). If you are 15 minutes late for a class without prior permission, it will be considered as an unexcused absence. Unexcused absence means that you do not show up in a class without any prior notification. Therefore, please ask for permission from



the course instructor if you have to miss a class for a good reason. Please consult your course instructor about whether and how permitted absences will affect your final grade. However, you are not allowed to be absent for more than one-third of the whole course (both unexcused and permitted included). Otherwise, you're not qualified to take part in the final exam.

For online courses, all students are required to turn on the camera and show their faces throughout each session. If not, it will be considered absence. In addition, each instructor also has his/her own attendance policy. They will talk about course requirements and policies in the first class. Please take good note of them.

### **Where will our classrooms be?**

You may have classes at different lecture buildings on the Handan campus. Most courses will be at Lecture Building 6. Ask us if you don't know where a classroom is. H6301 means Rm. 301 of Lecture Building 6. H2201 means Rm. 201 at Lecture Building 2. HGX201 means Rm. 201 of Western Building of Guanghua.

### **What's the grading system like at Fudan?**

At Fudan, students get A, A-, B+, B, B-, C+, C, C-, D, and F. F means failure. The number of students getting an A or A- does not exceed 30% of the whole class.

### **Where can I check my grade for courses taken?**

The online grade-checking instructions will be sent to you by email in mid-August.

### **When can I get the program certificate and course transcript?**

The e-transcript will need to be downloaded by yourself in early August. Instructions will be emailed to you in advance. The certificate will be emailed to you in early September.

### **How will the FISS office send me my transcript?**

We will only issue soft-copy of transcript, which can be downloaded online. Please note that if you fail all courses you won't get the transcript or the certificate.

### **How can I have a soft copy of my course transcript sent to my home university for credit transcript?**

If you want to download your e-transcript or officially sent it to your home university by Fudan, you may log in on Fudan eHall with your student ID and choose the service of 本科电子成绩单邮件发送 and then submit. Your e-transcript will be sent by Fudan 本科生服务中心。 (More details will be sent to you before the program come to an end.)

### **Can I apply for an extra copy of the transcript?**

If you want an extra copy, please email [iss@fudan.edu.cn](mailto:iss@fudan.edu.cn).

## **Course Delivery**

### **Will there be recorded videos available for online courses after class?**

Online classes will be delivered live, and no recorded videos will be provided after class. However, course materials will be uploaded and shared in Fudan's eLearning Platform (see below) before and after class per the course instructor's arrangements.

### **What are the learning platforms and tools used for this program?**

Zoom will be used for online courses, WeChat and Fudan's eLearning Platform will be used for this program. Online courses will be delivered live. We will set up a group chat for each course via WeChat to connect you with teaching assistants, classmates and program staff. So please download and familiarize yourself with these softwares/apps in advance. Fudan's eLearning Platform is where you will download course materials (slides, lecture notes, etc.), upload assignments, take quizzes, etc. We will email you the login information for eLearning later.

## **WeChat**

### **What is the WeChat group for?**

WeChat is a daily must in China. It is not just a chat APP, but also a useful tool for purchases or various services.

A group chat will be set up during the summer session to communicate in a fast and efficient way, and also to connect with the peers, TAs and buddies. Announcements will be posted in WeChat, eLearning, FISS website as well as to your email. When you see useful information posted on WeChat, you can "Add to Favorites" so that you can retrieve it later.

### **How do I set up my WeChat account?**

Please download the app and register according to the instructions. Our advice is you set a password you will be able to remember when registering your WeChat account and link your WeChat account to your email.

You are highly recommended to download WeChat and create an account at your home country before your departure since lots of students can hardly get the verification code sent via phone message if you don't open the mobile roaming service. Or you can download the WeChat after you got the local SIM card.

## **Accommodation**

### **Can I stay at the on-campus International Students Dorm (ISD) ?**

The on-campus dormitory will only be provided to international passport

holders. Other students should arrange their own accommodation in advance.

You may refer to the hotel list recommended by FISS students before on our website.

**I am a Chinese citizen studying in Canada. Can I stay at the Fudan International Students Dorm (ISD) ?**

No.

**Can I rent an apartment instead of staying at the dorm?**

Sure. Foreign students who stay in an apartment need to register at the local police station within 24 hours after arrival.

## **Transportation Card & SIM Card**

**I need a local transportation card for metro and bus rides, but I know one may not be able to buy it or do the value-loading job at every metro station. What is your advice?**

You can buy a transportation card with cash at the Metro station.

Please note that in Shanghai you can use the iPhone wallet to pay for bus and metro rides, and the Metro 大都会 app on an android phone to pay for metro rides, WeChat Pay, and Alipay to pay for bus rides. Please ask our TAs for help if you don't know how to set it up.

**Where can I get a local SIM card for my phone?**

You can buy one at the airport after you arrive, or at a telecommunications branch store after you arrive at Fudan.

You are highly recommended to download WeChat and create an account at your home country before your departure since lots of students can hardly get the verification code sent via phone message if you don't open the mobile roaming service. Or you can download the WeChat after you got the local SIM card.

## **Visa**

**Do I need a physical examination if I apply for a one-month X1 or X2 visa?**

The summer session is a one-month program and so a physical examination or a blood test is not required to apply for the student visa with the admission documents.

**The admission notice says I should bring 8 photos to Fudan. Do I have to do this? Can I have passport photos taken on campus for the visa extension?**

What the admission notice says about photos applies to long-term students. You do not have to bring 8 photos. 1 or 2 should be fine. If you don't have any, there is a photo booth close to the university entrance at Guoshun Rd., or at the metro stations.

**If I already have a valid visa to enter the Chinese mainland, do I still need to apply for the X2 short-term student visa?**

Please consult us first to make sure that you can use your original valid visa to enter the Chinese mainland.

## **Travel & Miscellaneous**

**Can I leave earlier before the session ends?**

Yes, as long as you attend all the lectures of your courses and fulfill all the assessment requirements.

**What clothes should I bring to Shanghai for the summer session?**

The average temperature in Shanghai in July is 32 degrees Celsius (around 90 degrees Fahrenheit). There could be days when the temperature is around 40 degrees Celsius. In one word, it is very warm and humid, sometimes scorching in Shanghai in July. Besides T-shirts and shorts, please also bring some business casual for the farewell party at Crowne Plaza Fudan.

**Is it mandatory to attend the farewell party?**

No, but we usually have hundreds of students participate in the farewell party. Shows are welcome. Please let your TA know if you wish to contribute during the farewell, so we can make arrangements.

**What document do I need to prepare if I plan to travel outside Shanghai?**

You should take the original passport (or Chinese ID card) with you. Train ticket purchasing and hotel check-in do require your valid ID.

**If I feel sick where can I see a doctor?**

There is an on-campus clinic at Building No. 5 (复旦大学校医院 5 号楼) where simple treatments are provided. Please bring your Fudan e-campus card for the registration process. A limited number of specialists are available during the summer holiday. If you want antibiotics you may need a blood test done.

If the doctor thinks it is serious, he/she will advise you to go to a big hospital. If you have communication problems at the clinic, you can ask a TA to go with you.

It is important to have a list of local hospitals approved by your insurer on hand. If you get sick, you may want to go to a private hospital whose staff

speaks English rather than a public hospital that locals usually go to, like United Family Healthcare in Shanghai, which is more expensive than public hospitals. Therefore, it would be great if your insurance covers visits to private hospitals such as United Family Healthcare.

**I am a Shanghai Summer School scholarship student and I know the scholarship includes local insurance. Does it mean I can visit the on-campus clinic without paying out of my pocket?**

The insurance we purchase for you contains a deductible of around 700 yuan when it comes to medical costs. For any claim you will need to keep the medical record and receipts issued by the hospital you visit.

**Where can I study other than the dorm and lecture rooms?**

Fudan University Liberal Library and the café area on the second floor of School of Economics are good options to escape from the hot summer.

**Can I borrow books from the Liberal library?**

No. Students have the access to enter the Fudan Liberal library. Short-term non-degree students can only read in the reference rooms, but can't borrow books from the library.

**How can I get a taxi?**

It would be a good idea to download the Didi app for a taxi booking and fare payments.

**Is there any place where I can store my luggage during my travel after the session ends?** Yes, the nearest one is at Storhub 趣存自助仓, which has no affiliation with Fudan University, at 1581 Changyang Rd., Yangpu District. Call at 0211-5513-8960.

**What are the emergency phone numbers?**

Ambulance: 120, Police: 110, and Fire: 119.

**How can I contact the program office?**

If you have any questions please email us at [iss@fudan.edu.cn](mailto:iss@fudan.edu.cn) or call us at +86 21 55664509 during office hours (8:30-11:30 am and 1:30-5 pm). You may also find us on WeChat.

## **On-Campus Accommodation**

### **How can I pay for the Fudan University International Students Dorm room deposit, electric card, bath card, and fridge fee?**

The room deposit is RMB 100, the fridge deposit is RMB 200 and the fridge rent is RMB 50/month (subject to availability). These will be paid in cash at reception.

You will also need to purchase a bath card for hot water showers and an electric card at the reception. You can have the remaining amount back in cash when you check out.

### **What is the (mailing) address for Fudan University International Students Dorm?**

上海市杨浦区武东路 57 号复旦大学外国留学生公寓 International Students Dorm, Fudan University, 57 Wudong Road, Yangpu District, Shanghai+Building No.- Room No.  
Postcode 邮编: 200433.

### **If I buy something online at Taobao, will the package be delivered to my room?**

In general, packages will be delivered to the courier station 菜鸟驿站. Please pay attention to the phone message from the courier which will tell you where your package should be picked up.

### **How can I use Internet at Fudan dorm?**

You can buy a 30-day Internet card at China Unicom Fudan North Gymnasium branch office with your passport, which costs RMB 46/month. With this, you can have China Unicom Wi-Fi access for one device. If you need more than 1 device connected at the dorm, please bring your router, or buy a router on campus if you stay at ISD. The dorm for HK and Macau students is equipped with routers. Or you can simply buy enough data with your local SIM card or make use of the free Wi-Fi as router setup can be very complicated.

At ISD you may want to share Wi-Fi with your neighbors by splitting the cost. Thus you do not need to have your own router.

There is free Wi-Fi in the lobby of the main building of ISD (kindly ask the reception desk for a username and password), and in other parts of the campus such as dining halls, classrooms, and libraries. Please see your handbook.

### **Are mattresses or beddings provided in the ISD?**

No, students need to buy all the bedding themselves.

### **Can I do laundry at the dorm?**

There are self-serviced washing machines in the main building of ISD, the basement of Supplementary Buildings No. 2, 5, 8. You can use them via WeChat Pay or Alipay. The fee is 3 yuan per use.

### **What should I do if I have any problems at the dorm, like a clogged toilet?**

Please ask for help from reception, or directly call maintenance whose

number is posted on the back of your door at the dorm, which is the best and fastest way to solve your problem. Each dorm building has its own WeChat group, you can also ask for help in the WeChat group. If the communication process does not work well, please contact the program office.

**My room needs cleaning. What should I do?**

Please contact reception. They can arrange cleaning with fee-paying.

**What is the check-out process like?**

Please return the room card, bath card, electric card, and air-conditioner remote control to the reception. They will check the room and give your deposit back.

**Can I rent an apartment instead of staying at the dorm?**

Sure. But please note that, as a foreigner, if you choose to stay in an apartment other than a hotel, you should register at the local police station or service station for foreigners within 24 hours after their arrival.