

Campus Services Booklet
2018-2019 Academic year
International Campus, Zhejiang University
(For Faculties and Staff)

Office of Campus Development and Management

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1 Preface

This Campus Service booklet is compiled by Office of Campus Development and Management, together with Residential College, Library and Information Center. This booklet intends to provide campus service guide to all faculties and staff of International Campus, Zhejiang University, and improve your campus experience.

The content of the booklet covers almost all aspects of campus logistics service, including catering service, IT service, service of Residential College, Campus Service Hub, transportation information, etc. Our service is under change and improvement due to the expansion of the campus; therefore, this manual will be updated as the scope entails. The hard copy of this manual will be updated once a year and you can also download the pdf version via the following link: <http://coc.intl.zju.edu.cn>.

Office of Campus Development and Management reserves the right for the final explanation.

2 Brief Intro of International Campus

International Campus, Zhejiang University is located at No.718 Haizhou East Rd of Haining City, Zhejiang Province. It is 87km away from Zijingang Campus, 80 km from Hangzhou Xiaoshan International Airport and 150 km from Shanghai Pudong International Airport. International Campus covers an area of 855,300 m² with 399 200 m² construction area. The main buildings at campus includes Learning and Teaching Building, Arts and Science Building, Joint Institute Building, Auditorium, Laboratory Building, Residential College, Sports Center, Library and Student Center.

- ***Auditorium***

The Auditorium is on the north side of the main entrance, with a construction area of 6475 m² and a capacity of 800 people. It is one of the symbols of the campus and has an exhibition hall and sightseeing corridor on the rooftop.

- ***Library***

The Library is connected with Learning and Teaching Building North B and sits next to Arts and Science Building and the Bell Tower. It can accommodate 600 students with a total construction area of 9809 m² . The Library is designed to collect 300,000 books.

- ***Arts and Science Building***

The Arts and Science Building will be used as a research building for the College of Liberal Arts and Sciences. Due to the initial operation of the campus, this building is now used as administration offices and offices for the College of Liberal Arts and Sciences (in progress)

- ***Campus Clinic***

The International Campus Clinic is supported by the campus clinic of Zhejiang University and Haining People's Hospital. Campus Clinic will ensure that students of International Campus have the same medical service as students of other campuses of Zhejiang University.

- ***Gymnasium***

The Gymnasium contains basketball hall, volleyball hall, squash hall, badminton

court, table tennis room, swimming pool and fitness room with various sports facilities. football field, athletic track, basketball court, tennis court and other outdoor sports fields are also available.

- ***Residential College***

Residential College is a place for students to live, study, meet, eat, relax and socialize with other classmates. Every student has an independent bedroom with shared living room and bathroom. The multifunctional rooms on the first floor (reading room, discussion room, gym, etc.) provides a supportive environment for the learning and leisure life of students.

- ***Learning and Teaching Building North***

There are Learning and Teaching Building North A and North B. Each building can accommodate 1000 students at a time. Classrooms are divided into small activity classrooms (accommodate 20-30 people), medium-sized multifunctional classrooms (accommodate 40-50 people), and large-scale multimedia classroom (accommodate 80-98 people).

- ***Bell Tower***

The Bell Tower is one of the symbols of International Campus with the height of 57.6 meters. You can go to the rooftop (7th floor) with the elevator or go up the stairs to enjoy the wonderful overall view of the campus.

- ***Student Center***

The Student Center is located in the northeast corner of the campus. Student Societies Center, Campus Service Hub, Campus Dining Center and Hualian Supermarket all sit within this area.

2.1 Building Service

International Campus provides building service in all teaching and admin buildings, including Library, Learning and Teaching Building, Arts and Science Building, Gymnasium, ZJU-UIUC Institute and ZJU-UoE Institute. The building service aims to provide speedy and convenient services and create a better environment

for learning, teaching and working. Building supervisor can provide info on all services in the building, coordinate work re safety and security, environment, order, maintenance, and cultural work within the building.

The building manager within teaching building can provide teaching facility related support work, including classroom layout, classroom preparation, exam support, staff lounge preparation, equipment checking and training on equipment system.

<p>Learning & Teaching Building:</p> <p>Office hour: Mon. – Sun. 7:30- 30mins after the last class/activity</p> <p>Address: Room 110, Learning & Teaching Building North A</p> <p>Phone: 87572244</p> <p>Cell: 15988378231</p> <p>E-mail: CSC@intl.zju.edu.cn</p>	<p>Gymnasium:</p> <p>Office hour: Mon. – Fri: 13:00-21:00 Sat-Sun. 9:00 – 21:00</p> <p>Address: Reception counter, 1st floor of sports center</p> <p>Phone: 87572273</p> <p>Cell: 1858327596</p> <p>E-mail: CSC@intl.zju.edu.cn</p>
<p>ZJU-UIUC Institute</p> <p>Office hour: Mon. – Fri. 8:30 – 17:30</p> <p>Address: 2nd floor reception, ZJUI institute</p> <p>Cell: 13757303999</p> <p>E-mail: CSC@intl.zju.edu.cn</p>	<p>ZJU-UoE Institute/Laboratory Building</p> <p>Office hour: Mon. – Fri. 8:30 – 17:30</p> <p>Address: D222, Laboratory Building</p> <p>Cell: 13758370671</p> <p>E-mail: CSC@intl.zju.edu.cn</p>
<p>Arts & Science Building/Library:</p> <p>Office hour: Mon. – Fri. 8:00 – 17:15</p> <p>Address: Room 103, Arts & Science Building</p> <p>Phone: 87572221</p> <p>Cell: 17858327782</p> <p>E-mail: CSC@intl.zju.edu.cn</p>	

2.2 Sports Venue

The Gymnasium is located at south side of the campus north gate with a construction area of 14,785m², which contains indoor basketball hall, volleyball hall,

dancing room, squash hall, and badminton hall. Moreover, there is a large fitness center and a 25 * 25m indoor swimming pool on the first floor. Outdoor sports areas include playground, football field, outdoor basketball court, and outdoor volleyball court.

The opening hours are listed below, and you can check the opening hours of sports venue via the website of Campus Operation and Service (<http://coc.intl.zju.edu.cn/>) or follow the International Campus Logistics Service WeChat Public Account for venue booking.

Venue	Opening Hours	
	Mon to Fri	Sat & Sun
Gym	13:00-21:00	09: 00-21: 00
Squash Hall		
Table Tennis Hall		
Volleyball Hall		
Badminton Hall		
Basketball Court (Indoor)		
Bridge card room		
Tennis Court (with rain shed)		
Outdoor Tennis Court		
Football Field (Artificial Turf)		
Swimming Pool (Open in May, Jun, Sep, and Oct)	17: 00-21: 00	13: 30-21: 00
Playground	All year	
Basketball Court (Outdoor)		

2.3 Room Booking

Faculties and Staff of International Campus can book additional teaching rooms, discussion rooms of Learning and Teaching, Residential College, and Library as well as sports venues via the following ways (at the initial opening stage of the campus, all

venues will open based on actual demand, more info please refer to the website of Campus Service Operation: <http://coc.intl.zju.edu.cn>):

How to book a room:

1. Login on the website of Campus Service Operation http://coc.intl.zju.edu.cn/en/venue_booking to make reservation.
2. Follow the Logistics Service WeChat Public Account to make reservation.

3 Apartment Service

The Staff Apartment is mainly provided to non-local staff who don't own any residence in Haining. Faculties or Staff can fill in the application form and submit for Human Resources' approval. Those who have approval can check in at the staff apartment via Staff Apartment Management Center. The Staff Apartment includes on-campus Staff Apartments, Staff Apartments in Residential College Apartments, Moon Bay Apartments (off-campus) and Haining Talent Apartments (off-campus).

3.1 Staff Apartment within Campus

Staff apartment within campus is located at the northwest corner of the campus, it is about 10mins walk to Arts and Science Building, Residential College, Canteen each. There are 4 room types and 45 rooms in total, and the apartment type varies from one-bedroom apartment to three-bedroom apartment. Those apartments are fully furnished and serviced.

3.2 Apartment within Residential College

Apartment within Residential College is located at district 4 at No. 1 Residential College. 55 studio type apartments with shared bathroom are located at Level 2- Level 6 and 16 apartments (different layouts) at Level 7-Level 10. All rooms are fully furnished, and there are DIY laundry room, gym, pool and Ping Pong room at Level 1. The public space is all complimentary for staff who stay within Residential College.

3.3 Moon Bay Apartment

Moon Bay Apartment, about 1km west of campus, is surrounded by many restaurants and shops. There are 72 fully furnished apartments (two-bedroom apartment and two-bedroom and one-study apartment).

3.4 Talent House, Haining City

The talent house of Haining city is located at the crossroad of Xinyuan Road and Wenyuan road (near Intime City), which is surrounded by various shops. And there is a direct bus Line 29 from the north gate of International Campus. There are 40 apartments for International Campus, area varying from 30-35m².

4 Catering & Convenience Store Service

4.1 Catering

Campus Dining Center is the main dining place of International Campus. The canteen at the ground floor provides Chinese food, Western food, desserts, coffee, etc. The canteen on the 2nd floor provides regional style food like Halal food and home-style fried meal.

Campus Dining Center Opening Hour

Restaurant	Meal	Time
1 st floor restaurant (Mon-Sun)	Breakfast	07:00 -09:00
	Lunch	11:00 -13:00
	Dinner	16:30 -18:30
2 nd floor restaurant (Mon-Fri)	Lunch	11:00 -13:00
	Dinner	17:00-19:30

4.2 Library Café

Library Café is on the 1st floor of the library. It sells drinks, desserts, sandwiches etc. Library café aims to provide a nice reading and communication area for teachers and students.

Address: The first floor of International Campus library

Time: 11:00 -22:30

4.3 Campus Supermarket

The campus supermarket is supported by Haining Hualian supermarket. It's on the north of Student Service Center, next to the printing shop and campus canteen, selling various products including drinks, food, fruit, daily appliances, stationery, etc.

Address: North of Student Service Center

Time: 07:30 -21:00 (full-year open; business hours may vary during holidays)

5 Shuttle Bus Service

5.1 Campus Shuttle

To strengthen the communication between the International Campus and the main campus and provide convenient services, we provide campus shuttle bus operating between Haining Campus, Zijingang Campus, Yuquan Campus and Huajiachi Campus during the term time. The Saturday shuttle requires minimum 5 people booking, otherwise it will be cancelled for the day. The timetable is listed as below:

Yuquan → Zijingang → Haining

Mon. – Fri. 6:30 (7:00 depart from Zijingang)

Sun. 19:30 (20:00 depart from Zijingang)

Zijingang → Haining

Mon. – Fri. 11:15 17:10

Sat. 17:00 (Depart from South of the Residential College)

Huajiachi → Haining

Mon. & Fri. 7:00

Haining → Zijingang → Yuquan

Mon. – Fri. 17:10

Haining → Zijingang

Mon. – Fri. 7:30 13:15

Sat. 8:00 (Depart from South of the Residential College)

Haining → Huajiachi

Mon. & Fri. 17:10

5.1.1 Reservation

1. Online Reservation: Faculties and staff can login via <http://cocapp.intl.zju.edu.cn> to check schedules and reserve tickets with campus ID number.
2. WeChat Public Account Reservation: follow and login via the WeChat Public Account “浙大国际校区微后勤” (International Campus Logistics Service) with campus ID number.

5.1.2 Take a shuttle

You will receive a message as well as an e-ticket when you complete a booking. Please take the bus at designated location on time. To ensure available seats for the reserved passengers, every shuttle bus is equipped with electronic ticket checking system. Please show your ticket onboard.

5.2 Urban Traffic

5.2.1 City Bus

The closest bus station near International Campus is Zheda Guojixiaoqu (North) station and there are four bus lines which stop there. The bus info is listed below. Bus routes might change due to actual operation. For up to date info please follow WeChat public account “Haining Dayuan Gongjiao” (海宁大元公交). Download APP Dayuanyun (大元云) for real-time bus info.

Haining Bus Route

Line	Terminals	Time of First and Last Bus	Interval Time	Stops
Line 15	Transportation Center-- Shooting Range	6:00 – 18:30	16-18 min	Transportation Center, Leather City, Gymnasium, etc.
	Shooting Range-- Transportation Center	6:30 – 19:00		
Line 33	International Campus-- Railway Station	6:20 – 21:00	15-20 min	Railway Station, Lianhelukou (to Wal- Mart), etc.
	Railway Station-- International Campus	6:20 – 20:30		
Line 933	International Campus-- Transportation Center	17:40 – 21:00	30-40 min	Transportation Center, Intime City, People’s Hospital, etc.
	Transportation Center-- International Campus	18:40 – 20:30		
Line 29	Transportation Center-- Xingguangcun	6:20 – 18:20	10 – 15 min	Transportation Center, Intime City, Nanfeng Qiao etc
	Xingguangcun-- Transportation Center	6:20 – 18:20		
Line 202	Railway Station-- Jianshan Xincun	6:30 – 17:50	50 min	Railway Station, Haining Museum,etc.
	Jianshan Xincun -- Railway Station	6:20 – 17:20		
Sub-line 29	Transportation Center- Xingguangcun	Around 7:40 one time every day	-	Passing Talent Apartment at about 7:40
	Xingguangcun- Transportation Center	Around 17:40, one time every day		Passing International Campus at about 17:40

5.2.2 Taxi

1. Taxi hotline

Dayuan taxi: 0573-87222111

Jindao taxi: 0573-87222333

2. Popular app: Didi Chuxing

5.2.3 Public bicycle

Students can rent public bicycle with Jiaxing Citizen cards at public bicycle rental stations in Haining (staff at the CSH counter will enable this function for you if needed). At present, Haining government has put a total of 4650 public bicycles and 268 rental stations in use. Public bicycles should be returned within 24 hours (free of charge within one-hour rental). For bicycle use, make sure your citizen card balance is over 5 yuan.

5.2.4 Transportation Center Info

Haining bus station (passenger transportation center)

Address: No. 2219, Haining Chennan Road, 10 km from the campus.

Tel: 87230000

Passenger Transportation Center		
International Campus-Transportation Center: Line 15, 29, 933		
Lines	Running Hour	Drive Time
Haining-Hangzhou Jiubao Bus Center	7:00- 18:20	1h (interval: 20 min)
Haining-Xiaoshan Airport	7:00-18:00	1h (interval: 1h 40 min)

5.2.5 Railway Station near Haining

- Haining railway station:** Approximately 6 km away from the campus. You can take No. 33 bus to Zhejiang University International Campus stop, or you can take taxi for about 20 yuan.

2. **Haining west railway station (high-speed rail station):** Approximately 40km away from the campus. Take No. 131 bus to Haining railway station, then transfer to No. 33 bus to Zhejiang University International Campus stop.
3. **Tongxiang railway station (high-speed railway station):** Approximately 26 km away from the campus, and it takes about 90 yuan by taxi.

5.2.6 Nearby Airport

1. Xiaoshan Airport (HGH):

Contact Number: 0571-86662999

Distance from Intl Campus: 77 km

How to get there:

- Take No. 15, No. 933 or No. 29 bus to Transportation Center and then transfer to airport shuttle there.
- Taxi. It takes about 1 hour and 10 minutes, and costs 200 yuan.

2. Shanghai Hongqiao Airport (SHA):

Contact Number: 021-96990

Distance from Intl Campus: 120 km

How to get there: Take taxi to Tongxiang Railway Station or Haining West Railway Station and then take G-train to Hongqiao Station, walk to Hongqiao Airport afterwards.

3. Shanghai Pudong Airport (PVG):

Contact Number: 021-96990

Distance from Intl Campus: 150 km

How to get there: Take train to Hongqiao Airport and then transfer to Pudong-Hongqiao Shuttle at the airport.

6 Vehicle Management

6.1 Motor Vehicle Management

1. All vehicles (except registered cars, special vehicle and logistics support service vehicle) coming into campus will need reservation. Motorcycle and moped need to secure permission before entering the campus.
2. All vehicles should park in car parking area. The driving speed limit is 20km/h.
3. Express vehicles are not allowed to enter the campus without reservation

6.1.1 Vehicle Registration

Full-time faculties and staff may apply for the Vehicle Permit, requirements are listed as follow:

1. Vehicle belongs to Hangzhou or Jiaxing area;
2. Campus ID card, driving license required, vehicle license needs to be under the name of applicant;
3. One person can register one vehicle only.

Materials provided

1. <Vehicle Registration Form> (staff)
(website:
<http://coc.intl.zju.edu.cn/sites/default/files/ueditor/152/upload/file/20171121/1511229722115818.doc>)
2. Campus ID card
3. The original document and a copy of vehicle license, driving license.
 - ◆ **Address:** Campus Service Hub
 - ◆ **Processing time:** three working days

6.1.2 Visiting Vehicle Reservations System

Visiting vehicles can enter the campus after valid reservation.

1. Website: <http://cocapp.intl.zju.edu.cn>
2. Follow the Campus Logistics Service WeChat account

6.2 Non-motor vehicle management

At early stage of campus operation, E-bike can enter the campus through east gate, north gate and west gate. E-bikes are not allowed to enter the campus through south gate.

1. Bicycle should be parked in designated areas.
2. E-bike is not allowed to drive at campus, and students' E-bike can park in designated area (the parking area is located 1). near the north gate, 2). west of Yuanzheng International Hotel).

Charging poles are set in the parking area. Please remove the plug timely after charging so it could be useful to others.

7 Procurement Service

The project owner can purchase directly for items with individual price lower than 30 000yuan, the purchase result needs to be updated to the relevant department; For items with individual price between 30 000-100 000yuan, the project owner should report to the department/institute and after reaching a group decision, the item can be purchased directly (Meeting minutes and paper document required). Items involving tax return needs to be purchased centrally via the procurement center of Zhejiang University.

For equipment with individual price higher than 100 000yuan, please login at the laboratory and equipment management website (<http://zjulab.zju.edu.cn/>) , find the “business case for huge equipment” and fill the form “Zhejiang University—Huge equipment feasibility study” online.

For any purchase with individual price higher than 100 000yuan or the package price higher than 100 000yuan, it needs to be done via centralized purchase. The project owner should login at the E-platform for procurement (<https://cgywxt.zju.edu.cn/sfw/>) to file the application. The designated purchase agent by the procurement center will carry out the purchase after approval.

Please complete the paperwork timely, the paperwork includes:

- Purchase Document Signature Form for International Campus, ZJU

(Centralized purchase)

- Contract Signature Form for International Campus, ZJU (contract value higher than 30 000yuan)
- Acceptance and Inspection Form for International Campus, ZJU
- Equipment invoice
- Payment Signature Form for International Campus, ZJU

Please register the fixed assets application at the laboratory and equipment management website (<http://zjulab.zju.edu.cn/>), and get reimbursed for the equipment via the Finance department.

Further information, please make inquiry to Office of Campus Development and Management (Tel: 87572225) or equipment branch (Tel: 87572153)

8 Fire Safety

8.1 Fire Alarming

Upon noticing a fire, please call 24h campus helpline 87572119 or Emergency Number 119 immediately, please remain calm while talking over the phone, state your name, fire location and telephone number. Supply any detail of the location and the nature of the emergency which they may request.

8.2 Fire Evacuation

1. After ringing the bell and emergency phone call, please follow the exit sign or evacuation staff, leave the dangerous fire place as soon as possible.
2. Do not use the elevator, please use the closet evacuation staircase.
3. When there is heavy smoke indoor, don't open the window. Use wet towel to cover mouth and nose, while you are leaving the place, please crouch to a lower position and leave.
4. Do not try to jump off the building, please remain calm and leave the site in an orderly manner.

9 Campus Service Hub

9.1 Card Services

9.1.1 Campus Card

Zhejiang University campus card serves as the symbol of campus identity. It integrates functions like book-borrowing, catering, self-printing, access control, water and electricity deposit, shopping, shuttle bus, etc.

1. Card Classification

Campus card serves as students/staff card, function card and consumer card.

2. Tips for Card Use

The spending limit within International Campus without password is 50 yuan, and password is required when the amount exceeds 50 yuan. The default password is the last six digits of ID or passport number. If the digits on the ID are less than 6 units, then the default password is 888888. You can reset your password at Campus Service Hub if you forget the password.

The spending limit means the accumulated amount at each time slot exceeds the allocated amount. 50 yuan per time slot in Haining International Campus Dining Center, Yuquan Campus second canteen, Zhijiang Campus canteen; 30 yuan per time slot in other dining area. The time slot is 0:00-10:00, 10:00-16:00 and 16:00-24:00 at any given day.

3. Top Up

Top up methods

1. Alipay top up (can also top up others' card)
2. Top up your card by cash at the reception desk in Customer Service Hub (CSH).
3. Set automatic transfer scheme with a bank card. Specific bank card required.
4. If the campus card is bonded with bank card, top up can be made via the self-service devices located at the 1st floor canteen or the ATM station (24-hour service).

9.1.2 Jiaxing Citizen Card

Staff in the social insurance scheme at Haining can go to Haining social insurance

center (39-40 Counter, 3rd floor, 548# Haizhoudong Road) to get bank function related citizen card, original copy of citizen ID and one-inch ID photo required. Campus service hub doesn't have the authority to issue bank function related citizen card.

Staff out of Haining social insurance scheme can apply for the Jiaxing citizen card at CSH counter. It takes 7 working days to complete the process. If you need the citizen card urgently, you can go to the citizen card service center (61-66 Counter, 3rd floor, 548# Haizhoudong Road) with your campus card, card issued on site.

1. Document needed:

One one-inch ID photo (white background),

A copy of ID card or passport,

Contact information (mobile phone number, contact address).

Function: Haining public transportation card, Haining bicycle hire, Library card within Jiaxing city, Haining car parking card, Shanghai public transportation card.

2. Top up

- 1) Download App “My Jiaxing” and top up online, then to deposit at the terminal at CSH.
- 2) Go to citizen card service center to top up.

9.2 Key Service

9.2.1 Access Control System Authority

1. The default setting for staff card allows access to the allocated office and building entrance. All teaching staff (not including temporary teaching staff) will be given access to the allocated teaching room, the classrooms and seminar rooms on the same floor as allocated teaching room and the teaching building. Lab teachers and staff will have access to the related teaching lab and lab building entrances.
2. For access to other spaces, please fill in the Access Card Programming Application of International Campus, the download link is: <http://coc.intl.zju.edu.cn/sites/default/files/ueditor/152/upload/file/20171011/1507702668299659.docx>

3. Access process: You can go to these service locations for the relevant access.
Residential College Access: Reception at the Residential College;
ZJE/ZJUI Access: The joint institute is in charge of the application and actual access authorization. You can consult the joint institute for details.
Other Access: Campus Services Hub

9.2.2 Access Control Resetting

Residential college card access can be reset at the RC reception should there be any problem. Others can be reset at the Campus Service Hub, or the Institutes can issue the access rights.

9.2.3 Emergency Access

1. Building Supervisor can help you with the access during regular working hour.
2. Campus Monitoring Center: You can contact 0573-87572119 at any time if you need access out of office hour. Proper ID will be required to authenticate the request. Please fill in the emergency access request form accordingly.

9.3 Repairing Service

9.3.1 Ways of Reporting

Staff can report repair request via the following 5 methods:

1. Log in the service website (<http://cocapp.intl.zju.edu.cn>) to report.
2. Follow the Campus Logistics Service WeChat Public Account
3. Call 0573-87572114 to report the problem.
4. Send an e-mail to Campus Service Hub: csc@intl.zju.edu.cn
5. Report the problem your building supervisor

9.3.2 Repairing Classification

Repairs definition and repair period

Category	Definition	Response time	Repair period
Emergency	Failures or defects causing widespread disruption, injury to persons, serious damage to the building structure services, equipment or property.	15 min	0-4 hours

Urgent	Failures or defects which do not present a serious risk of damage or injury, but will cause considerable disruption and inconvenience.	15 min	0-12 hours
Routine (High priority)	May cause a degree of inconvenience or risk to personnel or property	60 min	0-24 hours
Routine (Low priority)	Unlikely to cause inconvenience or risk to any personnel or property	60 min	Within 7 days
Cyclical	Can be deferred till regular maintenance or batch work	60 min	Within 8 weeks

9.4 Postal Service

9.4.1 Express Mail Service

Scope

1. Domestic and overseas letters services
2. Newspaper and magazine subscription service;
3. Parcel service and EMS service

Service Process

1. Please come to the postal service center with personal identification (campus card, ID or passport) after receiving the message or phone call about a registered delivery.

9.4.2 Express Service

Delivery

1. Domestic parcels can be delivered via STO Express, ZTO Express, YUNDA, S.F. Express and EMS (Express Mail Service), while overseas ones via EMS, DHL, UPS and FEDEX.

Parcel Pick-up

1. There are delivery lockers located at Arts and Science Building, ZJE Building, ZJUI Building and building 25# (Staff Apartment) respectively. Those parcels which don't fit in the locker will be put at the building manager's place and you will be

notified by the building manager.

2. Please pick up the parcels of fresh food such as fruit, vegetable and frozen food on the day of arrival. Postal service center is not responsible for any food spoilage.

9.5 Lost and Found

1. All found items will be sent to Campus Service Hub (CSH). CSH will send out notice on found items on regular basis. The item will be returned once ID or info is verified.

9.6 Support Service

1. Taxi Booking: CSH can book taxi based on request.
2. Ticket Reservation: long-distance bus, train and air tickets can be booked by online ticket system on behalf of students upon request.
3. Consultation: information such as Haining city life, campus life, item borrowing, transportation, etc.

10 Health Care

10.1 Medical Treatment Service

There are Zhejiang Province, Hangzhou City, and Jiaxing City health insurance lines for all staff and students in Campus Clinic. It provides basic medical service like outpatient, emergency, intramuscular, intravenous, debridement dressing, and common disease, frequently-occurring disease diagnosis and treatment, epidemic disease control, as well as family planning management, Red Cross, and other medical public health service program.

Main medical service includes:

1. Common disease, frequently-occurring disease diagnosis and treatment

Campus Clinic provides services of common disease, frequently-occurring disease diagnosis and treatment, and blood and urine routine examination.

2. Temporary emergency rescue for accident injury

Campus Clinic is 24 hours on duty and oversees accident injury emergency rescue. Temporary treatment of debridement, binging-up, swelling and pain relieve will be

provided when minor injury occurs. If X-ray and other inspection are needed, we will offer you advice. If serious injury accident occurs, you can reach Haining People's hospital by dialing 120.

3. If critical and difficult cases occur, you will be transferred to Haining People's hospital or other medical institutions. Please keep your record for future hospital visits. Campus clinic is working with Haining People's Hospital on green channel, expert appointment and other special services.

4. Epidemic disease prevention and management

Campus Clinic will take care of inspection and vaccination work of seasonal, epidemic disease.

10.2 Medical Insurance

Staff within active Hangzhou medical scheme can visit four hospitals in Haining and are entitled for the Hangzhou medical plan. These 4 hospitals have activated Provisional One Card Access, including Haining People's Hospital, Haining TCM hospital, Haining Central Hospital and Haining Kanghua Hospital. Staff within active provincial medical scheme is entitled for provincial medical plan at any hospital with Provisional One Card Access. Staff with Haining medical scheme is entitled to the medical plan based on the medical insurance ratio.

The detailed medical insurance policy please refer to <http://zdyj.zju.edu.cn>.

11 Other useful information

11.1 Foreign Currency Exchange

For foreign currency exchange, it is recommended to book in advance via the phone before you to the bank with required document.

Documents required for oversea transfer:

Chinese staff: identification card

International staff: passport and original currency exchange slip within two years.

Foreign Currency Exchange Bank Information

Bank	Address	Phone
Bank of China	315, Haichang Road South	0573-87234145
China Construction Bank	357, Haichang Road South	0573-87220644
Agricultural Bank of China	100, Haichang Road	0573-87233051
Industrial and Commercial Bank of China	106, Haichang Road	0573-87219002
Bank of Communications	22-23, Haichang Road South	0573-87296017

11.2 Agricultural Bank of China on campus

Business:

1. Debit card; (appointment required for international staff)
2. Credit card;
3. Bank card loss reporting

11.3 Haining Exit-Entry Administration

Address: Crossing of Wenzong Rd and Menlin Rd

Contact Number: 0573-87233155

Office Hour: Mon. to Fri. 8:30-11:30, 14:00-17:30

(Reservation is needed for weekends)

11.4 Supermarkets

1. Walmart

Address: 97 Lianhe Road (about 5.5 km away from campus)

Business hours: 7:30-22:30

2. Yonghui

Address: 365 Haichang Road, Intime City (about 7 km away from campus)

Business hours: 7:00-22:00

3. Hualian

Address: 58 Gongren Road (about 5 km away from campus)

Business hours: 9:00-21:00

11.5 Shopping Mall

Intime City

Address: 365 Haichang Road, Intime City (about 7 km away from campus)

Business hours: 9:00-21:00, from Sunday to Thursday

9:30-22:00, Friday and Saturday

12 General Information

12.1 Phone Numbers

When you dial to any department or service center at International campus, you can add area code 0571 or 0573. When dialing a Haining service number, you should add 0573 before the number.

Department Numbers

Department	Number
Administration Office	87572102
Office of Academic Affairs	87572159
Office of Student Affairs	87572203
Office of Human Resources	87572111
Office of Financial Affairs	87572131
Office of Campus Development and Management	87572229
Library and Information Center	87572288
Office of Scientific Research and Technology Transfer	87572901

Department	Number
ZJU-UoE Institute	87572813
ZJU-UIUC Institute	87572519
College of Liberal Arts and Sciences (in progress)	87572711
Preparatory Office for the Business School	87572718
No. 1 Residential College	87572200

Campus Service Number	
Campus Service Hub(24h)	87572114
Campus Dining Center	87572268
Campus Clinic	87572235
Emergency Help (24h)	87572119
Campus Police Office	87572110
Medical Emergency (24h)	87572120
IT Services	87572669
Emergency Number	
Police	110
Fire Police	119
Emergency Center	120
Traffic Accident Police	122
Directory Enquiries	114
Legal Aid	12348
Consumers' Rights Hotline	12315
Medical Number	
Haining People's Hospital	87023216

Maternity Care Hospital	87224768
Haining Traditional Chinese Medicine Hospital	89260121
Transportation	
Railway Customer Service Center	12306
Haining Railway Station	87022103
Dayuan Gongjiao	87234999
Haining Passenger Transport Center	87230000
Dayuan Taxi	87222111
Jindao Taxi	87222333
Tele-Com	
China Telecom	10000
China Mobile	10086
China Unicom	10010
Banks	
Bank of China	95566
China Construction Bank	95533
Industrial and Commercial Bank of China	95588
The Agricultural Bank of China	95599
Bank of Communications	95559

Frequently-used Public Account

			
<p style="text-align: center;">Zhejiang University Haining International Campus</p>	<p style="text-align: center;">Zhejiang University ZJE Institute</p>	<p style="text-align: center;">Zhejiang University ZJUI Institute</p>	<p style="text-align: center;">Zhejiang University Institute of China Studies</p>
			
<p style="text-align: center;">Zhejiang University Campus Operation Center</p>	<p style="text-align: center;">Zhejiang University Catering</p>	<p style="text-align: center;">Zhejiang University International Campus Student Union</p>	<p style="text-align: center;">Residential College, International Campus</p>

Contact Us	
<p>Office of Campus Development and Management Address: Arts and Science Building, Room 313 Time: Mon-Fri 8:30-17:00 Tel: 0573-87572229 Email: CDM@intl.zju.edu.cn</p>	<p>Campus Service Hub Address: 1st Floor, Student Center Time: Mon-Fri 8:00-17:30 Sat-Sun 8:30-17:00 Tel: 0573-87572114 Email: csc@intl.zju.edu.cn</p>
<p>Campus IT Service Center Address: 1st floor, Library Time: Mon-Sun 8:30-17:30 Tel: 0573-87572669 (7x24h) Email: itservices@intl.zju.edu.cn ITSwebsite: http://its.intl.zju.edu.cn</p>	<p>Campus Dining Center Address: 1st Floor , Student Center Time: Mon-Sun 7:00-22:00 Tel: 0573-87572777 Email: jiangshi@intl.zju.edu.cn</p>
<p>Residential College Address: Residential College Reception Time: Mon-Sun (24h) Tel: 0573-87572200 Email: rcintl@zju.edu.cn</p>	<p>Campus Clinic Address: East side of Campus north gate Time: Mon-Fri 8:00-21:00 Sat-Sun 8:00-17:00 Tel: 0573-87572120</p>
<p>Campus Police Office Address: Room 119, Gymnasium Time: Mon-Fri 8:30-11: 30 14: 00-17:00 Tel: 0573-87572110</p>	<p>Campus Mailing Address Zhejiang University Haining Internatioanl Campus, NO.718, Haizhou East Road, Haining, Zhejiang Postcode: 314400</p>