

Departure Information

UPDATED

March 19, 2020

When preparing to depart International House, please complete the following important steps:

1. Complete the Departure Form

Access the form [here](#) or obtain a hard copy at the Claremont Desk or outside of Bursar Services.

2. Clean Your Room

Remove all personal possessions and garbage from your room, the storage areas and the bike room. Only the items which you found in your room when you arrived should be there when you leave. We are not responsible for items left in your room after your departure. Please make sure that you:

- ✓ Close the window(s)
- ✓ Turn off all lights and ceiling fan
- ✓ Return all furniture back to original position
- ✓ Empty the refrigerator, kitchen cabinets, bathroom and common closets of all items belonging to you (I-House North)
- ✓ Clean floors, kitchen and bathroom (I-House North)

If you are not currently physically in the House and would like to check out with your belongings still in your room please complete [this form](#) and mail your ID and keys to I-House (Bursar Services, 500 Riverside Drive, New York, NY 10027). We will issue the refund from the day we receive the ID and keys.

3. Return Your Keys and ID

Return your room and mailbox keys, and I- House Membership ID card to the Claremont Reception Desk as you are leaving.

IMPORTANT: At this very busy and stressful time for all we ask for your patience. Residents are making plans and changes very quickly and we are doing all we can to respond and make the necessary adjustments. Under the circumstances Bursar Services is currently closed and the staff is working remotely. Once your I-House account has been adjusted you will receive a statement reflecting the amount you will be refunded. Refunds are being processed in the coming weeks.

Any questions about your account or security deposit should be directed to Bursar Services at apai@ihouse-nyc.org.

Mail Forwarding

- a. If you do not leave a forwarding address, I-House will return all mail to sender(s).
- b. If you leave a forwarding address, I-House will forward your first- and second-class mail for a MAXIMUM PERIOD OF 30 DAYS. First-class mail may be forwarded overseas, but the extra postage will be charged to the sender. Parcel Post can also be forwarded. At the end of the 30-day period, I-House will return all mail to sender.



**International
House**

500 Riverside Drive
New York, NY, 10027
212-316-8400
ihouse-nyc.org

Your Security Deposit Refund

If you are scheduled to return we will hold the security deposit as a deposit for your return.

- You may indicate while filling out your departure form if you wish to receive your deposit as a refund to your Visa or Mastercard or by check in U.S. dollars.
- If you wish your deposit to be refunded by check, we will send it to the forwarding address provided at check-out.
- If you wish your deposit to be refunded by Visa or MasterCard we will refund to the card you provided for the refund of your room fees. Please note refunds can only be issued to a card you have used to pay fees at I-House.
- Membership deposit refunds will only be processed after all outstanding fees have been paid and your I- House keys and I.D. card have been returned. Any outstanding fees will be deducted from the membership deposit before a refund is issued.

Questions? Please contact the Admissions Office at admissions@ihouse-nyc.org.