



FAQ: Packing, Storing, and Shipping

1. Am I able to talk to my Dorm Head before my room is packed?

Yes. Please go to the [form](#) to request a personal meeting with your Dorm Head to discuss packing your room.

2. When will I receive my items if they are shipped?

We do not know. Most shipping companies have very limited services now. We will update you when we have more information.

3. What are the costs of storage and shipping?

The storage is free until April 2021 and will be here at school. We are exploring a few options with different shipping companies and we will let you know as soon as we have that information.

Here are sample rates for boxes of 20kg (price per box, special items like skis will be priced differently on a case-to-case basis). We cannot guarantee that those prices will be maintained at the time of shipment.

Country/ Region	Expedismart - quick	Expedismart - slower	Swiss Post
<i>Delivery times >></i>	<i>1-2 weeks (cannot be completely guaranteed; refunds not possible)</i>	<i>2-3 weeks (cannot be completely guaranteed; refunds not possible)</i>	<i>Usually 1-3 weeks in Europe and 2-4 weeks outside of Europe. Normal service is limited now to the USA and Europe.</i>
USA	240 CHF	145 CHF	120 CHF
Mexico	250 CHF	155 CHF	723 CHF**)
China	300 CHF	185 CHF	723 CHF**)
Germany	110-200 CHF	65 CHF	56 CHF
UK	120-200 CHF	85 CHF	56 CHF
France	120-200 CHF	80 CHF	56 CHF
Middle East	500 CHF	150 CHF	723 CHF**)

***) those are rates for URGENT shipments, the only ones that Swiss Post will take right now to those countries/regions.*

4. Are my items insured?

Each box is only insured for 250 CHF. To ensure boxes for more than this is very expensive and the Swiss insurance company would require original receipts that are filed with the itemized list and a prepaid surcharge with the insurance company.



5. **What happens if my boxes are not able to be delivered to me?**
We strongly recommend that the parents or person receiving boxes are at the place of delivery so they can receive their shipment and they can work through any difficulties. If there are any issues with delivery such as incorrect address, inability to contact the person to receive, global logistic difficulties, etc., that result in non-delivery of your shipment there are a few possibilities. Your shipment could be returned to school, it could be destroyed, it could be held in a regional warehouse for pick up, etc. Once we give the shipment to the company we do not have much control over your packages and cannot be responsible for the results.
6. **Are there items that can be packed and not shipped?**
Yes, any electronics, batteries, devices with batteries, cables, calculators, toothpaste or gels, liquids, creams, perfumes, and most other toiletries. If these are packed and then the box is needed to be shipped, they will be removed and discarded by the school.
7. **What if I have food in my room?**
All food will be donated or discarded. We cannot pack or store food for health reasons.
8. **Will my safe be opened?**
Yes. Part of the room packing process is to open the safe in your room. We will wait until you have contacted the Dorm Head before we do any packing and you can discuss with them specific information if you have anything valuable that needs special care.
9. **Can I pack some items to be stored and others to be shipped?**
No. We will take your belongings and either store them or ship them. We will ship them only with one company and also will not use different ones for your shipments. It is too complicated to mix orders and has often resulted in lost boxes. The only exception is donation of your belongings and shipping ski equipment.
10. **If I store my items can I then have them shipped later?**
Yes. If after a year, by April 2021, no arrangements have been made to reclaim these items then they will be donated.
11. **I have a bike, skis, or other big sports equipment. Can I have those shipped to me?**
If we can package it then yes. It will be expensive to ship as the international rates for these types of items are high. If we cannot package them we will store them for you even if you are not returning. We will have a limit of one year for storage and if they are not claimed by April 2021 then we will donate them.
12. **If I rented skis this year will they be returned to Hefti's sports?**
Yes. We have been in contact with Hefti's to work with them to collect rental equipment. Please let us know if you want to confirm that they have been returned and we will liaise with Hefti's.



13. I have some big items like TV screens, small furniture, and chairs. What are my options?

We are not able to ship items that cannot fit into a box. These items can only be stored. If you are not returning and the item is unshippable then, unfortunately, we will have to donate it.

14. Where do my items get donated?

If they are usable in the dorm then we keep them. If there are items that would benefit students next year we also keep those. We give a lot of items to the local charity, Lavender Ladies, who sell these goods. Lavender Ladies is a local charity and they then donate the money to a different cause after each sale.

15. May I come to Leysin and pack my room myself?

We, as a school, actively discourage traveling as per the current State of Emergency declared in Switzerland. In specific cases, it will be allowed. Please contact Mr. Paul Fomalont, pfomalont@las.ch, to discuss the possibility.

16. Can I wait until I return in the fall to pack up my room?

No. We need to do a lot of routine maintenance and cleaning in every room and we might need rooms for summer programs. All rooms must be packed by the end of the school year.

17. Even if I am not returning can I choose to store my belongings at LAS?

Yes, you may. By April 2021 if your items have not been claimed we will donate them.

18. Can I make my own arrangements for shipping?

You may. Please contact Mrs. Marta Krause, mkrause@las.ch, by May 15th with the details so she can help organize these logistics.

19. What happens to my belongings if I do not respond?

If we do not hear anything from you by Friday, May 8, we will accept that you do not want your belongings and donate everything in your room.

20. What happens if something is found in the personal belongings that violate the school's rules (for example Juuls)?

We will notify both the parent and student that these were found in the room. We will document this on the student's residential profile for our records in Boardingware. There are no discipline consequences other than these actions.