

Dear New England College Parents and Students:

In the 2015-16 academic year, New England College and E&R – The Campus Laundry will once again partner to provide laundry services to all interested students to better meet our community's needs. Anyone who has been in academia for a number of years comes to understand certain realities about student life, in particular that cleaning rooms and laundering clothes and bed sheets can become low priorities for many students, given their increasingly busy schedules.

In order to help students to maintain as clean and hygienic a living environment as possible on campus, E&R offers two especially efficient and practical programs – “Look Sharp” and “Just the Basics”. **Because they are designed to allow students to make the most of their limited free time, I strongly recommend that you select one of these plans, which are currently available at discounted rates.** The reason for this is three fold:

1. First, we want to encourage as many families as possible to take advantage of an E&R Laundry plan. Doing so minimizes utility consumption (such as water, gas and electricity) on the New England College campus that is associated with students doing their own laundry. E&R employs the most environmentally-responsible cleaning processes available, on or off campus. **Although the campus washers and dryers are relatively efficient, they cannot compare with the equipment at E&R's central laundry facility in terms of conserving resources.**
2. E&R's laundry plans not only promote a clean and healthy residence hall, they also allow students to make the most of their limited free time. **Because student clothing can be exposed to infectious bacteria, E&R adds BacStop™ fabric sanitizer to each load of wash, thus eliminating 99.9% of infectious contamination including MRSA-Staph.**
3. Lastly, we support E&R's approach to cleaning. **Including wash/dry/fold laundry and dress clothes, E&R washes or “wet cleans” over 95 % of the clothes they process.** The remaining 5% of garments are “dry clean only” items and E&R uses 100% state-of-the-art and environmentally-friendly methods to clean these garments.

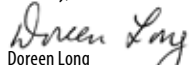
The chart below compares the benefits of each of E&R's service plans in more detail:

Features	Look Sharp	Just the Basics
Wash/dry/fold laundry; neatly folded and right-side-out (except socks); all bras and delicate underwear are netted and washed/dried/folded.	✓	✓
Includes cleaning of personal AND/OR rental bed and bath linens (sheets, pillowcases, towels, face cloths).	✓	✓
Launderable, button-down dress shirts and blouses are pressed and returned on hangers.	✓	✓
Skirts, dress pants (including khakis) and dress shorts returned pressed and on hangers.	✓	*
Polo/Sport shirts returned pressed and on hangers.	✓	*
Sweaters returned pressed and on hangers - ALL sweaters are dry cleaned.	✓	*
Gentle care washing, drying and pressing (does not include, and we cannot process, “hand wash”, “lay flat to dry”, or “line dry”).	✓	*
Professional dry cleaning and pressing.	✓	*
Comforter and Blanket Cleaning Plan FREE: A \$99 Value.	✓	*

\* Service available for an additional fee; see the enclosed registration form and promotional materials for details.

**Because they are designed to allow students to make the most of their limited free time, we recommend that families take advantage of either E&R's “Look Sharp” or “Just the Basics” Plan.** Over the years, E&R – The Campus Laundry has demonstrated their ability to provide reliable, professional and top quality service to our students.

Sincerely,



Doreen Long  
Director of Residential Life and Housing

**P.S. Please see the enclosed registration form and promotional materials for details on how to order. Registration needs to be completed no later than August 15, 2015 in order to receive early registration pricing. If you have any questions, please contact E&R's School Customer Service Team at 1-800-243-7789 or view their website at [www.TheCampusLaundry.com](http://www.TheCampusLaundry.com). Please retain this brochure for your record of E&R's policies and procedures.**



New England College



World-class, environmentally-friendly student laundry service.



64% Gas Savings



## Reduce Your Carbon Footprint

Using E&R is by far the most efficient way to conserve resources while doing your laundry on campus.\*

## Recycle Stations

E&R students recycle over 1000 pounds of hangers and poly/plastic per week.

## "Wet" Clean versus "Dry" Clean

E&R washes, or "wet cleans", over 80% of the dress clothes that are returned on hangers. The remaining garments are processed with 100% state-of-the-art and environmentally friendly dry cleaning methods.

*"E&R is the best! With such a busy schedule it's great to know that there's a reliable and eco-friendly way of getting my clothes ready for school."*

- Facebook Student Quote

## An Academic Advantage and a Healthier Lifestyle

E&R's laundry plans maximize your student's available free time and promote a clean and healthy dorm room. Because student clothing can be exposed to infectious bacteria, E&R adds BacStop™ fabric sanitizer to each load of wash, thus eliminating 99.9% of infectious contamination including MRSA-Staph. At E&R, we recognize that some students may be sensitive or allergic to common laundry detergents. Therefore, E&R uses neutral detergents and state-of-the-art cleaning technologies that are specifically designed to eliminate the potential of an allergic reaction to our finished product.

\* (Savings based on independent study performed by TDK Engineering)

Register online at [www.TheCampusLaundry.com](http://www.TheCampusLaundry.com)

## "LOOK SHARP" Plan: \$830\*

You'll love it!



- Wash/dry/fold laundry; neatly folded and right-side-out.
- Includes personal bed and bath linens (sheets, pillowcases, towels, face cloths, etc.) in addition to your clothing.
- Launderable, button-down dress shirts and blouses are pressed and returned on hangers.
- Skirts and dress pants, including khakis, returned pressed and on hangers
- Polo/Sport shirts returned pressed and on hangers
- Sweaters returned pressed and on hangers
- Gentle care washing, drying and pressing
- Professional dry cleaning and pressing
- Plus get our Comforter and Blanket Plan FREE: A \$99 Value

**OUR MOST POPULAR PLAN!**  
Less than \$5 more per week!

In addition to wash/dry/fold service, cleaning and pressing of ALL dress clothes is included at **NO ADDITIONAL CHARGE** with our Look Sharp Plan.

## "JUST THE BASICS" Plan: \$699\*

For the more casual student



- Wash/dry/fold laundry; neatly folded and right-side-out.
- Includes personal bed and bath linens (sheets, pillowcases, towels, face cloths) in addition to your clothing.
- Launderable, button-down dress shirts and blouses are pressed and returned on hangers.

Examples of items that are often sent in by students and require gentle care or dry cleaning include but are not limited to:

• Sweater	\$ 8.47	• Blazer	\$ 8.47	• Golf Polo	\$ 5.43
• Skirt	\$ 8.47	• Dress	\$13.92	• Coat	\$19.88
• Pants	\$ 8.47	• Tie	\$ 5.45	• Fleece	\$ 8.47

To avoid additional charges, we strongly encourage you to consider our "Look Sharp" Plan.\*\*

\* Plans are designed for individual use only. Sharing of plans between students constitutes immediate forfeiture of service with no refund provided.

\*\* Our policy is to return it clean whenever we can regardless of which plan you have purchased. With our "Just the Basics" Plan, a credit card is required to be on file for payment of additional monthly charges for items not included in your service. Please see our website for further details regarding our garment processing policies.



Should you require to cancel these services for the FULL ACADEMIC YEAR, you will receive a pro-rated refund, minus a \$69 operations cancellation charge, provided that you submit a written cancellation request that is received no later than Oct. 15th, 2015. Cancellation notices received after that date, but before Jan. 2, 2016 will receive refunds for the second semester only, minus the \$69 operations cancellation charge. There will be no refunds issued after Jan. 2, 2016.



New England College



## Five Easy Steps To Great Service

### STEP 1. Sign Up For Service

**Register for service by August 15th for our best prices.** Register online, or via phone, fax or postal mail (see below). No matter how you register, expect an email confirmation – it contains further information about our service. If you do not receive one, send a note to [info@eandrcleaners.com](mailto:info@eandrcleaners.com) to let us know.

### STEP 2. Pick Up Your Laundry Bag

**Your personalized laundry bag will be waiting for you.** We'll be on campus during student registration so that you may pick up your personalized laundry bag and any rental linens. (We'll send you an email with exact date, time and location, so be sure to provide a valid email address.) If you miss us, your bag will be delivered to your residence hall door.

### STEP 3. Fill Your Laundry Bag With Dirty Clothes

**You may send one bag of laundry to be cleaned each week.** You must send laundry in your E&R bag only, which is personalized with your name and customer number. This allows us to track the bag from pickup to delivery.

All processing is done in our state-of-the-art facility by personnel who have decades of experience in all areas of our operation. Because we control 100% of the work, you can count on us to be 100% responsible for making sure that everything is done right. We videotape all of your clothing when we unpack it to wash, and again as we fold it and put it back in your bag for delivery so there is no need for you to label your clothing.

We carefully read all care labels and inspect all clothing to determine what can go through our wash/dry/fold process vs. what needs gentle care or dry cleaning so there is no need to pre-sort your dirty clothing. With our "Just the Basics" plan, any items that we determine to need gentle care or dry cleaning will incur additional charges and we require a credit card to be on file for the billing of monthly charges. If you purchase our "Look Sharp" plan, all dry cleaning and gentle care is provided at no additional charge.

### STEP 4. Leave Your Bag Outside Of Your Door

**At New England College laundry is picked up on Wednesday and delivered back on Friday every full week that school is in session during the academic year.** You must leave your dirty laundry outside your residence hall door Wednesday morning by 8:00 am. Clean clothes (including your laundry bundle and any hanged items) will be delivered back to your door on Friday afternoon. Service starts the week that classes start.

**DOOR TO DOOR  
PICK UP &  
DELIVERY**

### STEP 5. Relax

Clean laundry, including any hanged items, is delivered back to your residence hall door early Friday afternoon. **One less thing to worry about!**

### To Order: Register Online at [www.TheCampusLaundry.com](http://www.TheCampusLaundry.com)

Phone Orders: 800-243-7789, Press 1 (Inside the U.S.)  
603-627-7661, Press 1 (Outside the U.S.)

Fax Orders: 603-627-7644

Postal Mail: E&R - The Campus Laundry  
80 Ross Avenue  
Manchester, NH 03103-9962

### To Reach Customer Service

Once you place your order, our Customer Service Department is available to answer any questions that you or your student may have. Customer Service can be reached via email at [info@EandRCleaners.com](mailto:info@EandRCleaners.com) or via telephone at 800-243-7789 (inside the U.S.) or 603-627-7661 (outside the U.S.), Ext 713 and Ext 714.



Order a laundry plan by  
August 15th and...



vineyard vines

Go to [www.TheCampusLaundry.com](http://www.TheCampusLaundry.com) to register for one of our plans and our friends at vineyard vines will give you  
**10% OFF your next online purchase!**

\* 10% off your next online purchase of \$150 or more is valid for redemption until September 15, 2015 at 11:59 p.m. EST. Upon placing your order with E&R - The Campus Laundry, you will receive a follow up email containing your one-time use promotional code. Enter that promotional code at checkout at [vineyardvines.com](http://vineyardvines.com) to receive this exclusive offer. Offer valid online at [vineyardvines.com](http://vineyardvines.com); discount is not valid at vineyard vines retail or outlet locations. Code is valid for one-time use on full-priced items only. Cannot be combined with any other offer. vineyard vines reserves the right to change or cancel this promotion at any time. Offer excludes gift cards. No price adjustments will be made to previous purchases. Purchases made with this offer are not eligible for future price adjustment. Use of this promotion constitutes acceptance of these terms and conditions, except where prohibited by law. Discount applies to merchandise only and not shipping & handling, taxes or packaging. Students under the age of 18 should have a parent or guardian register. Offer includes free ground shipping to US addresses; [vineyardvines.com](http://vineyardvines.com) does not currently ship merchandise to international addresses.

**SPERRY**  
Since 1935

Order one of our plans and our friends at Sperry will also give you  
**10% OFF your next online purchase!\***

\*\* 10% off your next online purchase of \$100 or more is valid for redemption from April 1-September 15, 2015 at 11:59 p.m. EST. Free shipping applies to standard ground shipping in the US. A \$10.00 surcharge will be applied to all orders shipped to Alaska, Hawaii, Puerto Rico and US Virgin Islands and may take extra delivery time. Orders to APO/FPO will be shipped USPS and may take extra delivery time. Offer valid online at [sperry.com](http://sperry.com) only; not valid at Sperry specialty or outlet retail stores. One use per customer. Offer cannot be combined with other offers. Upon placing your order with E&R - The Campus Laundry, you will receive an email confirmation containing your one-time use promotion code. Enter that promotion code at checkout on [sperry.com](http://sperry.com) to receive this exclusive offer. US orders only; does not apply to previous purchases. Some restrictions apply.



**1 YEAR OF TOWN&COUNTRY  
MAGAZINE FOR ONLY \$10!\*\*\***

\*\*\* Offer available for a limited time only. Upon placing your order with E&R - The Campus Laundry, you will receive an email confirmation containing a specialized link. Click that link to sign up for Town&Country magazine's special offer of 1 year for \$10.





New England College



REGISTER BY  
AUGUST 15TH  
AND SAVE!

Order online at [www.TheCampusLaundry.com](http://www.TheCampusLaundry.com)



(\*283)

"Look Sharp"  
\$830

OUR MOST  
POPULAR  
PLAN!  
Less than \$5  
more per  
week!

(Order now and save! Price increases to \$865 after 8/15/15.)  
All pricing is for the full academic year.

In addition to wash/dry/fold service, dry cleaning,  
gentle care processing and pressing are provided at  
**NO ADDITIONAL CHARGE.**

#### ADDITIONAL PLANS



(\*285)

"Fresh" Comforter & Blanket Cleaning - **FREE**  
We'll clean your own comforter and/or blankets up to five  
times during the school year. (**FREE** with "Look Sharp" plan)



(\*286)

"Fresh" Bed & Bath Linen Rental Plan - \$199  
Four (4) Flat sheets, two (2) pillow cases, and six (6) large  
(24" x 48") top quality bath towels to use and send for  
cleaning as needed.



(\*287)

"Fresh" Towel Rental Plan - \$99  
Four (4) large (24" x 48") top quality bath towels to use  
and send for cleaning as needed.



(\*284)

"Just The Basics"  
\$699

(Order now and save! Price increases to \$734 after 8/15/15.)  
All pricing is for the full academic year.

Payment Method: ☐ MASTERCARD ☐ VISA ☐ DISCOVER

CARD #

EXP. DATE

CCV#\*

NAME OF CARDHOLDER (PLEASE PRINT)

SIGNATURE

#### ADDITIONAL PLANS



(\*285)

"Fresh" Comforter & Blanket Cleaning - \$99



(\*286)

"Fresh" Bed & Bath Linen Rental Plan - \$199



(\*287)

"Fresh" Towel Rental Plan - \$99

A credit card is required to be on file and will be charged for any  
gentle care, dry cleaning and/or missing rental linens.

#### STEP 1 – STUDENT INFO (PLEASE PRINT)

➔ Did This Student Attend New England College Last Year (2014-2015)?

☐ YES ☐ NO

➔ Did This Student Use E&R - The Campus Laundry at New England College Last Year (2014-2015)?

☐ YES ☐ NO

STUDENT NAME (AS REGISTERED AT SCHOOL) FIRST/LAST

YEAR OF GRADUATION

STUDENT CELL PHONE / CARRIER (AT&T, SPRINT, ETC)

STUDENT EMAIL

#### STEP 2 – BILLING INFO (PLEASE PRINT)

PARENT OR GUARDIAN (FIRST/LAST)

BILLING ADDRESS (STREET)

CITY

STATE

ZIP

COUNTRY

PARENT/GUARDIAN PHONE

PARENT/GUARDIAN EMAIL

STEP 3 – PAYMENT METHOD: ☐ MASTERCARD ☐ VISA ☐ DISCOVER -or- ☐ Check (Make checks payable to E&R Cleaners) -or- ☐ Cash

NAME OF CARDHOLDER (PLEASE PRINT)

SIGNATURE

CARD#

EXP. DATE

CCV#\*\*

If purchasing our "Just the Basics" Plan and paying by check or cash, a credit card is required to be on file and will automatically be charged for  
any gentle care and/or dry cleaning. Please provide your credit card information in one of the two places provided above.

FOR OFFICE USE ONLY Bag# DW

Check #

Cash \$

\*\* Last three digits of the number in  
the signature section of your card