

International Residence Hall: Pigeon Forge

Frequently Asked Questions

Pre-Arrival Check-List

- ✓ Receive welcome email from IRH (typically 2+ weeks prior to arrival)
 - If you have not yet received your welcome email, please reach out to your contact at SHIP
- ✓ Using the link from your welcome email, create an account on the IRH Portal
- ✓ View and sign your lease, handbook and fitness center waiver
- ✓ Upload a headshot picture
 - This will be printed on your room key
- ✓ Upload a picture of your U.S. issued driver's license or state ID card
- ✓ Make a payment
 - Credit card fees will apply. Cash and card payment also accepted at IRH Front Office during check-in
- ✓ Input roommate requests
 - Note: roommate requests are at the discretion of IRH and must be input prior to your room being assigned
- ✓ Contact the IRH Pigeon Forge Office with any changes to your ETA

IRH Pigeon Forge Office Info

- Office Hours: 8am-11pm
- Contact: pf@irhliving.com / 865-685-8657
- Address: 1056 Elevation Lane, Pigeon Forge, TN 37863

Check-In Procedure

- Park in Resident parking lot
- Walk to the large, U-shaped building
- Follow signs for IRH Front Office
- Proceed to the counter to complete check-in
- IRH will provide you a tour of the facility and show you to your room
- Use the luggage carts located in the lobby to assist with move-in

Mail/Packages

- The IRH Front Office receives and distributes all mail and packages. To pick up your mail/package you must present your IRH issued room key
- Mailing address
 - First Name Last Name
 - 1056 Elevation Lane
 - Pigeon Forge, TN 37863

Helpful Tips

- Front Office entrance doors are keycard access only 9pm-9am, please have your room key with you at all times. In case of building lockout please call IRH Front Office
- Common Area Kitchens, Living Rooms, and Laundry Rooms are open 24/7
- The IRH Standard Unit Room sleeps 4 people per room.
- Unit rooms are same gender and same or similar home countries. You may receive a new roommate at any time. Please keep spare beds and wardrobes clean and available for new roommates.
- Each bed has a starter set of linens (fitted sheet, flat sheet, blanket, pillow, pillow case, towel) If you would like to bring or your own linens please use Twin XL size
- Quiet hours are from 11 pm—8 am
- IRH is staffed 24/7 for safety and security purposes. If you have any questions or concerns please contact the IRH Front Office or IRH on-site management team for assistance
- Additional IRH Pigeon Forge amenities include a fitness center and market where you may purchase common household/personal items along with a variety of food and drinks!

Check-Out Procedure

- ✓ Provide 7 day notice to the IRH Front Office. Please note that failure to provide 7 day notice may result in fine
- ✓ Come to the IRH Front Office at least 1 hour prior to departure. Please note that checkouts after office hours will result in a loss of Security Deposit and may result in additional fines. Office hours are 8am-11pm
- ✓ Room Inspection
 - Room must be in the condition of cleanliness that you received it in
 - Please pay special attention to the shower and refrigerator, as these are the most
 - Fines will be applied for any damage or dirty condition left to room
- ✓ Pay any remaining balance. Upon successful completion of checkout process, a security deposit refund will be initiated less any fines and outstanding balance.
- ✓ Turn in your room key