

THE WHITE BOOK

CHAPTER 3

Cadet Logistical Services

SECTION 2

Laundry and Dry Cleaning Services

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I. Organization: The Assistant Commandant for Operations & Training is responsible for this section in coordination with the Director of Auxiliary Services, the Director of Laundry Services, and the Corps of Cadets Supply Teams.

II. Functions: This section describes procedures for:

- A. Laundry Procedures**
- B. Coin Laundry Procedures**

III. Procedures:

A. Laundry Procedures

1. Laundry Tickets:

- i. A triplicate laundry ticket, properly color-coded, must accompany each bag of laundry. The cadet may retain the bottom copy.
- ii. Each Company Supply Sergeant issues the proper, color-coded laundry ticket to be completed and sent with all laundry. Tickets are color-coded: Pink (1BN), White (2BN), Blue (3BN) Yellow (4BN), and Orange (5BN).
- iii. Tickets must be completed with name, CWID, company, room number, date, phone number, and the number of garments in the laundry bag under Cadet Count.
- iv. Additional laundry tickets can be obtained in The Cadet Laundry.

2. Laundry Bags:

- i. Each cadet is issued the following: four color-coded net bags and three cotton white laundry bags.
- ii. Net bags are color-coded with plaques for your name and CWID number: Red (1BN), White (2BN), Blue (3BN), Yellow (4BN), and Orange (5BN).

3. Laundry Rejections - The Cadet Laundry will reject the following laundry bundles:

- i. Laundry bags with no net bag(s) for small items.
- ii. Laundry bags with net bag(s) that are worn, frayed, or contain holes.
- iii. Laundry bags with no laundry ticket or an incomplete laundry ticket.
- iv. Extremely soiled laundry is rejected. These items will be bagged and the cadet will be contacted for pick-up.
- v. A laundry bag that contains the clothing of more than one cadet.
- vi. Laundry bags that contain civilian clothing or garments not on the laundry ticket.

4. How to Prepare Laundry Bags

- i. One net bag will be prepared to contain all white only garments such as undershirts, gloves, white socks, supporters, underwear, bras, handkerchiefs, webbing, and washcloths. These items will be bleached during processing.
- ii. One net bag will be prepared to contain all dark colored items such as black socks, PT shirts, PT shorts, black/navy swimming trunks, black/navy one-piece bathing suits, bike/compression shorts, and other small, dark items.
- iii. All net bags are washed and fluff dried in the net bag and returned as is.
- iv. The white cotton laundry bag may contain duty trousers, grey duty shirts, white summer leave shirts, ACUs/OCPs, white high rise trousers, white dress blouse (buttons removed), sweatshirts, sweatpants, bathrobe, bath towels, sheets, pillow cases, and bedspreads.
- v. Net bags are to be placed in the white laundry bag to make up one complete bundle. Do not overfill the net bags. **No more than 2/3rds full.**
- vi. DO NOT PLACE ANY WOOL ITEMS IN THE IN THE LAUNDRY BAG. These garments must be taken to the Dry Cleaning department. (See section F, Dry Cleaning Services)
- vii. Cadets are responsible for replacing their net bags due to wear and tear over time. Net bags are available in the Cadet Store.
- viii. During the initial 4C Training Week there are deviations from this process which are addressed in the Laundry Briefing by the Company Supply Sergeant.

5. Laundry Schedule:

- i. Laundry is picked-up and delivered by as indicated below:
 - Weekly Pickup**
 - >Monday and Tuesday – ALL BATTALIONS: between 0800-1200**
 - >Wednesday – ALL BATTALIONS: between 0800-1000**
 - >At least 2 trips to all battalions each day**
 - Weekly Delivery**
 - >Thursday & Friday with all laundry back NOT LATER THAN Friday**
 - [48 hour turnaround]**
- ii. Pick-up: Cadets will place their soiled laundry on the scheduled day to the left of the battalion entry sally port for pick-up. Laundry must be placed at the assigned point **between the hours noted above on Monday, Tuesday, and Wednesday. There will be NO PICKUP on Thursday and Friday.**
- iii. Delivery: Laundry will be returned to the right of the battalion entry sally port. **Battalions can anticipate laundry deliveries from Wednesday-Friday.**
- iv. Walk-ins: Cadets may bring their laundry bundle to The Cadet Laundry at any time. **It will be returned with picked up laundry to the respective battalions.**
- v. During the initial 4C Training Week there are deviations from this process which are addressed in the Laundry Briefing by the Company Supply Sergeant.

6. Dry Cleaning Services:

Cadets may have the following garments cleaned in the Dry Cleaning department at no additional cost:

- I. Field Jacket
- II. Dress Blouse
- III. Full Dress
- IV. Wool High Rise Trouser
- V. Overcoat/**All Weather Coat**

7. Thrift Items

- I. All cadets are welcome to visit the Thrift area in The Cadet Laundry.
- II. Thrift items have been donated and are available to any cadet in need of a uniform item or accessory that is in stock.
- III. Thrift items are available at no cost.

8. Specialty Services and Pressing

Cadets may have the following garments cleaned and pressed in the Dry Cleaning department for an additional cost:

- i. Civilian Clothing
- ii. Blazers

- iii. Ties
- iv. Military Crease Shirts

- 9. Lost Laundry:** Cadets who believe their laundry has been lost must stop by or contact The Cadet Laundry within forty-eight hours of pick-up:
Phone: 843-953-WASH (9274)
Email: laundry@citadel.edu
- 10. Laundry Inspections:** As part of our continuing effort to provide better service, the BN Supply/CO Supply Sergeants are welcome to come to the facility as often as they wish (scheduled or unscheduled) to inspect the facility and the quality of work being done. Results may be forwarded to the Commandant's Office, Uniform Board, and/or the Director of Auxiliary Enterprises.
- 11. Damage or Loss of Laundry Items**
- I. The Cadet Laundry is not responsible for loss or damage in the case of fire.
 - II. The Cadet Laundry is liable for lost or damaged laundry only when such loss or damage is reported within 48 hours after date after the laundry was delivered. Extent of liability is for no more than the depreciated value of such articles, or a like item is provided.
 - III. A cadet who receives an article belonging to another cadet must return it to The Cadet Laundry immediately.

B. Coin Laundry Procedures

- 1. Hours: 24 hours a day, 7 days a week.
- 2. Location: in The Citadel Laundry complex next to the loading dock.
- 3. Who can use: ALL cadets.
- 4. Security: Cameras are in operation at all times.
- 5. Responsibility: cadets using the coin laundry are responsible for cleaning their areas of clothing, trash, and any other items brought into the facility. This includes lint from the dryers and fabric softener sheets. Trash cans are provided.
- 6. Laundry **MUST BE RECOVERED WITHIN 24 HOURS. AFTER THAT TIME THE ITEMS WILL BE REMOVED AND DISCARDED.**
- 7. The Coin Laundry accepts One Card and quarters. One Card funds must be available on your open account. A change machine is located in the facility for your use.
- 8. Report any issues to the main office of the Cadet Laundry or call 953-9274.
- 9. Questions/concerns may be directed to the Laundry Director at 953-7681.