



FREQUENTLY ASKED QUESTIONS

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WHAT IS A CONFERENCE DESK?

Conference Desks are where check-in, checkout and mail collection take place. They are staffed 24 hours per day during the summer conference season, and they are a good resource for conference-related questions. On North Campus, the Conference Desk is located in Willow Hall. On West Campus, the Conference Desk is located in Lander Hall. The Conference Desk can also assist with Wi-Fi log in (password), parking, directions, lost and found, guest room questions, room and building lockouts, and more.

WHEN ARE THE CONFERENCE DESKS OPEN, AND HOW DO I CONTACT THEM?

Both Conference Desks are open 24 hours a day, seven days a week during the conference season. You may reach Willow Hall's Conference Desk at 206-685-2959. You may reach Lander Hall's Conference Desk at 206-543-0235.

HOW DO I ADD MORE MONEY ONTO MY CONFERENCE CARD?

All guests can deposit laundry funds onto their conference card at the Conference Desks.

WHERE IS THE LOST AND FOUND?

As soon as they are found, lost items are taken to the Conference Desk. We encourage guests to check their Conference Desk as soon as they suspect an item is lost. If the item is not at their Conference Desk, guests are encouraged to submit lost and found inquiries directly to the Husky Union Building.

RESIDENTIAL CONFERENCE ASSISTANT (RCAs)

RCAs live in the residence halls to help guests, enforce Quiet Hours (10 p.m.-9 a.m.) and perform rounds in the evenings. There will be an RCA on duty each night from 5 p.m.-8 a.m. Should you need assistance, contact the Conference Desk to have the RCA on duty notified and directed to you.

The UW retains the right of access to all UW facilities including residential apartments, overnight rooms, storage areas, bathrooms and building common areas. If access is required, an HFS staff member will knock before entering and will announce that they are immediately keying in.

> ARRIVALS AND DEPARTURES

HOW DO I GET TO CAMPUS?

Via Interstate 5, take exit 169, NE 45th Street, and turn east (right if traveling north, left if traveling south) onto NE 45th Street. Travel east on NE 45th Street to Roosevelt Way NE. Turn south (right) on Roosevelt Way NE. Continue driving south until you pass NE 42nd Street. Merge into the left turn lane and turn left onto NE Campus Parkway. Proceed straight until you reach 15th Avenue NE. The entrance to campus will be on your left.

Via Washington State Route 520, take the Montlake Boulevard NE exit. Turn north onto Montlake Boulevard NE, proceed over the bridge, and merge into the far-left lane. Turn left (west) onto NE Pacific Street and continue past the UW Medical Center on your left. Turn right (north) onto 15th Avenue NE. Proceed north until you come to NE 40th Street. The entrance to campus will be on your right.

If you are arriving via Sea-Tac airport, Link light rail will take you from the airport to Husky Stadium—roughly a 15-minute walk from the residence halls. The UW station is the final stop.

CAN I PARK MY CAR ON CAMPUS? WHERE DO I PICK UP A PERMIT?

A daily campus parking permit is available at a campus gatehouse Monday–Friday, 6 a.m.–9 p.m. Permits are available on Saturday until noon, with unrestricted parking on Saturday after noon and all day on Sunday. Long-term, overnight parking permits can be purchased at the Conference Desk and are based on availability. Disability parking permits or other special accommodations must be arranged in advance through Conference Services.

CAN I ARRIVE OR DEPART A FEW DAYS BEFORE OR AFTER MY CONFERENCE?

Some conferences offer Early Arrival and/or Late Departure on a space-available basis. Check with your organizer to see if these options are available for your conference.

HOW DO I CHECK INTO MY ROOM?

Check-in and checkout take place at the Conference Desk. On North Campus, the Conference Desk is located in Willow Hall. On West Campus, the Conference Desk is located in Lander Hall. Check-in occurs after 2 p.m. All guests must check out prior to 11 a.m.

During check-in, guests reconcile any outstanding payments and are issued their key packets. Key packets include a room key and a conference card. Some guests may receive an additional room key and building access fob depending on their accommodations.

During checkout, guests return their key packets to the Conference Desk and reconcile any charges incurred during the course of the Conference.

WHAT SHOULD I BRING?

We recommend that guests bring an alarm clock, lounge wear (appropriate for common living areas), shower slippers, and an umbrella and/or raincoat. Seattle summer weather is generally mild, with temperatures averaging 70–80°F. Heatwaves do occur periodically, and campus buildings, including the residence halls, are not air-conditioned. Be prepared for cooler evenings and occasional rain showers. For those who prefer to bring their own linen and towels, choosing a color other than white or beige helps housekeeping staff identify personal items.

> RESIDENCE HALL INFORMATION

IS MEETING SPACE AVAILABLE IN THE RESIDENCE HALLS?

HFS facilities offer rentable meeting spaces including meeting and breakout rooms and auditorium space and reception areas. For room specifications, visit the Meeting Facilities webpages. If you would like to reserve HFS meeting space, please submit the meeting facilities initial inquiry located on the Conference Services website.

CAN I DRINK OR SMOKE WHILE ON CAMPUS?

Guests 21 years of age or older may consume alcohol in the privacy of their own sleeping rooms with the door closed. Minors may not be present in the same sleeping room where alcohol is being consumed. By law, smoking is prohibited on UW property including in sleeping rooms and balconies. Guests who smoke in the residence halls will incur significant facilities-restoration fees. Please see our campus designated smoking areas.

Guest residents agree to comply with federal, state and local laws, and UW regulations and policies. Such compliance includes, but is not limited to, not using, possessing, possessing with intent to deliver, delivering, manufacturing, purchasing, selling, sharing, distributing,

transporting, being under the influence of, or knowingly being in the presence of illegal drugs or controlled substances. Possession of a medical marijuana license or prescription does not provide exemption from this provision.

ARE COMMUNAL KITCHENS AVAILABLE IN ON-CAMPUS HOUSING?

Communal kitchens are located on the main floors of the West Campus residence halls. Each North Campus residence hall has communal kitchenettes with a microwave oven, sink and wall outlets. Kitchenware is not provided. When using the communal kitchen, please take the time to thoroughly clean up after yourself. Combination microwave oven-fridges, or micro-fridges, are available to rent for personal use. You may request a micro-fridge by contacting Conference Services with your request at least three weeks prior to your arrival.

HOW DO I ADJUST THE TEMPERATURE IN MY APARTMENT?

The thermostat in the apartment controls heating only. There is no central air conditioning within the apartment. Please open windows and use fans to circulate cooler air within the apartment common area or the apartment bedroom. Please feel free to use the thermostat if you're cold, but adjusting the thermostat will only activate the heating system.

HOW DO I TURN ON MY BATHROOM FAN?

The bathroom exhaust fans are scheduled to run continuously per the ventilation requirements of the energy code. Their operation schedule is to run at low speed when the light is off, run at high speed with the light is turned on, and then remain at high speed for 15 minutes after the light is shut off. You cannot turn the fan off.

WHY AREN'T THERE SCREENS ON MY WINDOWS?

The lack of window screens is an intentional architectural design of the building units. Please be mindful that leaving windows open when trash or food items are not discarded properly will attract insects. Additionally, bright lighting near open windows may also attract insects.

CAN FURNITURE BE REMOVED FROM MY ROOM?

Every space on campus is set and must remain as is. If there are additional concerns, please contact the Conference Desk.

CAN I PROP MY ROOM OR APARTMENT DOOR OPEN?

For fire safety and guest courtesy, individual room or apartment doors cannot be propped open.

CAN MY PROGRAM POST SIGNAGE IN THE RESIDENCE HALLS?

There are opportunities to post signage in the residence halls, depending on your programming needs. Please discuss these needs with Conference Services prior to your arrival. HFS policy prohibits taping or tacking signs to walls, in elevators, on elevator doors, on fire doors and in the stairwells. Most areas have designated areas where signs may be posted. It is the responsibility of the Conference to remove all signage in a timely manner.

WHERE CAN I PICK UP MAIL AND PACKAGES?

Parcels may be collected at the Conference Desk. On North Campus, the Conference Desk is located in Willow Hall. On West Campus, the Conference Desk is located in Lander Hall.

WHAT AMENITIES ARE OFFERED IN EACH RESIDENCE HALL?

Hardwired Ethernet access is available in all sleeping rooms (Ethernet cord not included). Wireless Internet access is available in each North Campus building's public areas, as well as in each room with the exception of our legacy buildings: Haggett Hall, Hansee Hall and McMahon Hall. Wireless Internet access is available everywhere in West Campus buildings. Log-in information is available at the Conference Desk and is updated on a biweekly basis. Microwave ovens, laundry facilities, television lounges and other gathering spaces are conveniently located in each residence hall.

Guests staying on West Campus are welcome to use the Area 01 games center in Maple Hall, complete with air hockey, billiards, board games and video games. Guests 18 years of age or older may also use our West Campus gym, Fitness Center West, in Elm Hall.

WHAT ARE RCAS?

Residential Conference Assistants (RCAs) live in the residence halls to help guests, enforce Quiet Hours (10 p.m.-9 a.m.) and perform rounds in the evenings. There will be an RCA on duty each night from 5 p.m.-8 a.m. Should you need assistance, contact the Conference Desk to have the RCA on duty notified and directed to you.

> DINING AND CATERING SERVICES

WHERE CAN I EAT ON CAMPUS?

Conference guests are welcome at all on-campus dining facilities including restaurants, cafés, markets and mobile food trucks. Please visit our Dining Locations, Hours and Menus webpage for a complete list of our dining venues.

ARE THERE CATERING SERVICES AVAILABLE?

Bay Laurel Catering is the UW's premiere catering service, offering full-service catering for special events and everyday catering for meetings and small groups. Pagliacci Pizza and UW Dining's Café To Go program offer additional catering services.

> ACCESSIBILITY

WHO CAN I TALK TO ABOUT DISABILITY SERVICES ON CAMPUS?

The Disability Services Office provides resources for individuals with disabilities including advice, equipment and other accommodations. They may be reached by email at dso@uw.edu or by phone at 206-543-6450. More information is available on the Disability Services Office website.

ARE ADA ROOMS AVAILABLE ON CAMPUS?

ADA-accessible rooms are available. Please contact the Conference Services Office if you require an ADA-accessible room or other disability accommodations.

ARE THERE ADA-APPROVED ROUTES THROUGH CAMPUS?

Yes! UW Facilities offers an ADA Access Guide as well as a printable Campus Mobility Route Map.

CAN I BRING MY ANIMAL TO CAMPUS?

Service animals are welcome to accompany you everywhere on campus and in the residence halls.

If you are bringing a service animal, please notify the Conference Services Office and contact the Disability Services Office for approval. They may be reached by email at dso@uw.edu or by phone at 206-543-6450.

> GUEST HOUSING

WHAT IS THE GUEST HOUSING PROGRAM?

The Guest Housing program provides on-campus accommodations for visiting students, faculty, staff members and alumni including those pursuing research, internships and educational opportunities in the greater Seattle area. Unlike a conference, the guests arrange their housing directly with Conference Services, and their housing package does not include dining services.

HOW DO I KNOW IF I'M ELIGIBLE FOR THE GUEST HOUSING PROGRAM?

Guests eligible for housing are visiting students and personnel 18 years of age or older. Visiting students must present current college/university identification at check-in. Nonstudents must be sponsored by a UW affiliate (i.e., UW department, UW Alumni Association, UW faculty/staff member) to be eligible for this program. Sponsorship is mandatory and must be submitted to, and confirmed by, the Conference Services Office prior to guest check-in.

WHO CAN I CONTACT WITH QUESTIONS ABOUT GUEST HOUSING?

Please submit the Guest Housing request for proposal located on the Conference Services website. A Conference Services staff member will contact you shortly with detailed information based on the information you provided in your request.

HOW DO I PAY FOR HOUSING? IS A MINIMUM DEPOSIT REQUIRED?

A prepayment of \$100.00 must be submitted at the time the reservation form is submitted. Any remaining balance is due at check-in. Payments must be made in U.S. dollars by Visa, MasterCard or check. Unpaid account balances or additional fees will be processed after checkout.

HOW DO I CANCEL MY RESERVATION?

Contact the Conference Services Office at 206-543-7636 or hfsconf@uw.edu. All refund requests will incur a \$20.00 refund processing fee. Guests who cancel their reservation with the Conference Services Office seven calendar days or more prior to their scheduled arrival date will receive a full refund (less the refund processing fee). Guests who cancel less than seven calendar days prior to their arrival date forfeit the entire reservation deposit. If the Conference Services Office receives no advance cancellation and a guest does not show, no refund will be made, and the guest will forfeit the entire deposit or prepayment.

> CONFERENCE HOUSING

WHAT IS CONFERENCE HOUSING?

From September until early June, the UW provides academic year housing to students. During the summer, most student housing is vacant, so HFS opens its doors to summer conferences. Conference Services works directly with each conference to provide housing, meeting space, dining, catering and other conference-related services. The UW hosts conferences of all sizes including academic and professional conferences, youth conferences and camps, college-age programs, as well as one-day meetings. We act as your partner, providing UW facilities and services that will make your event a success.

WHO CAN I CONTACT WITH QUESTIONS ABOUT CONFERENCE HOUSING?

Please submit the summer conference or camp initial inquiry on the Conference Services website. A Conference Services staff member will contact you shortly with detailed information based on the information you provided in your inquiry.

CAN I CHOOSE WHERE MY PROGRAM STAYS ON CAMPUS?

Yes, you may choose between North Campus and West Campus.

North Campus offers rooms in both our newly constructed residence halls and our legacy residence halls (built in the traditional, communal style). Guests can select double- or single-occupancy rooms, and share either communal or private in-suite bathrooms. All rooms are furnished with twin-size beds, desks, bedding, towels, a small fan, soap and drinking cups.

West Campus offers newly-constructed residence halls. Guests can select double- or single occupancy rooms with private, in-suite bathrooms. All rooms are furnished with twin-size beds, desks, nightstands, dressers, bedding, towels, soap, toilet paper and drinking cups. Additionally, West Campus guests are welcome to use the Area 01 games center, complete with air hockey, billiards, board games and video games. Guests 18 years of age and older may also use our West Campus gym, Fitness Center West.

DO GUESTS STAY IN THEIR OWN SINGLE ROOMS OR WITH ROOMMATES?

Guests may stay in either single or double rooms depending on the needs of your Conference. When requesting double-occupancy rooms, the Conference organizer may choose to assign roommates.

DO CONFERENCE GUESTS RECEIVE HOUSEKEEPING SERVICE?

Yes! Our standard housekeeping service provides each room with bed linen, pillows, towels, soap and drinking cups. Housekeeping staff exchange towels, empty wastebaskets, and clean bathrooms and common spaces on a daily basis. Bed linen is exchanged weekly.

ARE MEAL PLANS A MANDATORY PART OF CONFERENCE PACKAGES?

Our goal when connecting you to UW services is to make your stay as comfortable and successful as possible. In service of this goal, we require meal plans as part of all Conference packages. The nature of these meal plans can vary, so please contact the Conference Services Office.

ARE PEOPLE UNDER 18 ABLE TO STAY ON CAMPUS?

Yes, children and youth may stay on campus as part of a youth conference or as part of the Guest Housing program when accompanied by an adult parent or guardian. Please visit the Conference Services website to review our youth conference policies. Note that residence hall facilities are constructed for adult college students and are not childproof.

WHAT APPROVAL DO I NEED TO STAY ON CAMPUS?

You will need a signed contract with Conference Services and an approved Use of University Facilities (UUF) request form. The UUF is submitted through the Office of Special Programs website. Please note that the UUF will require you to list the name of your campus sponsor. This sponsor is a UW faculty or staff member who can vouch for your Conference and confirm that your mission and that of the UW align with one another. It is the responsibility of the applicant to contact a UW Seattle-campus department or administrative unit to discuss and obtain event/UUF sponsorship.

HOW DO I RESERVE HOUSING?

Conferences may reserve housing two different ways. The first way is to submit a Name List of all prospective Conference guests to the Conference Services Office. Under this method, the Conference will manage guest information and make one or more payments on behalf of all guests. The second way to reserve housing is for Conference Services to create an online reservation form using Iris Registration. Under this method, each guest will access the site on their own, enter their personal and payment information, and then make a payment.

To begin the agreement-drafting process, Conference organizers should submit the summer conference or camp initial inquiry on the Conference Services website. A Conference Coordinator will contact you shortly with detailed information based on the information you've specified in your request.

HOW CAN I PAY FOR MY CONFERENCE?

Visa, MasterCard, checks and UW budget numbers are all acceptable forms of payment.

ONE OR MORE OF MY GUESTS NEEDS TO CANCEL. HOW CAN I DO THIS?

We have two cancellation policies (depending on how the Conference organizes housing reservations) and a substitution policy:

Name List Cancellation Policy

Guest cancellations on or before the deadline date will not be charged. For cancellations after the deadline but before the scheduled check-in date, the Conference will be charged ten percent of the package or one day of room and board, whichever is greater, per guest.

Reservation Form Cancellation Policy

Guest cancellations on or before the deadline date will receive a full refund less the Housing Reservation Fee. Guests who cancel after the deadline but before the scheduled check-in date forfeit the Housing Reservation Fee and the Late Reservation Fee (if applicable) plus ten percent of the package rate or one day of room and board, whichever is greater.

Substitutions

If a Conference using the Name List structure learns a guest cannot attend the Conference, they may cancel that reservation and substitute someone of the same gender up until the date of check-in. A substitution of a different gender may take the place of a canceled guest through the day of check-in only if comparable accommodations are available in the Conference's block of rooms. All substitution requests must be submitted directly to the Conference Services Office and approved in writing to ensure guests have been placed in a room and the billing is accurate.

Conference Services | University of Washington

HFS Central Office, Terry Hall, Box 355603, Seattle, WA 98105

Phone 206-543-7636 | Fax 206-897-1620

Email hfsconf@uw.edu | www.hfs.uw.edu/Conference-Services

HOUSING & FOOD SERVICES

UNIVERSITY of WASHINGTON

Division of Student Life