



(Revised and Approved 10/09)

NC STATE

**NORTH CAROLINA STATE UNIVERSITY
UNIVERSITY HOUSING**

CONFERENCE SERVICES TERMS AND CONDITIONS

Please read this entire document carefully.

It contains the terms of the Conference Services Contract.

INTRODUCTION

The goal of the University Housing's Conference Services program at NC State is to provide comfortable, affordable accommodations for a wide variety of group and individual needs. A selection of services, activities, programs, and facilities are conveniently available on campus and in the surrounding community. Please use the following websites as additional resources:

Conference Services

<http://www.ncsu.edu/housing/conferences/>

University Housing

<http://www.ncsu.edu/housing/index.php>

Conference Services will assist with coordinating various services such as parking, dining, meeting spaces, communication services, etc. Our process includes initial indication of interest, followed by a detailed contract. We provide a planning worksheet for group sponsors to use throughout the process. Both a representative from the group and a University agent signs the contract itself. Some additional services require an addendum to the contract to be processed as well.

ELIGIBILITY

Groups of any size and individuals whose programs conduct educational activities consistent with the University's mission may utilize our services. Conference Services and NC State University reserves the right to decline services to any request prior to the contracting process. There may be times when Conference Services will request references from previous institutions and/or locations of your events.

PAYMENTS

Payment of your final bill can be made using one of the following methods: in the form of a check drawn within the United States (with routing number on check), money order, credit card (MasterCard or Visa), or Inter-Departmental Transfer of funds within 30 days of receiving a billing statement. Once payment exceeds 30 days, a statutory interest (a variable rate mandated by North Carolina General Statute 147-86.23) and a late charge of up to 10% will be assessed for overdue accounts receivable. A \$30.00 charge will be assessed for a returned check. The group will be billed after the conference for their housing accommodations, any contracted services and any damages to the facilities incurred by their group.

HOUSING RELATED

RATES

	No Linen	Basic	Full	Deluxe
Single Room	\$29.00	\$31.00	\$33.50	\$36.00
Double Room	\$18.50	\$21.00	\$23.00	\$25.50

RATES for Wolf Village Apartment Complex ONLY

	No Linen	Basic	Full	Deluxe
Single Room	\$31.00	\$33.00	\$35.50	\$38.00

***All rooms in our Wolf Village apartments are singles. There are four individual bedrooms in one apartment.

Basic Option – 1 linen pack (2 flat sheets, 2 towels, and 1 washcloth) per person

Full Option – 1 blanket and pillow with pillowcase in addition to the Basic Option

Deluxe Option – Various personal amenities (soap, shampoo, lotion) in addition to the Full Option

ASSIGNMENT OF GROUPS

The contracting process will begin in late November for the following summer. Requests will be taken throughout the year. Given demand and summer projects, building assignments may be confirmed in late January. University Housing reserves the right to change assignments given need and demand of the conference program. When a specific number of spaces is requested, University Housing (hereafter referred to as Housing) will be prepared to house a number of participants 10% greater than the original request. However, sponsors must understand that space may not be available for additional participants beyond this number.

Requests for particular locations are honored whenever possible. Sponsors must understand that submitting a request does not guarantee that the request will be granted in full. University Housing reserves the right to modify any request to the extent that it deems necessary for the proper management of the conference program.

Sponsors may not make any commitments regarding housing to any of their program participants, nor distribute any information regarding rates, services, or procedures, without the prior written approval of Conference Services. University Housing is not bound to uphold any inaccurate information that is distributed without approval.

Housing will arrange all details pertinent to housing conference guests. Sponsors will be required to fulfill other commitments to facilitate the reservation process, such as providing a guaranteed minimum number of individuals to be housed at least two weeks prior to arrival, assigning participants to the rooms provided, and/or completing participant rosters in advance.

A signed contract must be on file with Conference Services prior to the group arriving on campus.

OCCUPANCY

Rooms are to be occupied only by the person(s) properly assigned by Conference Services. Room assignments are not transferable. Unauthorized overnight guests and subletting are not permitted. **Occupancy continues and a daily charge is due for each night an individual is in possession of a University room key.** Additional space for storage or other purposes may be arranged through Housing at an additional cost and based on availability.

CANCELLATIONS

A group may cancel the request for housing if done in writing 30 days or more prior to check-in date. There will be no charge for such cancellations. If a group cancels less than 30 days prior to check-in, we reserve the right to bill for 10%

of the contracted request for housing space along with any other related service charges incurred for rentals or reservations.

FORCE MAJEURE: If the PROPERTY is rendered unsuitable for the conduct of the USER'S activity by reason of force majeure, the UNIVERSITY and the USER are released from their obligations under this contract. Force majeure shall mean fire, earthquake, hurricane, flood, other acts of nature, strikes, work stoppages or other labor disturbances, riots or civil commotions, war or other act of any foreign nation, power of government, governmental agency or authority, or any other cause like or unlike any cause mentioned which is beyond the control of the UNIVERSITY. See section 7.2 of the contract.

ROOM CHANGES

Room changes are only permitted upon written authorization from Conference Services. Unauthorized room changes will require that the persons involved vacate the occupied room and move back to the original assignment.

FACILITIES AND FURNISHINGS

Four types of accommodations are offered in NC State housing facilities. All NC State housing facilities are air-conditioned and sprinklered.

- In traditional corridor-style residence halls, rooms open onto a common interior hallway. Restroom and shower facilities are shared with other guests on the floor. (Tucker, Owen, Turlington, Alexander, Becton, Bagwell, Berry, Syme, Gold, and Welch Halls)
- In suite-style halls, 8 to 14 guests share suite and bathroom facilities. Sullivan Hall, Bragaw Hall, Lee Hall, and Wood Hall open onto exterior corridors. Bowen Hall, Metcalf Hall, and Carroll Hall suites open onto interior corridors. Wood Hall also offers individual suite lounges.
- North Hall and Avent Ferry Complex are motel style buildings, offering double occupancy rooms with a private bath opening onto exterior corridors.
- Wolf Village is a four person apartment with two full bathrooms, a full kitchen, living room, ample storage, and a washer/dryer unit.

Most of the halls have lounges, kitchenettes, and recreation areas. Vending machines, along with coin-operated laundry machines are also available in each hall. Room furnishings include 2 closets, 2 dressers, 2 desks, 2 twin beds and 2 chairs. Maid service is not available, however, common area cleaning is provided on a daily basis, Monday through Friday. Guests and/or sponsors must remove all trash from the building to appropriate receptacles.

Some of our buildings are not fully handicap accessible. If this is an issue for a participant or group, we will need to know during the contract meeting to make appropriate building assignments. This will require that your entire group be housed in a location that will accommodate all of your participants. It will be the responsibility of the conference group/sponsor to let us know of any special accommodations that may be needed for their group. If notification regarding an accessibility concern is made after the contract signing, we cannot guarantee that handicap accessible rooms will be located in the same building as the rest of the participants.

For more detailed information about each building please visit the following website:

<http://www.ncsu.edu/housing/halls/>

ROOM CONDITION AND DAMAGE CHARGES

Prior to a group's arrival, Conference Services staff will complete a room condition report documenting the condition of the room and furnishings. A sponsor can request a copy of the report for the locations assigned to the conference at registration. Sponsors have 24 hours to report any discrepancies between the provided information and the actual condition of the room. The sponsor is held responsible for any changes in the condition of the rooms assigned to the conference and their furnishings, including linen. Damages refer to those things outside of normal use and depreciation.

If damages do occur, it is the sponsor's responsibility to pay the charges and collect the amount from the responsible individual(s). The damage amount, including labor, will be reflected in the group's final bill.

Individuals must officially check out with a Conference Services staff member when vacating a room and return their keys to the appropriate staff members.

Charges due to loss or damages will be assessed through University Housing and must be paid promptly. Groups with outstanding debts are not eligible for use of University facilities. Charges for loss of or damage to equipment or defacement in any common area (such as lounges, game rooms, hallways, and bathrooms), in addition to damages to individual rooms, will be charged to the conference group. Damages are determined by comparing prior and post-group room and common area conditions. Charges are determined by the University's Facilities Operations unit or Housing Facilities personnel, as appropriate, and reflect the labor and material costs to make the necessary repairs. This also includes housekeeping related concerns.

ROOM KEYS

If a participant loses a room key and/or suite key, a temporary key can be obtained from Housing at the service desk. Due to security precautions, if the original key is not returned, the appropriate locks will be changed and new keys issued. Housing will bill the group up to \$110.00 for each key lock change. Keys may not be duplicated.

POLICY ENFORCEMENT

Individuals and group sponsors are reminded that use of a residence hall/apartment rooms is strictly conditioned on compliance with the requirements set forth herein, all policies of the University, and all University Housing regulations. NC State and University Housing reserve the legal authority to terminate this use at any time if a conference participant does not abide by University Housing and University policies. Conference participants must comply with all local, State and Federal laws. In addition to the policies described previously, the following are also enforced:

1. Occupants of University Housing are expected to conduct themselves in a manner which is consistent with the rights and needs of other individuals on campus. For example, conference participants who are assigned to a particular residence hall may not congregate in or around other residence halls. Group sponsors are charged with the responsibility of supervising their participants in such a fashion that the safety, security, or privacy of other residence hall occupants is not disturbed.
2. Group sponsors must provide Conference Services with the names of adult supervisors (no more than 25 conference participants per supervisor) who will live in close proximity to their group. Supervisors must remain in the building where the group is assigned and be available to Housing staff during hours the group is physically present in the residence hall.
3. The following activities are of primary concern. Conference participants involved in such activities will be subject to removal from the residence halls:
 - a. Throwing objects out of/at windows or off balconies;
 - b. Use or possession of fireworks, explosives, flammable materials, firearms, weapons or other objects which are potentially harmful to the physical welfare of other participants;
 - c. Removing, damaging, or in any way tampering with fire safety equipment or triggering false fire alarms;
 - d. Misusing or vandalizing elevators, elevator equipment, or elevator locks;
 - e. Deliberate or malicious vandalism or theft of University furnishings and/or equipment;
 - f. Actions which are directly detrimental to the physical safety or health of other guests.
4. Conference participants will be subject to prompt removal by University Housing for acts that are contrary to the interests of the a residential community. Examples include, but are not limited to: crimes of violence; possession, distribution, or sale of controlled substances and/or illegal drugs as defined by Chapter 90 of the North Carolina General Statutes; other acts which violate Federal, State, or local law; or acts which could threaten the safety or well-being of other members of the University community
5. The following are not allowed in the residence halls:

- a. Pets, of any kind;
 - b. Air-conditioners, washing machines, freezers and other equipment requiring more than 120 volt electricity;
 - c. Refrigerators with inner dimensions larger than four cubic feet;
 - d. Appliances exceeding 1800 watts or 15 amps;
 - e. Hot plates, deep-fat fryers, open flames, or open coil appliances;
 - f. Torchiere-style halogen lamps;
 - g. Candles of any kind.
6. Only individuals of legal age (as permitted by State law) may possess and /or consume alcoholic beverages in the University Housing facilities. No alcohol is permitted in any common areas (lounges, hallways, suite hallways, breezeways, etc.). Even if participants are of legal age, Housing requires advance notice if alcohol is going to be consumed. Housing reserves the right to deny any request. At no time are underage participants permitted to be in the presence of alcohol. Please use the following website as an additional resource for University and Housing policies: http://www.ncsu.edu/policies/campus_environ/health_safety_welfare/POL04.20.2.php
7. Individuals may have guests in his/her room under the following conditions:
- a. The individual assumes responsibility for the behavior of his/her guest(s) and;
 - b. The presence of the guest(s) does not result in an unreasonable inconvenience or annoyance to other conference participants or campus residents.

The sponsor may establish a separate, more restrictive visitation policy if he/she deems it necessary. This item is not applicable to assigned married couples, or all adult groups.

8. Smoking is prohibited in all NC State university buildings and residential facilities. Smoking is also prohibited within 25 feet of any university building. This includes all common areas, such as patios, breezeways, elevators, laundry rooms, and floor and building lounges.
9. Disruptions and disturbances that prevent other guests from enjoying a peaceful environment in the University Housing facilities are not permitted.
10. The University reserves the right to enter rooms and other areas of the residence halls for the purposes of repair, maintenance or safety inspections.
11. Door-to-door solicitation or use of the University Housing facilities for profit-making activities for individuals or groups is prohibited. Non-commercial solicitation and University group commercial solicitation must be approved by University Housing. See <http://www.ncsu.edu/policies/finance/facilities/REG07.25.12.php> for rules on solicitation.
12. University Housing prohibits propping open any door (including suite doors) or using any mechanical device to hold open an exterior access door.
13. University Housing reserves the right to waive or establish policies and procedures it deems necessary for the proper management of its housing programs. Please use the following website as an additional resource for University and Housing policies: <http://www.ncsu.edu/housing/policies/index.php>.

MAIL

U.S. and campus mail will **not** be delivered to the University Housing facilities. Please notify conference participants that if they would like to receive mail, it must be addressed to the sponsor's departmental office or the University Housing office in special situations. Arrangements must be made in advance with approval of Conference Services.

STAFF

Students serve as conference staff and live in University Housing facilities where conferences are housed. The primary role of the conference staff is to serve as a presence in the building and to provide information and answer questions about campus, housing, Raleigh and the surrounding area. Staff members are selected on the basis of their abilities as role models, resource persons, and reliable administrators and are responsible for the administrative duties of the entire

housing unit. They interpret and enforce University policies in an effort to promote an environment conducive to the safety, security, and privacy of University guests.

DESK SERVICES

Conference staff will also be available on site in each housing facility. Approximately from 8:00 a.m. until 11:00 p.m. staff members will be located at the service desk in the building. Participants can stop by or phone in concerns to the desk and receive help. Staff will promptly report all maintenance and housekeeping requests from conference participants and work to ensure that the facilities are running smoothly and efficiently. During the night, staff members will be on call in their room. Phone numbers will be posted for participants to contact in case of emergency or any other need. Times are subject to change.

LINEN SERVICE

Linen service can be provided as part of your room rate. Linen packets include 2 sheets, 2 towels, and a washcloth. These packets will either be made available at the time of check-in from a central location or placed in the room on the bed prior to a guest's arrival. The full linen package also includes a blanket, a pillowcase, and a pillow. With the deluxe package, various amenities will also be placed in the room.

A linen exchange is possible, but must be requested during the contracting process and be coordinated in advance. This is only available for guests with a continuous stay longer than five days.

OTHER CHARGES

TELECOMMUNICATION SERVICES

Telephone service is not available in the residence halls. A phone is available at each area desk for local outgoing calls only.

Cable TV service is available at a cost of \$2.50 per day per room and is comparable to the "Premium" Time Warner Cable TV package. However, televisions are not provided in rooms.

RESNET/INTERNET

Guest internet computer access is available and must be coordinated in advance. The cost of this service is \$5.00 per person per day. Usage agreements are required and must be submitted prior to the distribution of ID's and passwords. A unique ID and password will be assigned to each person that has submitted a user agreement. Individuals must provide their own computer and Ethernet cord.

DINING SERVICES

University Dining offers a variety of services for conference groups. During the summer, University Dining has facilities that provide hot meals, fast food, and convenience store pickup items. Facilities are open Monday through Friday. Weekend service will be available based on the number of conference participants. If the dining facilities are closed, alternative meals can be arranged. Catering services are also available. Conference participants may eat together as a group or be allowed the flexibility to eat their meals individually. University Dining has a Registered Dietitian on staff to assist with nutritional planning for special needs of conference groups. All dining costs will be based on the actual charges incurred or the guaranteed number, whichever is greater. There will also be a 6% service charge added to your final dining amount. Upon receipt of your guaranteed numbers two weeks prior to your event, Conference Services will send confirmation of your dining location(s) and meal times based on campus needs, staffing, and the day of the week. The location(s) may not be adjacent to your housing location, but will be within a reasonable walking distance on campus.

There are several ways that conference groups may use the dining services at NC State:

Cash – Anyone may use the dining hall, any convenience store, or fast food facility and pay at the register for each meal or item. However, for easier service, University Dining prefers guests purchase meal options in advance rather than conduct cash transactions.

Cash Point Service – Each conference participant is given a Conference Card that allows them access to an assigned dining hall for the meals selected by the sponsor. The cash amount equal to the price of the selected meals will be put on the Conference Card. Meal costs are \$5.50 for breakfast, \$7.00 for lunch or brunch, and \$7.50 for dinner. Each time the individual visits a dining location, the purchase amount is deducted from the account at the cash register. All dining costs will be based on the actual amount used on the cards or the guaranteed number, whichever is greater, plus 6%.

Catering Services - If a group would like to have a special banquet or reception, a variety of menus and services is offered through University Catering. All catering costs will reflect the pre-arranged minimum number guarantee as referenced in section 6.0 of the Conference Services Contract. You will be contacted by a representative from Catering Services to discuss the menu for your event. A rate quote will be provided when logistics are finalized and will be based on their current rate information at the time of event. Catering is coordinated at cost plus 6%. Visit <http://www.ncsucatering.com/uc/index.html> for the current catering guide.

PARKING

Participants who plan to bring vehicles on campus must display a parking permit. Permits are available through Conference Services for \$2.50 per day (excluding weekends). Parking locations will be assigned by the Department of Transportation. The location(s) may not be adjacent to your housing location, but will be within a reasonable walking distance on campus. Parking may require the use of one of our parking decks. There are numerous variables that will dictate assigned locations. Every effort will be made to consider all aspects of your event and its impact on the campus community.

Parking permits must be displayed on all vehicles except when parked at coin activated parking meters. This policy applies to conference sponsors, staff, and participants. Visitor permits are not valid for conference use. Conference permits are valid only in the designated parking zones on the face of the permit. Participants are encouraged to read the entire permit carefully to avoid parking citations.

Arrangements for special parking needs, such as handicap parking, service vehicles, loading/unloading, etc. should be made prior to the conference to insure requested permits are available upon arrival. Conference Services will also need to know two weeks in advance if your group will have a scheduled drop off and/or pick up of participants. The location for this will also be assigned by the Department of Transportation.

University Housing and Conference Services are not responsible for parking violations, citations, or fines accrued by conference participants. Questions regarding such occurrences must be handled directly with the NC State University Department of Transportation.

RECREATIONAL FACILITIES

If your group is interested in utilizing the recreation facilities operated by Carmichael Gymnasium, they may do so for a nominal charge. Carmichael Gymnasium offers a wide variety of facilities including basketball courts, volleyball courts, weight rooms, an indoor track and a swimming pool. Equipment check-out is included in the charge for adults. For youth groups, designated adult or group sponsors can check out equipment. Youth participants must be accompanied by a counselor/supervisor when utilizing both indoor and outdoor recreational facilities. There is a separate designated card for “youth” and “adult” participants. These cards must be carried at all times while using any recreational facilities. ALL participants are held accountable for policies related to our recreation facilities. We encourage you to make sure you are familiar with these policies and procedures. More information is available online. http://www.ncsu.edu/carmichael/students/guest_passes.php

GROUP GYM SPACE ACCESS

Access to group gym space may be scheduled for exclusive use based on availability. This space is not able to be secured and we are not responsible for loss of or damage to any personal property. Conference Services will request space on behalf of your group. Carmichael Gymnasium makes all final decisions on space requests and assignments. There are a variety of spaces (e.g. basketball courts, racquetball courts, etc.) available in the gym and the facility staff will assign space/use based on need, classes, and other requests.

ADDITIONAL SERVICES

A rate quote for additional service requests will be finalized upon confirmation with the specific office or department. The quote will be based on their current rate information including room set-up, equipment, staffing, building hours, and a 6% service charge.

MEETING ROOMS

Lounges accommodating up to 25 participants are available within most residence halls. If more formal meeting spaces are needed, requests can be made for space in the other university buildings or academic classrooms. There may be a charge assessed to use some common spaces depending on demand and location.

COMPUTER LAB SPACE

Computer lab space may be scheduled for exclusive use based on availability. There will be an additional charge of \$5.00 per login ID per day for online access. The cost for exclusive use is \$40.00 for a half day (up to four hours) rental. If you are requesting University ID's, each individual assigned will need to sign an NC State User Agreement Form prior to the IDs and passwords being issued.

OUTDOOR SPACE

Outdoor recreational facilities owned by University Housing may be reserved and used by conference participants staying on campus. Charges may apply. There are additional outdoor spaces available on campus that can be reserved and require a permit to do so. Space is not able to be secured and University Housing is not responsible for loss of, or damage to, any personal property.

GENERAL INFORMATION

EMERGENCIES

In the event of an emergency (police, fire, and EMS), please call Campus Police at 919-515-3000. If someone is not feeling well, our Student Health Services is available. Their guidelines for treating visitors can be found at http://www.ncsu.edu/student_health/index.html. If you use Student Health Services, payment is required when the service is rendered. The cost varies based on the service. Student Health Services will often require the participant to provide medical information and possibly a release form. If the individual is a minor, an adult from the group will need to accompany the person to the Health Center. There are also local hospitals and urgent care facilities available. Make sure to notify your staff in the event of any emergency. During the summer sessions, Student Health Services hours are 8:00 a.m. to 5:00 p.m. Monday through Friday and closed Saturday and Sunday. For urgent care, the guest should arrive at Student Health Services by 4:00 p.m. to assure adequate time to be treated before the close of business. After 4:00 p.m., the guest will need to go to a local emergency room or an urgent care center.

NOTICE OF RISK

Group sponsors must notify all participants of potential risks that may exist with Conference Housing and the group's activity at NC State. This notice must also be given to the parents/guardians of participants who are minors. It should

be in writing. Group sponsors are responsible for identifying particular risks associated with their group activities. With respect to general risks, participants should be cautioned (i) not to go out alone or with strangers, (ii) to always keep possession of their keys, identification, and valuables (or keep them safely locked up), (iii) not to drink alcohol, take unlawful drugs, or abuse any medicated substance (prescribed or otherwise), and (iv) to comply with group guidelines, university policies, and laws. Group sponsors should provide participants with the emergency phone number of Campus Police (919-515-3000) and the campus safety information available at: http://www.ncsu.edu/ncsu/public_safety/campussafety.html. An officer from Campus Police is also available to speak to your group upon arrival.

If a risk develops within a group upon arrival to campus (such as severe illness of one or more group members, intense conflict within the group or with another group, safety or security hazard, etc), group sponsors must notify Conference Services staff immediately. Due to the nature of residential housing and the potential impact on Housing staff members and other conference groups, it is imperative that information be communicated in a timely, appropriate manner to Conference Services staff.

In the event of a conflict in information between this document and the Conference Services contract, the contract shall take precedence.

LIABILITY, INSURANCE AND IDEMNIFICATION

The following information is stated in the contract.

“The **UNIVERSITY** shall have no responsibility for the safety and/or security of any person participating in the use of the property by **GROUP** except as may arise from the negligence of the **UNIVERSITY**. **GROUP** expressly agrees to indemnify and hold harmless **UNIVERSITY**, its officers, employees, students and agents, from all cost, loss and expense arising out of any liability or claim of liability for injury or damage to persons resulting directly or indirectly from their participation in **GROUP’S** use of the property, regardless of whether such use was authorized or not, and regardless of whether the liability or claim of liability arises out of the act or omission of **GROUP**.

In the sole discretion of the **UNIVERSITY**, at all times during the use of the property, **GROUP** may be required to have a policy of comprehensive liability insurance, including public liability, bodily injury, and property damage, written by a company licensed to do business in the state of North Carolina, covering the use contemplated by this agreement with combined single limits of no less than \$1,000,000 per occurrence and \$3,000,000 aggregate. The **GROUP** shall name the **UNIVERSITY**, including its trustees, officers, agents and employees as Additional Insureds for the said purpose and use of this agreement. **GROUP** agrees that the insurance will be primary coverage and will contain no terms allowing the insurer to be subrogated to the rights of any injured or damaged person or entity insofar as said person or entity may have claims against **UNIVERSITY**. The **GROUP** shall also maintain Worker’s Compensation insurance to meet the requirements of the Workers Compensation laws of North Carolina where applicable. Certificates of Insurance evidencing such insurance coverage shall be provided to the **UNIVERSITY**. If **GROUP** is a department, division, or other unit of **UNIVERSITY**, the above and all requirements included within it are null and do not become part of the agreement between the parties. If **GROUP** is a state or federal government agency, indemnification is not required where prohibited by law”.

Revised and approved 10/09