

This document will help you with your conference planning. Read carefully through these policies and procedures and contact your Conference Coordinator for clarification of any items.

Any exceptions to the following policies must be approved in writing by your Conference Coordinator.

1. APPLICATION AND DEPOSIT:

Both the application and deposit must be received in order for us to hold space for your conference. The deposit is ten dollars (\$10) per person or one thousand (\$1,000) dollars, **whichever is greater**, and will be credited on your final invoice. The deposit is refunded only if we cannot accommodate your group. Also, we require that you return a previous year program schedule and/or publicity information.

(Please make checks payable to “UC Regents”)

2. RATES:

Most rates are room and board and include 3 meals per day, taken in a shared dining hall, starting with dinner on check in day and ending with lunch on check out day. Rates are based on a minimum of 3 nights stay and 30 participants. Conferences with less than these minimums will incur a surcharge of \$5 for each shortfall, to a maximum of \$10 per participant, per night. Rates vary depending on level of custodial and linen service. The standard apartment rate includes beds made upon arrival with bed and bath linens provided and changed weekly. Most youth rates in residence halls do not include linen. Periodic custodial service to common areas is included in both rates.

3. INSURANCE:

All groups staying on campus must provide Conference Services with a Certificate of Liability Insurance and must name “The Regents of the University of California, its officers, agents and employees” as certificate holder and additional insured. Insurance companies providing conference coverage must have at least an “A-” rating. Policy “begin” and “end” dates must include early arrivals and late departures, and include all staff and commuters. Liability insurance forms must be returned no later than 30 days prior to the start of conference.

4. CONFERENCE AGREEMENT PACKET:

Before a Conference Agreement is written to secure your facilities reservation, your Conference Coordinator will contact you to verify your participant numbers. The signed Conference Agreement must be returned within 30 days of receipt or your facilities reservation will be cancelled. Your Conference Agreement will indicate the number of participants in your program and the length of stay on campus. You will be financially responsible for 85% of the number of the participants for the full program dates, whether or not participants stay for the entire program. Recreation fees (if applicable) will also be included in your Agreement and the same 85% guarantee will apply.

You will also receive the following with your Conference Agreement:

- Conference Information Form (includes check in and signage information)
- Addendum(s) (if applicable)
- ADA information
- Insurance information
- Dining information

5. DETAILS PACKET:

Upon receipt of the signed Conference Agreement you will be sent selected forms which must be returned to our office by **May 15**. If you are unable to meet these due dates we cannot guarantee our ability to provide the services requested. Not all conferences will receive all forms. Charges for these services will be added to your final invoice.

Additional Services Request Form – Includes sections for group transportation such as shuttles, request for alcohol permits and copy center services authorization.

Housing and Meeting Room Key Request Form – Includes request for youth entry key information, master key and meeting room key authorization.

Data Line/Long Distance Phone Request Form – This form is needed if you are planning to set up an office on campus.

Catering Request Form – University Center Catering will contact you directly to discuss and finalize your menus.

Commuter Meal Form – Commuters are non-housed conference participants. Indicate the number of meals/days for commuter participants. Commuter meal tickets will be distributed to your designated staff and are **not** refundable and are billed to the group on the final invoice.

Media Equipment Request Form – Indicate your tentative media needs on this form and a representative of campus Media Services will contact you.

Meeting Room Request Form – Update and confirm your meeting room requirements on this form.

6. HOUSING PACKET:

Housing Assignment Worksheets and Instructions –

Approximately one month before your conference, we will email your housing spreadsheets, floor plans and detailed instructions for placing your participants in housing. **You will be responsible for assigning your participants to their housing.** Completed room assignments must be received in our office two weeks before your conference begins. Late and excessive room change charges will apply.

7. PACK OUT MEALS:

Pack Out Meal Form –

If your group plans to be off campus for any meal, a pack out (dining hall replacement meal) can be arranged with 14 days notice. Less than 14 day notice may not be accommodated. The group is responsible for picking up the pack outs at the dining hall and returning the loaned equipment. Extra recycling and trash fees will be added to your invoice for pack outs consumed on campus.

8. PREPAYMENTS:

All groups must pay a prepayment of 100% of the estimated room and board costs as itemized in the Conference Agreement and is required fourteen (14) days prior to the start date of your conference. Other conference costs may be included in this estimate. Some groups will be required to pay contracted recreational facilities use fees and an additional \$10 per person security/damage deposit as part of the prepayment. This amount will be indicated on your Conference Agreement and is due with your prepayment.

9. FINAL INVOICE:

A final conference invoice will be sent to you in the fall and includes invoices from various vendors and campus service providers that worked with your group. This process can take time since campus departments generally only produce invoices once a month. If you have questions regarding any charges, please contact Conference Services within fifteen (15) days of the date of your invoice. Otherwise, the invoice is due as presented, and payment must be received within forty-five (45) days of the invoice date. Checks should be made out to: **UC Regents.**

GENERAL INFORMATION

Alcohol Permits and Policies

Any event on campus where alcohol is served is limited to your conference participants and invited guests aged 21 years and older and must have an approved permit on file. Permits are issued for specific locations and timeframes. Alcohol can not be sold on campus. All events serving alcohol must also have other food and beverages provided. Please use the form you will receive in your Details Packet to request permits for individual events. Please read the rules printed on your approved permits and make sure the dates, times and locations are correct. Alcohol used by conference participants within assigned housing space does not require a permit.

Animals on Campus

Animals are not permitted on campus during the summer quarter. Exceptions may be granted for animals that assist people with disabilities. Any animal exempted under this policy must be issued a permit and registered with the campus Animal Control Officer. A copy of this permit must be provided to Conference Services prior to arrival.

Check-in Procedures

Your Conference Coordinator will provide you with check-in and check-out information and a map to your Conference Office and registration area. Please distribute this information to your group. Most of our on-campus offices are open until 8:00pm and **are not open 24 hours**. Participants who arrive after the scheduled check-in time can register at the assigned campus Conference Office until close. Late arriving guests must request the entry kiosk attendant to phone the Community Safety Officer (CSO) who will meet them at their designated college and unlock their room. Late arriving guests will need to go to the Conference Office at 7:00am the following morning to register, receive room keys and a parking permit.

During check in, each participant will be issued keys and/or access cards, a meal card or wristband, and a parking permit if needed. Keys to meeting rooms and/or master residence hall keys may be issued to an authorized representative of the conference on a limited basis and are subject to significant charges if not returned prior to departure. You must inform your Conference Coordinator of any participants who have canceled by the end of registration on arrival day.

Check-out Procedures

Check-out time is 1:00 p.m. unless other arrangements have been made in advance with your Conference Coordinator. Participants must return their individual keys and meal cards in the original envelope and sign the check-out roster. A key sorting fee will apply if keys are not returned to our office in an organized manner. Do not leave keys in rooms unless directed to do so.

Residences must be left clean as well. Trash must be taken out to dumpsters as removal of excessive trash left in buildings will be billed to the group in the final invoice. Advise your group to check their room upon departure for personal belongings and make sure that all windows are closed and doors locked.

Children on Campus

Please advise your Conference Coordinator if you anticipate having children housed with your group. There are no childcare facilities available on campus during the summer months and each group is responsible for all accompanying children. This does not apply to children who are registered in a specific youth program.

Commuters

Commuters (non-housed participants) will be charged a per-person, per-program fee. This fee does not include parking, meals or recreational fees. Commuters may not exceed 20% of housed participants.

Early Arrivals and Late Departures

Arrangements must be made in advance for conference participants or staff members requesting an extended stay on campus before or after the conference dates. Liability insurance coverage must include the dates of all early arrivals and late departures. Accommodation is subject to space availability and adequate insurance, and is granted at the discretion of Conference Services. Additional housing charges will be assessed on the final invoice.

Entrance Kiosks and Community Safety Officer Information

Kiosks are located at the main and west entrances to campus and are staffed from 7:15pm-2:45am, seven (7) days a week. Community Safety Officers (CSOs) are on duty from 7:15pm to 2:45am, seven days a week. Late arriving guests must request the entry kiosk attendant to phone the Community Safety Officer who will meet them at their designated college and unlock their room.

Your Conference Coordinator must be advised of late arriving guests so that after hours arrangements can be made.

Lost Key/Meal Card

A \$75.00 per lost residential key and a \$10.00 per lost meal card/wristband charge will be assessed if not returned at checkout. Replacement costs for lost master housing keys or meeting room keys can range up to \$300,000 depending on actual costs to replace locks in the building or area affected.

Maintenance and Construction

Maintenance and construction projects occur throughout the campus during the summer quarter and are beyond the control of Conference Services. Also, maintenance staff may need access to residential buildings for planned and unplanned repairs. If this should happen during your conference, we will work closely with you to minimize the impact of these projects.

Meal Information

Most Conference rates include three meals a day on campus, beginning with dinner on day of arrival, and ending with lunch on your departure day. All groups will be assigned specific meal times in a dining hall shared by other conference groups. Meal times are assigned in intervals designed to reduce time spent in line and maximize seating. Groups are expected to enter the dining hall only at their assigned time and to complete their meal period within 45 minutes. Meal times will be included in your Conference Agreement.

University Catering can provide catered meals and food breaks for your conference. Pack out meals may be available if certain criteria are met and the meal is requested no fewer than fourteen (14) days in advance.

Missed Meals

If your group plans to miss any meals please inform your Conference Coordinator at least 14 days prior so that food is not purchased and meals prepared that will not be consumed. No credit is given for missed meals, except when replaced with a UCSC catered event.

Noise Policies

Quiet hours in residential areas and outdoor spaces are between the hours of 10pm and 8am. Events in meeting rooms or outdoor events with an approved amplified sound permit are exceptions. If you aren't sure about an activity you have planned please check with your Conference Coordinator to make sure the meeting space is appropriate for the activity.

On-Campus Conference Offices

Offices are located at designated college sites and are staffed with student Conference Assistants (CA's) who coordinate check-ins and check-outs, route mail, post messages and provide general information. Conference parking permits are available for purchase at these offices. Hours of each office may vary.

We do not have a 24-hour office.

Parking On Campus

Parking Permits are required 24 hours a day, 7 days a week and parking rules are strictly enforced. If parking is included in your room and board rate, you will receive a permit at check in. A limited number of metered spaces for visitors are located at each college but Conference permits are not valid at meters. Conference participants requiring handicapped parking must have proof of disability (such as a handicapped placard) displayed in their vehicle and Conference permits are valid in specially marked handicapped spaces and in metered spaces as well as regular "Conference spaces". Trailers and boats will not be issued a Conference permit. Overnight camping on campus in cars or RV's is not allowed. Arrangements with your Conference Coordinator must be made in advance for RV or bus parking.

All tickets issued are municipal violations and the responsibility of the participant to resolve. Take your ticket to the parking office (TAPS) located at the base of campus, Monday through Friday between 7:00am and 4:00pm.

Publicity Information

All information publicizing your conference to prospective attendees must be reviewed and approved by Conference Services prior to printing. Include publicity information with your application (prior years information is acceptable.) You may identify the University as the location of your conference, but do not use "The Regents of the University of California, Santa Cruz" or "The University of California" in any manner that could reflect sponsorship of your program without written prior approval from UCSC Conference Services management.

The University of California, Santa Cruz is a public educational institution, and reserves the right to prominently display and promote admission and/or other university information it deems appropriate at all conference activities which utilize its facilities.

Removal of Personal Property

Conference participants are responsible for the removal of their personal property from University premises by the designated check out time on the day of departure. Conference Services will take reasonable measures to notify the individual or contact person to make arrangements for shipping of left property, including lost and found items. Conference Services may, but has no obligation to, remove and store unclaimed items for up to ten (10) days at the expense of the conference group. At the end of ten (10) days, items left on University premises shall become the sole and exclusive property of the university to dispose of appropriately. Return of stored property will be conditional on the group/participant's payment for the costs of removal, storage and shipping

Final Estimates for Conference Participants

The most current estimated number of housed participants and commuters must be received by your Conference Coordinator no later than 30 days prior to the start date of your conference. **This number is used for facility and food service planning purposes only and does not affect the contracted or invoiced participant number.**

Rooms and Services

Generally, adult groups are housed in apartments and youth groups in residence halls. All beds are twin size. Cooking in apartments or residence halls is not allowed and microwave ovens and hot plates are prohibited. Apartment refrigerators remain operable, but stoves are turned off during the summer quarter.

Apartments feature a shared kitchen, living area and bathroom(s). Beds in apartments may be lofted (height of 36-40 inches off the floor) or bunked. Residence hall rooms may have one to four beds per room, and share bathrooms for 10-15 persons. Beds may be bunked and/or lofted.

Most youth groups furnish their own bed and bath linens, including pillows. All beds in your assigned housing areas must be used as configured. No moving or reconfiguring of beds will be permitted due to liability and safety considerations. Any group found to have reconfigured beds will assume liability for resulting injuries and be charged a penalty as well as any labor charges to restore the original configuration.

Shared Communities

During the summer the UCSC campus is a thriving community. In addition to other conferences and sports camps, UCSC has a Summer Session student population. Please keep in mind that in addition to faculty and staff working in offices during the day there are also professional Student Affairs staff and their families living in many residential buildings and using shared laundry facilities, etc. If you would like to know if any staff is living in your buildings please ask your Conference Coordinator.

Please be respectful to all others within the UCSC community and avoid activities which might disturb others.

Signage

Conference Services will provide each group with two (2) complimentary directional signs indicating the group's name and check-in location. Signs are limited to 17 characters (including spaces) and will be placed prior to the group's check-in. Contact your Conference Coordinator for additional signage.

Unauthorized signs will be removed and a penalty may be assessed for each sign that is removed. No conference signs are allowed at the Main entrance. **It is the responsibility of the Conference Director to direct participants to the correct campus entrance.**

Smoking Policy

All campus residential and public buildings are designated as non-smoking. "No Smoking" signs are posted on outside doors and entryways, indicating that no smoking is allowed within 25 feet of building doorways, windows and ventilation air intakes. Smoking is prohibited in all university-owned vehicles, including shuttles. Tobacco products are not sold on campus.

Transportation

A free campus shuttle provides limited weekday service around campus. Busses are also available to charter for on or off campus transportation. Please indicate your transportation needs on the form provided in the Details Packet you will be receiving.

Santa Cruz City buses travel through campus seven (7) days a week excluding some holidays. Fares are \$1.50 (exact change) per ride.

The staff at UC Conference Services is here to help you coordinate and enjoy your summer program. Please refer your participants to our web site and/or add our link to your web site. www2.ucsc.edu/conference.