



UNIVERSITY OF SOUTH ALABAMA
CONFERENCE
HOUSING

GUIDE

www.southalabama.edu/housing

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WELCOME!

Thank you for considering USA and the department of Housing for your summer conference housing needs! We provide housing accommodations to a variety of visiting groups including youth, adult, athletic, and academic organizations. This guide has been developed to assist you in planning your stay on campus and to inform you of resources available to you as a conference guest. If you have any questions, please feel free to contact us at 251-341-HOME (4663) – press '0' to speak with first available staff member.

Go Jags!

Email: conferencehousing@southalabama.edu

CONFERENCE HOUSING CONTACT INFO

Conference Housing
University of South Alabama
251 Delta Loop
Delta Commons Room 100
Mobile, AL 36688
FAX: (251) 460-6143
PHONE: (251) 341-4663
WEB: www.southalabama.edu/housing/conferenceplanning.shtml

STAFFING

USA Housing is committed to providing seamless communication at all levels. The following staff members are involved in the planning, preparation, implementation, and evaluation of all Conference Housing processes.

Assistant Director of Housing

The Assistant Director of Housing is responsible for the overall management of the Conference Housing program and will be the first person in contact with you regarding your stay. This person coordinates all planning, including administering the reservation process, creating pre-conference invoices, and answering questions prior to a group receiving a Conference Contact. The Assistant Director of Housing supervises the entire Conference Housing team and is available to you for any concern that may arise during your stay.

Conference Housing Community Directors

Conference Housing Community Directors are graduate students with previous professional experience within USA Housing.

Conference Assistants (CAs)

Conference Assistants are undergraduate students that work full time for the Conference Housing program and are supervised by the Assistant Director and Community Directors. They assist with check-in and check-out and are available for emergencies each night. You may also see CAs working at the front desk of the building where you are assigned throughout your stay. CAs are students at South, so they are helpful to consult with questions about navigating South's beautiful campus.

Conference Housing Office

The Conference Housing Office operates Monday through Friday, 8:00 AM – 5:00 PM during your stay on campus. Conference Assistants (CAs) are available to assist guests that are locked out of rooms, to place work orders in the event that there is a facility concern, and more. CAs staff the desks under the supervision of the Conference Housing Community Director(s).

Your group will be assigned one staff member to serve as your "Conference Contact." This person will contact you prior to your arrival to campus to confirm your reservation details, arrange room assignments for participants, and assess any special needs and to be available for any questions you may have. During your stay, a member of the Conference Housing team will be available for any concerns or emergencies from 8:00 AM through 5:00 PM. After business hours, on-call staff members are available for emergencies.

Housing Business Office

USA Housing is fortunate to have its own business office. The Conference Housing staff works very closely with the Housing Business Office staff to insure the accuracy of conference billing. Your group will have one main transaction that involves the Housing Business Office—payment of your final invoice.

Conference Housing Amenities

For a full list of amenities available to Conference Housing guests, please visit our [Conference Housing Amenities](#) page.

RESERVATION PROCESS

This section will help you understand the steps required to complete your Conference Housing reservation. The reservation process that follows is for a typical conference group, generally initiated the previous fall or early previous spring semester. For groups that initiate the reservation process later in the spring or summer months, the same paperwork is required but is completed on a shorter timeline. Groups late to the reservation process generally have fewer options with the conference housing availability.

Dates of Operation

Conference Housing availability each year is based on USA's Academic Calendar. The dates of operation can be found by visiting our [Conference Housing Planning](#) page.

Use of University Conference Housing

Conference Housing is available to groups with educational and recreational objectives for resident conferences, meetings, and seminars being conducted on the University of South Alabama campus. This is limited to groups which are sponsored by a University of South Alabama academic or administrative department. All information requested must be provided, and a designee of the conference (supervisor/chaperone) must be physically present in the hall(s) during the time of the conference (including overnight).

Rates and Payment

Daily rates are assessed on a per night, per person basis. Daily rates include options for single or double occupancy rooms as well as suite-style rooms. For a full list of rates, please visit our [Conference Housing Rates](#) page. Rates are subject to change. Payment for all charges related to the conference must come from the conference sponsor after the event. The University requires that payments be made within thirty (30) days from the date of the final invoice. Payments may be made by departmental transfer, by group check, or credit card (all major credit cards accepted). Conference Housing does not accept payment from individual participants. Groups with a previous record of delinquent payments may be required to make an advance payment equivalent to the value of guaranteed rooms and will not receive priority scheduling the following year. All invoices which are 30 days past due are subject to an additional charge of 10% of the original invoice.

Conference Housing Reservation Request Form

You will find the Reservation Request Form online by visiting our [Conference Housing Planning](#) page. This Reservation Request Form will request different pieces of information. One reservation should be submitted for each group/camp session. Before completing the Reservation Request Form, you will want to make decisions or gather information about the following:

- Participant, staff and/or chaperone numbers
- Dates of arrival and departure for staff, early arrivals, and participants
- USA sponsoring department contact information
- Preference on building location and/or style
- How to handle assignments

Completing a Reservation Request Form is non-binding; a group can cancel a reservation by providing written notice to USA Housing a minimum of ten (10) days before the scheduled date of arrival without incurring a

charge (see “Cancellation” section on next page for more info). Information can be updated once a reservation is complete but groups should be prepared to provide final participant numbers and updated check-in/check-out times and locations no less than 7 business days in advance of your group’s arrival (see *Guaranteed Count policy*, pg. 8).

Room, Floor, and Building Assignments

- Room, floor, and building assignments will be determined by USA Housing on the basis of (1) application date – *first come first serve basis* (2) availability of space (3) number of participants (4) gender ratio (5) type of group (6) security (7) custodial and maintenance servicing availability (8) maximum utilization of space and (9) any existing University regulations requiring separation of sexes.
- USA Housing agrees to notify the Group Coordinator of specific accommodation assignments as soon as possible.
- No discriminatory assignment practices on the basis of sex, age, disability, race, color, creed, religion, or ethnic origin will knowingly be applied by USA Housing.

Cancellation

Written notice of cancellation must be received by USA Housing to cancel a Conference Housing reservation. If the Group Coordinator cancels the contract fewer than ten (10) days before the date the Group is scheduled to arrive, the Group Coordinator/Group will be assessed 10% of the estimated TOTAL AMOUNT of the cost of the conference as listed in the Pre-Conference Invoice (or most recently received update via email).

The Coordinator is highly encouraged to participate in a pre-conference meeting with USA Housing staff prior to conference arrival in order to discuss the Conference Housing Guide and expectations. Group representatives may email conferencehousing@southalabama.edu to request a meeting.

Definitions

Camp –	A group of people who stays in summer housing that is affiliated with University Athletics
Conference –	A group who stays in conference housing that is affiliated with an academic or professional department of the University of South Alabama
Group –	Any recognized camp or conference meeting the University guidelines for facilities use that is responsible for all matters of timely payment of charges and associated with the use of University facilities.
Coordinator –	For Group Reservation Request Forms, the Coordinator is a designee of the group who is present during the time of the conference and who has authority to act for the Group.
Sponsors –	The designated University of South Alabama department and representative (dean, director, or department chair) that may sponsor a group.
Chaperone/Staff –	Person over eighteen (19) years of age who has been given the responsibility for overseeing participants residing in the residence hall.
Client –	For Group Invoices, the client is a representative of the group and responsible for ensuring completion of final invoice payment.

PLANNING FOR YOUR ARRIVAL

After the reservation and contracting process is complete, our focus turns to making your experience on campus as smooth as possible. This section will detail out planning items that you and your Conference Contact will discuss.

Conference Contact

In May, your group(s) will be assigned a Conference Contact who is your “go-to” staff member for anything related to your stay. Your Conference Contact will contact you multiple times prior to your arrival, beginning with an initial contact in the month of May (if not earlier). During this initial contact, your Conference Contact will review basic details about your group’s stay to insure that details have not changed significantly since your reservation was made. You and your Conference Contact should discuss any special needs or concerns that you may have about your stay on campus. Please exchange contact information (phone numbers and e-mail) so that communication remains open.

Meeting Space and Common Areas

Where available, groups have priority on the common spaces in the buildings in which they are residing. Requests for common space usage should be indicated on the Reservation Request Form and are subject to approval by Conference Housing. Please confirm with your Conference Contact any meeting space needs you may have for your check-in process, meals or events. Conference groups are responsible for acquiring audio/visual needs as well as additional chairs or tables (if more are required than what is available in the space). Your Conference Contact will be able to review and describe any/all common spaces available in or nearby your reserved building.

In situations where multiple conference groups may request the same common space at the same time, reservations will be made on a first come, first serve basis. Any lockable meeting, storage, or common space will be reserved for a rate of \$14.50 per night. Reserved common space must be vacated at the close of the camp/conference and left in acceptable condition (i.e. all trash and personal items removed and furniture back in the original position).

Tables

Conference Housing will provide staff and 1-2 tables for the check-in and check-out processes. If your group requires tables for your check-in process, meals, or events, please speak with your Conference Contact to submit a request. Availability of tables is not guaranteed and conference groups should be prepared to provide their own tables in the event the request for tables cannot be approved.

Supervision

If your participants include youth or high school ages, USA Housing requires your group to secure live-in supervision during your stay. The required ratio of supervision is one (1) supervisor per ten (10) youth or high school participants (1:10 minimum & maximum). Supervision should be provided at all times that participants are in the building(s). Chaperones/Staff Members that exceed the given ratio will be charged at the rate of a participant/Guest.

Private rooms for chaperones/staff members may be available upon request and availability. ***Conference groups must provide a contact name and phone number for at least one person that can be contacted in the event of an emergency at any time during the group's stay (including after-hours emergencies).***

Individuals in supervision roles should be responsible for addressing discipline (such as noise problems or destructive/inappropriate behavior) and coordinating responses to emergencies, illness, or injury. Conference groups are required to report behavior concerns, emergencies, illnesses or injuries to Conference Housing staff. All potential crimes and missing persons shall be immediately reported to the USA Police Department (251-460-6312).

Conference Assistants (CAs) are available 24 hours a day while your group is on campus and serve as your group's liaison to handle lock-outs, emergencies, illnesses, injuries, or facilities emergencies. CAs are available by visiting the Conference Housing Office (open M-F, 8-5) or by calling the Conference Housing Office phone number (251-460-7926: 24 hours a day). CAs will be identifiable by wearing a white USA Housing polo and a name tag.

Custodial Services

USA Housing agrees to have the number of bed spaces finalized on the Guaranteed Count form or Pre-Conference Invoice (whichever is received later) ready for group occupancy. Rooms will be cleaned and furnished with bed(s), dressers, desk and desk chair(s). Community restrooms are cleaned daily and common spaces (hallways, lounges, etc.) are cleaned on a regular basis. One trash bag, one shower curtain, and one roll of toilet paper will be provided and waiting in the room upon arrival. While the initial trash bag is provided in each room, it is recommended that you provide additional trash bags for each room to assist with clean up. Further supplies of toilet paper will be the responsibility of the group coordinator to arrange. Cleaning of individual rooms during a camp/conference is not provided.

Guaranteed Count

We know that sometimes the size of your group is smaller or larger than first planned and you may be concerned about billing or the availability of beds for your group. The Guaranteed Count process allows you to change the number of participants originally submitted with the reservation (and/or confirmed with the Pre-Conference Invoice) to reserve more or less beds and provide more accurate billing. This Guaranteed Count can be higher or lower than the number specified in your Quote / Pre-Conference Invoice (pending approval), however, your Conference Contact should be aware weeks in advance of any major changes from your original estimation.

A [Guaranteed Count Form](#) should be submitted to Conference Housing seven (7) business days prior to your arrival to campus (Conference Housing will send an e-mail reminder 10 business days or more). This form serves to correct your group's pre-conference invoice and provides USA Housing with a more specific count of your participants. This is not your final count, but should be as close to an actual count as possible. Any changes in the count of your participants must be approved by Conference Housing. Your group will be billed for either the guaranteed count number provided on the Guaranteed Count Form or the actual head count housed, whichever is greater.

If no [Guaranteed Count Form](#) is returned prior to the seventh business day before the conference is scheduled to arrive, the original number of spaces requested in your Quote / Pre-Conference Invoice will be used as the minimum amount of spaces that you are responsible for paying.

USA Housing agrees to provide housing accommodations for the quote / pre-conference invoice count, unless a guaranteed count form has been received and approved by Conference Housing. If your group needs more rooms on the day the conference starts, USA Housing will try to provide additional space for up to 10% of the most recent count approved by Conference Housing, as space permits.

Assignments

Closer to your arrival, your Conference Contact will work with you to assign your participants. The participant assignment process is the most important task when planning for your group's arrival. Done correctly and on time, this process will alleviate stress throughout your stay.

Currently, assignments are made via Microsoft Excel spreadsheets for all Conference Housing groups. Therefore, time is needed for your Conference Contact to prepare information before your group arrives. Excel will be used to create a roster of your participants that is used at check-in and check-out and is crucial to the billing process. Rosters are also used in the event of an emergency. For these reasons, it is necessary to have accurate assignments and rosters at all times.

At the time your group's reservation was made, a selection was made on how assignments will be handled (also noted on your group's Pre-Conference Invoice). The following explains what is involved with your specific assignment option:

Option 1: Provide Conference Housing staff with a list of participants and have the **Conference Housing staff assign room numbers** prior to check in. Conference Housing staff must receive participant information a minimum of 3 business days prior to the earliest arrival of your group.

1. You and your Conference Contact will discuss what type of arrangements you would like, such as: what types of rooms are to be used and for whom, floor preferences, where chaperones will be placed, etc.
2. Your Conference Contact will ask for a preliminary participant list no later than one week prior to your arrival.
3. Participant lists must be submitted electronically (Microsoft Excel format) listing first name, last name, sex, arrival date, departure date and subgroup (if applicable).
4. *Participant list/final changes are due to the Conference Contact no later than three business days in advance (i.e. list is due by Tuesday AT 3PM if your first participant (including staff or chaperone) arrives on Friday at 3PM).*
5. Assignments will be made by Conference Contact and formatted into our Excel version of the assignments roster.
6. Conference Contact will prepare and print a roster for use at check-in.
7. *Changes to room assignments must be communicated to your Conference Contact immediately after check-in is complete.*

Option 2: Provide housing staff with number of rooms needed and **the conference group assigns room numbers** prior to check in. Recipient must provide room assignments 2 business days before earliest arrival of your group.

1. You and your Conference Contact will discuss what type of arrangements you would like, such as: what types of rooms are to be used and for whom, floor preferences, where chaperones will be placed, etc.
2. When you are ready, your Conference Contact will send you a Microsoft Excel spreadsheet with a listing of usable rooms and their occupancy maximums along with floor maps of the floors you have been assigned to use. Each line on the Excel sheet corresponds to an assignable bed in that room.
3. Participant lists must be submitted electronically (Microsoft Excel format) listing building, room, first name, last name, sex, arrival date, departure date and subgroup (if applicable).
4. Return your completed Excel document to your Conference Contact no later than two business days in advance (i.e. list is due by 3pm Wednesday if your first participant (including staff or chaperone) arrives on Friday at 3pm.)
5. Your Conference Contact will format the assignments into our Excel version of the assignments roster and print a roster for use at check-in.
6. *Changes to room assignments must be communicated to your Conference Contact immediately after check-in is complete.*

Option 3: Provide housing staff with number of rooms needed and Conference Housing staff **assigns room numbers as participants check in.**

1. Close to your arrival, your Conference Contact will confirm final participant numbers with you and designate that amount of space in the building for your group.
2. Before your check-in begins, your Conference Contact will provide you with a Microsoft Excel spreadsheet or blank roster with a listing of usable rooms and their occupancy maximums along with maps of the floors you have been assigned to use. Each line on the Excel sheet corresponds to an available bed in that room.
3. Immediately after your check-in process concludes, submit your assignments to your Conference Contact. Your assignments should include first name, last name, sex, arrival date, departure date and subgroup (if applicable).
4. Your Conference Contact will format the assignments into our Excel version of the assignments roster and print a roster for your review and use.
5. *Changes to room assignments must be communicated to your Conference Contact immediately after check-in is complete.*

Rosters

Rosters will be kept at the Conference Housing Office during business hours and with the Conference Assistant On-Call after hours and on weekends. A group's staff and chaperones are welcome to reference the roster, but rosters cannot be released to a group (copies can be arranged if needed for bed checks). Groups are encouraged to keep their own records of participant assignments. Conference staff is available at any time to cross-check rosters for accuracy.

Roster Modification

When granting space would interfere or obstruct long-range USA Housing plans, USA Housing reserves the right to modify room, floor, and/or hall assignments, to deny room or roommate change requests, and to limit or deny accommodations.

After room finalization, there will be NO change in assignments made by Conference Housing except in the event of an emergency. **Modifications caused by overbooking or variances to the originally submitted list of participants will be applied by USA Housing only after completed check-in of expected, pre-assigned guests.**

The Coordinator is highly encouraged to participate in a pre-conference meeting with USA Housing staff prior to conference arrival in order to discuss the Conference Housing Guide and expectations.

DURING YOUR STAY

No matter the size of your group, we are prepared to handle any number of questions or needs. The following information is designed to help you plan, organize and handle everything that occurs in the residence halls and apartments during your stay.

Check-In Process

A smooth check-in can set the tone for your entire stay on campus. Below is some information to help guide you through the check-in process. You have multiple options on how to handle housing check-in (*method should be determined during your planning stage with your Conference Contact*):

1. **Basic Check-In (*where available*):** if you are not planning a major check-in (where you might distribute additional items or information), participants should be directed to check-in at the front desk/office of the building.
2. **Major Check-In:** if you are planning a major check-in in the building in which you are housed, we are able to move the housing check-in process to assist you. Please note that most conference housing facilities have large spaces for a major check-in within close proximity to front desks/offices in which keys can remain at the front desk but can be the first or last step of your check-in process.
3. **Check-In at separate location:** if your check-in is at another location on campus, we can sign out keys in advance to a representative of your group. *Please note that un-issued keys should be returned immediately to the Conference Housing Office or CA On-Call to avoid unnecessary charges (see "Billing," pg. 19 for more info).*

Once the Group has determined the appropriate check-in method and confirmed this method via email with Conference Housing, the Group agrees to follow the Check-In procedures structured by Conference Housing as follows:

- Conference Housing agrees to assign a team of Conference Assistants to help with check-in for each camp/conference (assigned team will vary in size of 1 to 4 depending on the size of the group).

- **Assisting staff will be available for a two to four hour check-in period.** This time MUST be prearranged with the Conference Housing Office a minimum of ten (10) business days before the scheduled check-in. The check-in period hours are limited in order to provide for optimal staffing.
- Unless you have planned otherwise, participants should check-in at the front desk of the building in which they are staying.
- Participants will sign an inventory sheet in order to receive their key and/or access card.
- **Modifications caused by overbooking or variances to the originally submitted list of participants will be applied by USA Housing only after completed check-in of expected, pre-assigned guests.**

PLEASE NOTE: Conference Housing is not able to facilitate multiple check-in periods/days for a single group. Groups who are unable to have all their participants check-in within the established 2-4 hour check-in period will be required to have their Group Coordinator sign for all reserved room keys in bulk the first day of the camp/conference. Check-in of that group's participants will be facilitated by the group itself. The group will be required to maintain possession of all keys through the group's previously established check-out date and return them all in bulk to Conference Housing. A per person, per night rate will be assessed for each key in the group's possession.

Check-Out Process

An organized check-out is essential for record keeping and subsequent billing. Check-out is a quick, easy process but requires some coordination. We appreciate your assistance in informing your participants about the following check-out process:

- All participants must be checked out by a time previously determined in planning talks with Conference Housing.
- **Keys must be returned the day of a participant's departure. Failure to return a key on the day of a participant's departure will result in charges for the group's entire reservation time period (see "Billing," pg. 19 for more info).**
- Conference Housing agrees to assign a team of Conference Assistants to help with check-out for each camp/conference (assigned team will vary in size of 1 to 4 depending on the size of the group).
- **Assisting staff will be available for a two to four hour check-out period.** This time MUST be prearranged with the Conference Housing Office a minimum of ten (10) business days before the scheduled check-out. The check-out period hours are limited in order to provide for optimal staffing.
- Participants should remove all personal belongings, remove trash and other items (including signage, where applicable) and close and lock the room door.
- Original furniture must be in place.
- Conference Housing linens (where applicable) should be left in rooms.
- Groups may send participants individually to return keys to the front desk/office of your building (unless you have confirmed in writing via email an alternative location with Conference Housing) OR the group will have one of its representatives collect all keys and submit them to Conference Housing at once.
- Immediately after your group's departure, Conference Housing staff will inspect vacated rooms for damages, trash and missing items. Pictures will be taken of any trash or damage reports. Any group, which fails to leave the rooms in the manner stated above, will be subject to additional fees for each room or guest.

Conference Housing Office Operations

The Conference Housing Office is staffed Monday through Friday, 8:00 a.m. – 5:00 p.m. during the entire conference season and serves a variety of roles. The following are topics that the Conference Housing Office staff is equipped to handle:

- **Campus Information:** Conference Housing Office staff can provide you with information, directions and resources to locate people and places around USA's campus.
- **Emergency Response:** If there is an emergency with your group, the Conference Housing Office staff can quickly contact USAPD for assistance. Conference Housing Office staff can also dispatch on-call staff to assist you with any incidents or concerns.
- **Keys:** Conference Housing Office staff can sign out a replacement or spare key to a participant.
- **Maintenance Requests:** should there be facilities concerns anywhere in the building (rooms, bathrooms, common spaces), please let the Conference Housing Office staff know. Conference Housing Office personnel will either place a work order or speak with our Housing Facilities staff to address the issue. We will work to remedy the situation as quickly as possible with the least disturbance to you. Please note that outside of the hours of 8 a.m. – 5 p.m., response time and/or ability is limited.

PLEASE NOTE: Emergency Facilities issues occurring between 5 PM and 8 AM, M-F or any time on Saturday or Sunday should be called in to the Conference Assistant On Call (251-460-7926). These phone numbers will be provided to the group at, or prior to, check-in. Below is a list of what typically constitutes as an emergency and non-emergency:

Emergencies

- Electrical
 - Power Outages
 - Sparking or smoking outlet or fixtures
 - No lighting in stairwell or bathroom
- Plumbing
 - No water or No hot water
 - Major leaks, flooding
 - Continuously running toilet or shower
 - A/C unit frozen or leaking/flooding
 - Leaking sprinkler
- Locks and Doors
 - Inability to lock room or building door
 - Inability to open room or building door
 - Building entrance is not secure due to broken door

- Windows and Glass Doors
 - Shattered, jagged, or missing glass on door or window
- Heat and Air Conditioning
 - Single room AC unit is out

Non-Emergencies

- Electrical
 - A single light out in student room
 - Single light out in hallway or stairwell
- Plumbing
 - Dripping faucet or showerhead
 - Slow drain
 - Slow filling or flushing toilet

Keys

USA Housing is committed to the safety and security of our guests and as a result, we enforce a number of policies and procedures involving keys and access to rooms. Participants should be advised to keep their doors closed and locked at all times.

- There are two types of key systems in our conference buildings: those utilizing standard keys (like a house key) and those utilizing swipe cards (like a “hotel” key).

Standard key system: Participants in these buildings can expect one key. The metal key is specific to one room and where applicable, an interior stairwell door. Keys are marked with a code that does not identify the building or room; only USA Housing staff can trace the code to a particular room.

Swipe Card Access: Participants in these buildings can expect one key and one access card attached to a key pouch. This plastic access card will grant participants access to the exterior doors to the building. Exterior doors are locked 24-hours a day, 7 days a week with the exception of the front center doors to New Hall where the Conference Housing Office is located (these doors are unlocked Monday through Friday, 8:00 a.m. – 5:00 p.m. as the office is staffed during this time).

- Only assigned participants of a room can receive keys or sign out a spare/replacement key to that room. Participants should make all attempts to provide identification. If no identification can be provided, a conference group staff or chaperone must be available to verify the participant’s identity, or right of entry to a room.
- Occasionally, participants may lose track of their keys. Conference Housing staff can sign out a spare key in the event that the participant is simply locked out of his/her room. There is no fee to “rent” a spare key, but there will be a small amount of paperwork to complete and the participant should return the spare key immediately.
- For safety and security purposes, lost keys should be reported immediately to the Conference Housing staff or the CA On-Call. In the case of a lost standard key, a work order will be placed immediately to change the door lock and the spare will be signed out in the meantime. The conference group will be charged for any/all lock changes on the final invoice (\$50.00/per key). In the case of a lost swipe card, the Conference Housing staff will cancel the original card and re-issue a card for a fee of \$10.00 charged back to the group with the final invoice.
- Lending a key to another individual to allow him/her to gain entry creates a breach of security and is a violation of entry procedures.
- USA Housing will not provide “master” keys to Groups.
- Guests are restricted from entering halls/buildings other than the one(s) they are assigned to, unless given permission by Supervisors/Chaperones and/or your Conference Contact.
- Conference Housing Office staff and/or the CA On-Call is available to troubleshoot problems with keys and access cards.

POLICIES

It is our goal to provide a safe, comfortable environment for all of our guests. As such, all conference group leaders, chaperones and participants are expected to review and abide by the following policies. Conference Housing staff will enforce the following policies and will notify group staff/chaperones of any violations. Conference Groups are free to develop policies of their own (bed checks, ban on food deliveries), however, enforcement of those policies must come from the conference group itself.

Alcoholic Beverages & Controlled Substances

The sale, possession, distribution, or consumption of alcoholic beverages on the campus of the University or at properties owned by the University, including all residence hall buildings, grounds, and parking lots is prohibited. Use, possession, manufacture, distribution, dispensation, or sale of illegal drugs or drug paraphernalia as defined by the Alabama Revised Statutes, or any substance that mimics the effects of the previously mentioned, except as expressly permitted by law is prohibited on University premises, including all residence hall buildings, grounds, and parking lots.

Any Group or Guest who is found Responsible for violating this policy which includes the aforementioned substances will be subject to disciplinary action and may be removed from the residence halls for the first offense. Guests are held accountable for the events which take place in their room and/or apartment. Note: Guests removed from the residence halls due to disciplinary infractions are not entitled to a rent refund; no cancellation fee will be charged.

Athletic Activity

Participants should refrain from all forms of athletic activity in/on our residential facilities (*refer to "Loss and Damages," bottom of next page, for more information*). Athletic activity includes, but is not limited to, the following:

- Cleated shoes MUST NOT be worn in the residence halls.
- Bikes and Scooters ARE NOT allowed in the residence halls.
- Cheers/stunts ARE NOT allowed in the residence halls.
- Ball bouncing/throwing/kicking IS NOT allowed in the residence halls.
- Attempts to throw any item (i.e. footballs, soccer balls, etc.) over the residence hall, towards the residence hall, or against the walls of the residence hall is not allowed.

Conduct

All Groups using University space are expected to adhere to all University policies, regulations, guidelines, and all applicable local, state, and federal laws. Failure to comply with these regulations may result in forfeiture of the privilege of using University facilities. The Group Coordinator agrees to be responsible for the conduct of their group while on campus. Rules of conduct governing the behavior of conference participants while in the residence hall should be shared with participants before the camp or conference begins. Supervisors/Chaperones/Staff Members agree to support and enforce all policies and to so instruct conference participants accordingly.

Cooking Appliances

1. Conventional cooking (including toaster ovens, electric fryers, or electric grills, and all appliances with auto shut off, etc.) is limited to the following residence halls: Beta, Gamma 5-9, Delta 6 apartments and Greek chapter houses in the kitchen facilities provided. Do not leave items unattended on the stove or in the oven at any time.
2. All residents in suites without kitchens are permitted to use appliances with an automatic shut-off feature; this includes pop-up toasters, rice steamers, crock pots, electric kettles (without an open element), and, coffee pots. A \$50.00 fine will be issued to anyone with appliances which are not permitted and/or the guest will be instructed to remove the item immediately.
3. Gas grills are prohibited. Lighter fluid is prohibited. Charcoal barbeque grills must be used at a minimum distance of 25 feet away from all buildings. Grills may not be stored in the rooms, chase ways, stairways, or walkways of the residence halls. Outdoor grills are available in all residence hall areas.

Disciplinary Policy

USA Housing reserves the right to remove or to require removal of group participants, and/or supervisors/chaperones/staff that violate the USA Housing policies (found at <http://www.southalabama.edu/departments/housing/standards.html>). Some examples deemed misconduct by the University with respect to conferences include, but are not limited to: alcohol violations; room or common area damage; rooms, hallways, or common areas not kept reasonably clean; objects thrown from residence hall windows; repeated non-cooperation with Conference Housing staff and USA officials; verbal and/or physical abuse of staff or group participants; violations of customary house rules such as unlawful entry, protection of property and infringement on rights and services of others.

Fire Safety

The misuse or vandalism of any fire safety equipment or devices is a violation of State and City Laws. Use of fire alarms and/or fire extinguishers at unauthorized times is prohibited. Violators will be billed for repairs or damages as a result of their actions. In the event of a fire alarm or drill, all persons in the building **MUST** evacuate immediately.

In addition, smoke detectors are located in every room for your protection. Occasionally the detectors are activated by interior or exterior room conditions. Although the alarms are sometimes an inconvenience, the value of the system to human life is immeasurable. Do not attempt to tamper, disconnect, or vandalize the smoke detectors or sprinklers; Guests found responsible for such tampering may be asked to leave campus. Please report any problems or concerns regarding fire safety equipment to the Conference Housing Office as needed.

Space heaters and halogen lamps are not permitted in Guests' rooms. Laptop/Notebook computers should not be left unattended when charging the batteries; unplug when charging is complete. Candles, candle warmers, incense, or any other flammable materials are also not permitted in the residence halls. Unlit candles used as room decorations are not permitted and must be removed immediately. Burning substances, in any

form, create both a fire and health hazard for you and the other residents. All Guests must adhere to the state fire code as well as all Housing and University fire policies.

The cost of damages and repairs due to misuse and/or vandalism of fire safety equipment (i.e., smoke detectors, fire extinguishers, etc.) will be charged to the responsible Group Coordinator. Also, the cost of damages and repairs due to careless acts and/or policy violations will be charged to the responsible Group Coordinator. It is vital to keep your doors and windows clear of items that may block your escape route in an emergency. Any Group Guest found in violation of any of the above items will be asked to leave campus. Failure to comply with Housing or University officials will result in being asked to leave campus, as well.

Fireworks, Firearms, and Weapons

The possession of firearms, weapons, and fireworks, and their use on campus, is illegal. Any person igniting fireworks in a residential area will be asked to leave the campus and proper authorities will be notified. Because it is a violation of state law to possess or store any weapons on campus, Guests must arrange to keep any weapons off campus.

Linens

If you need linen service, please contact Conference Housing as soon as possible:

conferencehousing@southalabama.edu. All initial requests for In order for your linen request to receive full consideration, requests must be received by May 30th.

Loss and Damages

1. The University is not responsible for any property of the group or the participants that is lost, stolen, damaged, or destroyed, including periods when the Coordinator is not in occupancy.
2. Damages caused by group participants will be charged to the Group Coordinator on the final invoice. In addition, the Coordinator will be charged for any alterations, changes, remodeling, or painting of the premises or equipment. A standard damage charge list is included in this Guide. Coordinators are encouraged to participate in pre- and post-inspection of rooms used by their group. Contact the Conference Housing staff to schedule a walk through before the group arrival and after the group checks-out.
3. The sponsor assumes full responsibility for payment of all charges and for the acts of their group participants using University facilities and agrees to reimburse the University for any and all damages to facilities occurring during the duration of their conference.
4. If room configurations have been altered to accommodate the group (beds moved, bunk beds disassembled), all rooms MUST be returned to their original configuration by check-out time. The sponsor will be financially responsible if furniture is not returned to its original location. Furniture from common areas MUST NOT be moved into sleeping rooms and furniture from sleeping rooms MUST NOT be placed in common areas. Please, do not remove any furniture items from the room without written consent from Conference Housing.

Overnight Guests

Overnight guests are prohibited in all halls where there are camp or conference participants.

Windows, Ledges, and Doors

1. Water fights, food fights, or undue disturbances are NOT allowed in the residence halls. There is absolutely no practicing permitted in any residence hall. To prevent structural damage to the building and/or injuries from occurring, campers may not cheer, dribble, practice, dance, etc. in the buildings.
2. All surfaces in the residence halls (i.e. doors, door frames, windows, walls, ceilings, floors) may not be painted or decorated at any time. Participants/guests should not post, tape, or hang anything from any room door, door frame, ceiling, or wall inside the residence halls; groups whose participants fail to adhere to this policy will be asked to remove the item immediately and the group will be financially responsible for all costs to restore the surface to its original state including cleaning, repair, or replacement costs.

Noise

Quiet hours are to be followed to in all halls between 8pm and 8am.

Parking

1. If a parking permit is required please contact Parking Services at (251) 461-1481.
2. Only park in designated parking lots.

Pets

All pets are prohibited in the residence halls. If special assistance is needed please contact our office.

Smoke Free Campus

The use of all forms of tobacco products and nicotine products and smoking on all property owned (structures, land and vehicles), and/or in the possession of (leased and rented by), the University of South Alabama is prohibited. Note: Personally owned vehicles are excluded. This policy is applicable for all students, faculty, staff, temporary/contract employees, contractors, patients and visitors.

Tobacco products include any products containing tobacco leaf, including but not limited to, cigarettes, cigars, pipe tobacco, snuff, chewing tobacco, dipping tobacco, etc. Nicotine products include any products containing nicotine for human consumption used in any type of electronic smoking device including, but not limited to, e-cigarettes and vaping. Also prohibited are hookah products used to produce smoke and/or vapor from the burning of tobacco, shisha and other plant matter.

Smoking includes inhaling, exhaling, burning, or carrying any lighted or heated tobacco, marijuana or plant product whether natural or synthetic, intended for inhalation. Cessation products specifically approved by the U.S. Food and Drug Administration for use in treating nicotine or tobacco dependence are excluded.

Refrigerators/Microwaves

All rooms come equipped with a refrigerator. Delta 6 is the only residence hall that features a microwave. These are checked for cleanliness after each group, and a \$50 cleaning fee will be assessed for any micro-fridge, microwave, or refrigerator that requires cleaning. Please do not use a sharp object when attempting to clean or defrost. Group sponsors will be financially responsible for the replacement costs of damaged refrigerator-freezers and microwaves.

Reservation of Rights

The University reserves the right to cancel, modify, or void the contract of any Group guest that should become involved in disruptive behavior that endangers the life, health, or safety of self or others, and/or causes damage to University property. Further, the University reserves the right to exclude individual participants involved in such behavior from its facilities. The University also reserves the right to:

- Reassign residents within the building or to another building, after notification, when deemed necessary to accomplish essential repairs and/or renovations to the building(s)
- Terminate the reservation of the group should unforeseen emergencies occur making it inadvisable, illegal, or impossible to provide the facilities.

Right of Entry/Electrical Items

Authorized agents and representatives of the University shall have the right to enter campus housing space for the purpose of inspection and maintenance, safety, and to remove electrical equipment not in conformance with regulations. University staff, including Housing Facilities staff, should have a University ID and/or nametag, if requested.

Mail, Packages, and Deliveries

Students (including conference housing guests) are not able to receive packages or mail at their respective residence hall rooms. The USPS, UPS, and FedEx will not deliver directly to the rooms. Traditional students receive a campus mailbox as a part of their housing contract; the campus mail box number is the student's campus address. The USA Mail Hub (located on the bottom floor of the Student Center) may allow conference guests to rent a mailbox for the duration of their stay for an additional charge. If your group is interested in this service, please email Conference Housing (conferencehousing@southalabama.edu) for further information.

Conference Housing staff is not responsible for any items left at a Community Office or Conference Housing Office. USA Housing offices (including the Conference Housing Office) DO NOT receive Federal Express, UPS or other packages. Flowers, balloons and/or other perishable items cannot be left at an office if guest is not there at the time of delivery.

Vending and Laundry Machines

Vending and Laundry machines are placed in buildings and may be used by all participants. Vending machines should never be blocked from usage. Please report any vending and laundry room concerns to the Conference Housing staff (251-460-7926) with the location and number of the washer or dryer. After hours concerns should be also be reported to the Conference Housing staff. All you need is your room key/swipe card to gain access to our laundry rooms. Machines are simply operated with a push-button start (no money required). Please use high-efficiency (he) laundry detergent as all washing machines are the front load style.

SAFETY

Safety is a top priority at South Alabama. The University campus is staffed by a 24-hour, 365 day a year professional police force that is available to handle emergency situations. However, safety is a shared responsibility. As such, we expect conference groups to be prepared in the event of an emergency. Please review the following safety policies, procedures and recommendations and share with your group's chaperones, staff, and participants.

Emergency Evacuation

Conference guests are required to evacuate buildings in the event of a fire alarm or other emergency. Evacuation procedures are posted in the buildings.

Fire Alarm/Emergency Situations

If the fire alarm sounds, please be prompt in evacuating the building via stairwells. Conference Housing staff will address the alarm/fire. For any emergency situation, contact USAPD at 251-460-6312. Do not tamper with the fire alarm equipment under any circumstances. Please do not exit through labeled alarm doors unless there is an emergency situation.

Safety/Security/Fire Equipment

Safety equipment including sprinklers, smoke detectors, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, and any other safety equipment is necessary to safeguard guests. Activating, handling, using, or interfering with any fire or safety equipment for any reason other than an emergency is prohibited at all times. Examples include but are not limited to discharging fire extinguishers, touching fire alarm pull stations or fire hoses, hanging objects from sprinkler heads, or striking safety equipment with an object.

Security

Conference Housing security is a shared responsibility. Always lock your door and carry your keys. Do not unlock or prop open exit doors. Report suspicious persons to the Conference Housing Office (251-460-7926). Avoid going out alone at night and always carry an ID and emergency numbers with you.

Sprinkler System

Most rooms in the residence halls and apartments have a sprinkler system. Do not tamper with the heads protruding through the ceiling or wall. If the red glass cylinder is broken, a large amount of water will flow through this head and damage everything in the area, possibly including other rooms. Do not hang anything on the sprinkler head, as it could cause the glass to break and start the water flowing. If a sprinkler head is broken from guest negligence, the guest/group is responsible for all damages incurred. The sprinkler system is also tied into the USA's central system, which notifies the police that there is a fire in the building and activates the building alarm. If you notice any leaking from your sprinkler system contact the Conference Housing Office immediately to report the problem.

Severe Weather Procedures

In case of severe thunderstorms or tornados, you should immediately move to the interior of your residence hall or apartment, away from windows. In the event of a hurricane, the University will provide instructions via the Conference Housing staff. In all severe weather situations, be sure to stay in contact with and follow the instructions of Conference Housing staff members.

AFTER YOUR STAY

Billing

Your conference group will be billed as a whole upon completion of the conference. Billing charges will be computed by the Housing Business Manager with payment due to USA Housing within thirty (30) days of the final invoice date. **The conference will be charged the nightly rate for every key in its possession or if the room key has been returned, but the room has not been completely vacated (contents in room or use of room). If an attendee checks out during the course of the conference or if a meeting room is not in use, a credit will only be issued if the space is completely vacated and the room key returned to the Conference Housing staff.** Billing will include an itemized list of housing accommodations; cost of repair of any damages to campus facilities occurring during the conference; lost, unreturned or damaged keys; and lost, unreturned, or damaged linen. Final Invoices will be sent via email to the billing contact on record. All payments 30 days past due will be subject to an additional fee of 10% of the original invoice amount.

Assignment Definitions

The fee charged each registrant for conference services will be based on the type of space and the number of nights the space was occupied unless the fee is otherwise determined by USA Housing. A double room is designated as a room with two persons, generally with two twin beds. While a single room may have one or two beds present, it is designated as a room assigned to only one person. A minimum of two participants is required to obtain the conference rate.

Extension of Stay

Check-in/check-out arrangements for conference participants who stay additional nights, either before or beyond the group check-in/check-out, must be fully coordinated with Conference Housing staff. Participants who request to stay additional nights may be billed additional rates. Participants within this category may be required to change rooms in order to avoid conflicts with other conferences that have booked for the same rooms for the next conference. The group sponsor will be billed for any groups checking in early or departing later than the scheduled dates.

Evaluations

We are committed to improving our Conference Housing program year after year and your feedback is a key piece of that process. Shortly after your group departs campus, Conference Housing will contact you to complete a brief survey about your Conference Housing experience. For groups with multiple sessions/camps, one evaluation request will be sent after the last session/camp departs.

PLEASE be sure to review the Guaranteed Count policy earlier in this guide, as it may impact the total amount of your final invoice.

CHECKLIST

This checklist has been designed to assist you with all of the demands of preparing for a successful stay on campus. This list includes only Conference Housing items, so be sure to remember to contact other South Alabama offices like USA Dining Services and Parking Services.

Planning stages (*fall months through late spring*):

- ☐ Complete Conference Housing Reservation Request Form
- ☐ Sign and return Conference Housing Pre-Conference Invoice
- ☐ Contact Conference Housing with any questions or changes to your plans
- ☐ Arrange a tour with Conference Housing, if needed
- ☐ Priority Deadline to return signed pre-conference invoice: April 1st.
- ☐ Final deadline to return signed pre-conference invoice: May 1st.

Once Conference Housing Contact has been made

- ☐ Receive notification of your camp/conference's assignment by May 1st
- ☐ Work with Conference Housing to verify information, including any special needs such as ADA needs, space for check-in, tables, camp store, or storage room
- ☐ Arrange a tour with Conference Housing, if needed (*May*)
- ☐ If a youth or high school group, identify staff/chaperones within your group to meet Conference Housing's supervision requirements
- ☐ Keep in close communication with your Conference Housing (*May and after*)

Three weeks prior to arrival

- ☐ Confirm number of tables needed for your group's check-in with Conference Housing
- ☐ Confirm need of camp store/storage room with Conference Housing
- ☐ Confirm your check-in and check-out procedures (dates, times, locations, staffing pattern etc.)

Two weeks prior to arrival

- ☐ Return Guaranteed Count Form to Conference Housing 7 business days prior to your arrival (*you will receive an email reminder 3 days prior to this deadline with the form, i.e. 10 business days in advance of arrival*).
- ☐ If you are assigning participants yourself, begin working on assignments

Three business days prior to arrival

- ☐ Check in with Conference Contact to verify arrangements
- ☐ If Conference Housing is assigning participants, return electronic roster to Conference Housing no later than three business days prior to arrival

Two business days prior to arrival

- ☐ If you are assigning participants, return electronic room roster to your Conference Housing no later than two business days prior to arrival

Day of arrival

- ☐ Let the Conference Housing staff know of any concerns
- ☐ Notify Conference Housing of any changes to assignments

Throughout Your Stay

- ☐ Notify Conference Housing staff of any facilities or housekeeping problems to ensure timely service.
- ☐ Notify Conference Housing staff immediately of any lost keys.

After your Conference

- ☐ Checkout with the Conference Housing staff and return keys.
- ☐ Walk-through of the building with a Conference Housing staff member to review for possible damages (recommended)
- ☐ Receive final invoice including any charges for damages and/or lost keys. Invoices not paid within 30 days of billing may be charged an additional 10% of the original invoice.

DAMAGE CHARGE LIST

The Group Coordinator agrees to compensate the University for any negligent or intentional breakage of furnishings or damage to a room, common area, or any other part of a facility occupied by the Coordinator's Group. A damage charge list is included in this Conference Housing Guide. Any such charges/damages incurred throughout the course of the group's stay will be included in the overall Conference Invoice after check-out.

The Cleaning and Damage charges below are material costs plus punitive fees between \$25.00 and \$75.00. The punitive fees were set by frequency and severity of certain issues.

**** NOTE:** These charges are minimum charges. Depending on the severity of the damage, charges could be more than the listed amount. Charges vary by building. Charges are subject to change at any time without notice**

Damage	Charge
Missing or Damaged Bed Frame (Replacement)	\$325 (up to)
Missing or Damaged Mattress (Replacement)	\$150 twin/\$190 full
Missing or Damaged Dresser (Replacement)	
5-Drawer Dresser (Beta/Gamma or Deltas)	\$350
3-Drawer Dresser (New Hall or Epsilon)	\$252
2-Drawer Dresser (Stokes Hall or Beta)	\$216
Missing or Damaged Drawers (Replacement)	\$100 per drawer
Missing or Damaged Sofa (Replacement)	
Sofa Beta 1-5	\$TBD
Sofa Gamma 5-9	\$841
Missing or Damaged End Table (Replacement)	\$150
Missing or Damaged Coffee Table (Replacement)	\$175
Missing or Damaged Wardrobe/Closet Door (Replacement)	\$150
Missing or Damaged Split-Desk Unit	
New Hall or Epsilon Mobile Pedestal (replacement)	\$149.35
Stokes Hall Pedestal (Replacement)	\$163.00
New Hall or Epsilon Study Table (Replacement)	\$142.14
Stokes Hall Study Table (Replacement)	\$95.57
Missing or damaged desk (Replacement)	\$300
Missing or Damaged Dining Table (Replacement)	\$250

Missing or Damaged Chair (Replacement)	\$700 Living Room Chair (B/G) \$175 Two-Position Chair (B/G and Deltas) \$125 Dining Room Chair (B/G) \$128.75 Black Rolling Task Chair (New/Eps.) \$143.00 Black Rolling Task Chair (Stokes Hall)
Missing or Damaged Seat Cushion(s) (Replacement)	\$100 Per Cushion
Missing or Damaged Refrigerator (Replacement)	\$282 Deltas \$185 Stokes Hall & New Hall \$412 Beta/Gamma \$469 Epsilons \$800 Greek
Missing or Damaged Ice Maker (Replacement)	\$550 Greek
Missing or Damaged PTAC (Replacement)	\$575 Stokes Hall & New Hall \$589 Delta \$589 Epsilon \$589 Greek
Missing or Damaged Stove/Range (Replacement)	\$300
Missing or Damaged Microwave (Replacement)	\$200
Missing or Damaged Dishwasher (Greek Houses only)	\$325
Missing or Damaged Mini-Blinds (Replacement)	\$50
Missing or Damaged Peephole (Replacement)	\$25
Damaged Bathtub	\$175.00
Damaged Bathtub Faucets/Fixtures (Replacement)	\$75
Damages Shower	\$TBD (Stokes, New, and Epsilon)
Damaged Shower Faucet/Fixtures (Replacement)	\$TBD (Stokes, New, and Epsilon)
Damaged Wall Tile/Tub Surrounds	\$230
Damaged Sink (Replacement)	\$160 Kitchen/\$80 Bathroom
Damaged Sink Faucets (Replacement)	\$75 Kitchen/\$50 Bathroom
Damaged Garbage Disposal (Replacement)	\$100

Damaged Toilet (Replacement)	\$175 Beta/Gamma \$150 Delta 1-5, Epsilon \$350 Delta 6 / Greek \$250 Stokes Hall & New Hall
Damaged Door (Replacement)	\$450
Damaged Mirror (Replacement)	\$100 (adequate cost for all mirror types?)
Damaged Towel Hooks/Racks (Replacement)	\$25
Damaged Medicine Cabinet (Replacement)	\$150
Damage Floor Tile	\$75 ceramic \$75 carpet \$TBD slate \$35 VCT
Damaged Vent Fan (Replacement)	\$50
Damaged Vent Hood - Stove (Replacement)	\$60
Damaged Receptacle/Power Outlet	\$25
Damaged Light Switch (Replacement)	\$25
Damaged Bulletin Board (Replacement)	\$260
Damage to Cabinet Doors/Hinges	\$50
Graffiti on Room Surfaces	\$75
Stickers/Decals on Room Surfaces	\$30
Missing or Damaged Ceiling Lights (Replacement)	\$125
Missing or Damaged Exterior Lights (Replacement)	\$225
Damaged Ceiling	\$100
Re-Painting Due to Damages	\$100 wall / \$75 door / \$200 entire room
Missing or Broken Window (Replacement)	\$125
Damaged Counter Tops (Replacement)	\$200
Dirty Stove	\$35
Dirty Refrigerator	\$35
Dirty Microwave	\$35
Broken Door Hardware (Replacement)	\$280 Cylindrical \$450 Mortise

Moved Furniture/Mattress	\$50/item
Hole in Wall (Repair and Paint)	\$100
Fire Extinguisher: (Missing or Discharged)	\$100
Missing, Damaged, or Disconnected Smoke Detector	\$65
Missing or Damaged Fire Exit Sign	\$440
Missing or Damaged Dehumidifier	\$385
Tripped Breaker Caused by Non-Approved Appliance Use	\$50
Lost Keys/Broken Keys	\$50 per key
Improper Check Out	\$75
Trash Left in Room	\$35
Unclean Room at Check Out (excessive)	\$100 minimum charge

**** NOTE:** These charges are minimum charges. Depending on the severity of the damage, charges could be more than the listed amount. Charges vary by building. Charges are subject to change at any time without notice**