

Conference Organizer's Manual Summer 2023

TABLE OF CONTENTS

	PAGE
<u>Introduction</u>	5
<u>General Information</u>	6 – 15
<u>Audio Visual Equipment</u>	6
<u>Billing and Deposit</u>	6
<u>Campus Hours</u>	6
<u>Conference Guest Cards</u>	8
<u>Copies/Printing</u>	9
<u>Dedman Center for Recreational Sports</u>	9
<u>Disabled Guests</u>	9
<u>Donations of Products/Services</u>	9
<u>Facility Use</u>	9
<u>Health Center</u>	10
<u>Library Access</u>	10
<u>Lost and Found</u>	11
<u>Parking</u>	11
<u>Pool</u>	12
<u>Religious Services</u>	12
<u>Emergencies/Safety and Security</u>	12
<u>Scheduling of Summer Camps and Conferences</u>	13

<u>Signage on Campus</u>	13
<u>Shipping Address</u>	13
<u>Sponsorship</u>	14
<u>Stores Around SMU</u>	14
<u>Transportation to and From Airports</u>	14
<u>Weather & Lightning</u>	15
<u>Conference Organizers Information</u>	16 – 19
<u>Agenda/Schedule</u>	16
<u>Cell Phones</u>	16
<u>Commuter Participants</u>	16
<u>Conference Packages</u>	17
<u>Contact Person</u>	17
<u>Estimates and Guarantees</u>	17
<u>Liability Waivers and Medical Forms</u>	18
<u>Lost Cards</u>	18
<u>Residential Participants</u>	19
<u>Roster Information</u>	19
<u>Supervision</u>	19
<u>Conference Ambassador Information</u>	20 – 21
<u>Residential Housing Information</u>	22 – 29
<u>Alcohol</u>	22
<u>Area Desks</u>	22
<u>Bed Space</u>	22
<u>Check-in and Check-out</u>	23
<u>Children</u>	23
<u>Computer Labs</u>	23
<u>Counselors</u>	23

<u>Curfew for Youth Groups</u>	24
<u>Decorations and Damages</u>	24
<u>Emergency Participant Cancellation Procedures</u>	24
<u>Emergency Telephone Numbers</u>	25
<u>Fire Safety</u>	25
<u>Conference Leaders</u>	26
<u>Hall Access</u>	26
<u>Housekeeping</u>	27
<u>Internet Access</u>	27
<u>Keys</u>	27
<u>Laundry Facilities</u>	28
<u>Linen</u>	28
<u>Packages/Messages</u>	28
<u>Refrigerators/ Coolers</u>	29
<u>Roommates and Room Changes</u>	29
<u>Room Damages</u>	29
<u>Telephone Service</u>	30
<u>Vending Machines</u>	30
<u>Dining Services</u>	31 – 32
<u>Residential Dining</u>	31
<u>Catering</u>	31
<u>Food from Off Campus</u>	32
<u>Hughes-Trigg Student Center</u>	32
<u>Meal Packages</u>	32
<u>Insurance, Medical Forms and Waivers of Liability</u>	32 – 33
<u>Accident Insurance</u>	32
<u>Liability Insurance</u>	32

<u>Medical Forms</u>	33
<u>Waivers of Liability</u>	34
<u>Conference Services Timeline</u>	35
<u>Conference Services COVID-19 Plan</u>	38

OFFICE OF CONFERENCE SERVICES

Mission Statement

The Office of Conference Services supports and enhances the academic mission of Southern Methodist University by providing short-term housing, dining and catering services, meeting facilities, and assistance in the planning, organizing, and coordination of conferences, camps and meetings. The Office of Conference Services is committed to providing quality customer service and "one stop" service in a campus environment for the University community and other appropriately sponsored groups involved in educational pursuits.

About this Manual

This manual has been developed to answer and clearly define for the Conference Organizer how a conference is successfully held, from application to departure, on the SMU campus. We hope it addresses your questions and concerns. There are a few abbreviations used in the manual:

SMU	Southern Methodist University
OCS	Office of Conference Services
CA	Conference Ambassador
CO	Conference Organizer
RLSH	Department of Residence Life and Student Housing

We welcome your input and comments regarding this manual. Please let us know if we can clarify any information for you. We look forward to having you on our campus!

GENERAL INFORMATION

Audio/Visual Equipment Requests

The Office of Conference Services makes arrangements for the use of audio/visual equipment for conferences through Audio/Visual Event Support and will attach all charges for equipment set-up and usage to the final conference bill. Conference Services requires the Conference Organizer (CO) to confirm all equipment reservations with the Conference Ambassador (CA) no later than the estimate due date, or fifteen days prior to the event. Typically, audio/visual equipment may not be ordered less than 72 hours of the event and may occur additional fees.

Billing and Deposit

A deposit confirms the reservations within the contract and is required from all off-campus groups. Receipt of deposit payment is due as specified in the Letter of Agreement. The final invoice for the conference, which includes all charges associated with the conference, will be sent to the Conference Organizer (CO) following departure. Full payment is due to Southern Methodist University within thirty days of the invoice date. Conference Services will not individually bill participants for any reason.

Campus Hours

SMU BOOKSTORE	(214) 768-2435	3060 Mockingbird at 75 South Central Expressway
Monday – Thursday		8:30 am – 7:00 pm
Friday		8:30 am – 6:00 pm
Saturday		10:00 am – 5:00 pm
Sunday		12:00 pm – 5:00 pm

HUGHES-TRIGG STUDENT CENTER

The Information Desk	Monday – Friday	8:00 am – 6:00 pm
	Saturday	10:00 am – 3:00 pm
Mail & Copy Central	Monday – Friday	8:00 am – 7:00 pm
	Saturday	10:00 am – 2:00 pm
The Market	Monday – Thursday	9:00 am – 4:00 pm
	Friday	9:00 am – 2:00 pm

DINING LOCATIONS ON CAMPUS

Umphrey Lee Dining Hall

Breakfast:	Monday – Friday	7:00 am – 9:00 pm*
Lunch:	Monday – Friday	11:30 am – 1:30 pm*
Dinner	Monday - Friday	5:00 pm – 7:00 PM*

Panera Bread

Monday – Thursday	8:00 am – 4:00 pm
Friday	8:00 am – 3:00 pm

FONDREN LIBRARY

Monday - Thursday	8:00 am – 9:00 pm
Friday	8:00 am – 6:00 pm
Saturday & Sunday	12:00 pm – 6:00 pm

MEADOWS MUSEUM

Tue, Wed, Fri & Sat	10:00am – 5:00pm
Thursday	10:00am – 9:00pm
Sunday	1:00 pm – 5:00 pm

All hours and availabilities are subject to change. *Please note that patrons must arrive in Umphrey Lee Dining Commons a half hour before end of meal service for the best dining experience.

Conference Guest Cards

Conference residential cards provide participants proximity access to the assigned residential commons exteriors doors and rooms. **For security reasons, participants under the age of 18 will not be given access to exterior doors of residential commons and must be accompanied by an adult supervising the group.** A conference dining card is used by participants who have purchased a meal plan for access to the Umphrey Lee Dining Hall during regular dining hours. The card must be presented at the entrance of the dining hall during the specified meal hours to permit access

to the facility. In most cases, if a guest has not purchased a meal plan, a credit/debit card can be used at the specified dining location.

Both residential and conference cards will be assigned at check-in for residential and commuter participants. Conference organizers will be issued a card for each guaranteed commuter/day camp participant and must assign one card to each person; additional cards may be requested through the CA and must be assigned accordingly. Conference organizers are strongly encouraged to obtain only the required number of cards for commuters, as the conference will be billed according to the number of cards issued.

If the conference card is lost, there is a non-refundable \$10.00 charge to have a new card issued. Lost cards should be reported immediately to the CA or OCS Director. Lost residential or RLSH proximity cards are subject to greater fees. For further information on commuter Conference Guest Cards, please refer to the Conference Organizer section (p. 16).

Upon leaving campus, Conference dining cards do not have to be returned but residential cards (RLSH proximity card) must be returned. Conference card will deactivate approximately 1-2 hours after the conference check out time on the final day of the conference; the CO is responsible for ensuring that all participants are checked-out of residential commons at the specified time.

Copy/Print Services and Post Office

Fax, print, and copy services are available for a small fee at the Mail & Copy Central counter, located in the Hughes-Trigg Student Center in addition to a full-service Post-Office. Contact the CA or the OCS Director for more details.

Dedman Center for Recreational Sports

The Dedman Center for Recreational Sports offers many fitness and recreation options for summer conference guests. Conference organizers can reserve a temporary membership for their group through Conference Services at a discounted rate or allow participants to individually buy daily membership passes at Dedman Center. Group rates will be billed on the final invoice and will be charged at \$27.00 per person, per week. Daily guest memberships directly purchased from Dedman cost \$10.00 per person, per day.

A fully completed roster is required ahead of time to grant access to participants requesting fitness passes. Please request a specific roster template from the CA. Participants will need a picture ID to check-out equipment. **All youth participants must be accompanied by an adult at all times while using Dedman facilities; there must be one camp staff person for every ten youth participants. Youth participants are not allowed on the Climbing Wall, Fitness/Weight area, or in the Cardio Overlook. Minors will only be allowed to use the Dedman Center through organized**

activities as a group via reservations made in advance. Please contact the CA or OCS Director for more information.

Disabled Guests

Most classroom buildings, residential commons, and the Umphrey Lee Dining Hall are accessible for the disabled. If special housing accommodations are needed for guests with disabilities, arrangements must be made at least 30 days in advance, as ADA approved space is limited in the residential commons. Communicating needs as soon as possible is preferred.

Donations of Products/Services

SMU is exclusive to SMU Hospitality including dining and catering services unless the conference/camp has special permission for donated products. A list of all donations (including food and beverage items) made to summer conferences must be approved prior to the conference by OCS, and a list of all items must be on file with OCS. Third parties are subject to provide proof of health permits and general liability insurance. Additional custodial fees will apply.

Facility Use

The Office of Conference Services coordinates with appropriate facility managers to determine rates and schedule events in various athletic, academic, and meeting facilities.

Use of any facility will incur a daily usage fee, which will be included in the final invoice from OCS. For safety and security purposes, the university requires the presence of the appropriate SMU professional staff in some facilities during conference events. The conference must pay the hourly wage of persons employed during non-business hours of the facility. Fees will be assessed by the facility services department for equipment set-up and/or rental along with custodial services fees.

Any facility reservation that is cancelled within 30 days of the conference start date will incur a charge of one-half of the normal usage fee.

Athletic facilities include Moody Coliseum, Crum Center, Crum Lacrosse Field, Turpin Tennis Center, Morrison-Bell Track, Westcott Field, Intramural Field, Pettus Field, Ford Stadium and the Dedman Recreation Center. Academic rooms may be reserved but availability cannot be guaranteed due to varying summer school schedules.

SMU Health Center

SMU Bob Smith Memorial Health Center (214-768-2141) hours are: 8:30 am - 5:00 pm, Monday – Friday. (Closed on Memorial Day and July 4th or the corresponding University holidays)

Medical Emergencies

If anyone suffers an injury during these hours, they should be taken to the appropriate medical treatment center. Dr. Bob Smith Health Center at SMU at 6211 Bishop Boulevard for treatment. For athletic camps, the trainer on duty and/or the Conference Ambassador will contact SMU PD. SMU Police will respond and alert EMS, if necessary. Otherwise, the CO or their designee should escort the injured party to the Health Center. The Authorization of Medical Treatment form must be on file with the Health Center before treatment can be administered to participants under the age of eighteen. The CO is responsible for contacting the participant's guardian immediately. Services rendered at the Health Center must be paid at the time of the visit.

In the event of an emergency or serious accident, SMU-PD or the Health Center will dispatch transportation to the nearest available hospital.

For more information regarding DFW area hospitals and urgent care facilities please see the list below.

After Hours Care (Urgent Care)

QuestCare Medical Clinic at Dallas: Snider Plaza (3414 Milton) Dallas, TX #214-368-4822*

PrimaCare Urgent Care: 6350 Mockingbird Ln, Dallas, TX #214-828-0448*

City Doc Urgent Care Uptown: 2909 McKinney Ave, Dallas, TX #214-871-7000*

Concerta Urgent Care: 5601 Greenville Ave, Dallas, TX #214-821-6007*

Medical Emergencies/Illnesses

The following medical treatment facilities have been listed due to their proximity to SMU. SMU does not specifically endorse any of these providers.

Texas Health Presbyterian Hospital Dallas: 8200 Walnut Hill Ln., Dallas, TX
#214-345-6789, Emergency #214-345-7885*

Baylor University Medical Center, part of Baylor Scott & White 3500 Gaston Ave, Dallas, TX #214-820-0111, Emergency
#214-820-250*

Children's Medical Center Dallas: 1935 Medical District Drive Dallas, Texas
#844-424-4537

City Hospital at White Rock: 9440 Poppy Dr. Dallas, TX
#214-324-6100, Emergency #214-324-6111

Medical City Dallas Hospital: 7777 Forest Ln., Dallas, TX
#972-566-7000, Emergency #972-566-7200

Parkland Memorial Hospital (County): 5200 Harry Hines Blvd., Dallas, TX
#214-590-8000

William P. Clements Jr. University Hospital: 6201 Harry Hines Blvd, Dallas, Texas
#214-633-5555

Methodist Dallas Medical Center: 1441 N. Beckley Ave. Dallas, TX.
#214-947-8181

Mental Health Resources

Medical City Green Oaks Hospital: 7808 Clodus Fields Dr., Dallas, TX
#972-991-9504, Emergency #972-701-3661

Timberlawn Behavioral Health System: 4600 Samuell Blvd., Dallas, TX
#214-320-9000

Texas Health Presbyterian Hospital of Dallas: 8140 Walnut Hill Ln, #200, Dallas, TX #214-345-6789,
Emergency #214-345-7885

Parkland Memorial Hospital: 5200 Harry Hines Blvd., Dallas, TX
#214-590-8000, Emergency 214-590-8761

Baylor University Medical Center, part of Baylor Scott & White 3500 Gaston Ave, Dallas, TX #214-
820-0111, Emergency
#214-820-250*

Baylor Scott and White Medical Center-Plano: 4700 Alliance Blvd., Plano, TX
#469-814-2000

Adapt Community Solutions Mobile Crisis Line: #866-260-8000

Suicide & Crisis Center of North Texas 24 Hour Crisis Line: #214-828-1000

Substance Abuse and Mental Health Services Administration (SAMSHA) Suicide and Crisis Lifeline:
Dial 988

For additional information, please refer to the Insurance section.

SMU Library Access

SMU libraries are open to the public during normal summer operating hours. Several options are offered by the SMU Library system for visitors wishing to borrow books from the library:

- TexShare Program: Open to all Texas resident students, living in Texas. Participants may obtain a card from their institution, which allows them to check out books from Texas public and university libraries.
- Friends of the University: Membership to the program is \$60 per year and allows members to borrow books from the SMU Library. Participants are allowed to check out 10 books for a period of up to three weeks. (Rate subject to change)
- The library may also create a patron record for visiting students and researchers, as long as the academic department with which the group is affiliated provides confirmation of their approval for library access and a list of all participants.

Lost and Found

Lost and found items, including keys and Conference Guest Cards, should be turned in to the area desk at Virginia-Snider. In some instances, articles are returned to the SMU Police Department located in Patterson Hall. Guests should check for any lost items at these locations. SMU cannot be responsible for lost, stolen articles, or any items left behind in residence halls.

If a found item is requested to be returned, it will be mailed to the CO, who will send the item to its owner. Any shipping charges incurred will be included in the final bill.

Parking

Parking permits are required for all conference participants that need to park vehicles on campus and may be purchased through OCS. **Permits are \$16.00 each, are valid for the entire period during your conference, and will be billed to the conference/camp group on the final invoice as the number issued to the conference.** Guests with a Summer Conference permit may park in designated Resident (R) and All University Park (AUP) parking lots with this assigned permit. **Summer Conference Guests must not park in spaces marked for "Faculty/Staff" or "RLSH Staff Only."** More specific parking directions will be printed on the permit, including access code if

applicable. Permits are valid on the second level or above in the garages or as otherwise instructed on the permit. Permits are not valid in metered spaces and must be visibly displayed in vehicles.

Limited metered spaces are also available.

Parking is prohibited in spaces reserved for Disabled persons, fire lanes, faculty/staff, and spaces marked "Reserved." **Vehicles parked in restricted areas and/or parking without a permit are subject to citation, immobilization and/or tow at the owner's expense 24 hours a day.**

Please direct all additional parking questions to the assigned CA or the Office of Parking & ID Services at 214-768-7275.

Religious Services

There are several places of worship in the SMU area:

Park Cities Baptist Church	(214) 369-8211
Tiferet Israel Congregation	(214) 691-3611
Highland Park Presbyterian Church	(214) 526-7457
Catholic Mass in Perkins Chapel	(214) 768-3035
Highland Park United Methodist Church	(214) 521-3111
Dallas Masjid of al-Islam	(214) 421-3839
Buddhist Temple of Dallas	(214) 340-6187

Emergency and Safety Information

EMERGENCY CONTACT INFORMATION: You are required to provide 24/7 emergency contact information (cell phone number, etc.) for the director and all staff of your conference. This contact information is used by the University to contact you during emergencies on campus. *These contact numbers must be provided to Conference Services through a roster and on the estimate/guarantee form.* This is required in accordance with the Higher Education Opportunity Act of 2008.

EMERGENCY ACTION PLAN:

An emergency action plan must be completed for each conference/camp. This plan identifies how conference/camp staff will address emergencies, inclement weather, and the methods in which staff will communicate with participants before and after emergencies. Please contact your CA for a template.

All conference/camp groups with minor participants shall develop a plan for reunifying minors with their chaperone in the event of an emergency disrupts the conference/camp in which they are enrolled. For example, if Virginia Snider Residential Commons was evacuated due to fire the group would meet directly behind the Dr. Bob Smith Health center and staff would be able to perform a headcount/roll call to ensure everyone is present. The evacuation assembly areas must be identified in the emergency action plan.

Wet Bulb Globe Temperature (WBGT):

Monitoring the wet bulb globe temperature is recommended for outdoor events in an effort to prevent heat-related injuries. Precautionary actions are highly recommended for WBGT's at 80 degrees and above as described in the following chart:

WBGT(F)	Effects	Precautionary Actions
< 80		
80-85	Working or exercising in direct sunlight will stress your body after 45 minutes.	Take at least 15 minutes of breaks each hour if working or exercising in direct sunlight
85-88	Working or exercising in direct sunlight will stress your body after 30 minutes.	Take at least 30 minutes of breaks each hour if working or exercising in direct sunlight
88-90	Working or exercising in direct sunlight will stress your body after 20 minutes.	Take at least 40 minutes of breaks each hour if working or exercising in direct sunlight
>90	Working or exercising in direct sunlight will stress your body after 15 minutes.	Take at least 45 minutes of breaks each hour if working or exercising in direct sunlight

INCLEMENT WEATHER:

The SMU campus is susceptible to numerous hazards, including severe inclement weather. Event staff should monitor weather prior to and during their planned event(s) and take appropriate actions based on the weather forecast at that time. Staff should consider the potential for inclement weather during their event. Inclement weather may include but is not limited to lightning, hail, flooding, high winds, and conditions that could possibly lead to the occurrence of a tornado. Should inclement weather occur during events, staff must have a plan in place to seek shelter in a nearby pre-identified facility, or in some cases, shelter in place until the threat has passed. This is accomplished via the aforementioned emergency action plan.

It is always possible to experience anything from summer showers to severe thunderstorms. **No conference participants should be outside at any time when lightning is occurring.** If lightning is in the area, please instruct all conference participants to find and stay in the nearest indoor

facility until the lightning has ended. These facilities should be pre-identified in the event action plan.

Summer temperatures in Dallas will be in the mid to upper 90's, with extreme highs reaching the 100s; humidity is often high. It is important to remind all participants to hydrate when participating in outdoor activities due to high temperatures when there is more susceptibility to heat-related injuries.

EMERGENCY TEXT NOTIFICATION SYSTEM: Personnel/Staff who directly supervise minors attending the Conference/Camp shall opt into the SMU Emergency Notification System by sending a text to the number **226787**, typing in the word **SMUAWARE** and sending that text. You will receive a text confirmation from the number immediately.

SMU POLICE DEPARTMENT: EMERGENCY (214) 768-3333 or 911

NON-EMERGENCY (214) 768-3388 The SMU Police Department (SMU PD) is on-duty 24 hours a day, 7 days a week. If requested, a SMU PD officer can be present at opening sessions of conferences to give a brief overview of security procedures for conference guests.

CAMPUS EMERGENCY CALL BOXES are located throughout campus, distinguishable by a box with a blue light on top. These phones and your location are provided via a direct line to SMU Police. A patrol car will be dispatched immediately when SMU PD receives the call from one of these phones.

Safety on Campus

- **BE ALERT:** If you see anything suspicious or abnormal, report it immediately by calling SMU Police at (214) 768-3333 or dialing 911.
- **WALK IN GROUPS:** Advise your conference participants to walk in supervised groups (never alone) in and around the SMU campus.
- **LOCK YOUR DOOR:** Individual residence hall room doors should remain locked at all times. Youth participants will not be given access to the exterior doors of residence halls.
- **SEE SOMETHING, SAY SOMETHING:** If conference/camp staff or participants witness anything suspicious please call SMU PD non-emergency dispatch at (214) 768-3388 to report to the SMU Police Department.

Signage on Campus

Any signage to be used in buildings or on campus grounds must be approved by OCS in advance of the conference. **No signage of any kind may be hung outdoors due to a city ordinance.**

Shipping Address

Any materials for the conference/camp (***not participants***) needing to be shipped prior to a group's arrival or for overnight deliveries during the conference may be shipped to:

Attention: Abigail Smith – Name of CO
SMU Office of Conference Services
6405 Boaz Lane, Suite 101
Dallas, TX 75275

Please notify the CA in advance if any materials are going to be shipped and give the expected arrival date.

To ship to conference/camp participants please use the following address:

Name of Conference or Camp
Attn: First Name Last Name
3140 Dyer Street #700
Dallas, TX 75275

Any packages not including the conference name and #700 may be returned to sender. Please ensure packages are not delivered before the conference/camp start date. If package is sent ahead of conference Mail & Copy Central cannot guarantee storage of package.

Campus Sponsorship

According to University Policy, all events held on campus by non-SMU groups must be sponsored by an appropriate department, faculty member or director. As OCS cannot solicit sponsors for groups, the CO must contact the possible sponsors and request a Sponsorship Form from the OCS Director. Sponsorship does not involve any monetary obligation on the part of the sponsor, nor does it guarantee that a conference can be booked.

Businesses Near SMU

Grocery Stores

Kroger
Tom Thumb
The Market
Tom Thumb
Central Market

Greenville and Mockingbird (Open 24 hours)
Snider Plaza - Hillcrest and Lovers Lane
Hughes-Trigg Student Center
Lovers Lane and Greenville (Open 24 hours)
Lovers Lane and Greenville

CVS	Corner of Central Expressway and Mockingbird (Open 24 hours)
7/11	Hillcrest Lane and Asbury St. (Open 24 hours)

Dry Cleaners

Johnson's Cleaners	6319 Hillcrest 214-521-2500
Esquire Cleaners	6613 Hillcrest 214-363-2261

Transportation to/from Airports

The most efficient transportation from Love Field and the Dallas/Fort Worth Airport (DFW) is by SUPER SHUTTLE. At the airport guests should go to "Ground Transportation" for assistance. Return to the airport by the Super Shuttle should be arranged at least 24 hours in advance of leaving the campus. The phone number is 1-800-329-2000.

There are numerous taxicab companies available in the city. Yellow Cab (214) 426-6262, Allied Taxi (214) 654-4444, and West End Cab (214) 902-7000 are a few.

SMU does not provide transportation to or from the airports.

CONFERENCE ORGANIZERS INFORMATION

Agenda/Schedule

The Conference Organizer must submit a finalized schedule of events for each conference to OCS no later than five working days prior to the event. The document should detail the daily agenda, including meeting places and times, activities, mealtimes, and other relevant information.

Cell Phones

Cell phone numbers of (CA) will be given to the CO and/or designated contact person for emergencies. The number is NOT to be given to conference participants or guests. The cell phone should be used if the CA is not in the office during an emergency. Situations or questions of a non-emergency nature should be directed to the CA's Office at 214-768-4312.

Commuter Participants

A complete final roster of all participants must be received by the Office of Conference Services on the specified guarantee due date; any late additions to the list must be submitted to OCS at check-in. The University requires that every participant on campus be accounted for while participating at campus held activities.

Each commuter participant must provide a signed Waiver of Liability/ Release of Liability form. Any participant that does not have the necessary legal forms will be asked to leave campus until OCS receives proper documentation.

Conference cards will be assigned at or before check-in for commuter participants when appropriate. The CO will be issued a card for each guaranteed commuter participant and must assign one card to each person; additional cards may be requested through the CA and must be assigned accordingly. COs are strongly encouraged to obtain only the required number of cards for commuters, as the conference will be billed according to the number of cards issued

If the card is lost, there is a non-refundable \$10.00 charge, and a new card will be issued. RLSH proximity cards have a different replacement fee if lost or damaged depending on card. Lost cards should be reported immediately to the CA or OCS Manager or RLSH area desk.

Conference Package Rates

Conference packages are developed for residential and commuter participants, advisors, counselors, and staff based on meal and housing reservations. The application form designates the possible housing and dining options offered for the summer conferences and may be chosen according to a conference's specific needs. The package rate is calculated from the current housing and dining rates and will be included in the Letter of Agreement. Sales Tax is added to dining rates; but may be waived if the CO provides a Tax Exemption Certificate to OCS prior to the issuance of the Letter of Agreement and approval is received from the University Controller's Office.

The package price for residential participants is determined by the number of nights and meals per participant; and is gauged by the room choice (single or double) and specified linen service.

Be aware that for each Conference Guest Card issued to the Conference Organizer, the entire package rate will be charged to the conference.

Contact Person

Throughout the conference, a designated contact person (may be CO) must be available to serve as the primary conference representative and interact with the assigned CA. The CA and this person should exchange contact information, so each will know whom to contact with questions and problems. In this way, all aspects of the conference from housing to dining, facilities and more may be managed professionally and efficiently. The contact person assumes responsibility for guests while on campus and must be present at check-in, provide all necessary documents, and be able to address any conference related problems.

Estimates and Guarantees

In the Letter of Agreement, both an estimate due date and guarantee due date for residential and dining participant numbers are specified.

Estimates are due by 2:00 PM (CST), typically 15 business days prior to the camp/conference. Guarantees are due by 2:00 PM (CST), typically 5 business days prior to the camp/conference.

The dates specified in the Letter of Agreement or contract shall serve as the required estimate and guarantee dates if different from the 15 and 5 business days respectively.

*** There will be a \$50.00 fee assessed for all late Estimates and Guarantees. Additionally, changes made to housing rosters after the guarantee date may incur a \$25 charge per change made to the roster.**

The estimate allows RLSH and Dining Services to forecast for your conference, so planning and adjustments can be initiated in advance.

The Guarantee indicates the number of participants who have registered for the conference and are expected to attend. It will be used to formulate floor plans and staff schedules and is the minimum billable amount for the conference.

Though we will make efforts to accommodate walk-up registrants, due to space restrictions, we cannot guarantee housing on campus to non-guaranteed participants. The conference may be charged \$15.00 per person over (or under) the guarantee number in addition to the package rate. The conference will be billed according to the guaranteed or actual number of participants, whichever is greater.

Liability Waivers & Medical Release Forms

In accordance with university policy, all conference guests (including staff, advisors, participants, etc.) who are neither employed by nor are students of SMU are required to submit a signed **Waiver of Liability form to OCS at the time of check-in**. Participants under the age of 18 are required to submit a **signed Youth Waiver of Liability/Release for Medical Treatment** form, which must be on file with OCS. It is the responsibility of the Conference Organizer to distribute and collect all necessary liability and medical forms from participants prior to check-in and give them to the CA no later than check-in. Participants for whom these items are missing will be asked to leave the campus until OCS attains the proper forms. Forms in electronic format are available. One copy of the youth medical and liability release form must be submitted to OCS upon the arrival of the conference on campus. For adults only one (1) copy of the medical release form is required.

Lost Cards

If a Conference or Residential Guest Card is lost, the Conference Organizer should notify the CA as soon as possible so that the card can be deactivated (cards cannot be activated/deactivated after hours). There is a replacement fee of \$10.00 - \$100.00 (For conference dining cards the fee is \$10.00 and for access cards the cost is \$25.00 - \$100.00 depending on card/key) for each lost card, which the CO should collect directly from the participant. The CA must collect the \$10.00 - \$100.00 replacement fee (which will be directed to OCS Accounting) and lost Conference Guest Card number before another card may be given. The CO and the CA will have a list of the cards assigned to the group.

Residential Participants

Please refer to the Residential Housing Section (p. 22).

Roster Information

- A preliminary roster is due to OCS on or before the Estimate due date, as specified in the contract, and must include ALL conference participants (including residential and commuter participants, staff, counselors, advisors, etc.)
- The final roster must be submitted on or before the Guarantee due date, as specified in the contract.
- The following information must be noted clearly by the CO on each roster:
 - Participant's **name, gender, age, & an e-mail address for each participant (if a minor please list emergency contact)**
 - Roommate/suitemate requests

- Participant's classification (i.e., student, advisor, counselor, staff).
 - A roster of names and emergency contact information for adults directly supervising the minor participants.
 - Parent/Guardian emergency contact information for all minor participants.
- RLSH will attempt to honor any roommate/suitemate requests, but additional housing requests cannot be guaranteed.
- Accommodations will NOT be made for early arrivals, late departures, or stay-overs between conferences due to limited residence hall space and concurrent conferences.

Supervision

All participants under the age of 18, must be accompanied by an adult chaperone/advisor from the conference at all times, this includes all "free time." To ensure the personal safety of the participants, the University requires a minimum of one counselor for every twelve (12) youth participants.

CONFERENCE AMBASSADORS' INFORMATION

Conference Services prepares for the conference season by assembling a staff of Conference Ambassadors, who will coordinate with Conference Organizers to ensure that all arrangements are made throughout group's stay on campus. Each conference will be assigned a Conference Ambassador (CA), whose overall purpose is to provide attentive service to the conference and ensure that its stay at the university is a success.

The CA's general duties for each assigned conference are as follows:

- Contact Conference Organizer prior to the group's arrival and will serve as contact person from OCS throughout stay. CO should address any changes or additions, as well as ask questions and express concerns to the CA.
- Obtain schedules, brochures, and additional information that may have been provided by CO to the participants.
- Read and understand Letter of Agreement so that he/she knows the group's needs.
- Answer questions about check-in and check-out procedures, special housing needs, facility reservations, audio-visual needs, conference dining reservations, and general SMU and Dallas information. The CA will not discuss package rates or billing information; these questions must be directed to the OCS Director.
- Obtain all Estimates and Guarantees from CO, including rosters, dining information, and residential and commuter participant totals.
- Give final roster, based upon the guarantee, to RLSH five days before conference.
- Give floor plan to the CO when completed by RLSH, no later than 72 hours before conference arrival.

- Deliver residential conference guest cards to RLSH.
- Give commuter guest meal cards to the CO, who is then responsible for distribution to commuter participants with a meal plan.
- Keep record of assigned conference cards.
- Assemble information packet for each conference, which will include at least the following: residential hall floor plan, a roster, a daily events schedule for the conference, and the CA's phone and pager numbers.
- Confirm audio-visual order through Hughes Trigg A/V or other entities as arranged by OCS and ensure proper delivery, set-up, and return of rented equipment.
- Verify that all facilities arranged by OCS are unlocked and ready to use at scheduled time.
- Be present thirty minutes to one hour before the start of an event to make sure the audio-visual equipment and catering have been delivered and set up properly.
- Be available at check-in to answer conference related questions and to assist guests and CO, as needed.
- Collect release of medical treatment (from participants under the age of 18) and waiver of liability forms (from all participants) at the time of conference arrival.
- Attend weekly staff meetings with Conference Services and RLSH to update staff of upcoming conferences.
- Distribute Conference Information to the area desk.
- Be available to housing staff and conference organizer to answer questions or solve problems throughout the conference.
- Schedule days off around his/her conference schedule; incidentally days off may occur during the normal workweek, depending on his/her conference schedule.
- Notify the CO of days off, so that an alternate contact person can be assigned to his/her responsibilities.

RESIDENTIAL HOUSING INFORMATION

Alcohol

Alcohol is prohibited in all public areas, which includes residence hall lobbies and hallways.

Alcohol is permitted in guests' rooms who are of the legal drinking age (for Texas, the legal drinking age is 21). Guests under the age of 21 caught drinking anywhere on campus will be punished according to Texas State Law and will be asked to leave the conference/camp immediately.

Kegs are not permitted anywhere on campus. This policy is strictly enforced.

Area Desk

Area Desk Staff will be available to receive messages and maintenance requests, manage lost keys and conference/residential guest cards. Give directions and other essential information for conferences. Area Desk Staff also assist with lockouts.

For summer 2022, the Area Desk is located in the **first-floor lobby of the Virginia-Snider Residential Commons**. This location serves all residential halls and commons. To reach the Area Desk Staff please call (214) 768- 2230.

The hours of operation are Monday – Friday 8:00 AM – 8:00pm (**Urgent calls will be returned after hours. There is a lockout number listed on the exterior door right outside the Area Desk.**)

Please Note: All residence halls are locked 24 hours a day, with the exception of Virginia-Snider which is locked at midnight.

Bed Spaces

Allotted amounts of bed space are specified in the Letter of Agreement, as determined from the application letter, and are guaranteed available for the dates of the event. If the actual number of residential participants exceeds this amount, beds may not be available due to space limitations. See Estimates and Guarantees (p. 16).

Check-In and Check-Out Procedures

Check-in/check-out times and locations are specified in the Letter of Agreement; any changes must be indicated in writing 30 days in advance of original check-in date. The Conference Organizer or contact person must be at check-in to handle any housing issues that arise.

Each participant must sign for the key or access card to the residence hall room, as well as the Conference Guest Card, to which he/she has been assigned. To ensure that all pre-registered guests are accommodated first, walk-up participants will be assigned to rooms only after those on the guarantee roster have been checked in.

Guests' luggage can usually be held in the residence hall in a designated area if arrangements are made in advance. For any participant staying later than the designated checkout time, the conference will be charged \$25.00 per person, in addition to extra housing charges.

Each participant must turn in the corresponding key to the room he/she was assigned.

Conference guests are not allowed to have overnight guests for any reason.

Youth Age Limits

Children under the age of 10 are not allowed to reside in the traditional residence halls, and there are a limited number of spaces for guests and their children who are under the age of 8. Notification that a child needing accommodation in the residence hall must be made in advance with Conference Services; any exceptions to this policy must be discussed in advance with OCS.

Computer Labs

Computers are **not** available for guests' use in most residential commons and are limited on campus.

Staff Supervising Minors

There must be **at least one adult** (over the age of 18) **chaperone for every twelve youth participants (or one adult for every ten youth if camp includes 10- or 11-year-old children staying overnight on campus)** present with the group at all times; this includes "free time". Chaperones must reside in the residence hall to enforce curfews and ensure good behavior; practicing and roughhousing are not permitted in the residence halls. Any problems or emergencies should be reported to the Conference Leader on call or at the Area Desk. Youth participants are not given Conference Guest Card access to the residence halls and Conference Housing Staff will not let youth into the buildings without supervision. The chaperone is responsible for directing youth to designated practice areas on campus. Therefore, again, it is important that youth participants are accompanied by an adult from their group at all times while on campus. The chaperone must have the participants remove all belongings from the rooms and should complete room and floor checks upon check out. Any items that are left in a room by a participant will be held for one week after the group's check out date.

Curfew for Youth Groups

For safety and security reasons, an 11:00PM curfew is recommended for all youth camps, at which time all youth participants must be in the rooms of their residence hall and a counselor must be present on the floor. Residence Life & Student Housing staff has the right to enforce this policy.

Decorations and Damages

Decorations hanging in residence hall rooms or hallways are prohibited. Residence hall room damages will be billed to the final conference invoice and must be paid by the invoice due date.

Further arrangements for the person at fault to pay back money owed to the CO for costs incurred by facility damages must be made with the CO.

Emergency Participant Cancellation Procedures

If a participant is unable to attend a scheduled conference, he/she must notify the CO, in writing, before the first day of the conference. If the participant has arrived on campus and has checked into a residence hall, he/she must check out at the Area Desk and notify the CO that he/she will not be continuing with the conference. Notification to the Conference Organizer may be by telephone or in writing, as determined by the CO.

The CO, not individual registrants, should notify OCS in writing of all cancellations and departures from the conference. The email should include the participant's name, conference and dates attending, a brief reason for cancellation, and a statement of reason that the registration should be canceled at no charge. OCS must receive notification as soon as possible.

OCS will determine if the cancellation results in a "no charge" status based on the letter and recommendation from the Conference Organizer. Normally there are no charges if cancellation prior to arrival is based on a documented medical emergency or a death in the immediate family. If a participant must depart after check-in, the conference will incur charges for actual nights stayed on campus as long as medical emergency is communicated as soon as possible. OCS will notify the Conference Organizer, RLSH, and OCS Accounting of the decision. It is the Conference Organizer's responsibility to notify the participant.

Emergency Telephone Numbers

Emergency telephone numbers to use for residential participants to use are:

Area Desk (214) 768-2230 (Virginia-Snider)

SMU PD Dispatch (214) 768-3388 (**non-emergency**) or (214) 768-3333 (**emergency**)

Anyone calling these numbers must know the name of the conference the participant/staff is attending. **Calling 911 can slow down the emergency response time so it is recommended that SMU PD Dispatch is called directly.**

Fire Safety

Anyone found in violation of the fire safety policy may be removed from the residence halls for the remainder of the conference. Any group staying in the residence halls for more than 7 days is subject to a random fire evacuation drill during their stay.

THE FOLLOWING ARE PROHIBITED IN THE RESIDENCE HALLS:

- Candles / Incense
- All Flammable / Combustible Liquids
- Smoking and/or Evidence of Smoking
- Any form of an open flame source
- Iron / Curling Iron left on unattended
- Improper Use of an Emergency Exit
- Failure to Exit during a Fire Alarm
- Attachments near or on sprinkler heads or water pipes
- Items suspended from the ceiling
- Light strings hung in windows and/or doors
- Blocking access to a window
- Extension Cords

THE FOLLOWING VIOLATIONS ARE PUNISHABLE BY LAW:

Violations will be investigated by the University Park Fire Department

- Discharging or Removing a Fire Extinguisher
- Fireworks of any type
- Tampering with control valves
- Breaking sprinkler head(s)
- Removing or Covering Smoke / Heat Detectors or the Covers
- Disabling Fire Suppression System
- Disabling Fire Alarm System
- Arson
- Tampering with or damaging the following:
Fire Exit Lights, Fire Exit Signs, Pull Stations, Horns, Strobes, Notification Devices, Fire Extinguishers
- Obstructing or Locking Fire Exit Doors

Conference Leaders

Conference Leaders are available at the RLSH Area Desk from 8:00 AM until midnight to take maintenance requests, help with lockouts, offer information, give directions, and help participants in any way possible.

After Hours Assistance

Conference Leaders are available from midnight until 8:00 AM via the after-hours on-call number. They make rounds of the buildings periodically and as needed, to address youth curfew violations or noise concerns, help in emergency situations, assist with temporary keys for lockouts, and follow through with guests' housekeeping needs and maintenance problems.

Hall Access

Conference residential guest cards that allow access to the outside doors of the buildings are issued to residential adult participants only; youth (under the age of 18) participants do not have hall access on their conference residential guest cards. The counselor/advisor must accompany youth at all times to provide access to the residential commons. Youth participants will not be allowed into residence halls without proper supervision. Youth participants must be escorted to the Area Desk to obtain a temporary key after 11:00 PM by a counselor/advisor.

Housekeeping

Custodial staff is on-duty seven days a week, 7:00 AM to 4 PM. Common areas and bathrooms are cleaned depending on selected linen package. Trash can be placed in corresponding trash rooms available on each floor. Suited bathrooms are cleaned weekly depending on selected linen package. Accommodations with a Full Linen package are serviced daily.

Wi-Fi Access

Internet access is available in residential commons rooms and common areas via wireless or ethernet networks. COs must provide a roster of names and email addresses to CAs for anyone requesting Wi-Fi access in order obtain identification codes and passwords to access the network; codes and passwords are individually assigned. SMU does not provide hardware – including computers and cables – to guests in residence hall rooms.

Keys

A room key is issued to each participant at the time of check-in. For security reasons, neither the residence hall name nor the room number is on the key. A fee will be charged to the participant if a key is lost or not returned, regardless of a substitute key being supplied by the Area Desk and returned. To avoid lost key charges, please make sure participants keep their keys with them at all times.

Fees for lost keys:

\$150.00

If a key is not returned during check out, the charge will be billed to the conference on the final master bill.

Sub-master Keys

Sub-master keys unlock all doors on a residence hall floor. They may be checked-out to the CO or counselors only during check-in; only if requested by the Conference Organizer in advance. A Conference Leader will not be on duty in buildings in which the group has checked out sub-master keys, as the counselors will be expected to handle any lock-out issues in the building. The charge for a lost or unreturned sub-master key will be at least \$5,000.00 or the cost of re-keying a floor.

Laundry Facilities

Washing machines and dryers are located in each residence hall. There is no cost for the machines in the residence halls, but guests must bring their own detergent products and other supplies. Machines are available only to guests of that building. Greek Houses do not have laundry facilities available for conference use.

Linen Packages

There are 4 options for Linen Service:

1. XL – No Linen. Nothing in the room. Trash emptied daily.
2. LE – Linen Exchange. A top sheet, bottom sheet, and pillowcase are furnished, usually left on the bed or packaged in a plastic bag. Once a week a linen exchange happens, and if they turn in their dirty linen, they can pick up clean linen.
3. Ltd – Limited-Service Linen. The room is “made up” upon move-in. Sheets, pillow, blanket, towels, and washcloths are provided. No service item (soap) is provided. The room is cleaned with exchange of linens with bed made and towels provided on or after the 7th night and every 6 or 7 nights after. Suite style bathrooms are only attended to once per week.
4. FL – Full Linen. The bed is made when guest arrives. Towels: two large and one washcloth are in the room. Service item (hotel-sized soap) provided. Each day the room is cleaned, bed is made, and fresh towels are provided. If in a suite bath, bathroom is straightened up each day, heavy cleaning done once a week. Bed linens are changed at least once per week. (Similar to hotel service.)

Linen packages are selected at the time of application and cannot be changed after the submission of the application without approval from OCS.

Packages & Messages

Packages are delivered to Mail & Copy Central, located within the Hughes Trigg Student Center. **Mail to participants should be sent to:**

- 1) Name of Conference/Camp
- 2) Name of Participant (Attention)
- 3) 3140 Dyer St. #700
- 4) Dallas, TX 75275

Deliveries received after a participant's departure or prior to their arrival will be returned to sender.

Refrigerators & Coolers

Participants may rent small refrigerators from an off-campus vendor if OCS is notified ahead of time.

Coolers are **NOT** permitted in the residential commons. Ice machines are located in the basements of Virginia-Snider, Boaz and Shuttles.

Roommates & Room Charges

Floor plans are made according to the guarantee roster, which must be given to OCS on the specified due date. RLSH will honor roommate requests specified on the guarantee roster to the best of their ability. If no roommates are assigned, RLSH will match participants of the same sex either randomly or by age. Once a floor plan has been created by RLSH, the Conference Organizer cannot make changes to it without notifying the Conference Ambassador. The OCS, RLSH, and Conference Organizer floor plans must be identical at check-in, during the conference, and at checkout. This is necessary for guest safety and for an accurate final billing.

Room Damages

Damages that occur in a residence hall room while a participant is in residence will be charged to the final bill. Any damages done to common areas will be charged to the group in that residence hall. Furniture should not be moved from the rooms. There is a \$25.00 charge per piece that is moved.

Vending Machines

Vending machines are located in each residential commons. All commons have a soft drink machine, and some have a snack machine. Most residential commons have a microwave oven in the common area lounge. OCS does not guarantee access to common area lounges.

SMU HOSPITALITY

Dining & Meal Plans

Conference participants, who have purchased a meal plan option as a part of their conference package, will be issued a Conference Guest Card. The card must be presented at the entrance of Lee Dining Hall during the specified meal hours to permit access to the facility. In most cases, if a guest has not purchased a meal plan, credit/debit can be used at the specified dining location.

Conference organizers should expect the presence of many other groups on campus during their stay and, likewise, anticipate lines in the dining hall during the peak meal hours.

No bags, water bottles or outside food are permitted in Lee Dining Hall. Storage for backpacks, equipment bags and other items will be available in the hallway of the dining hall. Underage individuals must be accompanied by a chaperone. Shirts, bottoms and shoes are required for entry into the dining hall. The management of the dining hall reserves the right to remove any person from the premises or deny service to any guest not behaving properly.

For special dietary needs and concerns or special requests, contact Gaby Sanchez, RDN, LD at dietitian@smu.edu.

For menu information visit our website at: <https://smu.campusdish.com/>

Catering Services

Catering is available through SMU Hospitality as a professional and convenient option for a variety of occasions, from simple coffee breaks to formal dinners and buffets. COs wishing to append a catering event to their conference schedule should contact the Director of Operations early in the conference planning process to secure dates and facility reservations. Throughout the year, the catering staff works closely with Conference Services to arrange the details of any event. Once a menu for an event has been chosen, a contract will be issued to the CO through SMU Catering, which details the event times, menu, and service desired. The contract must be signed and returned to the OCS no later than May 1. The final menu and additional changes or requests for the event must be submitted to OCS **no later than 12:00pm ten business days prior to the event.**

Catered events are billed upon the guaranteed number of participants, which must be given to OCS by 11:00 am, three business days prior to the event.

Food from Off-Campus

Any food items brought to campus from an off-campus vendor must be approved by the OCS Director. If approved, any outside dining is solely the responsibility of the CO, who must also assume the responsibility of storage and clean-up of these items. Additional custodial fees could apply. Any off-campus food service provider must give OCS proof of insurance and Health Department Certificate at least 5 business days prior to the event.

Certain buildings on campus are exclusive to SMU Catering; therefore, OCS must be contacted in advance if a conference is to bring food items from outside of campus.

Hughes-Trigg Student Center

The Hughes-Trigg Student Center features a convenience store (the Market), several retail dining locations, a Panera, a full-service post office and print shop (Mail & Copy Central). Hours of operation vary by location.

Meal Packages

Summer conference meal plans are developed with respect to an individual group's needs, as indicated on the summer conference application form. Meal packages can be developed for both residential and commuter participants and staff; and may consist of any combination of meals throughout the conference. Please refer to Conference Packages in the Conference Organizer's section of this manual.

All meals on the plan are offered in the Umphrey Lee Dining Room, while other campus dining facilities are offered as retail options to our guests. The meal plan rate is based on the current rate per meal, as established by Dining Services, and includes state sales tax. Groups that are tax exempt should refer to the Tax Exemption section of this manual.

Meals charged to a participant's conference guest card that are not included in the contracted meal package will be charged at the cash rate and will be added to the final bill. The Conference Organizer must make clear to everyone participating in a conference which meals are included in their package in order to not be billed for additional meals and it is up to the CO to enforce this policy among participants otherwise group will be billed accordingly for extra meals.

INSURANCE, MEDICAL FORMS AND WAIVERS OF LIABILITY

Accident Insurance

The conference will be billed for accident insurance coverage for each person attending the conference. This includes all staff, coaches, advisors, residential and commuter participants, etc. There is a daily rate per person, which will not exceed \$1.60.

Accidents that occur to conference participants while attending a conference are usually covered by accident insurance. Any accident should be reported to the Office of Risk Management through the online Incident Reporting Form. <https://www.smu.edu/BusinessFinance/Risk-Management/Risk-Management-Insurance/Incident-Reporting>

Any questions and information regarding coverage should be directed to:

SR $\#r\{\# : 83564$
Gd $\#dv\{\# : 85 : 803564$

OCS cannot provide information regarding claims.

Required Insurance – All off-campus groups must provide OCS with a Certificate of Liability Insurance in the amount of

Commercial General Liability (CGL):

\$2,000,000 Aggregate

\$1,000,000 Premises Liability

\$1,000,000 Personal Injury

\$1,000,000 Products Liability

\$10,000 Medical Payments

\$50,000 (minimum) Sexual Molestation

\$1,000,000 Contractual Liability

Statutory (Injury/Illness & Employer's Liability) Worker's Compensation

\$1,000,000 Combined Single Limit (Automobile Liability)

SMU, Its Trustees, Officers, Employees, Students, Volunteers and Agents must be named as additional insured.

The exact requirements and amounts are listed in an Exhibit attached to the Letter of Agreement. Please see this document for more information. OCS must receive this certificate by the date specified in the Letter of Agreement. If the Certificate is not received by OCS and

approved by the Office of Risk Management prior to the beginning conference date, the entire conference will be cancelled.

Waivers of Liability

There is a Waiver of Liability form for participants over the age of eighteen and a separate waiver for minors under eighteen. OCS will provide the Conference Organizer with one copy of each. It is the Conference Organizer's responsibility to provide and collect copies for the group.

Everyone attending a conference must provide a Waiver of Liability form. This includes conference staff, advisors, coaches, residential and commuter participants, etc. The only people not required to provide a form are SMU employees. These forms are a requirement from the SMU Office of Legal Affairs.

Upon the conference's arrival to campus, the CA must collect the forms from the CO within two hours of conference start time.

If the group is an all-commuter group, the CA will meet with the CO within the first hour of arrival to collect the forms.

PRIOR TO THE CONFERENCE

February	Medical forms and liability waivers are sent to Conference Organizers. Menus for catered events are sent to Conference Organizer.
April	Certificate of Liability Insurance (if required) is sent to OCS.
May	All catered event menus are finalized with OCS.
Approx. 15 working days prior to arrival	Estimate numbers and preliminary roster is faxed or mailed by 2:00 p.m. (CST) to OCS by date specified in Letter of Agreement.
Approx. 5 working days prior to arrival	Guaranteed numbers and final roster are faxed or mailed by 2:00 p.m. (CST) to OCS by date specified in Letter of Agreement.
By 11:00 am 3 working days prior to event	Guaranteed numbers due for catered events from Conference Organizer.

DURING THE CONFERENCE

- Conference arrives on campus, Medical Forms and/or Liability Waivers collected.
- Conference Ambassador interacts daily with Conference Organizer or designated person.
- Conference departs from campus.

AFTER THE CONFERENCE

- Final master bill is coordinated and e-mailed from OCS.
- Payment from Conference Organizer is received within thirty days of billing date.