

Conference Manual



Meetings with Class

SMU Conference Services

Summer 2011

OFFICE OF CONFERENCE SERVICES

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OFFICE OF CONFERENCE SERVICES

INTRODUCTION

Mission Statement

The Office of Conference Services supports and enhances the academic mission of Southern Methodist University by providing short-term lodging, 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 in an attempt 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 answers your questions and concerns. There are a few abbreviations used in the manual:

OCS	Office of Conference Services
RLSH	Department of Residence Life and Student Housing
CA	Conference Assistant
SMU	Southern Methodist University
GHA	Guest Housing Assistant

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

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 to confirm all equipment reservations with the CA no later than the estimate due date, or fifteen days prior to the event. Typically, audio/visual equipment may not be ordered within 48 hours of the event.

Billing and Deposit

A deposit, confirming the reservations in the contract, 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 following its departure. Full payment is due to Southern Methodist University within thirty days of the billing 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 – 5:00 pm
Saturday	10:00 am – 5:00 pm
Sunday	12:00 pm – 5:00 pm

HUGHES-TRIGG STUDENT CENTER

The Mane Desk	Monday – Friday	8:00 am – 6:00 pm
	Saturday	10:00 am – 3:00 pm
	Sunday	closed
US Post Office	Monday – Friday	8:00 am – 4:00 pm
	Saturday	10:00 am – 12:00 pm
	Sunday	closed

Copy Central	Monday – Friday	8:30 am – 5:00 pm
The Market	Monday – Friday	9:00 am – 2:00 pm
Subway / Pizza Hut Express / Chick- Fil- A	Monday – Friday	Hours Vary
Café 100	Monday – Friday	8:00 am – 2:00 pm
Montague's	Closed	Closed

OTHER EATERIES ON CAMPUS

Einstein Bros. Bagels	Monday – Friday	Hours Vary
Umphrey Lee Dining Center		
Breakfast	7:00 AM – 9:00 AM	
Lunch	11:30 AM – 1:30 PM	
Dinner	5:30 PM – 7:30 PM	

FONDREN LIBRARY

Monday - Friday	8:30 am – 10:00 pm
Saturday	9:00 am – 10:00 pm
Sunday	1:00 pm – 10:00 pm

MEADOWS MUSEUM

Tuesday – Saturday	10:00 am – 5:00 pm
Thursday	open until 8:00 pm
Sunday	12:00 pm – 5:00 pm

All hours and availabilities are subject to change.

Conference Guest Cards

Conference Guest Cards provide participants over the age of eighteen access to their residence halls. For security reasons, participants under the age of 18 will not be given residence hall access, and must be accompanied by an adult supervising the group. The card is also used by participants who have purchased a meal plan for access to the Umphrey Lee Dining Center during regular dining hours.

Conference cards will be assigned at check-in for residential and commuter participants. Conference organizers 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. 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 card is lost, there is a non-refundable \$10.00 charge and a new card will be issued. Lost cards should be reported immediately to the CA or OCS Manager. For further information on commuter Conference Guest Cards, please refer to the Conference Organizer section (p. 16).

Upon leaving campus the card does not have to be returned. The card will deactivate at midnight on the final day of the conference; the CO is responsible for ensuring that all participants are checked-out of residence halls at the specified time.

Copies/Fax

Fax and copy services are available for a small fee at the Copy Central counter, located in the Hughes-Trigg Student Center. Call the OCS Manager 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 membership passes at Dedman Center. Group rates will be billed on the final invoice and will be charged as follows:

Number in Group	1 – 7 Days	8 – 14 Days	Additional 7 Days
1 – 25	\$50.00	\$75.00	Add \$25.00
26 – 50	\$100.00	\$150.00	Add \$50.00
51 – 75	\$150.00	\$225.00	Add \$75.00
76 – 100	\$200.00	\$300.00	Add \$100.00

Groups with more than 100 people, add the appropriate group rates to the 76 – 100 Group Rate.

Membership access for Dedman Center will be added to participants' conference cards if requested by the Conference Organizer. 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 OCS Manager for more information.

Disabled Guests

Most classroom buildings, residence halls, and the Umphrey Lee Dining Center are accessible for those with handicaps. If special housing accommodations are needed for guests with disabilities, arrangements must be made 30 days in advance, as space is limited in the residence halls.

Donations of Products/Services

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.

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 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.

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, the Turpin Tennis Stadium, Perkins Natatorium, Barr Pool, Morrison-Bell Track, Westcott Field, Intramural Field, Pettus Field, Ford Stadium and Dedman Recreation Center. Academic rooms may be reserved in Dallas Hall, Hyer Hall, Fondren Science Building, Dedman Life Sciences Building, Hughes-Trigg, Umphrey Lee, or Meadows School of Arts; but availability cannot be guaranteed due to varying summer school schedules.

Health Center

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

If anyone suffers an injury during these hours, they should be taken to the SMU Memorial Health Center for treatment. For athletic camps, the trainer on duty and/or the Conference Assistant will contact SMU PD. SMU Police will transport the participant to the Health Center, if necessary. Otherwise, the Conference Organizer 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 Conference Organizer 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 additional information, please refer to the Insurance section.

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.
- 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-Snyder or McElvaney Hall. 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 or stolen articles.

If a found item is requested to be returned, it will be mailed to the Conference Organizer, 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 \$3.00 each, are valid for the entire period during your conference, and will be billed to the conference 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"**. More specific parking directions will be printed on the reverse of the permit. Permits are valid on the second level or above in the garages. Permits are not valid in metered spaces.

Visitor Self-paid parking in Moody garage is \$5.00, payable upon entry, regardless of duration of stay. With a paid receipt displayed on the dash of the vehicle, guests may park in any available space on the 2nd level and above in the Moody garage. The 1st level of the Moody garage is reserved for employee parking only and guests may not park on this level. Self paid parking is also available in Binkley garage second level or above for \$1.00 an hour the first half hour is free. Please display the date and time stamped entry ticket on your dash and payment is made as you exit. The pay station accepts cash only. Metered spaces are \$1.00 an hour.

Parking is prohibited in spaces reserved for Handicapped 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.**

Please direct all parking questions to the Park N' Pony Office at 214-768-7275.

Pool

Conference guests may utilize the outdoor pool during afternoon and weekend hours when it is open. A \$2.00 fee is charged at the entrance or billed to the conference if prior arrangements have been made.

Outdoor Pool (214) 768-1642

Monday – Friday	12:00 pm – 5:00 pm
Saturday – Sunday	12:00 pm – 6:00 pm

Religious Services

There are several places of worship in the SMU area:

Park Cities Baptist Church	(214) 369-8211
Congregational Tiferet Israel	(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

Emergencies/Safety and Security

YOUR 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 reach you during emergencies on campus. *These contact numbers must be provided to Conference Services through a form, which will be provided.* This is required in accordance with the Higher Education Opportunity Act of 2008.

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 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.

Scheduling of Summer Conferences and Camps

Applications for conferences are sent out in September prior to the upcoming summer. Applications received after the due date are considered on an “as received” basis. Please see the Conference checklist/timeline located on the last page for a complete schedule.

Confirmation of dates will be made only after the entire summer conference schedule is complete. Specific residence halls cannot be confirmed and are subject to change. Requests will be honored whenever possible.

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:

SMU Office of Conference Services
6405 Boaz Lane, Suite 101
Dallas, TX 75275

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

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 Conference Organizer must contact the possible sponsors and request a Sponsorship Application from the OCS Manager. Sponsorship does not involve any monetary obligation on the part of the sponsor, nor does it guarantee that a conference can be booked.

Stores around SMU

Grocery Stores

Kroger	Greenville and Mockingbird (Open 24 hours)
Tom Thumb	Snider Plaza - Hillcrest and Lover's Lane
The Market	Hughes-Trigg Student Center
Tom Thumb	Lovers Lane and Greenville (Open 24 hours)
Central Market	Lovers Lane and Greenville

24-Hour Drug Store

CVS	Corner of Central Expressway and Mockingbird
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Dry Cleaners

Johnson's Cleaners	6319 Hillcrest	214-521-2500
Esquire Cleaners	6613 Hillcrest	214-363-2261
Swiss Cleaners	3030 Mockingbird	214-987-2994

Transportation to and 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 Cab (214) 819-9999, and West End Cab (214) 902-7000 are a few.

SMU does not provide transportation to or from the airports.

Weather

EXTREME HEAT: Summer temperatures in Dallas will be in the mid to upper 90's, with extreme highs reaching the 100s; humidity is often high.

Appropriate Hydration: We require that you have plans to ensure that all participants in outdoor activities have appropriate hydration and rest breaks. Participants must be advised to increase fluid intake throughout the activities and following. Recommended water and sodium requirements are on file with Dining Services. All facilities on campus are air-conditioned, so a light sweater or jacket is recommended.

LIGHTENING/SEVERE WEATHER: 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 lightening is in the area, please instruct all conference participants to find and stay in the nearest indoor facility until the lightning has ended. Should Outdoor Weather Sirens sound, you are required to take shelter in the nearest building immediately.

CONFERENCE ORGANIZER'S 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, meal times, etc.

Cell Phones

Each Conference Assistant is assigned a cell phone. The cell phone number will be given to the Conference Organizer 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 in the event that the Conference Assistant is not in the office during an emergency. Situations or questions of a non-emergency nature should be directed to the Conference Assistant'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. Conference organizers 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. 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 card is lost, there is a non-refundable \$10.00 charge and a new card will be issued. Lost cards should be reported immediately to the CA or OCS Manager.

Conference Packages

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 Conference Organizer 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 controlled 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 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 and Medical 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** Waiver of Liability/Release for Medical Treatment form, which must be on file with OCS and the Health Center. 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. At least **three (3) copies** 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

In the event that a Conference 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 for each lost card, which the Conference Organizer should collect from the participant. The Conference Assistant must collect the \$10.00 replacement fee (which will be directed to OCS Accounting) and lost Conference Guest Card number before another card may be

given. The Conference Organizer 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 Conference Organizer on each roster:
 - Participant's **name, gender, age, & an e-mail address for each participant**
 - Roommate/suitemate requests
 - Participant's classification (i.e. student, advisor, counselor, staff).
- 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 ASSISTANT INFORMATION

Conference Services prepares for the conference season by assembling a staff of Conference Assistants, 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 Assistant (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 Manager.
- 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 CMIT 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.
- Distribute evaluations to 15% of the conference guests after group has departed.
- Attend weekly staff meetings with Conference Services and Housing to update staff of upcoming conferences.
- Distribute Conference Information to area desks.
- 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 duties in case of a problem.

RESIDENTIAL HOUSING INFORMATION

Alcohol

SMU is a dry campus. 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.

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

Area Desks

- McElvaney, first floor lobby (214) 768- 2247
 - Serves Cockrell-McIntosh, McElvaney, Morrison-McGinnis, Hawk, Martin, Moore, Perkins, Smith
 - Open 8:00 AM – midnight daily
- Virginia-Snider, first floor lobby (214) 768- 2230
 - Serves Boaz, Virginia-Snider, Shuttles, Daniel House
 - Open 8:00 AM – midnight daily
- All residence halls are locked 24 hours a day, with the exception of McElvaney and Virginia-Snider which are locked at midnight.
- Area Desk Staff will be available to:
 - Receive messages and maintenance requests
 - Manage lost keys and Conference Guest Cards
 - Give directions and other essential information for conferences
 - Check in and check out guests

Bed Space

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

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 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.

Children

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 available for guests' use in most residence halls. Computers may not be reserved nor is there a time-limit on use; however, guests should be courteous to others needing access to the public computers. Guests must provide their own paper for printing. All maintenance issues should be reported to the ITS Help Desk at 8-HELP (8-4357).

Counselors

There must be **at least one adult** (over the age of 18) **counselor 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”. Counselors 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 Guest Housing Assistant on call or at the Area Desk. Youth participants are not given Conference Guest Card access to the residence halls and Guest Housing Staff will not let youth into the buildings without supervision. The counselor 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 counselor 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, a curfew is recommended for all youth camps, at which time all youth participants must be in the residence hall and a counselor must be present.

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 conference organizer for costs incurred by facility damages must be made with the conference organizer.

Emergency Participant Cancellation Procedures

If a participant is unable to attend a scheduled conference, he/she must notify the Conference Organizer, 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 Conference Organizer 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 Conference Organizer.

The Conference Organizer, not individual registrants, should notify OCS in writing of all cancellations and departures from the conference. The letter or fax 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 within fifteen (15) business days of the last day of the conference/camp.

OCS will determine if the cancellation will result in "no charge" based on the letter and recommendation from the Conference Organizer. Normally there are no charges if cancellation prior to arrival is based on a 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. 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:

North Area Desk	(214) 768-2230 (Virginia-Snider)
South Area Desk	(214) 768-2247 (McElvaney)
SMU PD	(214) 768-3388 or 911

Anyone calling these numbers must know the name of the conference the participant is attending.

Fire Safety

Anyone found in violation of the fire safety policy may be removed from the residence halls for the remainder of the conference.

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

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

Guest Housing Assistants

Guest Housing Assistants are available at the Area Desks from 8:00 AM until midnight to take maintenance requests, help with lockouts, offer information, give directions, and help participants in any way possible. GHAs also make rounds of buildings from 7:00 PM until midnight in all occupied buildings to assist guests.

On Call Guest Housing Assistant

On-Call Guest Housing Assistants are on duty from midnight until 8:00 AM, in the North and South Areas. They make rounds of the buildings periodically and as needed, to address youth curfew violations or noise concerns, help in emergency situations, address lockouts, and follow through with guests' housekeeping needs and maintenance problems. The On-Call Room is marked with a sign that includes the phone number to the on-call person.

Hall Access

Conference 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 Guest Cards. The counselor/advisor must accompany youth at all times to provide access to the residence halls. Youth participants will not be allowed into residence halls without proper supervision

Housekeeping

Housekeeping staff is on-duty seven days a week, 7:00 AM to 4 PM. Common areas and bathrooms are cleaned and trash is emptied daily in the residence halls; suited bathrooms are cleaned weekly. Suites with linen have towels changed daily.

Internet Access

Internet access is available in residence hall rooms and common areas via wireless or Ethernet networks. Guests must obtain an identification code and password from OCS in order 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. To avoid lost key charges, please make sure participants keep their keys with them at all times.
Fees for lost keys:

\$75.00	Virginia-Snider, Cockrell-McIntosh, Morrison-McGinnis, McElvaney, or Moore Halls
\$50.00	Perkins, Smith, Martin, Hawk, Shuttles, Boaz Halls
\$110.00	Cockrell-McIntosh, six-person suite, Shuttles (some suites)
\$150.00	Daniel House Apartment Keys

If a key is not returned during check out and/or the participant does not have payment, the charge will be billed to the conference on the final master bill.

Sub-master keys

Sub-master keys unlock all of the doors on a residence hall floor. They may be checked-out to the Conference Organizer or counselors only during check-in; only if requested by the Conference Organizer in advance. A Guest Housing Assistant 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 \$1,000.00 or the cost of re-keying a floor.

Laundry Facilities

Washing machines and dryers are located in each residence hall and Daniel House. There is no cost for the machines in the residence halls. Machines are available only to guests of that building. Greek Houses have machines available to them as well. Most are coin operated. Guests should bring their own change for these machines.

Linen

The full linen rate includes bath and bed linen, including a pillow and blanket. Bed linen will be changed approximately every three days, if the participant is in a residence hall room longer than five nights. Bath linen is changed daily. A pillow and blanket are not provided if a conference does not request linen.

Packages/Messages

Packages can be delivered to the Area Desks Monday-Friday. Participants expecting a delivery should check at the appropriate Area Desk. **Mail to participants should be sent to:**

- 1) Name of Participant
- 2) Name of Conference/Camp
- 3) PO Box 750500 Dallas, TX 75275

Deliveries sent via FedEx, UPS, or other carrier that will not deliver to a PO Box must be sent to:

- 1) Name of Participant
- 2) Name of Conference/Camp
- 3) 3140 Dyer Dallas, TX 75275

Deliveries received after a participant's departure will be returned to sender. Messages will be posted at the appropriate Area Desk. If messages are not retrieved within 24 hours, they are taken to the participant's room.

Refrigerators/Coolers

Participants can rent small refrigerators from an off-campus vendor. Orders are placed in advance directly with the vendor and are usually delivered the day of the participant's arrival. Often, orders can be made at the time of arrival.

Coolers are **NOT** permitted in the residence halls. Ice machines are located in the basements of McElvaney, Virginia-Snider, Cockrell-McIntosh, Boaz, Shuttles, and Morrison-McGinnis Halls.

Roommates and Room Changes

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 Assistant. 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.

Telephone Service

Local telephone service is included in the nightly room rate for participants staying in residence halls (dial 9 for an outside line). A telephone calling or credit card is needed to place long distance phone calls. Incoming collect calls cannot be accepted. The phone number for the room is printed on the telephone jack or telephone. If no number is there, the participant should contact the Area Desk. The telephones that are provided in the rooms will not work outside of the SMU campus. The cost to replace a phone is \$125.00. Greek Houses do not have phones provided.

Vending/Change Machines

Vending machines are located in each residence hall. All halls have a soft drink machine and some have a chip/candy machine. Each residence hall has a microwave oven.

Voicemail

Voicemail is available in the residence halls if requested at least three weeks in advance from the Conference Organizer. The entire conference group must be with or without voicemail; individual requests cannot be accommodated. There is a charge of approximately \$25.00 per room.

DINING SERVICES

Residential Dining

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 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, cash 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 cafeteria during the busy meal hours.

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 menu information visit our website at: <http://smudining.com>

Catering

SMU Catering is available as a professional and convenient option for a variety of occasions; from simple coffee breaks to formal dinners and buffets. Conference Organizers wishing to append a catering event to their conference schedule should contact the Manager of Conference Services 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 a certain event has been chosen, a contract will be issued to the Conference Organizer through SMU Catering, which details the event times, menu, and service desired. The contract must be signed and returned to the Office of Conference Services no later than May 1. The final menu and additional changes or requests for the event must be submitted to OCS no later than 12:00 noon three business days prior to the event.

Catered events are billed upon the guaranteed number of participants, which is 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 source are solely the responsibility of the Conference Organizer, who must also assume the responsibility of

storage and clean up of these items. 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, several retail dining locations, coffee shop, a full-service post office, barber shop, and ATM. 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.

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 \$1.25.

Accidents that occur to conference participants while attending a conference are usually covered by the accident insurance that must be purchased. The National Union Fire Insurance Company will make the determination as to what will be covered. Any accident should be reported to the company on one of their claim forms, which are available from the Conference Assistant or the main desk at McElvaney Hall. It is the responsibility of the Conference Organizer to submit the proper claim form and all related bills to the company. Any questions and information regarding coverage should be directed to:

Axis Global Accident & Health
NAHGA Claims Services
P.O. Box 189
Bridgton, MA 04009
(800) 952-4320 phone / (207) 647-4569 fax

OCS cannot provide information regarding claims.

Liability Insurance

All off campus groups must provide OCS with a Certificate of Liability Insurance in the amount of \$1,000,000, naming SMU as an additional insured. The exact requirements and amounts are listed in an Exhibit attached to the Letter of Agreement. OCS must receive this certificate by the date specified in the Letter of Agreement or the conference may be cancelled. If the Certificate is not received and approved by the Office of Risk Management prior to the beginning conference date, the entire conference will be cancelled.

Medical Forms

Medical forms for all participants (residential and commuter) under the age of 18 are sent to Conference Organizers during February. Conference Organizers are to provide copies for distribution to participants. All participants under the age of 18 **must** have a

signed form along with two (2) copies of that form upon arrival at SMU. Any participant not providing a signed form cannot be allowed to attend the conference.

If medical forms are collected by the Organizer from participants prior to arrival on campus, the Conference Assistant must receive all forms within one hour of arrival on campus.

If medical forms are collected during check-in, the Conference Assistant must be given all of the forms within one hour of check-in completion.

The Conference Assistant will distribute copies to: the Health Center, RLSH, OCS, and the Conference Organizer.

For questions regarding use of the Health Center, please refer to the Health Center section under General Information.

Waivers of Liability

There is a Waiver of Liability form for participants over the age of 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 conferences arrival to campus, the Conference Assistant must collect the forms from the Conference Organizer within one hour of conference start time.

If the group is an all commuter group, the Conference Assistant will meet with the Conference Organizer within the first hour of arrival to collect the forms.

CONFERENCE CHECKLIST AND TIMELINE

PRIOR TO THE CONFERENCE

September	<p>Application is mailed to the Conference Organizer.</p> <p>Application is completed and returned by Conference Organizer.</p> <p>Sponsorship form (if required) is returned to OCS.</p>
October	<p>Meeting with Conference Organizer (if needed) is set to discuss details at length and have campus and facilities tour.</p>
November	<p>Conference date(s) confirmation letter is sent from OCS.</p> <p>OCS determines package rates.</p>
January	<p>Letter of Agreement is written and sent to the Conference Organizer.</p> <p>Letter of Agreement is signed and returned by return date by Conference Organizer.</p>
February	<p>Medical forms and liability waivers are sent to Conference Organizers.</p> <p>Menus for catered events are sent to Conference Organizer.</p>
April	<p>Certificate of Liability Insurance (if required) is sent to OCS.</p>
May	<p>All catered event menus are finalized with OCS.</p>
Approx. 15 working days prior to arrival	<p>Estimate numbers and preliminary roster is faxed or mailed by 2:00 p.m. (CST) to OCS by date specified in Letter of Agreement.</p>
Approx. 5 working days prior to arrival	<p>Guaranteed numbers and final roster is faxed or mailed by 2:00 p.m. (CST) to OCS by date specified in Letter of Agreement.</p>
By 11:00 am 3 working days prior to event	<p>Guaranteed numbers due for catered events from Conference Organizer.</p>

DURING THE CONFERENCE

Conference arrives on campus, Medical Forms and/or Liability Waivers collected.

Conference Assistant interacts daily with Conference Organizer or designated person.

Conference departs from campus.

AFTER THE CONFERENCE

Evaluations are mailed to randomly selected Participants.

Evaluation is sent to Conference Organizer.

Final master bill is coordinated and mailed from OCS.

Payment from Conference Organizer is received within thirty days of billing date.