

## Meeting Planner Handbook

The following Planner Handbook for conducting programs at Villanova University applies to all meeting planners. If you have questions or concerns, please call the Office of Conference Services (OCS) anytime, 610-519-7790.

**Housing and Dining Hall** arrangements are addressed below.

**Meeting Space, Special Function and Catering** location arrangements should be addressed with the Director of Conference Services, 610-519-7580.

**Catering** menu arrangements should be addressed with Villanova Catering, 610-519-5521. When discussing with catering, please indicate that you are a Conference Services group.

### Calendar Planning Summary

- **By April 1<sup>st</sup> or as advised – *Review Confirmation Letter***
  - ⇒ **Review** the Meeting Planner Confirmation Letter and let the office know if there are any discrepancies or changes.
  
- **30 Days Before Arrival - *Submit completed Meeting Info Sheet #1, incl.***
  - ⇒ **Update** estimated participant/staff and Dining/Catering numbers. Also include requested dining hall meal times, which must be confirmed by OCS before finalized.
  - ⇒ **Pre approved Early Arrival/Late Departure information**, specific arrival dates and times of your group's administrative staff or others who desire accommodations before or after the scheduled meeting.
  - ⇒ **Advise** Villanova's Assistant Director of Conference Reservations of any individuals with special physical needs or dietary restrictions who will be participating in your program and who will need special accommodations.
  - ⇒ **Confirm** general housing check-in arrangements and needs. Will your group staff their own registration or require OCS to staff housing check-in?
  - ⇒ **By-Room Housing Spreadsheet** in Excel-format will be sent to you via email. See specific instructions below.

- **14 Days Before Arrival** - *Submit the following to Conference Services:*
  - ⇒ **Completed Info Sheet #2, incl. a Guarantee for Housing and Meals**
  - ⇒ **Submit completed housing assignment spreadsheet** via e-mail.
  - ⇒ **Submit** an electronic copy of your **group's final daily meeting agenda/program schedule**.  
(Remember that Dining Hall meal times must be scheduled with and approved by the Assistant Director of Conference Reservations before schedule is finalized.)
  
- **Group Arrival**
  - ⇒ Pick up **check-in materials** from Conference Services a day before or the day of check-in. Contact Assistant Director of Conference Reservations to confirm that items are ready for pick-up.
  - ⇒ Pick up printed copies of **Villanova University Department of Public Safety Emergency Procedures Bulletin** and **Terms and Conditions of Occupancy of Villanova University Facilities** from Conference Services and be prepared to distribute to all attendees (staff, participants etc.) at check-in (**mandatory** requirement for all guest groups).
  
- **The Day Following Check-In**
  - ⇒ Submit **post-check-in housing assignment spreadsheet** via e-mail.
  
- **The Last Day of Your Conference**
  - ⇒ **All beds and furnishings must be in their original locations.** If beds have not been returned, or if the furnishings in any given room are not correct, there will be **a \$50.00 per bed charge** to have our movers replace the missing beds and/or mattresses. If the furnishings are not recovered, the group will be billed for their replacement.
  - ⇒ **Guest Groups are responsible** for the collection of any keys that were issued to them. The planner should be prepared to dispose of them accordingly.
  
- **Following Your Conference**
  - ⇒ At the conclusion of your conference, the Office of Conference Services will send a master bill itemizing all costs, i.e. housing, meals, chargeable equipment use, meeting space rental, catering functions, graphic services, etc. For specific billing deadlines, please refer to license agreement.

## I. Housing

**Housing Assignments** are made via an Excel spreadsheet. This building-specific, by-room spreadsheet will be sent to each designated planner electronically via email (see sample on page 3). The planner is responsible for entering all requested data and sending it back to OCS electronically, via email. The information entered by the planner will be downloaded to OCS software. The style of housing accommodations will be consistent with the group's original license agreement.

The blank housing assignment spreadsheet will be emailed to you approximately three- four weeks before check-in, along with floor plans for your building(s). The completed spreadsheet along with all other required information (e.g. Meeting Information Sheet 3, check-in/-out arrangements etc.) is due back to OCS 3 approx. 14 days before your group arrives, by the date specified in the cover letter you will receive from our office. Be sure to plan accordingly when setting your registration deadline for participants.

It is expected that all members of your group will be arriving and departing on your group check-in and departures days that were agreed upon. If special arrangements have been made with Conference Services and this is not the case, please put the different arrival/departure dates next to the names of the respective individuals.

**Housing Occupancy:** The number of residents provided to OCS 14 days before arrival will be the guarantee number. OCS will make its best effort to accommodate additional attendees but cannot guarantee availability of bed space. Meeting planner will work with OCS on any potential additions, at the discretion of OCS. \*

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*\* Subsequently, a **post-check-in spreadsheet** with correct room assignments for all group members must be received by OCS via e-mail in an Excel spreadsheet by 12:00 Noon on the first business day following your check-in, clearly highlighting any changes. The group will be billed one night's stay for each cancellation, no-show and/or walk-up bed requested, but not used, unless those changes were communicated by the third (3<sup>rd</sup>) day prior to check-in. If the planner does not confirm the housing spreadsheet by 12:00 Noon on the first business day following check-in, the group will be billed for all nights of stay for the total number of check-in envelopes/materials originally provided for registration, plus any subsequent additions. **There are no refunds for early departures. When confirming housing occupancy.***

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**Housing Check-In:** Housing Check-In is 3PM or later. Any other arrangement must be by agreement with Conference Services. **Please note:** If a guest(s) cannot check-in either during the scheduled group check-in hours OR at the Conference Services Office it is the planner's responsibility to keep the remaining check-in envelopes/materials and check guests in upon their arrival. (Suggestion: Distribute your contact number to all or at least to late-arriving participants in advance.)

**Housing Check-Out:** Housing Check-Out time is by 11AM unless arranged otherwise with Conference Services (earlier check-out due to arrival of next guest group or later check-out to due group's own schedule, where possible). Guest groups are responsible for collecting and returning any keys issued to them. Before final departure, a group representative must return registration bins etc. to the Office of Conference Services, Galberry Hall, and inform the Assistant Director of Conference Reservations (610-519-7790) as to where items were returned.

**Please note:** Any shortages will be billed on the group's final invoice. There is a \$75.00 fee for a lost key (standard key) due to the costs associated with a required lock change and key production. Costs for master keys vary by building and are significant. A \$25.00 fee for any requested door lock combination change will be billed. Wildcards are disposable and do not need to be returned at departure. However, there will be a \$10.00 replacement fee if a Wildcard is lost during your stay and a replacement card is issued.

The security of room keys and master keys, is the responsibility of the meeting planner, who will also sign an additional “Master Key Agreement Form” if any master keys are issued.

**Sample Residence Hall Housing Spreadsheet - Excerpt**

Building	Room No	Last	First	Gender	Room Type	Check In	Check Out
ST	137				Double	6/18/2010	6/23/2010
ST	137				Double	6/18/2010	6/23/2010
ST	138				Double	6/18/2010	6/23/2010
ST	138				Double	6/18/2010	6/23/2010
ST	139				Single	6/18/2010	6/23/2010

**Sample Apartment Housing Spreadsheet - Excerpt**

Building	Room No	Last	First	Gender	Room Type	Check In	Check Out
JA	314A				Double	6/18/2010	6/23/2010
JA	314A				Double	6/18/2010	6/23/2010
JA	314B				Double	6/18/2010	6/23/2010
JA	314B				Double	6/18/2010	6/23/2010
JA	316A				Single	6/18/2010	6/23/2010
JA	316B				Single	6/18/2010	6/23/2010
JA	316C				Single	6/18/2010	6/23/2010
JA	316D				Single	6/18/2010	6/23/2010

## II. Dining

**Dining Services** provides three dining hall buffet meals daily (breakfast, lunch and dinner) in the one Dining Hall operating during the summer. ***All on-campus meals not eaten in the Dining Hall must comply with the University’s Catering Policy. Please see the Catering Policy on page 7 of this guide.***

**Dining Hall Dining Meal Periods:**

Breakfast:	7:00 AM - 9:15 AM
Lunch:	10:45 AM - 2:15 PM
Dinner:	4:15 PM - 7:00 PM

**Specific Dining Hall arrival/departure times for your group** within the above meal periods will be scheduled by Conference Services prior to your arrival and **must be observed** to ensure minimal wait times for you and all other guest groups, guarantee seats and to maximize the efficiency of our Dining Hall operation. To arrange your times and for any questions, contact the Assistant Director of Conference Reservations.

**OCS will provide Dining Services with your guarantee number of diners by meal and your group’s special dietary needs.**

Dining charges are based on the **guarantee** number, plus any additional diners. If a group has **fewer actual diners than** the guarantee number, the charge for that meal will be based on the **guarantee** number. If the group has **more diners than** the guarantee, then the group will be charged for the **actual number**. Guarantee numbers are due ten days before arrival and should realistically reflect the size of

your group to allow for an adequate amount of food preparation and seating. Example: Group XYZ's guarantee number is 70 people for breakfast, lunch and dinner. Only 63 people ate at breakfast, but 75 ate at lunch and dinner. The group will be charged for 70 breakfasts, 75 lunches and 75 dinners.

Guarantee numbers do not have to be the same for each meal and/or each day. **Please remember and alert your participants that no food may be taken out of the Dining Hall and that there is no room for equipment storage/backpacks etc.**

### III. Conference Service Desk

The Conference Service Desk opens on **Sunday, May 26, 2024 at 12noon**. It is located in Galberry Hall, near Villanova Stadium, and is open M-F from 7AM to 6:30PM (7PM-9PM at Farley Gym), Sat-Sun 7AM-9PM. From 9PM to 7AM, calls will be referred to the on-duty OCS staff member's cell phone number to call for assistance. A call to the Service Desk is the fastest route to service!

#### Phone Numbers:

Conference Service Desk	610-519-5554 (M-F 7AM – 6:30PM, 7PM-9PM at Farley Gym, SAT-SUN 7AM – 9PM)
Assistant Director of Conference Reservations	610-519-7790 office / 215-669-2904 cell
Assistant Director of Conference Operations	610-519-7895 office
University Office of Public Safety	610-519-6979 [anytime]

*For Emergencies only - dial 610-519-4444 (or 9-4444) to reach Public Safety.*

### IV. The Office of Conference Services is here to do the following:

- A. Coordinate all your housing, dining and conference services needs.
- B. Process facilities repair requests via the Service Desk. Provide campus/local information and 24/7 staff availability to address service needs.
- C. Receive a prompt report of any lost keys. Apartments and dorm rooms now have push-button combination door locks.
- D. Log and hand over all found items to Public Safety's Lost & Found Center (610-519-6979).
- E. Process all requests for meeting space.
- F. Do our best to make your meeting or conference run smoothly!

### V. Planner or his/her delegates are responsible for:

- A. **Following all of the procedures and deadlines** specified in this Meeting Planner Handbook as well as in your group's License Agreement (if any) and accompanying documents.
- B. **Taking steps** to insure guests are respectful of all Villanova University property and are mindful of the University's Terms and Conditions of Occupancy. Including promoting conditions of cleanliness within and outside of campus buildings.
- C. **The behavior** of all participants and staff while on campus.

- D. **Notifying OCS immediately** of a lost/stolen meeting room key (**\$75.00 fee**), lost/stolen master key, or a lost/stolen Wildcard (**\$10.00 replacement fee**).
- E. **Being aware** of procedures to be followed with group participants in the event of an emergency, a natural disaster or injury. See **Public Safety Emergency Procedures Bulletin** and call Public Safety, 610-519-4444 (or 9-4444) in the event of any emergency.

## VI. General Campus Information

### A. Connelly Center

- **Summer Hours of Operation:**

Monday – Thursday:	8AM - 9PM
Friday:	8AM - 5PM
Saturday:	12Noon - 5PM
Sunday:	CLOSED
- **Arrangements for use** of the Connelly Center beyond the stated hours of operation must be made through the Office of Conference Services, Director of Conference Services.

### B. Meeting Space

**All requests** for meeting space should go through the Director of Conference Services. In most cases, these needs are defined within your contract. Any additional space requests should be directed to 610-519-7580.

### C. Audio-Visual Equipment

**The rental** of all meeting space includes the use of any built-in audio-visual equipment. All classrooms are equipped with a white board, screen, LCD projector and internet access. Guest groups must provide their own laptop computers for presentation purposes as well as their own dry-erase white board markers and erasers. Also see “A/V Equipment in Meeting Rooms” document (available from OCS).

The Office of Conference Services strongly advises that a planner/group administrator schedule a preliminary visit to review the operation of any built-in AV equipment in their assigned meeting rooms. Once on site, assistance can be gained via OCS, but there will be no on-site AV tech staff assigned to each meeting session. If that level of service is desired, contact the Director of Conference Services.

Where additional AV equipment (not built in) is needed, there is normally an additional fee, or the group may bring its own AV equipment.

### D. Guest Guides / General Terms and Conditions of Occupancy of University Facilities

**A Guest Guide** describing services (incl. wi-fi access, laundry, a/c etc.) is available to guests during their stay on campus and will be provided to overnight attendees. Additional copies are available upon request. The Guide can also be accessed from our website, [www.conferenceservices.villanova.edu](http://www.conferenceservices.villanova.edu).

## E. Catering Policy

**The Office of Conference Services** reserves the right of first refusal for the Villanova University Catering Department to be the designated caterer for any and all functions providing food and beverage service outside of the dining halls on campus. If the VU Dining/Catering Services department is not able to provide catering service, a group must use an approved caterer with Pennsylvania state-certified food handlers on its staff. Assistance with the identification of caterers who meet state food handling standards is available from the Catering Department, 610-519-5521 / [constance.healy@villanova.edu](mailto:constance.healy@villanova.edu).

**Alcohol Service at Catered Events:** Villanova's alcohol license does not allow for the on-site sale of alcohol to individuals in any circumstances. Group functions where alcohol (beer, wine, or liquor) is served and is part of a banquet, reception or party-type event, which may be free admission or one, in-advance admission price for the whole event, can be permitted according to state law.

Villanova Catering can buy and provide alcohol, at its cost, to a group, or the group can buy its own alcohol, and Villanova Catering will serve it. In either case the group is responsible for the costs of Villanova Catering bartenders and a service charge for bar set-ups (full set-up, or beer-wine-soda set-up) according to prescribed standards based on number of attendees.

If Villanova Catering provides the alcohol, it will charge a group for what attendees consume at the event, by-the-bottle (beer or wine), or by-the-portion-of-the-bottle (liquor). A group can limit the amount of alcohol served by designating in advance the amount it wants Villanova Catering to purchase.

Groups that provide their own alcohol are responsible for delivering it according to Villanova Catering directions and removing any remaining alcohol immediately following the function. For the most up-to-date catering information, contact 610-519-5521 / [constance.healy@villanova.edu](mailto:constance.healy@villanova.edu).

## F. Parking

All guests with overnight parking needs to register their cars with OCS to avoid ticketing and looting. (Make/Model/License Plate). The cost is \$15 a car a day. All guests coming for drop off and pick up are not required to register vehicles.

## **TERMS AND CONDITIONS OF OCCUPANCY OF VILLANOVA UNIVERSITY FACILITIES**

1. Occupants, and Occupant Groups, are responsible for the care and condition of the assigned meeting facilities and residences covered by this agreement, including, but not limited to, equipment, walls, floors, carpets, fixtures, furnishings, etc. Charges will be assessed against those responsible for damaging or misusing University property. Occupants are responsible for the proper disposal of waste. Villanova recycles mixed paper, cans & glass, and plastic bottles.
2. Facilities must be left in move-in condition upon departure. The occupant or occupant group agrees to pay the cost of repairs for any damages and the cost of any extraordinary cleaning or furniture moving needed to return the residence or other meeting facility to its move-in condition. The need for and the costs of such are within the sole discretion of the University.
3. The University reserves the right to enter rooms without prior permission from occupants if it has reason to suspect that an emergency situation exists, or that violations of University policy are occurring (or may have occurred), to locate persons or missing property, to conduct maintenance activity, and to do health, safety and maintenance checks and repairs. After knocking and waiting a reasonable period of time, a University staff member may make entry at this time. If an Occupant is not present when entry is made, a note may be left indicating the person or persons entering and reasons for doing so.
4. The University is not responsible nor liable for the loss of, or damage to, any property of the occupant/group, or for personal injuries sustained by an occupant while in or resulting from occupancy of a residence or other University facility. As per the University's license agreement, an occupant group is responsible to provide a certificate of liability insurance naming the University as an additional insured. The University recommends that individual occupants carry appropriate insurance.
5. All vehicles must be parked in accordance with University parking regulations. VU Parking Office can be reached at 610-519-6990.
6. Use of small cart/golf car vehicles with electric or internal combustion motors on campus must comply with University policy for their operation. Occupant groups must inform the Office of Conference Services in advance of their arrival and request a copy of the University's Small Cart Vehicles Policy.
7. The University does not permit the use of its facilities for any commercial purposes without prior approval.
8. All animals, except animals trained to aid people with disabilities, are prohibited in all campus buildings.
9. It is understood that use of campus housing and meeting facilities will occur at the same time other University guest groups are present, and that any guest activity must not disturb others anywhere on campus. Minors (youth under age 18) must be supervised at all times.
10. Individuals staying in a residence for one or more nights must be registered and paying guests. Arrangements for guests may be made by contacting the University Office of Conference Services, 610-519-7790.
11. The University will provide summer seasonal conference services staff on duty 24/7 who can be telephoned for assistance at 610-519-5554. **For all emergencies 24/7, University Public Safety can be telephoned at 610-519-4444 or from a campus phone at ext. 94444.**
12. All occupants and their guests must abide by applicable University policies, Pennsylvania laws, and Federal laws, especially those dealing with fire safety. The possession or use of illegal drugs, alcohol, fireworks, guns and other weapons is prohibited. Burning fires anywhere on campus is prohibited.
13. Hover boards may not be used, plugged in or charged in any building on campus.
14. Occupants must abide by the University's Code of Conduct and Residence Life Office policies as set out in the Villanova University Student Handbook (<http://www1.villanova.edu/villanova/studentlife/dean/publications.html>) and any other policies specific to the program in which they are participating.
15. The University prohibits smoking in all University buildings. Smoking is strictly forbidden in all of the public areas of campus, including classroom/administrative buildings and activity space. Smoking is not permitted anywhere inside of all campus residential buildings or within 25 feet of such buildings.
16. Alcoholic beverages (for those age 21 or over) are permitted in assigned guest rooms. Group events including alcohol are permitted in reserved event rooms only by permission of the Office of Conference Services, 610-519-7580.

17. Occupants are responsible for using their Wildcard, room key or lock combination in a manner that does not jeopardize the safety or security of individuals or property. **A lost key or compromised lock combination should be reported immediately to the Office of Conference Services.** There is a \$75.00 fee for a lost key due to the costs associated with a required lock change and key production. A \$25.00 fee for a door lock combination change will be billed. Wildcards are disposable and do not need to be returned at the end of stay. However, there will be a \$10.00 replacement fee if a Wildcard is lost during a stay and a replacement card is issued.
18. No personal heating, air-conditioning or cooking apparatus shall be allowed in University facilities. Portable box fans are permitted. Occupants who are assigned to apartments may provide other small cooking appliances for personal use as long as they are UL approved, have self-contained heating units, and are approved by a University Office of Conference Services central office administrator.
19. Male and female occupants could be housed on the same floor on a different wing of a residence hall/apartment building but will be provided separate sleeping accommodations and bathroom facilities. Shared rooms or apartments are reserved for married couples, families or occupants of the same sex.
20. No theft or violence, including sexual abuse, harassment, hazing or bullying (cyber or otherwise) will be tolerated.
21. The inappropriate use of cameras, imaging, digital devices and electronic communications is prohibited, including use of such devices in showers, restrooms, or other areas where privacy is expected.
22. Curfew time for Minors in campus housing shall be no later than midnight.
23. In-dorm-room visitation for Minors shall be restricted to participants of the same gender.
24. Guests of Minors in campus housing (other than a parent/legal guardian and other Event participants of same gender) may visit only in the dorm lobby and/or floor lounges, and only during approved hours specified by the Occupant Group.
25. The License Agreement or these terms and conditions shall not be deemed to constitute a lease or to create or transfer an interest in or lien on real estate. The University may remove any occupant that the University considers disruptive or otherwise considers detrimental to the residence population or University community. Subject to the University's right of revocation, the occupant agrees that this agreement shall remain in force for the full term of the occupancy.
26. Any occupant incident where there is physical threat or destructive action may result in removal or reassignment of involved occupant(s) per the University's discretion. An occupant who is removed from University housing must remove all belongings, return the key, and vacate per the University's instructions. If the occupant fails to vacate within 24 hours, the University may take possession of the assigned space, remove and dispose of the occupant's belongings at the occupant's risk and expense, change the locks to the premises, and charge all costs associated with this change to the occupant. An escort will accompany the dismissed occupant if necessitated by his/her conduct.
27. The University reserves the right:
  - a) To levy and collect charges for damages to, unauthorized use of, or alterations to residences, equipment or buildings, and for extraordinary cleaning necessitated by improper use of its facilities;
  - b) To reassign occupants to other accommodations on campus;
  - c) To bar any occupant from the campus and the residences if, in the sole judgment of the University, the individual's conduct is injurious or potentially injurious to the University, or members of the University community or guests;
  - d) To retain any payment made by, or on behalf of, any occupant barred from the campus or residences;
  - e) To terminate the reservation of any occupant or occupant group if, in the sole judgment of the University, unforeseen events make it inadvisable or illegal or impossible to provide the required facilities.
28. The University shall not be held liable for any delays or failures to provide rooms, meeting space or other facilities fit for occupancy or any other delays or failures in performance, in whole or in part, if such delay or nonperformance is due, directly or indirectly (e.g., through the prior or concurrent displacement and need for rescheduling of academic, research or administrative functions) to any cause beyond Licensor's reasonable control, including, but not limited to, destruction of or damage to such space, acts of God, war, riot, terrorism, civil disturbance, fire, floods, environmental calamity or risk, inclement weather; restriction upon travel, food, beverages or supplies; strikes, lock-outs, labor disputes, pandemics, epidemics or other outbreaks of diseases or other infections, failures in public supply of electricity, water, heating, lighting, air conditioning or public telecommunications equipment, or other such events, disturbances or conditions.