

2008 Camp Planner Guide

The Office of Conference Services (OCS) created this guide to assist you in planning your camp. If you have doubts or concerns, please call anytime, 610-519-7790/7895.

Housing and Dining arrangements are two of the most important facets of your camp.

I. **Housing:**

Housing Assignments are made via an Excel spreadsheet. This building-specific, by-room spreadsheet will be sent to each designated camp planner electronically via email (see sample on page 8). The camp planner or other primary camp administrator is responsible for entering all requested data and sending it back to OCS electronically, via email. The information entered by the camp planner will be downloaded to OCS software. Campers may only be assigned at a maximum of 2 persons per room. All furniture upon Check-Out must be in its original location. *There will be a charge of \$50.00 per bed that is not back in its original room when your camp leaves. The Office of Conference Services does not have or provide bunk bed pins.*

The blank housing assignment spreadsheet will be emailed to you about three weeks before Check-In, along with floor plans for your building(s) and detailed instructions. The completed spreadsheet along with all other required information (e.g. Info Sheet 3, check-in/-out arrangements etc.) is due back to OCS 10 days before your camp arrives, by the date specified in the enclosed cover letter and Info Sheet #3. Be sure to plan accordingly when setting your camp registration cut-off date.

Housing Occupancy: The numbers provided to OCS 10 days before arrival will be guarantee numbers. Housing guarantee numbers can be modified in writing up to the third (3rd) day prior to Check-In. OCS will subsequently make its' best effort to accommodate additional attendees, but cannot guarantee availability of bed space.

*If the Camp Planner does not get back to OCS with a **confirmed roster** with correct room assignments for all group members, including any room changes, names not on the original roster and cancellations, the Camp will be billed for the duration of stay for the total number of Check-In envelopes provided for registration. The confirmed roster must be received in an Excel spreadsheet via e-mail by 12:00 Noon on the first business day following your Check-In, clearly highlighting any changes. **When confirming housing occupancy**, all unused Check-In envelopes, Wildcards (building/Dining/Library Hall access), keys, lanyards etc. are to be returned to Galberry Hall.*

Housing Check-In: Housing Check-In is 3PM or later. Any other arrangement must be by agreement with the Director of Conference Services. **Please note:** If a guest(s) cannot check-in either during the scheduled group check-in hours OR at the Stanford Hall Conference Service Desk between 7AM and 9PM, it is the camp planner's responsibility to obtain the remaining Check-In envelopes/materials and check guests in upon their arrival. (Suggestion: Distribute your cell phone/contact number to all or at least to late-arriving participants in advance.)

Housing Check-Out: Housing Check-Out time is 12:00 Noon unless arranged otherwise with Conference Services. Camps are responsible for returning all keys issued to them. The planner or his/her delegate(s) should devise a means of personally collecting these items from departing guests. Before final departure, a camp representative should return all keys to the Office of Conference Services, Galberry Hall, or the Service Desk, Stanford Hall, and inform the Conference Reservations Coordinator as to where items were returned. Planners will be provided by-guest/by-room check-out envelopes for key collection if keys were issued to your group. Please make sure that all keys are returned in their labeled envelopes.

Any shortages will be billed on the camp's final invoice. There is a \$65.00 fee for a lost key due to the costs associated with a required lock change and key production. A \$25.00 fee for a 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.

II. Dining:

Dining Services provides three dining hall buffet meals daily - breakfast, lunch and dinner. Dougherty Dining Hall is the location for all of your meals unless other arrangements have been made. *All on-campus meals not eaten in the Dining Hall must comply with the University's Catering Policy. Please see Catering Policy on page 7 of this guide.*

Dougherty Hall Dining Meal Periods:

Breakfast:	7:00 AM - 9:30 AM
Lunch:	10:45 AM - 2:30 PM
Dinner:	4:15 PM - 7:00 PM

Specific dining times for your camp within each of the above meal periods will be scheduled with you prior to your arrival and **must be observed** to insure minimal wait times for you and all other guest groups and to maximize the efficiency of your dining experience. To arrange your times and for any questions, contact the Conference Reservations Coordinator.

OCS will provide Dining Services with your guarantee number of diners by meal.

A **guarantee** is the number of guests anticipated to eat a particular meal. Dining charges are based on the guarantee number plus any additional diners. If a camp has **fewer actual diners than** the guarantee number, the charge for that meal will be based on the **guarantee** number. If the camp has **more diners than** the guarantee, then the camp will be charged for the **actual number**. Guarantee numbers are due to OCS ten days

before arrival (by the date specified on the enclosed cover letter and Info Sheet #3) and should realistically reflect the size of your camp to allow for an adequate amount of food preparation. Example: Polo Camp's guarantee number is 70 campers/staff for breakfast, lunch and dinner. Only 63 campers/staff ate at breakfast, but 75 ate at lunch and dinner. The camp will be charged for 70 breakfasts, 75 lunches and 75 dinners.

After submitting meal guarantee numbers 10 days before arrival (Info Sheet #3), those numbers can only be modified to increase up to the third (3rd) day prior to Check-In. Guarantee numbers do not have to be the same for each meal and/or each day.

Please remember and alert your campers that no food may be taken out of the Dining Hall!

III. Timeline

By April 1st

- *Submit Camp Info Sheet #1*
- **Advise** the Office of Conference Services of an estimate of the number of participants and staff in the camp.
- Designate the on-campus meals the group will need served in either the Dougherty Dining Hall or by University Catering (picnics, tote-bag meals).

3 Weeks Before Arrival (see cover letter or Info Sheet #2 for due date)

- *Submit Camp Info Sheet #2*
- **Advise** the Office of Conference Services in writing of your updated estimated participant/staff and Dining/Catering numbers.
- **Early Arrival/Late Departure Dates must be pre-approved** by the Director of Conference Services. If approved, please notify us of the specific arrival dates and times of your camp's administrative staff or others who require accommodations before or after the scheduled camp.
- **By-Room Housing Spreadsheet** in Excel-format will be sent to you via email. Please fill in the information necessary to house each camper. After completing this form, email it back to OCS. 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 the Director of Conference Services and this is not the case, please put the different arrival/departure dates next to the names of the respective individuals.
- **Advise** Villanova's Conference Reservations Coordinator of any handicapped persons or persons with dietary restrictions who will be participating in your program and who will need special accommodations.

- **Schedule walk-throughs.** It is mandatory that the camp planner or his/her delegate contact the Conference Reservations Coordinator, 610-519-7790, in order to schedule pre-check-in and post-check-out housing walk-throughs. Prior to check-in, the planner or his/her delegate will meet with an assigned Conference Services staff member to take an inventory of rooms, to document room configuration (which rooms are singles or doubles, etc.) and identify pre-existing damages or room conditions. *If you waive this right, your organization could be incorrectly charged for furniture moving or damage to dormitory rooms or common areas discovered following your group's departure.* Another walk-through will be conducted immediately following check-out.
- **Communicate** contact information and procedure for any off-hour arrivals and general housing check-in arrangements and needs.

10 Days Before Arrival (see cover letter or Info Sheet #3 for due date)

- **Submit Camp Info Sheet #3**
- Your group must submit a **Guarantee for Housing and Meals** on Info Sheet #3.
- Submit **completed housing assignment spreadsheet** via email.
- Fax (610-519-7869) or deliver a copy of your **group's daily camp schedule** to the Office of Conference Services, c/o Director of Conference Services.

The Last Day of Your Camp

- **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 camp will be billed for their replacement.
- **The camp planner** or his/her delegate will meet with an assigned Conference Services staff member. The planner and the OCS Staff member will conduct a building walk-through, take an inventory of room conditions, document room configuration (which rooms are singles or doubles, etc.), check for cleanliness and note any damage following your group's departure. The conditions noted at this time will be cause for additional billing. Thus, camp administrators must be sure the building is prepared for inspection. *If you waive your right of inspection, your organization could be incorrectly charged for furniture moving, excessive cleaning and/or damage to rooms/common areas discovered by VU Staff following your departure.*
- **Camps** are responsible for the collection of ALL keys that were issued to them. The planner or his/her delegate should be prepared to return the keys to a Conference Services Staff member in Galberry Hall or at the Stanford Hall Service Desk at Check-Out or within 24 hours of your camp's departure. **Please note:** Any shortages will be charged to your group on your final bill. [Keys - \$65.00 fee] All camp planners will be provided with check-out envelopes (by-camper, by-room). Please make sure that all keys are returned to Conference Services in their appropriate envelopes. Wildcards are disposable and do not need to be returned at the end of your stay.

Following Your Camp

- **At the conclusion** of your camp, the Office of Conference Services will send a master bill within 30 days, itemizing all costs, i.e. housing, meals, chargeable equipment use, meeting space rental, special catering functions, etc.
- **Full payment** of the balance on the final invoice will be due within 30 days of date on the invoice. All camp planners will have up to 15 days from date of invoice to question any charges thereon, with supporting documentation, and Conference Services will seek to subsequently resolve any written concerns.
- A late fee of 1% of the outstanding balance will be charged after the due date and for each subsequent 30-day period of delinquency.

IV. Conference Service Desk

The Conference Service Desk opens on Monday, May 26, 2008 at 12Noon. It is located in Stanford Hall on South Campus (#36 on map) and is open daily from 7 AM to 9 PM. 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:

Service Desk	610-519-5554	[anytime]
Conference Services Manager.....	610-519-7895	[weekdays]
Conference Reservations Coordinator....	610-519-7790	[weekdays]
University Office of Public Safety.....	610-519-6979	[anytime]

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

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

- A. Handle repair requests and day-to-day concerns through the Service Desk.
- B. Supply campus and local area information.
- C. Provide Check-In registration envelopes, Wildcards (building/Dining Hall/Library access), keys/door lock combinations, and lanyards.
- D. **Receive a prompt report of any lost keys.** If applicable, we will issue only one key to each camper. **There is a \$65.00 fee for a lost key due to the costs associated with a required lock change and key production.** Some rooms will have push-button combination door locks.
- E. Log and hand over all found items to Public Safety's Lost & Found Center (610-519-6979).

The Office of Conference Services strongly advises that a planner/camp 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 / Terms and Conditions of Occupancy

A **Guest Guide** describing services available to guests during their stay on campus will be provided to all planners. The Guide can also be accessed from our website, www.conferenceservices.villanova.edu.

E. Catering Policy

The Office of Conference Services reserves the right of first refusal for the Villanova University Dining/Catering Department to be the designated caterer for any and all functions providing food and beverage service outside of the dining halls on campus. Bagged meals and/or picnic meals tend to represent most camp catering orders. Contact the Catering Department (610-519-7273) for more information.

If Dining/Catering Services is not able to provide catering service, a group must use an approved caterer with Pennsylvania state-certified food handlers on its staff. The caterer name and phone number is to be provided to OCS for approval at least ten days prior to check-in. Assistance with the identification of caterers who meet state food handling standards is available from the Catering Department.

F. Parking

Guests on campus seven days or less can be issued complimentary temporary parking permits which will designate the guest parking lots. Parking arrangements and guest permits should be arranged with OCS. There is generally no parking on Central Campus, but ample parking is available in the Main Lots along Lancaster Avenue, the South Campus Lot and the West Campus Apartment Lots.

Sample Residence Hall Housing Spreadsheet Excerpt

Building	Room No	Last	First	Gender	Room Type	Check In	Check Out
ST	133				Double	6/18/2006	6/23/2006
ST	133				Double	6/18/2006	6/23/2006
ST	134				Double	6/18/2006	6/23/2006
ST	134				Double	6/18/2006	6/23/2006
ST	135				Double	6/18/2006	6/23/2006
ST	135				Double	6/18/2006	6/23/2006
ST	136				Double	6/18/2006	6/23/2006
ST	136				Double	6/18/2006	6/23/2006
ST	137				Double	6/18/2006	6/23/2006
ST	137				Double	6/18/2006	6/23/2006
ST	138				Double	6/18/2006	6/23/2006
ST	138				Double	6/18/2006	6/23/2006
ST	139				Single	6/18/2006	6/23/2006

Sample Apartment Housing Spreadsheet Excerpt

Building	Room No	Last	First	Gender	Room Type	Check In	Check Out
JA	314A				Double	6/23/2006	6/25/2006
JA	314A				Double	6/23/2006	6/25/2006
JA	314B				Double	6/23/2006	6/25/2006
JA	314B				Double	6/23/2006	6/25/2006
JA	316A				Single	6/23/2006	6/25/2006
JA	316B				Single	6/23/2006	6/25/2006
JA	316C				Single	6/23/2006	6/25/2006
JA	316D				Single	6/23/2006	6/25/2006
JA	317A				Double	6/23/2006	6/25/2006
JA	317A				Double	6/23/2006	6/25/2006
JA	317B				Double	6/23/2006	6/25/2006
JA	317B				Double	6/23/2006	6/25/2006
JA	318A				Double	6/23/2006	6/25/2006
JA	318A				Double	6/23/2006	6/25/2006
JA	318B				Double	6/23/2006	6/25/2006
JA	318B				Double	6/23/2006	6/25/2006

Detailed explanations and instructions will be sent together with your spreadsheet approx. 3 weeks before your arrival. The completed housing spreadsheet is due back to Conference Services 10 days before your arrival (see enclosed cover letter or Info Sheet #3 for due date).

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, furniture, etc. 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.
2. 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 non-invasive maintenance activity, and to do non-invasive 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.
3. Except to the extent resulting from the gross negligence or intentional misconduct of University or its respective officers, directors, employees, agents, contractors, members or participants (as applicable), provided that with respect to officers, directors, employees, and agents, such individuals are acting within the scope of their employment or agency, as applicable, the University is not responsible or liable for the loss of, or damage to, any property of the occupant/group, or for personal injuries sustained by the occupant while in or resulting from occupancy of a residence or other University facility. The University recommends that individuals carry appropriate insurance.
4. The University does not permit the use of its facilities for any commercial purposes without prior approval.
5. All animals, except animals trained to aid people with disabilities, are prohibited in all campus buildings.
6. 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 full-time administrator.
7. All occupants and their guests must abide by applicable University policies, Pennsylvania laws, and Federal laws including, but not limited to those dealing with fire safety, alcoholic beverages (if age 21, in assigned housing and approved event rooms only), narcotics, drugs, and weapons. In particular, 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://www.villanova.edu/studentlife/assets/documents/dean/pdf/studenthandbook.pdf>) and any other policies specific to the program in which they are participating. Occupants are responsible for the proper disposal of waste. Villanova recycles mixed paper, cans & glass, and plastic bottles.
8. 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.**
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. Youth under age 18 must be supervised at all times.
10. Occupants are responsible for using their Wildcard, 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 \$65.00 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 your stay. However, there will be a \$10.00 replacement fee if a Wildcard is lost during your stay and a replacement card is issued.
11. Male and female occupants could be housed on the same floor 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 or occupants of the same sex.
12. 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.
13. The University will provide staff on duty who can be contacted for assistance or emergencies. Public Safety phone: 610-519-5800 or X95800.
14. This Occupancy Agreement shall constitute a license and shall not be deemed to constitute a lease or to create or transfer an interest in or lien on real estate. Subject to the terms of the License Agreement, the University may revoke the license of 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.
15. 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 within 24 hours of the action. 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.
16. 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 opinion 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 opinion of the University, unforeseen events make it inadvisable or illegal or impossible to provide the required facilities;
17. 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, strikes, lock-outs, labor disputes, pandemics, epidemics or other outbreaks of diseases or other infections, failures in public supply of electricity, heating, lighting, air conditioning or public telecommunications equipment, or other such events, disturbances or conditions.