

Residential Life Camps & Conferences Services Fact Sheet

Reserve residential sleeping rooms

- The group/department will be asked to review, sign and return the Confirmation Agreement within 30 days in order to hold the reservation.
- A signed Confirmation Agreement obligates the requesting group/department to a guaranteed payment for no less than 60% of the reserved bed space count.
- Confirmation Agreements received by the Residential Life after May 1 cannot be guaranteed, and will be honored based upon space availability.
- Confirmation Agreements that are not returned within 30 days will be considered canceled.
- Final numbers should be confirmed no later than 30 days prior to arrival date of the first participant for the conference, camp, or workshop group. The 30-day number will be minimum number used for billing purposes.
- Cancellations past May 1 will be subject to the 60% guarantee bed count noted in the Confirmation Agreement.
- Cancellations within two weeks of the camp or conference will be required to cover 80% of housing cost.
- Cancellations within one weeks of the camp or conference will be required to cover 100% of housing cost.
- To make a reservation request for housing, and/or other facility requests, please email Dana Randt, Assistant Director for Event Planning at dana.randt@stcloudstate.edu.

Services and Features

Food/Meals

Conference/camp groups can arrange meals in Garvey Commons during your stay through our campus dining partner, Chartwells.

Mail and Packages

Residential Life is unable to provide mail or package service to camps and conferences during the summer.

Air Conditioning

We offer air-conditioned sleeping rooms in the east and west wings of Shoemaker Hall. North Shoemaker Hall & Case-Hill do not have air-conditioned sleeping rooms. Case-Hill Hall does have air conditioning in the public common areas only.

Guest Wi-Fi

All residential facilities offer complimentary guest WIFI access through our university guest WIFI log in.

Recreation Equipment

Most of our residence halls offer complimentary use of lounges and small study rooms during the summer. Shoemaker Hall and Case/Hill Hall offer outdoor sand volleyball courts that may be used by guests during their stay.

Telephones

Sleeping rooms do not have land line phones in them, and each building provides a local phone line at the front desk.

Safety and Security

Entrances and Building Access

Our residential facilities have front door access controls on the entrances, and lobby areas leading to the residential floors. Our entrances are typically locked each evening at 10 p.m., unless otherwise arranged with a group.

A limited number of door access cards may be distributed to each group as arranged with Residential Life in advance.

Each group participant is provided a key to access his/her assigned room during their stay. Lost access cards and keys will be billed to the group at the end of the reservation.

Master keys are not distributed to any person associated with the camp or conference.

Video Surveillance and Reception Desks

All of our facilities have video surveillance cameras in key public spaces, and some critical exterior locations.

There is one 24-hour dispatch center in our Public Safety Department. A residential life staff member also resides in the facility during a group stay in the event there is a need to have a staff member respond to a facility or safety issue.

Youth Group Chaperones

Conference, Camp, and Workshop groups with participants under the age of 18 are required to provide live-in counselors and/or advisors.

For groups with participants aged between 13-18, a ratio of one counselor per sixteen (16) campers. Based on the gender of the campers, the chaperone may be required to use a bathroom on a different floor.

For groups with participants aged under 13, a ratio of one counselor per eight (8) campers. Based on the gender of the campers, the chaperone may be required to use a bathroom on a different floor.

At least one adult counselor must be on-site between 8:00pm – 8:00am.

Quiet Hours

Quiet hours are 10 p.m.-7 a.m. and 24-hour courtesy hours are always in place. Guests are expected to keep noise and disruption to a minimum during these hours, and with youth groups it is expected that adult leaders will assist in maintaining this expectation.

Guidelines for Summer Camp & Conference Guests

The following expectations and guidelines have been developed to ensure safety, security and respect for all summer guests at St. Cloud State University. We ask that each guest show respect for the facilities, grounds and other visitors during their stay.

Summer guests are asked to attend a short orientation and welcome at the beginning of the groups stay as determined by the conference staff and group coordinator.

The orientation covers the residence hall guidelines and points out the building's various amenities and other campus resources the group may be interested in utilizing. At a minimum, conference staff and the group coordinator will meet to cover such details.

Campus Expectations

- Treat other camp & conference guests and employees of St. Cloud State with respect and be courteous at all times.
- No rollerblading or skateboarding in the buildings or on steps in front or behind buildings. Guests are permitted to blade or skate outside, hoverboards, however all wheels must be on the ground at all times.
- No water balloons, super soakers, squirt guns, paint ball guns or water fights.
- No fireworks, firearms, knives, or weapons.
- We are a dry campus. Alcohol is not permitted on campus or in the residence halls, regardless of age.

- All buildings are smoke-free. Use designated smoking areas outdoors.

Residence Halls Expectations

- Stay in your assigned rooms each night unless a room change has been approved by the conference staff.
- Keep hallways, bathrooms and rooms clean.
- Do not move furniture from room to room or from lounges to room.
- Walk in the hallways.
- Please avoid door slamming, as replacement locks cost about \$300.
- Ice cream cones must be eaten in Garvey Commons or outside of the residence halls. Due to the mess, they make, they are not permitted in the residence halls.
- Only eight people are allowed in the elevator at a time. This will ensure proper working ability.
- Because of building sprinkler systems, sports of any nature are strictly prohibited in the residence halls.

Preparing for you arrival

A Residential Life team member will make contact with the designated group leader several weeks prior to your scheduled arrival.

The team member will verify your group reservation numbers, accommodation requests and help you coordinate room assignment information prior to your arrival. The host will also assist with connecting you with other campus partners regarding your group arrangements related to dining request and other facility reservations.

Upon your arrival the group leader will work with our team to facilitate the final room assignment and key distribution process:

- The team member will verify with the group leader the room assignment roster prepared before arrival, and make any last-minute adjustments.
- Once the room assignments and space usage are confirmed, then key distribution is coordinated between conference participants and Residential Life team member in the applicable facility.
- Return of keys and check-out will also be coordinated between conference group and the team. Late check-out will subject the conference group to a \$100 late fee.
- Replacement costs for lost keys will be noted in the confirmation information sent to each group/department, and will be verified during the pre-departure building tour.

- The team member and group leader(s) will take a tour of the facility prior to group arrival to insure the facilities are prepared appropriately, and assess condition before the group arrives.
- The team member and group leader(s) will discuss how to report any facility concerns during the group stay. The team member will also help to coordinate possible early departure of guests not outlined in the original agreement.

You may contact us in advance with any questions by emailing reslife@stcloudstate.edu or calling us at 320-308-2166.

Preparing for your departure

The day prior to your group's scheduled departure, a team member will establish a meeting to review the actual occupancy numbers during your stay.

In addition, we offer the opportunity to complete a preliminary tour of the facility in order to mutually agree upon any damages or service issues during your stay with us.

Additional meetings with staff members at the University can be arranged in advance, and take place more frequently based upon a group's particular needs.

Billing Process

After a groups departure and the preliminary meeting with the group leader, a final billing statement will be sent to the group/department within 30 business days after departure. Full payment is due upon receipt of the billing statement.

Accounts are considered past due after 30 days. A \$50 late charge may be assessed for the first 30 days past due. An additional \$100 late charge will be added for each additional 30 days past due, until charges are paid in full.

Groups/departments with outstanding balances will be unable to reserve space for the next summer schedule until all fees are paid in full. This includes any late charges, extra cleaning fees, key replacements, damages, etc.

Direct questions about billing and reservations to reslife@stcloudstate.edu.

Damages Charges

While it is rare, on occasion group participants will damage portions of their room or the common spaces of our buildings, and restitution for those repairs and/or replacements will fall upon the group.

When this happens, our team member will discuss with the group representatives the damage, the anticipated repair/replacement costs, and how best to manage the restitution in terms of adding this to the group billing or hold individual participants responsible.

Here is a general list of some of the more common repair/replacement costs incurred in prior situations:

- \$25 - Window Screens for each screen removed, tampered with or damaged.
- \$50 per lost room key
- \$20 - Fire Extinguisher Case Glass Replacement
- \$25 per room for excessive cleaning incident if in a common area.
- \$100 per common area for excessive cleaning incident
- \$50 - \$100 – depending on the damage to walls
- \$40- access card replacement.
- Other damages, repairs and cleaning fees incurred in the residence halls or on university property will be charged according to repair, replacement, and labor costs as deemed by the Facilities Management unit. Every effort will be made to share this information while group leaders are present on campus.