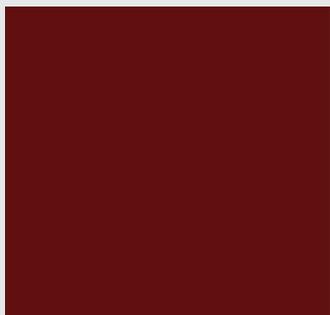


# GUIDE TO HOSTING SUMMER CONFERENCES



**AMERICAN UNIVERSITY**  
**Conference & Guest Services**

University Conference & Guest Services  
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# Welcome to Summer Conferences at American University!

Thank you for your interest in American University! AU is an ideal location for summer conferences in the nation's capital. Located in one of Washington, DC's most beautiful residential areas, AU is just minutes from the city's most famous sites and offers a free shuttle service that connects the campus to Washington's Metro line at the Tenleytown/AU station, less than a mile from the main campus.

During the summer, our campus is open to conference guests from all over the country and world. From large national adult conferences to visiting high school groups and Washington, DC interns, we host over 100 conferences and meetings averaging over 10,000 visitors each year.

One of the benefits of choosing American University as your conference site is having University Conference & Guest Services serve as host for all of your needs on campus. Our staff will navigate all the channels (housing, dining, meeting space and others) at AU on your behalf to ensure you experience as summer with ease as the planner.

Our residence halls are among the best equipped in the metropolitan area. Most rooms are carpeted and all are air-conditioned. All floors are equipped with laundry, kitchenettes, lounge facilities, and separate communal men's and women's bathroom and shower facilities. Additionally, our entire campus, including the residence halls, has wireless internet connectivity for your convenience.

This guide will provide all of the information needed to have a successful event with us in the near future. The following pages offer a thorough guide to our summer conference services and facilities. After reading this material, please let us know if you have any additional questions, or if you would like a tour of our beautiful campus. We look forward to working with you to make your event a success!



# Getting to Know the American University Staff

## Professional Staff with University Conference & Guest Services

University Conference & Guest Services (UCGS) at American University is home to all conference activity, not only during the summer months, but throughout the academic year. Our staff works throughout the year to assist you in planning your summer conference event by serving as your representatives to various campus offices. From the initial site tour to final invoicing, our staff members will be your link to the university. Our offices are located on the first floor of Anderson Hall on the main campus. We welcome the opportunity to meet with you and take you on a tour of our facilities.

## Getting to Know Your Conference Assistant

The UCGS staffing structure includes Conference Coordinators, our professional staff members who manage all contracts from the initial reservation to final billing. They work specifically on the operational details of your conference, along with our Business Operations Coordinators (BOCs) and Conference Assistants. The BOCs are current upperclassmen and/or graduate students from AU, who join our staff from March to August, and assist various conferences based on one of the three neighborhoods across the campus—Southside Residence Hall Neighborhood, Northside Residence Hall Neighborhood, and Northside Apartment Neighborhood. Conference Assistants are undergraduate student leaders with extensive training in guest services and summer conferences. Each are a tremendous asset to you in your final planning stages, and while you are on campus.

## Key Campus Contacts

Please write in the following information once your UCGS Conference Coordinator contacts you:

24 Hour Resident Hall Front Desk Phone Number: 202-\_\_\_\_\_-\_\_\_\_\_

*To contact the Summer Assistant on Duty or the Full-Time Resident Director on Duty*

University Conference & Guest Services Main Office: 202-885-8247

*Weekdays, 9:00am-5:00pm*

University Public Safety (non-emergency): 202-885-2527

Emergency Services: 202-885-3636

For simple requests and questions, the residence hall front desk staff should be your first resource. If they are not able to answer your question or request, they will contact the appropriate staff member on your behalf.

# Summer at American University

## Residential Accommodations

*Affordable housing for conference groups is available from May 8–August 13, 2016 in one of our residence halls on campus.*

### RESIDENCE HALL TYPES

- Residence halls range in size and configuration with most having rooms that are 12' x 15' double rooms for shared occupancy.
- Common bathroom facilities are located on each wing of each residence hall floor and are designated by gender and age. Each bathroom has several showers, toilet stalls and sinks.
- Single rooms are also available, but are limited.
- Centennial Hall offers semi-private suite living with two double rooms sharing one bathroom. This residence hall is traditionally reserved for adult guests, so availability is limited.
- Cassell Hall suites offer two or three double rooms with a small living room and a shared toilet, shower and sink. This residence hall is traditionally reserved for adult guests.
- Nebraska Hall apartments offer 2, 3 & 4 bedrooms with a common living area, bathroom and full kitchen. This residence hall is traditionally reserved for intern and/or guest housing staying eight to thirteen weeks.

### ROOM AND HALL AMENITIES

- All residence hall facilities are fully air conditioned.
- Wireless internet connectivity is available throughout campus. If wireless internet connectivity is requested, your UCGS Conference Coordinator must be informed no less than two weeks prior to your event. There are Ethernet ports in every residence hall room, but we do not provide Ethernet cables. International laptops may not be eligible for internet connectivity or may require additional technical support when on site. The Office of Information Technology's Help Desk can be reached at 202-885-2550 when on-site assistance is needed.
- Conference group rates include the cost of linens consisting of bed sheets, a blanket, pillow, pillowcase and a towel for each participant.
- Each residence hall floor has a TV social lounge and/or kitchenette area that can be used by conference groups. There are no refrigerators in any of the residence hall lounges, but you may rent one through [www.myfridgerental.com](http://www.myfridgerental.com).
- Laundry facilities are available on every residence hall floor on Main campus. Our laundry system only accepts EagleBucks payment on your Summer Guest Card. Laundry is \$1.75 to wash and \$1.75 to dry.
- Residence hall rooms do not include phones or phone lines.

### RESIDENCE HALL FRONT DESKS

- Each neighborhood has at least one front desk that remains open 24 hours a day, with additional desks open during high occupancy periods. There is also a Conference Assistant on Duty overnight to assist with any emergencies that arise after traditional business hours. The Conference Assistant on Duty can be contacted through the front desk.

- In the event of an accidental lockout, conference guests can request the temporary use of a spare key. Conference guests should visit the front desk with appropriate identification if they misplace a room key. The desk staff will issue a spare key to the individual and/or order a new key for the room.
- Only the individuals who are assigned to a room are permitted to check out a spare key to that room. Parents/guardians and conference leaders are not permitted to check out any keys other than their own.
- Lost keys will incur a \$100 fee per room key and \$20 per mailbox key to cover the cost of the replacement.
- Lost Summer Guest Cards should be reported immediately to the residence hall front desk so a replacement card can be issued immediately. Replacement cards cost \$25 each.
- Package delivery and mail services are available for conference guests who are staying for more than 4 weeks. Large shipments are not accepted at the front desks and should be delivered to a nearby shipping agency.
- Maintenance/housekeeping concerns should be addressed to the front desk or by calling 202-885-2FIX.
- Emergency maintenance may require the participants of a room to relocate so work can be completed.
- Hand trucks and carts are available at the residence hall front desk to move heavy items.
- A limited supply of extra blankets and pillows are available for rent at each residence hall desk. Any materials not returned will be invoiced to the conference group in final billing.
- The front desks can also provide you with contact information and resources to help you locate local restaurants, retail, and grocery stores in the Northwest DC area.



## CONTRACTING FOR HOUSING

- American University begins contracting housing space in the fall for the upcoming summer.
- We typically reserve 10% additional bed spaces above the amount of housing spaces requested in your contract to accommodate a possible increase of participants during your registration process. (Any housing needed over the 10% additional bed spaces may or may not be available.)
- A deposit of 40% of the estimated housing and meal costs is due when the contract is signed. The remaining balance and any other additional costs will be billed to the conference following their stay.

## HOUSING ROSTERS

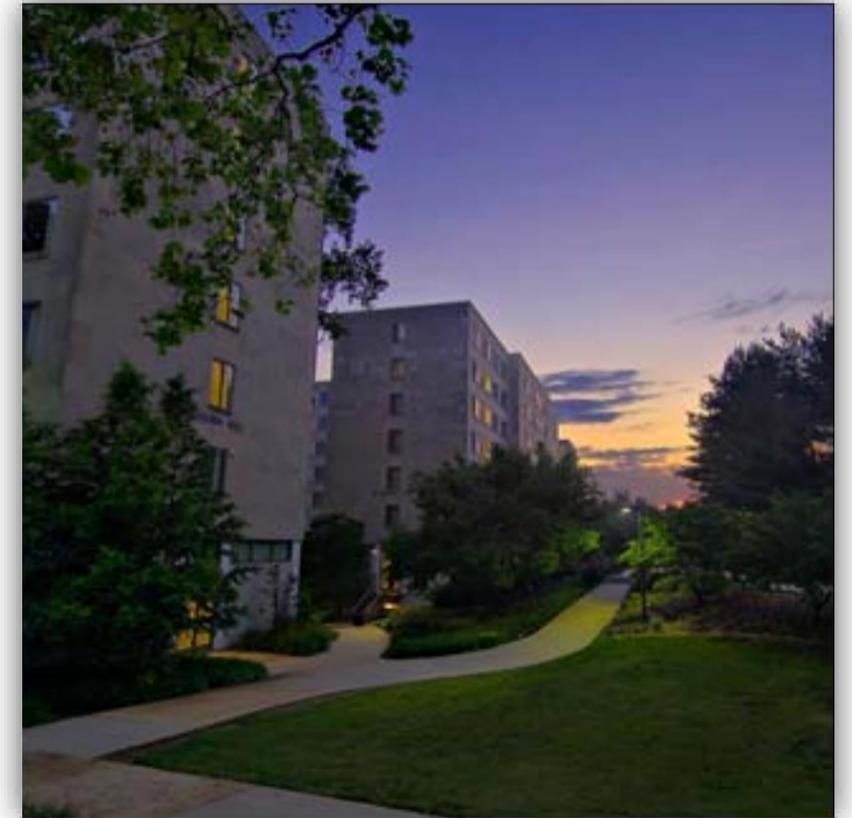
- Once we have received your signed contract and deposit, your BOC will send you a housing room roster to be completed, along with a floor plan to assist you with completing room assignments. AU will designate which rooms are singles and doubles for your convenience in completing the roster. If the assigned spaces do not meet your group's needs, please speak with your Conference Coordinator to discuss options for adjustment.

- Conference groups are required to send a complete housing room roster to American University two weeks prior to the start of the event. Once the final roster is submitted to AU, changes can only be made by the conference group's primary contact, or his/her designee. We will not make room changes for conference guests without the coordinator's approval. If you wish for American University staff to complete room assignments for you based on your registration database, we are happy to do so at the rate of \$2.50 per residential participant needing to be assigned.
- Any conference groups with minors (under 18 years of age) must provide home address and emergency contact information of a parent/guardian for each participant.
- If you wish to have internet access while on campus, we will need a ten digit telephone number for each person who needs internet access. This information should be submitted on the housing roster.
- Conference groups must provide one adult chaperone/guardian for every seven conference guests under the age of 18. All chaperones/guardian must have undergone and passed criminal background checks. For detailed information, please see the University policy regarding minors on campus. <http://www.american.edu/loader.cfm?csModule=security/getfile&pageid=3608694>
- For summer conferences housing students under 18 years of age we recommend the following:

**Males:** 1 adult male chaperone for every 7 male participant under the age of 13  
1 adult male chaperone for every 10 male participants between the ages of 13-17

**Females:** 1 adult female chaperone for every 7 female participant under the age of 13  
1 adult female chaperone for every 10 female participants between the ages of 13-17

- Chaperones should be housed, by gender, on the same floor where their same-gender students are housed.
- When possible, male participants who are minors should be housed on a different floor, wing or building than female participants who are minors. It is the responsibility of the client to request these arrangements and to make room assignments accordingly. If a conference group cannot fill all rooms on their assigned floor, wing or building, American University may assign the remaining spaces to a different conference group [but only those whose participants are also minors and chaperones of the same gender].



- Chaperones or participants of a different gender should not be present on the floor, wing or building of the other gender unless accompanied by the adult chaperone on the other gender floor.
- Conference groups may hire private security should they wish to exceed the security provided by American University in housing or event spaces. Conference groups will be expected to inform American University if they plan to exercise this option, so that coordination with AU Public Safety can be arranged.
- American University requires conference groups to purchase sexual misconduct liability insurance for any groups with participants who are minors.

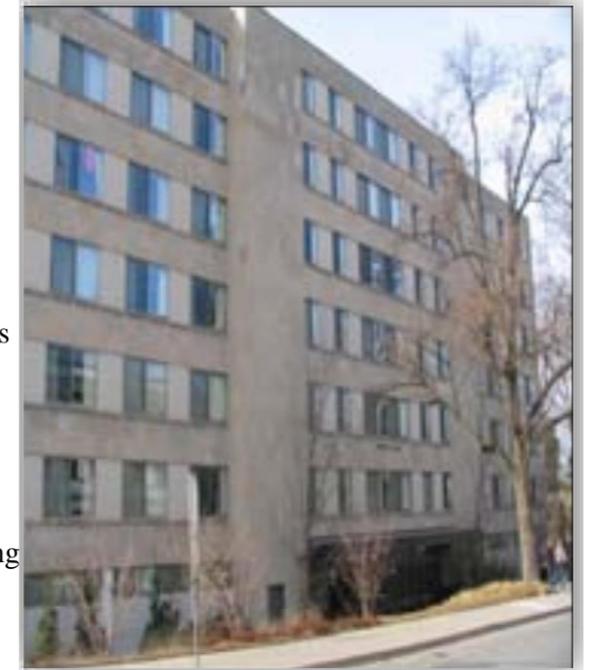
### Important American University Housing Policies

- American University is a smoke-free campus.
- Alcohol is not permitted in any campus residence hall facility regardless of the occupant's age. Any alcohol found in the residence halls will be removed from the premises. The Director will confer with the conference group leader to determine the appropriate course of action if the alcohol policy is violated.
- Marijuana and/or its paraphernalia is prohibited on American University owned and leased property, including in private vehicles.
- The use of tobacco products is prohibited on American University property, including in private vehicles.
- Candles/incense/open flames/BBQ grills are not allowed in any buildings on campus.
- Hall sports are also not allowed due to the sensitivity of hallway sprinkler systems.

# Checking-In and Checking-Out of the Residence Halls

## Helpful Information for a Smooth Registration/Check-In Process

- Check-in begins at 3:00pm on the date of your group's arrival. Exceptions are considered on a case by case basis by your UCGS Conference Coordinator. After the established check-in time, conference guests are able to begin check-in to their room assignment at any time.
- Housing check-in consists of having the conference participant sign and date a registration card, and receive a room key and Summer Guest Card. If a conference guest is on campus for more than a month, we will also provide him/her with a mailbox key. If internet usernames and passwords have been requested, we will provide that information on the key envelope for the guest's convenience.
- American University does not manage any financial transactions with conference guests who are under contract. Payments for conference registration and housing must be paid directly to the conference.
- American University will have UCGS staff at your check-in process for additional resource information and assistance if needed.
- All liability waivers for use of the Jacobs Fitness Center must be submitted prior to your conference group's arrival. Your UCGS Conference Coordinator can provide an electronic copy to place in your registration packets at your request. This is the preferred method for the collection of forms. All guests 14-17 years of age must have signed parent/guardian consent on the liability waiver form.
- Linens will already be in each room on the bed. Additional blankets and pillows are available from the front desk in limited supply and can be requested after check-in is complete for an additional cost.



## Helpful Information for a Smooth Check-Out Process

- All participants should be checked-out of their residence hall rooms by noon on the date of your group's departure. Exceptions are considered on a case by case basis. Any changes to the check-out process/time should be reported to your UCGS Conference Coordinator, in an effort to adjust staffing to assist on that day.
- In order to check out of your room, all items should be removed from the residence hall with the door to your room closed and locked. Conference guests should leave linens in their room as found at check-in.
- Conference guests should bring their key to the residence hall front desk or designated check-out location to sign and date their key back to American University staff. Conferences will be charged a fee of \$100.00 per lost room key, \$25.00 for lost guest cards, and/or \$20.00 for mailbox keys to cover replacements.

# Summer Guest Cards

*Any summer conference guest who needs housing or meals at American University will be issued a Summer Guest Card. This card is uniquely coded for each conference attendee for specific uses while on campus.*

## General Summer Guest Card Information

- Summer conference guests should carry their Summer Guest Card on them at all times and be able to produce it to American University staff when needed.
- If any Summer Guest Cards are lost during the conference, a replacement cost of \$25.00 will be assessed to the conference group. Conference cards are assigned to specific individuals, so we will be able to provide the name and card number of the person who had a card lost during the event.

## Access to Exterior Doors of Residence Halls

- The Summer Guest Card is your pass to enter the designated residence hall where you will be staying. In order to provide additional security for the residence halls, the doors to all of our halls are locked 24 hours a day but you can swipe the computer stripe on your Summer Guest Card to gain entry.
- Once you enter the building and the card reader turns from red to green, each conference guest will be asked to show their Summer Guest Card to the staff member at the front desk to provide additional assurance that you are approved to be in that hall. We call this our “Swipe and Show” policy. Your assistance in educating your conference group about this procedure allows us to provide excellent security for your guests, so please make sure to “Swipe and Show” when you enter the residence halls. The front desk staff will prompt you to show your Summer Guest Card to them before proceeding into the hall.

## Meals in the Terrace Dining Room

- Your conference group’s meal numbers, dates, and times will be finalized 14 days prior to your conference start date, in order to pre-code your Summer Guest Cards.
- Summer Guest Cards are coded for an exact meal on an exact date. For example, if you have 100 people having dinner on June 12th, your meal card will only allow access for dinner on June 12th. Someone who misses that meal will not be able to have dinner on any other date in exchange. Coding your cards in this manner allows you greater control of your dining invoice so that conference guests will not eat meals outside of your approved dining contract.
- Groups dining with guest speakers and/or special guests can utilize a Summer Guest VIP Card that has unlimited access for meals. This card keeps track of all of meals eaten that are in addition to your contract dining numbers. One of your conference staff members is required at the entrance to the dining hall when using the Summer Guest VIP Card, to approve and swipe your extra meal participant(s) into the dining hall.

## EagleBucks Program

- EagleBucks is a convenient, cashless way to pay on and off campus at the area’s most popular businesses. A pre-paid, stored value account that is part of your Summer Guest Card, EagleBucks has you covered with whatever you need, 24 hours a day.
- EagleBucks is accepted at a variety of locations both on and off campus. A complete list of EagleBucks vendors can be found at [www.eaglebucks.com](http://www.eaglebucks.com).

- EagleBucks are required for all laundry machines in the residence halls. Coin machines are not available.
- EagleBucks funds can be added to your Summer Guest Card in several ways: 1) Add funds to each card of your conference participants in advance, 2) Have conference guests add money using cash at several “value stations” location in residence halls and in the Mary Graydon Center, or 3) Come to the University Conference & Guest Services office in Anderson Hall with any form of payment during the weekday business hours of 9:00am-5:00pm.
- EagleBucks can be used for printing, copying and vending machines needs throughout campus.
- Any EagleBucks funds left unused at the end of the conference are non-refundable to the individual guest or to the conference group.

## Access to the Cassell and Jacobs Fitness Centers

- Summer conference guests who are approved for use of the Jacobs Fitness Center at American University will also have their access to the fitness center programmed onto their Summer Guest Card. The front desk of the Jacobs Fitness Center will take your Summer Guest Card upon entry to the center and swipe your card for approval of entry.
- All guests wishing to use the Jacobs Fitness Center must sign a liability waiver and all guests 14-17 must have signed parent/guardian consent prior to arrival on campus.

## Use of the American University Shuttle to the Tenleytown/AU Metro Station

- One of the perks of hosting your event at American University is the free use of the AU shuttle to and from Main campus and the Tenleytown/AU Metro Station on the Red Line of the DC metro system.
- When leaving from campus, make sure to ask the front desk for the location of the closest campus to metro shuttle pick-up point. When you get on the bus, the driver may ask for your AU identification and you should show him/her your Summer Guest Card.
- If you are arriving on campus for the first time and want to use the shuttle from the Tenleytown/AU Metro Station, simply inform the driver which residence hall or campus building you would like to go to, and he/she will direct you towards the correct stop.

## Troubleshooting Problems with Your Summer Guest Card

- Your UCGS Conference Coordinator and the residence hall front desk staff are your first and most convenient resource for addressing any problems you may experience with your Summer Guest Card.
- If a Summer Guest Card is lost, please report it immediately by contacting the residence hall front desk, the University Conference & Guest Services office, or Public Safety. When your new card is produced, we will transfer any unused meals or EagleBucks.

# Dining and Catering Services

*Our office is proudly partnered with AU Dining Services to provide the highest quality food, catering and customer service to all of our summer conference guests.*

## Dining Halls

- American University has an all-you-can-eat dining facility where you pay one flat rate for each meal. The Terrace Dining Room is located in the Mary Graydon Center. All meals will be programmed onto your participants' Summer Guest Cards to give you maximum control over expenses charged to your conference group.
- Once a contract is signed for meals, guaranteed amounts are due 14 business days prior to the beginning of your summer program and cannot be increased after that date.
- The dining hall offers a variety of food selections including a vegan and vegetarian bar, comfort food, salad, grilled foods, pizza and pasta, cereals and breakfast foods, stir fry selections, and a dessert station. Coca-Cola is the beverage provider for the American University campus dining and vending operations.
- The chef of AU Dining Services is proud of its proven ability to accommodate special dietary needs. We request that you also inform us of any special dietary needs at least two weeks prior to your arrival.
- If your summer conference is at AU for an extended period of time, we do offer summer meal plans in blocks of 25 or 50 meals plus varying values in EagleBucks at a reduced cost. Meal plan blocks should only be used for conference groups who will be staying on campus for more than 2-3 weeks in order to find block package to be a savings.



## Boxed Meals through Avenues Catering

- Planning a trip to the National Mall or other sights and sounds of Washington, DC? Let us prepare boxed breakfasts or lunches for you at the same cost as eating in one of the dining halls! All boxed meals can be picked up at the loading dock to the Terrace Dining Room near the Mary Graydon Center tunnel entrance on South Campus, or delivered to any location on AU's campus. Boxed meals should be ordered with your UCGS Conference Coordinator at the same time you submit your final meal requests (14 business days prior to the start date of your event).

## Catering Services

- Catering services are available through Avenues Catering and offers varied options to suit most needs.
- Conference groups are required to enter a separate contract with Avenues Catering for services in advance of the event. At least one month notice is encouraged to ensure that menus can be selected and contracts signed for a successful event. Your UCGS Conference Coordinator is available to assist. Catering options are limitless and include buffet style or plated meals, an in house pastry chef, beverage service, morning and afternoon refreshment breaks.
- Hard copy and electronic menus are available for your review upon request. Menus are a starting point to provide you with ideas and suggested items, but the catering staff can customize your selection.
- Vegan and vegetarian meal options are available for catered events upon request.

## Retail Operations

- American University is home to several retail outlets: Megabytes Cafe, Starbucks Coffee, Capital One Bank, American University's Bookstore, Subway, and Provisions On Demand (P.O.D.). All retail stores will be open during scheduled hours during the summer for your enjoyment. All campus retail operations accept EagleBucks.



# Meeting, Classroom and Event Spaces

*University meeting, classroom and facility spaces vary in size, set-up and price. AU cannot guarantee spaces in classroom buildings until late April, as academic classes have scheduling priority at all times, but we do make every effort to accommodate the specific needs of each conference.*

- All spaces have a minimum rental time of four hours per space, per day, in order to cover staffing and room set-up expenses associated with hosting your event at a specific location.
- We do host day only meetings during the summer months if space is available after residential conference groups have made their requests.
- Final meeting and event space requests are due three weeks prior to the start of your conference program. Requests for new space or changes to reserved space made two weeks or less prior to the start of the conference will incur a ten percent (10%) late processing fee for each reservation submitted after the previously mentioned two week deadline.
- Audio visual requests are also due three weeks prior to the start of the conference program and are subject to an additional 10% service charge similar to the meeting space confirmation requirement.
- All indoor spaces are fully air conditioned and have wireless internet connectivity available.
- Classrooms and meeting spaces also have a wireless connection. The Office of Information Technology's Help Desk can be reached at 202-885-2550 if on-site assistance is needed.
- Most meeting and classroom spaces are fully accessible for mobility considerations. Please consult your BOC for suggested accessible routes to and from event spaces.
- The Office of Public Safety is responsible for locking and unlocking any meeting spaces you have reserved during the early morning or late evening hours. To request an officer's assistance, please contact your BOC/UCGS Conference Coordinator.

## Classroom and Auditorium Spaces

- American University has a variety of classroom spaces ranging from theatre style auditoriums to rooms with desks in a concentric U-shaped arrangement.
- Our classrooms will seat anywhere from 25-65 people at once.
- There are three classroom auditorium spaces that can seat 200 to 388 people. Two of the auditoriums are located on the terrace level of the Ward classroom building (Ward 1 seats 388 and Ward 2 seats 200). The third auditorium, the Kay Chapel, is located in the Kay Spiritual Life Center located next to the Ward classroom building on AU's main quad (Kay seats 300).
- Furniture cannot be moved out of any classroom space even if only temporarily.
- Most classroom furniture is affixed and does not allow for various arrangements or set-ups.
- In the event there is an issue with your reserved space, please contact your assigned BOC.
- Posting on walls and doors in the Ward classroom building is not permitted. You may bring or rent easel stands for posting signs outside of classroom spaces if you would like.



- Most classrooms in the Ward building contain smart technology (a pull down screen and an overhead LCD projection system for use with laptop or DVD/VCR player), and chalkboards (dry erase boards are typically located in meeting and multipurpose spaces). If you intend on using a chalkboard, you will need to bring your own chalk, as there may not be any in the room upon your arrival.
- Conference groups must still request audio visual services to be activated in classrooms. These services are available for an additional fee.
- Video conferencing is available in the Ward auditoriums with at least one month advance notice.

## Meeting and Multipurpose Spaces

Many conferences enjoy hosting their events in spaces where the furniture and room set-ups can be customized to their specifications. Our residence hall lounge spaces and Mary Graydon Center are perfect locations for hosting meetings, activities and banquets or catered meals.

## Outdoor Event Space

If you're not looking for a traditional classroom or lounge space, AU also has several outdoor venues that could work nicely for a summer barbeque, field day or other outdoor activity.

- Options for rental of outdoor event spaces include the Friedheim Quadrangle, and the Woods-Brown Amphitheatre.
- Additionally, summer conference groups can work with our office to rent outdoor recreation space including the AU track, intramural fields, tennis and basketball courts, and the sand volleyball courts.
- Any requests for tables, chairs, trash cans or electrical outlets for outdoor event spaces will result in the conference group being invoiced for any costs incurred for the rental and/or set-up of equipment.
- Banners/signs cannot be hung on the exterior of campus buildings or light posts by summer conference groups. If you are interested in placing ground stakes for directional signs, please notify your UCGS Conference Coordinator in advance for approval.

# Fitness and Recreation Facilities

## Cassell and Jacobs Fitness Centers

During your conference experience, you'll enjoy access to most of American University's athletic and recreation facilities, including the Cassell and Jacobs Fitness Centers, state-of-the-art recreation and fitness clubs. The centers, located in Bender Arena (Jacobs) and Cassell Residence Hall (Cassell), features state-of-the-art weight and exercise equipment, as well as quality health and fitness services to the entire AU community.

- AU offers the opportunity for residential conference guests to access the both fitness centers at no additional cost for participants who are over the age of 14.
- All guests wishing to use the any fitness facility must sign a liability waiver in advance, and all guests 14-17 must have signed parent/guardian consent forms as well. All fitness center liability forms must be completed and submitted to your UCGS Conference Coordinator in advance.
- Residential guests have unlimited access to the Jacobs Fitness Center during scheduled hours of operation.
- The indoor pool can be rented for private events by conference groups, but has limited availability. Use of the recreational indoor pool during open swim hours is at no additional charge for residential guests.
- Other outdoor facilities include an all-weather running track, soccer field, outdoor tennis, volleyball and basketball courts.



# Audio Visual and Other Rental Services/Equipment

*The University's Audio-Visual Services Office can provide your conference with a variety of systems, including LCD projection, video projection, DVD and TV capabilities (within most venues), portable audio systems, overhead projectors and slide projectors.*

- Audio-visual requests should be submitted with meeting space requests at least three weeks prior to the beginning date of the conference. Any request made within 14 days of the conference start date will incur a ten percent (10%) late processing fee for each addition or change submitted.
- If there is a last minute change in your audio visual request or the equipment is not setup properly, we ask that you call your BOC or UCGS Conference Coordinator, not the audio visual department.
- Laptop computers and printers are not available in classrooms or meeting spaces and are the responsibility of the conference group to provide. We are not able to provide extension cords or Ethernet cables.
- Audio visual staff is available to assist with set-ups upon request at a fee. Large events (500+ people) or events in Bender Arena require the rental of an AU technician on site, paid at an hourly rate.
- Audio visual staff will arrive to set up your rental equipment 30 minutes prior to the start of your meeting space reservation/event start time. If you wish to have audio visual arrive earlier than this time, you must change your meeting space reservation to reflect the time you want access to the space and audio visual set-up.

## Equipment and Supplies Available for Rental

- The summer conference staff maintains a limited supply of other equipment and resources that can be purchased or rented for special events. Each of the items below can be rented from American University for a daily rental fee:
  - Tablecloths
  - Flip Charts
  - Trash Cans
  - Easels
- Tables and chairs are already included in most room rental costs unless your request exceeds the room capacity.
- In previous summers, the University Conference & Guest Services staff has worked with outside vendors to rent other supplies and equipment that you may need, including; pianos, tents and other large items. You will be invoiced at cost for any rentals we coordinate on your behalf, plus a service fee of 17% to cover staffing and ordering costs.

# Parking and Transportation Services

## Transportation Considerations

AU is accessible from all three major airports located in the metropolitan area. Reagan National Airport near downtown Washington, DC, is accessible to the AU campus by Metro (subway) and taxi.

- AU is located less than a mile from the Tenleytown/American University Metro Station. Shuttle service is provided daily to the Metro for AU students, faculty, staff and summer conference guests at no additional charge. The shuttle schedule can be found at: <http://www.american.edu/finance/ts/shuttle.html>. There is also a shuttle from Main Campus to AU's Washington College of Law. Shuttles run approximately every 20 minutes from 7:00 am until 12:30am, with extended hours on weekends. The AU shuttle is accessible for any individuals with mobility considerations.
- Taxis are often available near the Asbury Building on campus or by calling from the front desk of any residence hall.
- Private transportation or shuttle services for conference groups are not available from American University.
- According to the District of Columbia Municipal Regulations: Title 20 Chapter 9, Motor Vehicular Pollutants, Lead, Odors, And Nuisance Pollutants, commercial bus idling is not permitted. Two exceptions of permitting bus idling (stated in paragraph 900.1) include: 1) buses operating with air conditioning for 15 minutes with occupancy of 12 or more persons, and/or 2) buses operating with heating equipment when the temperature is below 32° F or below.

## Parking Arrangements and Logistics

- No bus or shuttle is allowed to park on AU's campus
- In an effort to decrease the carbon footprint on campus, alternatives to parking, such as use of public transportation, are strongly encouraged. If however, your conference requires the ability to park on campus this summer, please contact your UCGS Conference Coordinator for parking rates.
- Parking permits may be available and distributed up to one month in advance prior to a conference group's arrival. Any special requests or handicap parking permits must be accompanied by a doctor's notice to Public Safety upon arrival to campus. All final requests for parking permits are due no less than two weeks prior to the start date of your conference program. All vehicles are required to park in designated parking lots throughout campus. Parking in front of buildings is only approved for loading and unloading purposes only.

# Residence Hall and Campus Security

## Residence Hall Safety

- Each neighborhood has at least one front desk open and staffed 24 hours a day for increased security of the halls. While working the desk, our summer team is easily identifiable by their staff shirt and nametag.
- To maintain security coverage in the residence halls, summer guests are required to display their Guest Card to our staff at the desk each time they enter the building.
- In addition to the 24-hour residence hall desk, there is a Conference Assistant on Duty overnight to address any situation that needs University attention. The Conference Assistant on Duty will be able to contact professional staff in the event of an emergency.
- We require all residential conference guests to provide information for an emergency contact person during check-in. If your conference group is large in size, we can use your registration database to obtain emergency contact information ahead of time to allow for faster check-in procedures.
- Evacuation procedures are posted in each building and should be followed closely in the event of an emergency. American University staff will be on hand to assist with any emergency procedures and all summer conference guests must follow instructions for their safety and the safety of others. Residence halls must be evacuated in the event of an emergency.

## Campus Safety

- AU Police provides 24/7 response on all campus properties for police, medical, and fire emergencies. AU police officers are commissioned by the Metropolitan Police of the District of Columbia and are fully empowered to enforce the law, investigate criminal acts, and make arrests on campus and at all AU-owned and leased properties within the city. In addition, AU police also may place student conduct charges for violations both on and off campus. AU police coordinates emergency response with external agencies like the D.C. Fire and Emergency Medical Services Department.
- AU police officers and investigators investigate all crimes that occur on campus. In cooperation with the U.S. Attorney's Office and D.C. Office of the Attorney General, they obtain arrest warrants upon completion of a criminal investigation. Certain crimes require coordination with the Metropolitan Police of the District of Columbia.
- Victims of any crime are provided care and assistance throughout the criminal justice process. AU police coordinates counseling resources through Campus Life, the Counseling Center, and the Wellness Center, as well as community resources. They provide information and guidance on obtaining protective orders, including transportation to court. Personalized safety plans and self-defense courses are available to crime victims. Call (202) 885-2527 to request victim assistance from AU Police.
- The conference does have the option providing their own security in coordination with AU's Public Safety office and the University Conference & Guest Services office.
- Emergency phones and blue lights are located throughout campus for individuals to report issues of safety and security if needed.
- The closest hospital facilities to American University are Sibley, Suburban, Georgetown and George Washington Hospitals.



# Contracts and Billing

- At least three months before the group's arrival date, all conference groups sign a contract for housing and dining services with University Conference & Guest Services.
- Each conference group must also provide (along with their contract) a certificate of liability insurance, including sexual misconduct insurance, for itself and its participants with limits of no less than two million dollars (combined single limit for each person/occurrence for bodily injury and/or property damage). The University must be named as an additional insured on the policy.
- The District of Columbia Treasurer requires a 14.5% hotel tax be applied to any rented housing accommodations unless the organization is tax exempt in the District of Columbia or is a 501(c)(3) organization. A copy of an organization's 501(c)(3) determination letter or of the tax exempt certificate should be submitted with the contract in order to waive the required hotel tax.
- Additionally, a 40% deposit for housing and dining costs must accompany the contract in order for any reservations or confirmations to be held.
- Once the contract is signed, conferences may adjust the number of registrants listed up to 14 business days from the date of guest arrival. Any increases over the contracted guaranteed amount will be accommodated based on space availability only. Conferences will pay the guaranteed amount or the amount of actual guests, whichever is higher.
- All requests for changes to meeting spaces or other reservations/confirmations must be submitted in writing to the UCGS Conference Coordinator.
- Deposits and final payments can be made in the form of credit card, personal or business check, or American University account to account transfer (JE or JV transfer).
- All summer refund requests must be submitted in writing and will be considered at the end of the summer conference season.
- All conferences will be invoiced within 30 business days following their visit, unless otherwise notified. Invoices will include charges for housing, meeting spaces, audio visual, food services, lost keys, room damages, and special meeting room setups, including phone jacks, computer lines, special AV equipment and equipment rental.
- Payment of your final bill can be made using one of the following methods: check drawn within the United States (with a routing number on the check), credit card (Master Card, Visa or Discover) or Inter-Departmental transfer of funds within 30 days of receiving a billing statement. Once payment exceeds 30 days, a late charge of 5% will be assessed for overdue accounts receivable according to your summer conference contract. A \$30.00 charge will be assessed for a returned check.

# Beginning the Conference Planning Process

*As we have previously mentioned, AU's summer conference program provides a "one-stop conference planning" experience: we navigate all of the University offices on your behalf. We want your onsite logistics to be as smooth as possible and have found this system to work best in hosting successful conferences.*

To begin making progress, we break planning down into several phases:

- Reservations – AU begins accepting reservations the fall prior to the upcoming summer.
- Contracting – We will begin contracting housing and dining needs in January each year. Please keep in mind a contract must be signed three months prior to your arrival.
- Final Logistics – Three weeks prior to your arrival, we will be in contact for final guarantee numbers, meeting space/AV requests, room roster, etc.
- On Site Coordination – You will work closely with your UCGS Conference Coordinator to solidify details of your conference from check-in to check-out.
- Final Invoicing – You will receive a final invoice within 30 business days of your departure from campus.

We would love the opportunity to discuss our facilities and services with you to determine the best possible plan for your upcoming program. We plan to see you soon at American University!

