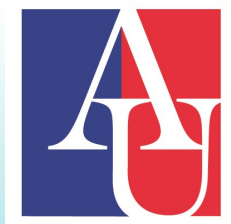


SUMMER 2018

Last updated February 1, 2018

AMERICAN UNIVERSITY GUIDE TO SERVICES



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Welcome to American University!

CHECK-IN PROCESS

Prior to your arrival on campus, you will receive information regarding your check-in time and residence hall. On your arrival date, go to the front desk on your side of campus. At check-in you will receive a summer guest card, which acts as your room key. Guest staying at Nebraska Hall for six weeks or longer will receive a mail key as well.

Northside	Southside	East Campus
Nebraska Hall Apartments*	Anderson Hall*	Federal Hall*
Cassell Hall*	Centennial Hall	Constitution Hall
Leonard Hall	Letts Hall*	Congressional Hall
McDowell Hall	Roper Hall	
Hughes Hall		

The starred residence halls operate on a 24 hour schedule during the summer. If you are unable to access your specific residence hall, visit the starred residence hall on your side of campus for immediate assistance.

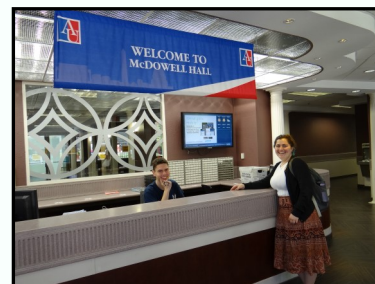
Click [here](#) to view a detailed campus map.

FRONT DESK SERVICES

The Conference Assistant at the front desk serves as a resource for information about American University's campus and the Washington DC area. The front desk can provide information about campus, dining options on and off-campus, transportation, and area attractions.

If you lock your Summer Guest Card in your room, the front desk can provide you with a temporary guest card, which you are required to return within **15 minutes**.

The Conference Assistant can assist you with any room maintenance issue you are experiencing.



RESIDENCE HALL ACCESS AND POLICIES

Prohibited Items/Activities



- Alcohol, illegal drugs (including medical marijuana), and illegal drug paraphernalia are not permitted in the residence halls at any time. **This policy applies to all guests regardless of age.** Any guest found in violation of this policy may be removed from campus without a refund.
- American University is proud to be a tobacco and smoke free campus. Smoking is prohibited in all residence halls and campus buildings. Please avoid smoking near building entrances.
- No pets or other animals are allowed in residence halls.
- The possession or use of candles and incense is prohibited in guest rooms. Guests may not have open flames in their rooms due to fire and safety regulations.
- Hall sports are also not allowed under any circumstances.

For a comprehensive explanation of expected behavior, guests should consult the [Student Conduct Code](#), which is available online on the Student Conduct & Conflict Resolution Services website.

Access to Residence Halls

You must have your Summer Guest Card with you at all times. To enter your residence hall:

- Tap your card to the card reader to unlock the door. Once the green light flashes, the door is unlocked.
- Please show your guest card to the Conference Assistant behind the desk for identification purposes. We call this our **"Tap and Show" policy**. Please be patient with requests to show your card upon entering a residence hall, since they are for your protection.

Room Lock-Outs and Lost Keys

If you find yourself locked out of your room, simply report your lock-out to the Conference Assistant at the front desk. You will be given a spare key and 15 minutes to go and retrieve the key left in the room. If you fail to return the spare, the room key will be considered lost, and you will be charged a new key fee. If a Summer Guest Card is lost, please report it immediately by contacting the residence hall front desk. This will "freeze" your account and help keep our buildings secure. When your new card is produced, we will transfer any unused meals or EagleBucks. Parents/guardians and conference leaders are not permitted to check-out any keys other than their own. **The fee for a lost Summer Guest Card is \$25.00. The fee for a lost mail key is \$25.00.**

Visitation Policy

Only long-term guests (guests staying for six weeks or longer) are allowed to have overnight visitors. Visitors must be escorted by their host when entering the residence hall, and remain with their host at all times. Overnight visitors are allowed to stay for a maximum of three (3) nights, and only when given consent from the host's roommate(s). Residents and summer conference guests will be held responsible for the behavior of their visitors. Repeat visits may be considered unauthorized occupancy of a room by the visitor. The university reserves the right to prohibit repeat, extended visits.

PARKING

In an effort to decrease the carbon footprint on campus, alternatives to parking, such as use of public transportation, are strongly encouraged. However, if you require parking on campus this summer, please keep the following in mind:

- Metered parking is available at the School of International Service (SIS), Katzen Arts Center and the East Campus surface parking lot. The day rate is \$16.00 or \$2.00 an hour. Pay-As-You-Go machines accept cash and major credit cards and are located in the elevator lobbies of SIS and Katzen.
- Monthly parking permits need to be purchased in advance from [Parking and Traffic Services](#). Any special requests or handicap parking permits must be arranged by Parking and Traffic Services, and have the necessary documentation. 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. Parking in front of buildings is only approved for loading and unloading purposes only.

PARKING

- Directions to American University and the School of International Services and the Katzen Center parking lots are located at american.edu/maps.
- Zipcar specials: Consider leaving your car at home and take advantage of the Zipcar program! Zipcar has partnered with American University to give guests access to vehicles on campus, D.C., and around the world 24/7. Reserve for as little as one hour or up to seven days with rates starting at \$8.75/hr. and \$76.00/day. The best part is that gas, insurance, 180 miles, and legal curbside parking in D.C. are all included. To learn more about Zipcar, visit zipcar.com/AU.

Quiet/Courtesy Hours

Noise should always be kept at a reasonable level to respect other guests. If you are being disturbed by noise from other guests, please call the front desk and a Conference Assistant will address the situation. Quiet hours may vary by building, but will be posted in the residence halls.

University Property

Residents and conference guests will be held responsible for damage to residence hall buildings or furniture and will be billed for repair or replacement where they have caused damage in their own rooms or in common areas.

Safety & Security in the Residence Halls

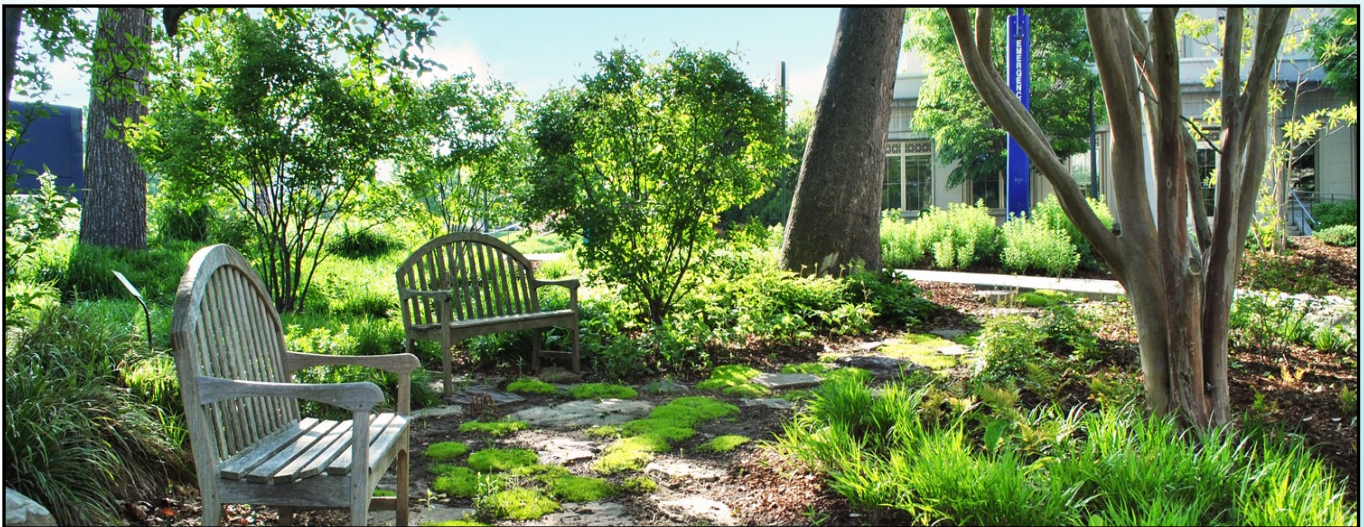
Always keep your residence hall room locked and carry your summer guest card with you at all times. If you see someone acting suspicious in the residence halls, please contact the front desk or call Public Safety directly at (202) 885-2527.

CHECK OUT PROCESS

Check-out is by **12 p.m. (noon)** on the day that you are departing. If you remain in the room after this time, you may be charged for an additional night.

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.

You may complete traditional check-out at your residence hall front desk. Guests should return their guest card and mail key (if applicable) to the residence hall front desk, or designated check-out location. Lost summer guest cards will incur a fee of \$25.00 and \$25.00 for a lost mailbox key. For security reasons, the university cannot accept keys or guest cards mailed back after your departure.



Campus Amenities

INTERNET ACCESS

Complimentary internet access is provided to each guest. American University has wireless connections available in every room and across campus.

Connecting to AUGuest-byRCN Wireless Network

You can connect to AUGuest-byRCN on the main campus and the Washington College of Law by enabling the Wi-Fi option on your device. You will be immediately connected to the internet. Please note: the guest wireless network is for use by AU guests only, and should not be used by AU faculty, staff, or students.

For further assistance, please contact the IT Help Desk at 202-885-2550 or email helpdesk@american.edu.

MAIL SERVICES & PACKAGES

Mail services are provided to all AU guests staying six (6) weeks or longer. Mailboxes are located in your residence hall. You will receive a mailbox key if applicable. Your address for the summer will be the following:

Your Name
Hall Name – Room Number – SUMMER [Year]
4400 Massachusetts Ave NW
Washington, DC 20016

Residence hall front desks will only accept packages (USPS, UPS, FedEx, flower services, etc.) for residents who have already checked in. Packages are not accepted in anticipation of your arrival or after your departure. If a package arrives and a guest has not checked in or has already checked out, it will be returned to sender.

LINEN SERVICE

Bed and bath linen (consisting of one blanket, one pillow, two sheets, one pillow case and one bath towel) will be provided for all summer guests. Your bed will be made and waiting for you on arrival.

LAUNDRY

For your convenience, laundry rooms are located on every floor in every residence hall. Each laundry room consists of at least two washers and two dryers. Each wash and dry cycle costs \$1.75. These machines only accept EagleBucks as payment. (*Please see the EagleBucks section of this document to learn how to add money to your card*).

Check laundry facility availability online at <http://american.esuds.net/>.

EXERCISE FACILITIES



All summer guests have access to AU's workout facilities, Jacob's Fitness Center, in Bender Arena, the Cassell Fitness Center and the East Campus, Congressional Fitness Center. Simply sign a waiver at your front desk and allow two business days for your guest card to be activated for access to the Fitness Centers. All guests ages 14-17 must have signed parent/guardian consent, and be chaperoned when using the facilities. Take your guest card to the Fitness Center, and you are ready to go; you will not be permitted to work out if you do not have your card.

Amenities in the Fitness Center include a variety of cardio and weight machines, free weights, pool, and even private and group fitness training.

CABLE TELEVISION

Cable is provided in all rooms on campus. You will need to provide your own television, coaxial connection cable and the original remote control in order to program the television for cable service. A list of the available television channels is included below:

3.1 MTVU	51.1 Al Jazeera America	65.1 Comedy Central HD
3.2 LBC	51.2 CSPAN	65.2 Lifetime HD
3.3 Deutsche Welle	52.1 CSPAN2	66.1 We TV HD
3.4 German Kino Plus	52.2 ESPN HD	66.2 OWN HD
3.5 TV Espanola International	53.1 ESPN2 HD	67.1 Bravo HD
3.6 RAI	53.2 ESPNU HD	67.2 Cooking Channel HD
4.1 CTC	54.1 ESPNNews HD	68.1 Food Network HD
4.2 TV5	54.2 NBC Sports Network HD	68.2 HGTV HD
41.1 CBS - WUSA HD	55.1 NFL Network HD	69.1 Syfy Channel HD
41.2 NBC - WRC HD	55.2 MLB Network HD	69.2 Weather Channel HD
42.1 FOX - WTTG HD	56.1 NHL Network HD	70.1 Travel Channel HD
42.2 ABC - WJLA HD	56.2 TNT HD	70.2 TLC HD
43.1 PBS - WETA	57.1 TBS HD	71.1 History Channel HD
43.2 PBS - WHUT	57.2 USA Network HD	71.2 Discovery Channel HD
44.1 MNT - WDCA	58.1 A&E HD	72.1 National Geographic HD
44.2 CW - WDCW	58.2 FX HD	72.2 Animal Planet HD
45.1 IND - WJAL	59.1 BBC America HD	73.1 ABC Family HD
45.2 ION - WPXW	59.2 Velocity HD	73.2 Hallmark Channel HD
46.1 NBC - WHAG	60.1 Fuse HD	74.1 Cartoon Network HD
46.2 PBS - WVPY	60.2 CMT HD	74.2 Nickelodeon HD
47.1 UNI - WFDC	61.1 VH1 HD	75.1 Disney Channel HD
47.2 CNN HD	61.2 MTV HD	75.2 IFC HD
48.1 HLN HD	62.1 MTV2	76.1 AMC HD
48.2 MSNBC HD	62.2 BET HD	76.2 HBO HD
49.1 Fox News Channel HD	63.1 Spike TV HD	77.1 HBO2 HD
49.2 CNBC HD	63.2 tru-TV HD	77.2 HBO Family (East) HD
50.1 Bloomberg TV HD	64.1 TV Land HD	78.1 HBO Signature (East) HD
50.2 NASA TV	64.2 E! Entertainment HD	

RESIDENCE HALL KITCHENS

Kitchens are available on each floor for cooking. Kitchens have a microwave, oven/stove, a sink and countertop. Note: with the exception of Nebraska Hall Apartments, refrigerators are not provided in the kitchens. When using the kitchen, please:

- Clean after every use. Do not leave your things out in the kitchen when you are finished. Cleaning staff may discard items that are left out.
- Do not leave anything unattended and please watch all food carefully. It only takes an instant for something to catch fire.

You should not bring a microwave with you to the residence halls. The only microwave option approved for guest room use is a combo microwave/fridge unit that may be rented from www.myfridgerental.com. It is prohibited to use any broiler oven, electric coffee maker, popcorn maker, microwave oven, hotplate, open burner, or electric water heating device in student rooms, on carpeted floors, in hallways, or other non-designated areas. You may use these appliances in the kitchen area.

Long term guests may bring their own mini-refrigerators. You may also rent a unit from My Fridge Rentals, which is a contracted vendor with American University to provide rental service to campus guests. For pricing and to order, please visit www.myfridgerental.com.

REPORTING MAINTENANCE ISSUES

To report a maintenance or housekeeping problem, please notify the Conference Assistant at your front desk immediately. They will report the issue, and a member of the facilities staff will attend to it as soon as possible.

VENDING MACHINES

Vending machines are available in most buildings on campus. Many of them accept EagleBucks. If you encounter any problem, we cannot provide a refund. You must contact the vending company with the outlet number listed on the machine:

Phone: (202) 885-VEND (8363)

E-mail: vending@american.edu

EAGLEBUCKS

EagleBucks work like a debit card to provide you with money for laundry, vending machines, campus stores, and eateries both on and off-campus. Your guest card is automatically activated for you to be able to use EagleBucks. You can add money at any of the value stations throughout campus.

EagleBucks value stations are at the following campus locations:

- Anderson Hall Lobby
- Bender Library (lower level)
- Mary Graydon Center (near the ATM on the 1st floor)
- McDowell Hall Lobby

Click this [link](#) to see all the vendors who accept EagleBucks. Scroll down to the bottom of the page to open the on and off campus merchant lists.

ON CAMPUS VENDORS

The UPS Store, The Tunnel

Phone: (202) 885-2030

The UPS Store can meet most of your mailing needs and provides photocopies, packaging and shipping supplies.

Capital One Bank, The Tunnel

Phone: (202) 537-2800

Capital One Bank has a location right on campus, which can assist you with all of your banking needs. ATMs are located in the Mary Graydon Center, and in the tunnel across from Bender Arena.

P.O.D. @ The Eagle's Nest, The Tunnel

Phone: (202) 885-3184

The Eagles Nest is American University's convenience store. Whether you want a sandwich from Subway, or forgot to pack your toiletries, you can find what you need at the Eagle's Nest.

American University's Campus Store, Butler Pavilion 3rd Floor

Phone: (202) 885-6300

The campus store offers American University apparel, books, greeting cards, and other supplies.

PLACES OF INTEREST ON CAMPUS



Mary Graydon Center (MGC)

The Mary Graydon Center (MGC), American University's student center, originally opened as University Hall in 1925 and served as the first women's dormitory. It features a number of student services. Use the ATM, grab food in our Terrace Dining Room, relax on the couches, or talk with friends over lunch. MGC is the hub of campus life throughout the year.

University Library

Guests may access computers, printers, photocopiers, and other library resources at Bender Library. The University Library enables success through its services, instructional programs, and collections of more than one million books (in print or in online primary source collections), over 20,000 e-books, 45,000 online serial subscriptions, over 300 electronic databases containing thousands of online journals, and more than 50,000 music and media items. Guests are welcome to explore the book collections, but are unable to check items out.



AU Museum, Katzen Art Center

Hours of Operation:

Tuesday - Sunday, 11 a.m. - 4 p.m.

Phone: (202) 885-1300



The American University Museum is a three-story, 30,000-square-foot museum and sculpture garden located within the university's Katzen Arts Center. The region's largest university facility for exhibiting art, the museum has a permanent collection that highlights the holdings of the Katzen and Watkins collections. Rotating exhibitions emphasize regional, national, and international contemporary art.

Kay Spiritual Life Center

Phone: (202) 885-3320

The Kay Spiritual Life Center is home to over 35 faith communities, including Baha'i, Buddhist, various Christian, Jewish, Muslim, Unitarian Universalist, Sikh, and Hindu/Vedic. Committed to inquiry and diversity, the Center is also a safe space for all to engage in questioning, exploration, and reflection. The Kay Center's mission is to ensure a place for interfaith understanding and to protect the vital role of faith and values in a student's development.



Dining Options

ON CAMPUS DINING

Terrace Dining Room (TDR)

Location: Terrace, Mary Graydon Center

Sunday through Saturday

Breakfast	7:00 a.m. - 9:00 a.m.	\$9.68
Lunch	11:00 a.m. - 2:00 p.m.	\$14.25
Dinner	5:00 p.m. - 7:30 p.m.	\$16.12

P.O.D. @ The Eagle's Nest

Location: Main Campus Tunnel

(À la carte options)

Monday through Friday 8:30 a.m. – 6:00 p.m.

Closed Saturday & Sunday

Subway

Location: In the Eagle's Nest

Monday through Friday

10:30 a.m. – 2:00 p.m.

Starbucks

Location: Main Campus Tunnel

Monday through Friday

7:00 a.m. - 2:00 p.m.

Closed Saturday & Sunday

LOCAL DINING

Chef Geoff's \$\$

Chef Geoff's is a restaurant/bar that offers great American fare including burgers, seafood, pizza, and dessert.

Location: 3201 New Mexico Ave. NW

Phone: (202) 237-7800

[Chef Geoff's/LIA'S](#)

Wagshal's \$\$

Wagshal's is known for their made to order deli sandwiches, prepared foods and large gourmet market.

Location: 3201 New Mexico Ave. NW

Phone: (202) 363-5698

www.wagshals.com

Angelico Pizzeria \$

This local restaurant serves more than just great pizza. If you are looking for a sandwich, some pasta, one of their signature lavash rolls, or just a delicious slice of pizza Angelico's is the perfect place for you.

Location: 4529 Wisconsin Ave. NW

Phone: (202) 243-3030

www.angelicopizzeria.com

Robek's Smoothies and Frozen Yogurt \$

Robek's is a great place to grab a quick meal or a healthy snack. Robek's offers sandwiches, wraps, smoothies, and yogurt options to fit any taste.

Location: 4523 Wisconsin Ave. NW

Phone: (202) 244-1784

www.robeks.com

Chipotle Mexican Grill \$

Chipotle offers modern Mexican food to eat on-the-go or in their dining room. They have fresh ingredients to make burritos, salads, and tacos.

Location: 4301 Wisconsin Ave. NW

Phone: (202) 237-0602

www.chipotle.com

Satay Club Asian Restaurant & Sushi Bar \$\$

Satay Club offers pan-Asian cuisine including Chinese, Japanese, Malaysian, Vietnamese, and Thai food.

Location: 4654 Wisconsin Ave. NW

Phone: (202) 363-8888

www.asiansatayclub.com

Domino's Pizza \$

Domino's is a great place to get a cheap meal fast. It offers quick delivery to campus until 3:00 a.m.

Location: 4539 Wisconsin Ave. NW

Phone: 202-362-7500

www.dominos.com

Guapo's Fine Mexican Cuisine \$\$

This Tex/Mex restaurant offers a variety of delicious foods and of course their signature margaritas.

Guapo's has a fun atmosphere for lunch or dinner.

Location: 4515 Wisconsin Ave. NW

Phone: (202) 686-3588

www.guaposrestaurant.com

Mayflower Chinese \$

Mayflower is a great for some quick Chinese food. With a large menu and speedy delivery, Mayflower is an AU student favorite.

Location: 4427 Wisconsin Ave. NW

Phone: (202) 244-8858

www.mayflowerdc.com

Papa John's \$

Papa John's serves up pizza with almost every imaginable topping. They offer carry-out or delivery until 2:00 a.m.

Location: 4656 Wisconsin Ave. NW

Phone: (202) 244-7272

www.papajohns.com

Chatter \$\$

This quaint restaurant offers a hometown tavern feel. Staple 'comfort' dishes like chili and hamburgers are always satisfying. A great place to go for a relaxed, casual, low-key meal.

Location: 5247 Wisconsin Ave. NW

Phone: (202) 362-8040

www.chatterdc.com

Clyde's \$\$

Clyde's is a restaurant and sports bar that serves up traditional American food.

Location: 5441 Wisconsin Ave. Chevy Chase

Phone: (301) 951-9600

www.clydes.com

CAVA \$

Casual Greek outlet offering customizable pita bowl dishes amid industrial-style décor.

Location: 4237 Wisconsin Ave NW

Phone: (202) 695-8115

www.cava.com

Nando's Peri-Peri \$

Order-at-the-counter Afro-Portuguese chain serving grilled chicken marinated in spicy pepper sauce.

Location: 4231 Wisconsin Ave NW

Phone: (202) 821-1312

www.nandosperiperi.com

Z-Burger \$

Located at in Tenleytown, Z-Burger is a fast food restaurant that serves burgers, hotdogs, fries, and delicious milkshakes and malts. This is a favorite of AU students!

Location: 4321 Wisconsin Ave. NW

Phone: (202) 966-1999

www.zburger.com

District Taco \$

Local chain featuring customizable Yucatán-style tacos, burritos & more from morning to night.

Locations: 4600 Wisconsin Ave NW

Phone: (202) 304-1411

www.districttaco.com

Maggiano's Little Italy \$\$

Great Italian food, family atmosphere and large, tasty portions spring to mind when thinking about Maggiano's.

Location: 5333 Wisconsin Ave. NW

Phone: (202) 966-5500

www.maggianos.com

The Cheesecake Factory \$\$

Specializing in cheesecakes for dessert, the Cheesecake Factory is a must for those who desire something sweet at the end of dinner. Save room, because their ample portions are filling.

Location: 5345 Wisconsin Ave. NW

Phone: (202) 364-0500

www.thecheesecakefactory.com

Transportation

GETTING TO AU

Airport Information

Some airports are more accessible to public transportation than others. For easy access to Metrorail, we suggest Reagan National Airport. Airports located within the D.C. area are listed below:

- Reagan National Airport (DCA)
- Dulles International Airport (IAD)
- Baltimore/Washington International Thurgood Marshall Airport (BWI)

Ground Transportation To/From the Airport

You can reach American University by airport shuttle, taxi, or public transportation from all three major airports in the Washington, DC and Baltimore metropolitan areas. The following companies are a good place to look for transportation to and from the airport.

Washington Flyer Ground Transportation (www.washfly.com)

Offers a variety of transportation options for service to and from for service to and from Washington Dulles International Airport.

Super Shuttle (www.supershuttle.com)

Shuttle bus service from Dulles and BWI airports to any location in the metro area.

Maryland Area Regional Commuter (mta.maryland.gov)

Rail service that operates from BWI to DC's Union Station metro.

Trains

You can travel to Washington, DC by train to Union Station and then take the Red Line Metrorail to the Tenleytown/AU Station.

To access Union Station from the Metro, simply get on a Red Line train at Tenleytown/AU and exit at Union Station. Both Amtrak and MARC trains depart from Union Station.

GETTING AROUND AU

Taxis

Ubers are readily available throughout the city, however, we recommend taxis if you are in an unfamiliar area, especially at night. You should save a couple of taxi service numbers in your phone so you can call them when needed. It is important to know where you are to order a taxi. A few options in DC are:

- Red Cab DC (202) 285-1632
- Taxi Transportation Service (202) 398-0500
- Yellow Taxi Services (202) 583-1650

Metrorail and Metrobus

Metrorail is one of the nation's best subway systems. The Tenleytown/AU Metro stop is just one block from AU's Washington College of Law Campus and three-quarters of a mile from AU's main campus (shuttle service provided). Metro provides service throughout the District of Columbia, Maryland, and Northern Virginia. To plan a trip, visit www.wmata.com, www.godcgo.com, or www.maps.google.com (use the public transit feature when getting directions).

Metrorail runs:

Monday – Thursday

5:00 a.m. – 11:30pm

Friday

5:00 a.m. – 1:00 a.m.

Saturday

7:00 a.m.—1:00 a.m.

Sunday

8:00 a.m.—11:00 p.m.

Metrobus hours vary depending on the route and SafeTrack maintenance.

Shuttle Service

AU offers a free shuttle service to all summer guests. The shuttle service is available from Main Campus to the Tenleytown metro station, as well as to the Spring Valley Building (SVB). Shuttles service the Tenleytown Metro station, the Washington College of Law (AU's law school), main campus, and other convenient stops.

The **Red Route** (Metro – Main Campus – Spring Valley Building) runs from Tenleytown Metro Station (Ford Road, across from Tenleytown Metro station) to the Washington College of Law, with convenient stops along the way.

The **Blue Route** (Metro – WCL - Main Campus) runs from Tenleytown Metro Station to Main Campus, with convenient stops along the way.

Blue Route:

Monday – Thursday 6:15 a.m. – 12:00 a.m.
Friday 6:15 a.m. – 3:00 a.m.
Saturday 8:00 a.m. – 3:30 a.m.
Sunday 8:00 a.m. – 12:30 a.m.

Red Route:

Monday – Friday 7:10 a.m. – 11:25 a.m.
Saturday – Sunday 8:00 a.m. – 11:25 a.m.

Red Route Express:

Operates every 30 minutes from 8:00 a.m. – 10:00 a.m. and 4:00 p.m.- 6:00 p.m.

Get more shuttle information, including GPS location of shuttles, online at <http://www.american.edu/finance/facilities/Shuttle.cfm>

Car Rentals

Zipcar has partnered with American University to give guests this summer access to vehicles on campus, DC, and around the world 24/7. Reserve for as little as one hour or up to seven days with rates starting at \$8.75/hr. & \$76/day. The best part is that gas, insurance, 180 miles, and legal, curbside parking in DC are all included. To learn more about Zipcar, visit Zipcar.com/AU.

There are several car rental agencies within the area. Below are a few of the most commonly used companies:

Alamo	www.alamo.com	Hertz	www.hertz.com
Avis	www.avis.com	National	www.nationalcar.com
Budget	www.budget.com	Thrifty	www.thrifty.com
Dollar	www.dollar.com		

The Visitor's Biking Guide to Washington DC

Those interested in biking may find the Visitor's Biking Guide helpful. <http://bikewashington.org/visitor.htm>



Emergency Procedures

ON CAMPUS EMERGENCIES

Crime, Fire, and Medical Emergencies

For any on-campus emergency requiring police, fire, or medical response, call Public Safety's emergency number at **(202) 885-3636**.

University Police and Security

University police are commissioned law enforcement officers of the District of Columbia. On duty 24 hours a day, they have full investigative and arrest authority on campus. Officers respond to all reported emergencies—crime, fire, medical, or other—and coordinate with D.C. fire and police departments. They regularly patrol campus grounds and buildings, and maintain close contact with residence hall staff to ensure privacy and security. You may request a campus escort by contacting Public Safety.



Public Safety Non-emergency (202) 885-2527
Public Safety Emergency (202) 885-3636

RAVE Guardian Safety App

The Rave Guardian Campus Safety App transforms mobile phones into personal safety devices. Guardian enhances safety on campus through a *virtual safety network of friends, family, and campus safety*. Some of the safety features of the app include:

1. **Panic Button**: Direct immediate connection to campus safety with GPS location and personal profile information.
2. **Tip Texting**: Enables anonymous crime tip reporting and 2-way communication via SMS or mobile app.
3. **Personal Guardians**: Students can identify friends, roommates, and family as 'Guardians' along with Campus Safety. Students can set a Rave Guardian Timer. During a Timer session Guardians and Campus Safety can check status of student. If the Rave Guardian timer is not deactivated before it expires, campus safety is automatically provided with the user's Rave Guardian profile to proactively identify and check-in on the individual.

To download the app, please visit www.american.edu/finance/publicsafety/Crime-Prevention-Programs.cfm

Emergency Evacuation Procedure

Evacuation procedures are posted on the back of your residence hall room door. If you hear the fire alarms going off you must evacuate **IMMEDIATELY**.

OFF CAMPUS EMERGENCIES

The Tenleytown/American University area is safe, relative to other parts of Washington, DC. Nevertheless, you should always be alert, especially at night and when traveling alone.

For off-campus emergencies (police, medical, fire) **DIAL 9-1-1** on any public phone and give your name, location of emergency, and nature of problem. Do not hang up until the dispatcher has acknowledged all information.

General Services

DRY CLEANING

ClassiCleaners

3201 New Mexico Ave NW
(202) 362-9077

Han Dry Cleaners

4425 Wisconsin Ave NW
(202) 362-9779

American Valet Services

4519 Wisconsin Ave NW
(202) 364-9440

ATMs & BANKING

Capital One Bank

Phone: (202) 537-2800

Location: Main Campus Tunnel, ATMs in various locations around campus

Capital One Bank has a branch right on campus. Chevy Chase has ATM locations in Mary Graydon Center, to the right of the central interior stairwell and in the tunnel across from Bender Arena. There are also ATMs in Anderson and McDowell Halls. Near the Spring Valley Building, at the Spring Valley Shopping Center, there are branches for Bank of America, Wells Fargo, and PNC.

PHARMACY/ CONVENIENCE & GROCERY STORES

CVS Pharmacy

Phone: (202) 537-1587

Location: 4555 Wisconsin Avenue NW

Hours: open 24 hours

Whole Foods

Phone: (202) 237-5800

Location: 4500 Wisconsin Avenue Shopping Center

Hours: 8:00 a.m. – 10:00 p.m.

7-Eleven

Phone: (202) 364-8502

Location: 4319 Wisconsin Avenue NW

Hours: open 24 hours

Giant

Phone: (202) 237-5820

Location: 3336 Wisconsin Ave

Hours: 6:00 a.m. – 12:00 a.m.

NEWSPAPERS

The **Washington Post** is the most widely circulated D.C. daily.

Free dailies include **Express** and **The Washington Examiner**. You may see vendors distributing these at Metro station entrances.

COPY CENTER/OFFICE SUPPLIES/MAILING

American University's Campus Store

Phone: (202) 885-6300

Location: Main Campus, Butler Pavilion 3rd Floor

The campus store offers American University apparel, books, greeting cards, and other supplies. Call or check with the front desk for hours.

The UPS Store

Phone: (202) 885-2030

Location: Main Campus, the tunnel

The UPS Store can meet most of your mailing needs and provides photocopies, packaging/shipping supplies and services, and fax services.

United States Postal Service

Phone: (800) 275-8777

Location: 4005 Wisconsin Avenue NW (Tenleytown)

This is the closest postal office in Tenleytown.

Things to Do

MOVIE THEATERS

AMC Loews Georgetown 14

Location: Georgetown

Phone: (888) 262-4386

Directions: Take 30 bus south from Tenleytown.

AMC Mazza Gallerie

Location: Friendship Heights

Phone: (888) 262-4386

Closest Metrorail Stop: Friendship Heights (Red Line).

Regal Bethesda 10

Location: Bethesda

Phone: (301) 718-4323

Closest Metrorail Stop: Bethesda (Red Line)

Regal Cinemas Gallery Place 14

Location: Chinatown

Phone: (202) 393-2121

Closest Metrorail Stop: Gallery Pl — Chinatown (Red Line)

SHOPPING MALLS

Mazza Gallerie Shopping and Chevy Chase Pavilion cater to all kinds of shoppers. Stores include Saks Fifth Avenue, Neiman Marcus, AMC Movie Theatres, Bloomingdales, H&M, and TJ Maxx. The closest Metrorail station is Friendship Heights (Red Line). From main campus, the N4 bus in front of Katzen runs to Friendship Heights.

Georgetown is one of the most popular shopping destinations in DC. The heart of the neighborhood is the intersection of M Street and Wisconsin Avenue, NW. If you walk up Wisconsin Avenue, you will visit a mix independently-owned boutiques. On M Street, you'll find retailers and restaurants. The Georgetown area does not have Metrorail service. Take the shuttle to Tenleytown and cross Wisconsin Ave. Take any 30s bus south from Tenleytown.

The **Downtown** area has Chinatown's Gallery Place which includes popular stores like Urban Outfitters, Aveda and Bed, Bath & Beyond. Browse F Street for H&M, J. Crew or Zara, and 7th Street for galleries. The closest Metrorail stops are Metro Center and Gallery Place-Chinatown (Red Line).

Dupont Circle is a cosmopolitan neighborhood and home to Kramerbooks, a unique bookstore and café. If you stroll down Connecticut Ave towards Farragut North, you will pass some high end retailers. The closest Metrorail stop is Dupont Circle (Red Line). You can also take the N4 bus near Ward Circle Building to Dupont Circle.

The **Fashion Centre at Pentagon City** in Virginia is a popular destination for many District residents. The Fashion Centre has many popular stores including Banana Republic, Apple, Macy's and Nordstroms. The closest Metrorail station is Pentagon City (Blue/Yellow Lines).

WASHINGTON D.C. DESTINATION

Washington, D.C. has a wealth of events to explore, many of which are free of charge! A comprehensive guide of D.C. neighborhoods, entertainment & nightlife, places to eat and seasonal events are available by visiting <https://washington.org/>.



NEW YORK CITY & OTHER DESTINATIONS

Many guests ask us about traveling to other cities for day trips. There are a number of travel options, including train and bus. Services that other guests have used in the past are listed below. We provide this for informational purposes only and do not make any recommendations.

MegaBus & Bolt Bus

MegaBus and Bolt Bus offers bus service from Union Station in Washington, DC to other major cities including New York City, Philadelphia, and Boston.

www.megabus.com

www.boltbus.com

MARC Trains

MARC Train Service is a commuter rail system whose service areas include Harford County, Maryland; Baltimore City; Washington D.C.; Brunswick, Maryland; Frederick, Maryland and Martinsburg, West Virginia. MARC Train Service operates Monday through Friday only.

<http://mta.maryland.gov/marc-train>

AMTRAK

Get your train and bus tickets or other Thruway services on Amtrak.com to travel over 500 destinations via 30 plus train routes in the USA and Canada. Amtrak services leave from Union Station.

<http://www.amtrak.com/home>

Important Numbers

Transportation

Airport Shuttles

SuperShuttle (800) 258-3826
Washington Dulles Taxi (703) 572-8294

Metro

Customer Assistance (202) 637-1328
Lost and Found (202) 962-1195
Schedules/Fares (202) 637-7000

Taxis

Diamond Cab (202) 387-6200
Taxi Transportation Service (202) 398-0500
Yellow Cab (202) 544-1212

On-Campus Vendors

Campus Store (Butler 3rd Floor) (202) 885-6300
Capital One Bank (202) 537-2800
The Eagle's Nest (202) 885-6318
UPS Store (202) 885-2030

Campus Numbers

Essential Numbers

Public Safety Emergency (202) 885-3636
Public Safety Non-emergency (202) 885-2527
University Conference & Guest Service (202) 885-8247

Residence Hall Desks

* Your residence hall front desk number will be posted on your floor. *

Emergencies

If you need any emergency service while on American University's campus, you should call Public Safety's emergency number: (202) 885-3636

Local Hospitals

Sibley Memorial Hospital (202) 537-4000
Georgetown University Hospital (202) 444-2000

Thank You for Choosing American University!



We hope you have an enjoyable stay with us this summer! If there is anything we can do to make your stay more comfortable, feel free to contact us.

University Conferences & Guest Services

Phone: (202) 885 - 8247

Email: conferences@american.edu

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