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KU Student Housing
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shconferences@ku.edu
housing.ku.edu/summer-conferences
TIMELINE
KU Student Housing and KU Dining Services work with you to provide the highest level of customer service. Below is the general timeline; however, we will do our best to be flexible with special requests.

OCTOBER: Pre-registration opens for new and returning groups to submit tentative dates, numbers, and preferences. KU Student Housing sends out necessary forms and current summer prices.

DECEMBER: Pre-registration materials due to KU Student Housing. KU Student Housing develops cost estimates, based on conference director’s pre-registration requests.

FEBRUARY: Contracts mailed to conference directors. Booking details confirmed.

APRIL: Contracts due to KU Student Housing. Group coordinators begin meeting with KU Student Housing and KU Dining Services to confirm details.

SEPTEMBER: All payments due.

GUARANTEE NUMBERS
Submit the number of guaranteed attendees to KU Student Housing three weeks before the conference begins. If a group does not submit a guarantee, the estimated number of attendees on the contract will be used.

If you have attendance of 90 percent or more, you’ll be charged for your actual number of attendees.

If you have 89 percent or fewer of your guaranteed number, your charge will be 90 percent of your guarantee (not 90 percent of the attendees).

To provide better service, KU Student Housing can provide housing and dining for 10 percent more than the guarantee. If you believe the actual number will surpass an additional 10 percent, contact KU Student Housing immediately.

CANCELLATION
The contract for this event may be cancelled 60 days prior to the starting date without penalty. Payment of direct expenses incurred by the university in preparation for hosting this event, including food costs and administrative fees, will be required if the contract for this event is cancelled after this date.

If the sponsor of the event reduces the number of participants by more than 30 percent, less than 60 days prior to the starting date, the charge to the sponsoring organization will be 50 percent of the difference between the estimated number of participants and the actual number of participants.

Check-in begins at 2 p.m. and check-out at 11 a.m. All requests for early check-in or late check-out must be submitted with your contract and approved by the conference coordinator.
Consider using Daisy Hill Commons, which connects Oswald and Self Residence Halls. Daisy Hill has a dedicated classroom and small group spaces.

We’re helpful!
ADULT GROUPS

Adult groups typically follow the same basic policies outlined on pages 4–9. We recommend adult groups have a live-in, on-site staff member. This helps ensure a consistent experience for your guests. Although generally housed in separate locations, adult and youth groups may share the dining center. KU Student Housing respects the freedom and autonomy of our adult guests. To ensure a positive experience, we ask that guests respect the following policies:

- Use common areas responsibly. Quiet hours are 10 p.m. through 8 a.m.
- Alcohol and drugs are prohibited.
- Candles and open-coil appliances are prohibited.
- Student Housing buildings are smoke free. Smoking may occur outdoors at least 20 feet away from each building.
- KU Student Housing reserves the right to remove guests and staff members in violation of policy. However, we will always seek to make these decisions in conjunction with the conference director. Please direct any concerns to your conference director or KU Student Housing staff.

SAMPLE PLANNING CHECKLIST

AUGUST – SEPTEMBER
- Evaluate last year’s experience to consider any changes.
- Consider your needs and preferences for housing and dining.
- Estimate your guest numbers.
- Finalize registration form and obtain each participant’s emergency contact, medical information, and special dietary needs.

OCTOBER
- Finalize building preferences, dining needs, and projected participant numbers.
- Begin outlining a daily schedule. Include your plans for commons rooms, meeting rooms, or other campus spaces.
- “Early Bird” registration discounts and other incentives can boost attendance at your conference.

NOVEMBER – FEBRUARY
- Review the cost estimates from KU Student Housing.
- Continue to monitor registration numbers. Secure your building selection and space preferences, which are first-come, first-served.

MARCH – APRIL
- Review the KU Student Housing contract, mailed to you in February.
- Determine details of daily schedule, staff hiring, and events.

MAY
- Conference coordinators meet with KU Student Housing and Dining Services a month before the conference.
- Submit guarantee numbers three weeks before conference begins.
- Train staff.
- Attendees should be given essential information. Suggest a packing list when they register using this starting place: housing.ku.edu/what-to-bring.

AUGUST
- Evaluate the conference and begin planning for next summer.

ROCK CHALK
JAYHAWK
KU Student Housing looks forward to welcoming youth groups whose attendees might consider becoming KU students in the future.

INFORMATION YOU SHOULD COLLECT
Groups should collect the following information during registration to help ensure participants’ health and safety:

• Personal information (name, address, birthdate, work-, home-, and cell phone numbers, e-mail, 24-hour emergency contact).
• Health information, including medications, allergies, or conditions that may be useful information in case of emergency.
• Dietary considerations.
• Accessibility needs, including mobility, hearing or vision impairment, or use of a service animal. KU Student Housing will partner with the conference to provide adequate accommodations.

STAFF TRAINING
All conference directors and staff will attend an orientation before guest check-in to review buildings, policies, and procedures. These areas will be covered:

• Building tour.
• Severe weather procedure and shelter areas.
• Emergency and crisis response procedures.
• Policies about drugs, alcohol, and conduct.
• Lost guest protocol review.
• The role of KU Student Housing staff and the service desk.

At the end of your stay the coordinator will schedule a final building walk through. This allows KU Student Housing to verify numbers, discuss charges, and coordinate lost and found items.

EMERGENCY CONTACT INFORMATION
Be sure to confirm an emergency contact for each participant including name, address, work and home phone, and e-mail address. Before a participant moves in, KU Student Housing requires an emergency contact name, relationship to the participant, and 24-hour contact number. All groups are expected to create a protocol for lost participants. You may use the template provided by KU Student Housing or your own, but groups are required to submit this to KU Student Housing at the pre-arrival meeting.

YOUTH GROUPS
• Managing behavior, including the lost guest protocol.
• Information sharing and privacy.
• Bullying and hazing.
• Child abuse.

FAMILY COMMUNICATION
When families know details they feel more comfortable and are less likely to interrupt the experience. Sharing information on a website, or providing an on-site staff member to contact is helpful. We recommend providing families with:

• A 24-hour contact number.
• A daily time schedule outline.
• Expectations for behavior.
• Cell phone and computer use policies.
• The medical emergency response policy.
• Severe weather procedures.
• Lost guest protocol.

THE ROLE OF KU STUDENT HOUSING STAFF
KU Student Housing provides on-site staff for each youth conference:

• Assistant Conference Coordinator (ACC): The ACC is your primary contact for on-site issues. The ACC supervises the Conference Assistants and manages residence hall details during your stay. The ACC is available 24 hours a day.
• Conference Assistants (CA): CAs are trained to handle crisis response for their building, work at the desk and provide customer service. They work with the ACCs to solve issues.
• Service desks: When available, each residence hall will have a staffed, 24-hour service desk. This central contact can provide:
  • Access card and room key replacement. KU Student Housing will work with groups to distribute and collect room keys and the access cards that allow guests into the building and dining centers.
  • Contact information for on-call and after-hours staff.
  • Help to report building and maintenance concerns.
  • Campus maps, directions, and general area information.
  • Dining information.

SAFETY AND SECURITY
Safety is of the utmost importance to KU Student Housing. We suggest you:

• Have strong hiring practices for staff and regularly verify that safety and security protocols are being followed.
• Make sure participants always have their room key and access card. Immediately report any lost key or card to the service desk.
• Do not allow anyone you do not know into the building. Be sure to look for others who may be “trailing” behind you or your group when you enter. Never prop doors open.
• Never allow youth to roam campus without a staff member.
• Immediately report any suspicious activity, people, or vehicles to KU Student Housing staff.
• Do not leave any personal items unattended in public spaces.

**EMERGENCIES**

In case of emergency, call 911. For non-emergencies, visit the 24-hour service desk. For after-hours emergencies, your staff will be given the on-call number for the Assistant Conference Coordinator. ACCs will establish the best process for communication during business hours.

Staff should know the procedures for a participant who needs medical attention. All staff should know the answers to these questions:

• Where is information on the participant, medical condition and emergency contact?
• What is the procedure for transporting a participant? Where?
• If emergency personnel are contacted, who will share the medical and contact information with first responders?
• Who will contact parents or guardians?

Staff members who are key contacts in emergencies will wear red lanyards provided during check in. Wear this lanyard at all times, especially when on campus, at the dining center, and supervising activities. Tell participants to seek out the person wearing a red lanyard in an emergency.

**WEATHER**

**Severe storms**

Each building has a designated shelter for severe storms. This location will be discussed with staff at orientation. They are to share this information with participants. In case of severe weather, KU Student Housing will notify the primary contact.

• Staff should implement their emergency procedures with participants.
• Directors will decide when and how to bring participants to safe locations, assisted by the ACC and CA.
• The “all clear” will be conveyed by KU Student Housing staff.

**Extreme heat**

In the event of extreme heat:

• Train staff to look for signs of heat stroke and exhaustion.
• Be ready to provide transportation.
• Ensure that any participant sensitive to extreme heat, or who may have a pre-existing medical condition, is able to travel to any location outside the air conditioning.

• Evaluate if your travel on campus is occurring at peak temperature times during the day.
• Consider cancelling activities.

**Text alerts**

The University of Kansas has an emergency text alert system (alerts.ku.edu) that includes severe weather, emergencies, and important updates from the KU Office of Public Safety. Although this system should not be relied upon to communicate all essential information, it is an important resource.

**BUILDING MANAGEMENT**

Issues related to buildings, maintenance, or custodial services should be discussed with the ACC, who will work with KU’s Facilities Services. If the issue occurs after hours, contact the service desk.

At the pre-arrival meetings, we will discuss custodial services, including such items as the cleaning times for bathrooms and common areas. Outside of regular use, groups are asked to clean common areas or meeting rooms they have used. For large spills or other custodial issues, contact the service desk. Talk with the ACC if you have an activity that may require additional clean up. We may suggest practices to avoid damages.

**Storage needs**

Groups with special storage needs should ask about possible locations, but should not keep items in public or common spaces. Sports equipment is not to be used in KU Student Housing buildings as it may cause damage.

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**We’re flexible!**

Sports camps are popular.
CONDUCT

KU Student Housing reserves the right to remove any participant or staff member who violates KU Student Housing policies, or who poses a risk to others or the building. The decision will be made in consultation with the director.

Successful groups explain their initial expectations for participants’ behavior and follow up on infractions. KU Student Housing’s basic expectations are:

- All participants adhere to the KU alcohol and drug policies.
- Participants keep the room key and building access card. If either is lost, report it immediately to staff and KU Student Housing service desks.
- Participants will treat the buildings with respect. Damaged or excessively dirty areas may result in additional charges.
- Participants will treat all other guests, both in their group and in other groups, with respect.

Staff members should always model positive behavior. Directors should train staff on their expectations. KU Student Housing’s expectations for staff include:

- All staff observe alcohol and drug policies. Alcohol and drugs are prohibited in all KU facilities. KU Student Housing will call KU Public Safety if any illegal drug use is suspected. Participants or staff members who violate either policy may be asked to leave immediately.
- Staff who work with youth will not come back to the building after consuming any amount of alcohol.
- Staff will identify a 24-hour on-call person who is responsible and available.
- Staff will act appropriately and set a good example.
- Staff will call 911 and report crisis and emergencies immediately to Student Housing staff.

Investigations

KU Student Housing will not be directly involved in day-to-day management. Issues such as roommate conflicts, logistics, and schedules should be managed by the staff. Staff members who see or hear reports of policy violations or risky behavior should investigate immediately, and also tell KU Student Housing. The information may potentially affect others. If KU Student Housing staff members witness problem behavior, they will report to the director.

This is a useful process for investigations:

- Discuss the behavior with the reporting party. What did they see? When did it occur? Where did it occur? What about the behavior, specifically, was troubling? Write a quick summary based on these items.
- Based on the information you gathered or on what you saw, discuss the behavior with your supervisor if necessary. Create a plan to address the behavior. Consider contacting parents or guardians.
- Consider the affect the behavior has on the group and potential implications.

If a report of hazing, bullying, or harassment occurs, KU Student Housing will quickly investigate the issue, in conjunction with staff. Student Housing will take action if necessary.
**ESSENTIAL ITEMS**

**LOST KEYS AND CARDS**
During check-in, guests are issued a red access card that allows them to enter only their building and to use the dining center. A lost or malfunctioning card can be replaced. The guest or director should inform the service desk at their building. Lost cards should be reported immediately so KU Student Housing staff can electronically disable the card. See p. 13 for types of access cards.

Individual room keys will be distributed to each guest at check in. Room keys are not transferable. If a key is lost, stolen or broken, immediately notify service desk staff. Conferences will be charged $50 for each lost key. Charges are added to the final invoice. For security purposes, it is important to report a lost card or key immediately.

**LINENS**
Linen packages can be rented. They are convenient for guests and will help them feel welcome. You may request linen packages be placed in the room before guests arrive. KU Student Housing staff will coordinate a central drop-off location each week for used linens and pick-up location for fresh linens. Times and locations will be decided at the pre-arrival meeting. Linen packages have:

- a fitted bottom sheet
- flat top sheet
- pillow and pillow case
- warm blanket.

Extra blankets and towels are available at the front desk for those groups that requested linen. If a guest has forgotten linen please contact your ACC.

Laundry is available in each building. High capacity, high efficiency machines are operated by KU Card. Laundry cards can be purchased through the ACC and added to your invoice.

**TECHNOLOGY**

**Wireless Internet** is available upon request. Upon check in, each guest will get a unique user name and password. Internet service in Student Housing is provided through Apogee. Their customer service is available 24 hours a day, 1-855-643-2149. KU Student Housing does not provide Internet on campus, such as in academic buildings or the KU Memorial Union.

**A land-line telephone** is located in building entrances and each floor lobby, but not in guest rooms. Land-line phones may be used for 911 and on-campus calls only.

**Printing stations** are not available for guest use, but arrangements for printing can be made through KU Information Technology. Your wireless Internet and printing needs should be discussed during your pre-arrival meeting.

**MEDIA**
Groups arranging media coverage that would occur in KU Student Housing buildings must first gain approval from KU Student Housing. Requests should be made at least 48 hours in advance. In the event media requests are immediate, please contact your ACC.

KU Student Housing is pleased to offer four technology equipped classroom spaces for your exclusive use for an additional fee. KU Student Housing can also provide limited technology support between 8 a.m. and 5 p.m. in those classrooms. Those using meeting space with technology will sign an acceptable use agreement, distributed upon your arrival. KU Student Housing is able to provide chairs and tables upon advance request. Although most items are arranged through KU Facilities Services, some buildings may have tables and chairs available in the hall. KU Student Housing does not provide meeting spaces.
space outside of our facilities, but will work with our campus partners to make arrangements, with advance notice. On-campus space is reserved, maintained, and invoiced independently of KU Student Housing.

Common spaces
Each KU Student Housing building has common spaces to encourage interaction but please check with KU Student Housing before using lounges, lobbies and study spaces. Furniture in common spaces should not be moved and personal property should not be left unattended. Housing is not responsible for lost or stolen items.

Events
KU Student Housing is happy to provide services for special events you may plan. Through our relationship with KU Dining Services, we are also able to provide food. If you’re planning an event, such as an opening or closing reception, contact KU Student Housing.

PARKING
KU Student Housing encourages groups to contact KU Parking and Transit at 785-864-PARK, or parking.ku.edu, with questions. KU Parking and Transit operates the KU on Wheels bus system. Coordinate with KU Parking and Transit before making plans based on summer bus routes. Those routes are limited.

BED BUGS
KU Student Housing has regular pest control service and maintaining buildings free of bed bugs is of particular concern. Immediately report any suspicion to the service desk. Student Housing staff is trained to follow protocol when bed bugs are suspected. Look for:

- Small, itchy welts on chest or stomach.
- Tiny brown or reddish stains on bed sheets.
- Brown, oval-shaped, wingless insects about the size of an apple seed.

INVOICING
Conference staff members will have the opportunity to see an estimate of overall costs as the contract is finalized. Groups should keep close watch on numbers, dining costs, and incidentals to ensure the final invoice reflects the agreed-upon costs discussed during the contract process. During check-out, KU Student Housing staff will review the final check-in numbers and any other charges with staff. Soon after, a single invoice for housing and dining costs will be generated by KU Student Housing and is due within 30 days. If there are questions, the director should contact KU Student Housing.
We have choices!

SAMPLE OF ROOM TYPES.

These are approximate dimensions for residence hall rooms.

Each room comes furnished with an extra-long twin bed and mattress, a desk and desk chair, dresser, and closet area. Diagrams are not to scale.
The two new halls at 15th and Iowa feature dedicated classroom and break-out space. The rooms include private bedrooms with shared bath, four-person suites with bath, two-person room with shared bath.
KU Dining Services is pleased to host summer conference guests. We look forward to working with you to provide exceptional customer service and give your participants a great KU experience. Thank you for granting us this opportunity. Our dining locations offer diverse menus with numerous food concepts including large self-service salad buffets, fresh fruits, desserts and an array of beverages, in newly renovated spacious dining rooms.

Dining conference coordinators

- For questions about locations, hours, services, special dietary needs, catering or refreshment orders, contact Jim Schilling, 785-864-3924, jschill@ku.edu
- For dining plan or card-related questions, contact Karen Cross, 785-864-7274, kcross@ku.edu.

SERVICE CONTRACT

Residential dining centers will be open throughout most of the summer and offer three meals daily Monday through Friday; brunch and dinner Saturday and Sunday. In designing your participants’ dining plan, you may begin service with any regularly scheduled meal or approved catered event.

Package rates in the current Costing Worksheet will apply when three or more consecutive meals are specified. Dining charges may be pro-rated for partial days. Talk with the Dining Services coordinator at the time of booking to schedule catered events. Dining centers operate on a closed dining policy so only those carrying a valid conference card are allowed into the dining centers.

Summer conference dining
You have options for your dining plans. You may order the “all meals” and serve participants breakfast, lunch and dinner. Or you may choose a limited option. You may request breakfast only, lunch only, or dinner only. Or you may have a combination of any meals, for instance, breakfast and dinner only, or lunch and dinner only. Plans can include KU Cuisine Cash that can be used at retail locations. Summer Conference Cuisine Cash is sold at a 10 percent discount. The participant is responsible for covering anything above the price with another form of payment. This is not recommended for younger participants.

Menus
Menus are posted weekly at kudining.com and copies can be requested in advance from the dining services coordinator. Special menu requests may be made at least three weeks before the beginning of your conference. Discuss your intended meal times with the dining services conference coordinator before you publish your program schedule.

Occasionally, a program schedule may call for one or two meals to be eaten elsewhere. This will be reflected in your package rate. However, charges will be assessed for any participants who use their access cards in a dining hall for a meal that is not covered by the conference’s dining plan.

ACCESS CARD

The access card is designed to be used with KU’s computerized system. Conference access cards are encoded with the dining plan you have specified and do not work past the date of the conference. Cards also are encoded with the hall in which the guest will be residing and that hall’s dining center. Only those carrying a valid conference access card or those paying cash are allowed in the dining room during service hours.

Every card that is activated for one or more meals, as well as any unused card that is not returned, will be billed at the cost of the full dining conference.
package unless it has been reported lost or replaced.

Plastic cards are hole-punched for convenience. You may ask for residence hall desk staff to attach cards and keys at check-in so it can be attached to a key ring or worn on a lanyard. Participants may keep their used card at the end of the conference. However, any unused access cards must be returned within two business days of conference departure for credit.

Return unused cards to the residence hall desk and note it on the conference summary form, or return to the Student Housing conference coordinator.

**Types of Access Cards**

Access cards are labeled with the conference name, date and type of card. Staff, commuter and director cards also are color coded because the dates and rates for those categories may differ from the participants’ cards.

- **Participant Card.** Typically includes three meals a day, Monday through Friday, and brunch and dinner on Saturday and Sunday. This meets the needs of most conference participants.
- **Staff Card.** May be requested if the staff dining plan is different than participants’. In order to receive the “counselor credit” staff members must eat with their participants.
- **Commuter Cards.** One or two meals a day. Available for participants not living in the residence halls who will be joining the conference only for specified meals. You may wish to provide commuter cards as a convenience. These meals are charged at the cash rate.
- **Director Cards.** Available for conference directors who anticipate hosting guests for meals charged to the conference bill. A director’s card, unlike other cards, may be used any number of times during a meal period. If the director is housed with participants, one meal per meal period is charged at the package rate specified for the program; all other meals recorded on the director’s card will be billed at the cash rate.

**Lost Access Cards**

We will prepare extra conference access cards (about 10 percent of your guarantee number) to replace lost cards. These cards will be available at the residence hall front desk. The lost card will be invalidated, preventing unauthorized use and additional charges to your account.

**NOTE:** Children under 3 may eat without charge; children 3-12 years of age eat for half the cash price. However, this exception is only for cash; it is not available through the use of a dining card.

**Suggested catering services include to-go meals, receptions, beverages and cookie trays and picnics or birthdays.**

We’re convenient!
Mrs. E's Dining Center offers a spectacular view of the entire KU campus.
GUARANTEES

Dining Plans
This guarantee number is equivalent to the number of participants anticipated, which is entered in the Verification of Agreements three weeks before the arrival of the conference. The conference will be billed for the cost of the dining plan times 90 percent of your guarantee number or the actual number of plans activated (minus lost cards reported), whichever is greater.

Catered Events
A guarantee number which applies to your catered event is to be given to the dining services coordinator no less than 48 hours before the event.

Dining Services will prepare 100 percent of the guaranteed number. You will be required to pay for 90 percent of the guaranteed number or the actual number served, whichever is greater.

Guarantee charges may be waived for catered event cancellations made 48 hours before the event only if the event is rescheduled during the conference. If the catered event is not rescheduled, you will be charged for 90 percent of the guarantee number.

CATERING SERVICES
Extended serving hours and other special services are available at an additional charge. Refer to the catering brochure for details. All food and beverages served in the dining centers and other areas of housing buildings must be purchased through KU Dining Services.

Suggested catering services available for your events include:
- “To go” meals
- Receptions
- Banquets or buffets
- Birthday or anniversary cakes
- Carry-out picnics or cook outs
- Pizza parties
- Sundae bars
- Cookie trays and beverages
- Snack trays
Other options can be negotiated. Arrangements should be made with the Dining Services conference coordinator at the time of initial booking. It may be possible to accommodate additional special requests at a later date.

Dietary Accommodations
KU Dining Services will make accommodations for those who need special foods related to medical and food allergies. Include this information in your conference materials so you can inform dining services. The person with the special dietary needs may arrange to meet with the registered dietitian.

SAFETY AND SECURITY
All dining locations have escape routes posted on site for severe weather or fire emergencies. If such an emergency occurs, diners should follow instructions given by the dining managers and supervisors.

If medical emergencies arise, dining staff have been trained and will call 911.
We’re hospitable!

Participants try their hand at metalsmith work.
FOR MORE INFORMATION
housing.ku.edu

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785-864-4884

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420 West 11th
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1632 Engel Road
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785-864-8095

LEWIS
1530 Engel Road
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785-864-4750

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1815 Naismith Drive
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