

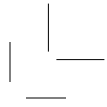
SFU

SIMON FRASER UNIVERSITY
THINKING OF THE WORLD

SFU CONFERENCE AND GUEST ACCOMMODATIONS



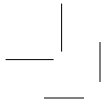
GUIDE FOR GUESTS
Simon Hotel and Residence



SFU CONFERENCE AND GUEST ACCOMMODATIONS
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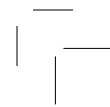
WELCOME

We are happy to welcome you to Simon Fraser University! You will be staying in our residence community while you attend your conference, tournament or retreat. The information in this guide is designed to help you with some facts about staying on campus.

We hope that you and your group will have a great experience at SFU. Please drop by the office if you have any questions. Our front desk staff are always ready and willing to help you.

CONTENTS

Responsibilities.....	2
General information.....	3
Public safety and security.....	4
Services of the Guest Accommodations Office.....	5
Frequently asked questions (FAQs).....	7





RESPONSIBILITIES

General Safety

Please ensure that:

- Your group's behaviour is controlled and safe.
- Building doors, room doors, and elevator doors are not propped open.
- Fire and safety equipment is not tampered with.
- No open flames (e.g. candles, incense) and no heat sources (e.g. hot plates, microwaves) are used.
- All group members understand the alcohol, drug, and smoking policies.
- All group members have been given SFU Campus Security's phone numbers.
- The Guest Accommodations Office is contacted immediately if problems arise.

Adult groups

As a coordinator of your group, we ask that you familiarize yourself with the policies in this handbook and communicate this information to the participants of your conference.

Chaperones

You have been designated to supervise up to ten youths under the age of 19 years. Please read this handbook and enforce our community standards with your group:

- Review your group roster with your group coordinator. Our confidentiality policy prohibits the front desk staff from releasing roster information to anyone but the coordinator.
- Reside on campus each night of your group's stay.
- Reside in the same building as your group, in the immediate vicinity.
- Supervise and control the behaviour of each individual in the group at all times.
- Ensure your group is aware of meal times and methods of payment (i.e. wristbands or meal tickets).
- Collect keys at checkout for return to the front desk.



GENERAL INFORMATION

Items in rooms

Note that rooms are not equipped with fans, network cables or air conditioning.

Dormitory rooms

- Desk
- Task chair
- Mini-fridge
- Mirror
- Wall lamp with cover
- Single bed
- Dresser
- Bed-linens
- Pillow
- Towels
- Garbage can

Townhouse rooms

- Single bed
- Bed linens
- Book case
- Pillow
- Desk
- Chair
- Telephone
- Garbage can
- Towels

Townhouse kitchens

- Toaster
- Kettle
- Fridge
- Stove
- Table
- Four chairs

Townhouse living rooms

- Sofa & loveseat
- Coffee table

Housekeeping

Generally, towels are replaced on the 2nd day of your stay and linens are changed on the 4th day of your stay.

Housekeeping service is specific to your group's needs. Please ask your coordinator about your group's arrangements.

Damage

It has been agreed in your group's contract that your group is liable to Simon Fraser University for:


- Losses of university property, which includes room keys
 - Theft of any university property
 - Damage or destruction of any university property
 - Extra cleaning costs resulting from abuse of university facilities.
- Costs for cleaning/damage will be charged to the group if university property is not left in satisfactory condition.

Quiet hours

Respectful hours to keep in mind: 11:00 pm to 7:00 am, 7 days a week.

The Residence community is unique — visitors, families and students all stay on campus—and for this reason we ask that each group consider all residents' rights to quiet for studying, sleeping, and the enjoyment of staying on campus.

It is your responsibility to ensure that your group socializes in the



designated common areas inside the residence buildings and that your group's volume does not disrupt the surrounding community.

Pets

Pets of any kind are not permitted within any of the buildings or individual rooms. An automatic fumigation fee will be assessed to your group account if a member of your group has brought a pet into a building.

PUBLIC SAFETY & SECURITY

Campus Security

- PLEASE DO NOT CALL 911—call Campus Security instead! Campus security officers will contact emergency response and will escort emergency vehicles to the site.
- Emergency: 778.782.4500, or extension 24500 from a campus phone.
- Non-emergency: 778.782.3100, or extension 23100 from a campus phone.
- Blue phones around campus: 24 hour direct emergency access to Campus Security.
- Campus Security is located at the front entrance of the university under the flags.
- Campus Security is staffed 24

hours with security and first aid attendants, and works with the RCMP and all city emergency response teams.

Blue phone locations

Townhouse area

- Adjacent to Chilcotin building along the main roadway
- Near the bottom guest and student parking lot
- Near the parking lot located outside Kitimat building on the west side.

Dormitory area

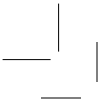
- In the Residence Main Parking Lot beside the "Hotel Only" parking spots.
- Across from the dining hall by Shell House.
- North side of Visitor's Parkade by Madge Hogarth House and tennis courts.

Group Safety Responsibilities

Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Be sure to review the building floor plans and discuss emergency procedures specific to your group.

Safety and fire equipment

Groups may be charged and/or evicted from campus for tampering with safety alarms or equipment. Tampering includes, but is not limited to:



- Handling, using, or interfering with any fire or safety equipment for any reason other than in an emergency is prohibited.

- Unintended interference with safety equipment (e.g. hanging objects from sprinkler heads, striking safety equipment with an object) is prohibited.

- Tampering with or disabling a door's locking mechanism or propping open a locked door and leaving it unattended, is prohibited.

Substances

- **Alcohol:** Possession or consumption of alcohol by individuals under 19 years of age in British Columbia is a violation of provincial law and university policy.

Groups that will host an event involving alcohol must complete the proper forms. Please ask your conference coordinator for more information.

- **Illegal drugs:** Drugs are not permitted anywhere on campus and will result in the termination of a group's stay.

- **Smoking:** Smoking is not permitted inside any Residence building.

Personal safety

Harassment: Any behaviour that infringes on the rights and/or safety of residents or guests will not be tolerated and may result in

the termination of the individual's or group's stay.

Throwing objects

Throwing, dropping, knocking or ejecting objects from residence buildings, windows, balconies or stairwells is prohibited.

SERVICES OF THE GUEST ACCOMMODATIONS OFFICE

Information available

- General information on Burnaby and surrounding communities
- Maps of the university campus and surrounding areas
- Open hours of recreation facilities, SFU Library, and cafeterias
- Restaurant guides
- Local business directories
- Taxi company phone numbers
- Transit schedules and Information

Amenities for guests to borrow

Limited quantities of the following are available at the front desk.

- Irons
- Heaters

- Alarm clocks
- Blow dryers
- Reading lamps
- Telephones

Business service / telephone messages

We gladly receive fax or phone messages for guests. Please stop by the front desk to pick up your messages.

Laundry facilities (card operated)

- Hours: Laundry facilities are open 24 hours a day, seven days a week.
- Dormitory Towers: Located on the ground level. Guests must use their front door card for entry.
- Madge Hogarth House: Located in the basement, between the east and west stairwells.
- Townhouses: Located on the north side of Cowichan building, and the west side of Kitimat building. Access code: press 4 and 5 together, then 3, then 1, then 2.

Lost & Found items

Personal items left behind by individuals may be claimed by contacting Campus Security at 778.782.5451 or extension 25451 from a campus telephone.

Dining services on-campus

If meals have been organized for your group, you will be issued a wristband or a meal card. Participants must display their wristbands or meal cards at meal times.

Please visit us at the front desk for a list of the other on-campus dining options.

On-call staff

After office hours, staff are on-call to assist you. You can contact them by calling the Campus Security office at 778.782.3100.

Parking

All vehicles are subject to university parking regulations. Vehicles without guest parking decals risk being ticketed and/or towed.

Your parking checklist:

- Did you register your vehicle when you checked-in?
- Did you receive a parking decal for the guest parking area?
- Is your decal displayed on your rear-view mirror?
- Did you park in the stall numbers indicated on the guest parking decal?

Charter buses

The bus parking, pick-up and dropoff area is in the paved area of the parking lot, north of the dining hall.

City buses

Pick-up and drop-off is at the Information Centre, a short walk east of the dining hall.

FREQUENTLY ASKED QUESTIONS

Communications

Q Can I use my cell phone here?

A Cellular phones are not always reliable here on top of Burnaby Mountain. You may find that your cell phone may work in one area but not in another.

Q How can I make a phone call?

A The phones placed in each hotel room, townhouse room, and dormitory common lounge are connected to the university switchboard. If you are calling someone on-campus, dial their extension number. If you would like to call a local number that is offcampus, you must dial 9 first, then area code 604- or 778-, then your seven digit number. You must use a calling card if you would like to make a long distance call.

Q How can I make an International phone call?

A When calling from your room phone, dial 9 + 0 + country code + phone number. Please do not dial 911!

Q Where are the closest pay phones?

A Pay phones are located all over campus. Please see a campus map or inquire at the Guest Accommodations office.

Q What do I do if I accidentally call 911?

A DO NOT HANG UP! Tell the emergency dispatch operator that you misdialled and follow their instructions.

Q Can I connect to internet service anywhere?

A You can connect to the internet while you are here if you have an RJ-45 ethernet cable. The hotel rooms have ethernet cables in the desk drawers. All other guests provide their own. There is wireless internet access in the academic buildings.

Q Where can I check my email?

A There is a computer station in the Guest Accommodations office that has read-only options.

Policies

Q What happens if someone from my group loses a key or white building access card?

A Ask them to inform you of the problem. The Guest Accommodations office can issue another set of keys. Please note, however, that depending on what has been specified in your group's contract, either the individuals or the group will be charged for missing or damaged keys. Encourage your group to keep track of where their keys are at all times.

Q We're a sports team and our athletes need more towels.

A We will try to accommodate you whenever possible: however, we are not always able to provide a group with more towels. Housekeeping services have been discussed and agreed upon with your coordinator.

Q Can I have a cot and extra blankets, pillows, and towels?

A Unfortunately, we do not have cots and we are unable to provide extra bedding or towels. Your coordinator has arranged the number of rooms needed and has issued us with a list of who will be in each room. Please inform staff of extra visitors so we can arrange separate rooms for them.

Q What's the check-out procedure?

A Please check with your group coordinator or with the staff at the Guest Accommodations office. Unless previously arranged, checkout time is by 11:00 am on departure day. Remember to have your group double check their rooms to ensure they have all their belongings.

Campus information

Q Where can I get some quick snacks?

A You will find snack and beverage vending machines in the laundry room in the dormitory towers and along the breezeway between towers. Vending machines are located near Kimberley building in the Townhouse area and in the east

kitchen of Madge Hogarth House.

Snacks are also available in the dining hall or in the Cornerstone Building on the east side of campus.

Q Where on campus can I buy stamps?

A Stamps can be purchased at Simon C's convenient store in the Academic Quadrangle (M37 on the campus map), or at the post office in the SFU Microcomputer Store in the Cornerstone Building. Ask for Store hours at the Residence front desk.

Q Where on campus can I buy phone cards?

A Long distance phone cards can be purchased at Viewpoint Marketplace & Florist in the Cornerstone Building on the east side of campus.

Q Where can I buy a recreation pass?

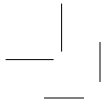
A Daily recreation passes can be purchased at the Equipment Service Counter in the Chancellor's Gymnasium.

Q What are the SFU Bookstore hours?

A The SFU Burnaby campus bookstore is open from 9:00 am to 4:30 pm Monday to Thursday and 9:30 am to 4:30 pm Friday.

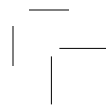
Q Where are the bus stops located on campus?

A Stops closest to our residences are at the transit exchange by Campus Security and at the north end of West Campus Road. Please consult the campus map for more information.



SIMON FRASER UNIVERSITY FACTS:

- Simon Fraser University is named after a North American-born explorer of Scottish ancestry who helped open up Canada's West to world trade. In collaboration with communities near and far, SFU researchers, educators and students are exploring new knowledge to help solve the world's most pressing issues.
- SFU reaches beyond the main campus on Burnaby Mountain, to other campuses in the heart of downtown Vancouver and at Central City in Surrey's burgeoning town centre.
- SFU was the first Canadian university to offer academic courses on a year-round trimester system (1965). This flexibility helps all types of students harness time to gain intellectual breadth in this rapidly changing world.
- Some of the world's brightest minds are pushing the boundaries of knowledge in SFU's continually expanding community of more than 24,000 students, more than 1,000 faculty and more than 92,000 alumni worldwide.
- With an elevation of 400 metres (1200 feet) above sea level, it's not unusual for the Burnaby campus to be transformed into a winter wonderland. All that winter rain down below often turns to snow on Burnaby Mountain.





**SFU CONFERENCE AND GUEST ACCOMMODATIONS -
FRONT DESK**

778.782.4503

www.sfuaccommodations.ca

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SFU CAMPUS SECURITY

Telephone: 778.782.3100 (24 HOURS)

Emergency: 778.782.4500 (24 HOURS)

