

## ACCOMMODATIONS

**Q. What sort of rooms do you have?**

A. We have many different types of rooms available. Please go to our website [www.sfuaccommodations.ca](http://www.sfuaccommodations.ca) and click on 'accommodations' to view our various types of accommodation and to view pictures.

**Q. Do you rent to groups throughout the academic year?**

A. Yes! We welcome groups 12 months of the year however; we have reduced availability from September to April.

**Q. I'm organizing an academic conference and I want participants to rent and finance their own accommodations. Should I bother to contact you?**

A. Yes, please do. We prefer to block a set of rooms for specific conferences to ensure that conference participants are able to stay on campus if they wish. This also allows us to provide your guests with consistent information regarding your conference and on-line registration forms.

## RATES

**Q. Do your rates change throughout the year?**

A. Yes, our accommodation rates vary depending on the season. Our low-season is from September to June and our high-season is from July to August. Please contact us to get the most up-to-date rates 778-782-4503 or [confacom@sfu.ca](mailto:confacom@sfu.ca)

**Q. We're traveling on a budget, do you offer discounts?**

A. We offer discounted rates based on your group's size, length of stay, and additional needs. Talk to us about your budget restrictions and we'll do our best to present you with a variety of options.

**Q. My group isn't from Canada. Do we still need to pay the taxes?**

A. Yes, all guests must pay the taxes. There's good news though, if you keep your receipts, you can apply for a GST rebate when you leave the country.

## GROUPS

**Q. I'm arranging to bring a group to stay at SFU. Do you need to know exactly who will be coming and, if so, when do you need to know by?**

A. We do require a list of occupants in our buildings. The roster is usually due a week before your group's arrival however, this date will be determined by SFU Conference and Guest Accommodations and may vary slightly.

**Q. I'm bringing a youth team to stay at SFU, what is your chaperone policy?**

A. We require one adult (aged 19 and older) for every ten youth (aged 18 and under). Chaperones must reside within the same building and area as their youth group and must be responsible for their group's behaviour. More information about our chaperone policy can be found on-line in the Guest/Chaperone Guide on-line.

## MEALS

**Q. I hear that there is a residence dining hall. Can my group eat there?**

A. Yes, there is a dining hall in residence. We would be happy to make arrangements for your group to have their meals there.

**Q. Arrangements? You mean we can't just walk in when we're hungry?**

A. In the summer months, our dining hall operates based on scheduled groups. This means that prearranging is the only way to guarantee that the facility will be open. Inform your SFU Event Coordinator of your group's needs to ensure that meals run smoothly for everyone.

## COMING AND GOING

**Q. How does check-in work?**

A. Check-in is usually after 3:00pm in the Residence and Housing Administration Building. Please discuss your group's needs with SFU Event Coordinators as check-in time, location and procedures vary.

**Q. I'm driving my team/group in a large passenger van. Where will I be able to park?**

A. We have parking spots available for passenger vans. Please register your vehicles when you check-in to receive a parking pass.

**Q. My group is using a chartered bus to go on and off campus. Where can we do pick-ups and drop-offs? Can the bus park at SFU over night?**

A. There is a designated bus pick-up and drop-off area. You will be asked to provide SFU Event Coordinators with your estimated travel times so that we can inform the community. There are designated over night parking stalls for buses. Please register your vehicles when you check-in to receive a parking pass.

**Q. What are the check-out procedures?**

A. Unless otherwise arranged, all keys must be returned to the Residence and Housing Administration Office by 11:00am on your departure day. There is a charge for lost or unreturned keys.



## CAMPUS INFORMATION

**Q. How far are the residences from the academic buildings or the recreation facilities?**

A. SFU Residences are on the west side of campus. We are a 5-10 minute walk from the recreation complex and a 5-20 minute walk to the furthest academic buildings.

**Q. How do I find you once I'm on campus?**

A. We're located in the Residence and Housing Administration Building (A1001), below the Residence Dining Hall on the west side of campus. Be sure to visit the Security and Information Centre for a map and additional directions. It's the first building you will pass and they are open 24 hours a day.

## CONTACT US

**Q. This looks great. What's next?**

A. We would be happy to have your group stay with us. Please contact us with the details and dates of your event, including the number of guests, room types needed, and your contact information. We'll get back to you and begin planning your event. Contact us: 778-782-4503 or [confacom@sfu.ca](mailto:confacom@sfu.ca).