We are pleased to have you here as a conference guest at FGCU. We will do all we can to make your visit with us enjoyable and comfortable. Program organizers should arrange to have an orientation session for residential participants. Important phone numbers for the Commons, Conference Assistant after-hours phone, and University Police are listed on the bulletin board in the breezeway on the first floor of your building and on the back of your apartment front door. Please call the Commons Front Desk if you have any questions or problems. If the Commons is closed, please call the Conference Assistant on-call phone.

In order to accommodate sponsors’ requests for specific dates and to ensure the most efficient use of rooms, it is important that Campus Conference Services be able to plan for and assign space in advance. University Housing Summer Conferences will assign rooms as requested on a first-come basis and reserves the right to 1) assign or reallocate bed space to meet housing needs; 2) consolidate housing into fewer residence halls; 3) enter rooms for repair, inspection or emergency; and 4) reassign participants in case of needed repairs or renovations to another residence hall.

Safety Meetings
We ask that all conference groups allow a member of the Conference Staff to address group leaders, chaperones, and/or participants on the first day that participants arrive. This brief meeting is to communicate safety basics to conference guests as well as to identify Conference Housing Staff. If a meeting will be difficult to organize, your group can assume responsibility for informing participants about safety policies and procedures. We are happy to share a brief agenda for you.

Policies/Important Information

Fire Alarms
- Pulling a fire alarm, except in an emergency, or tampering with fire equipment is against the law and punishable as a misdemeanor. Negligence resulting in accidental activation of fire equipment will not be tolerated. University Police will be called to deal with any of these situations.

Emergency Phone Numbers
- Phone numbers for the Commons, Conference Assistant phone, and University Police are listed on the back of each apartment main door and on bulletin boards on the 1st floor of each building.

Emergency Evacuation/Drills
- In the event of an actual emergency (e.g. fire, tornado, etc.) or a periodic emergency drill students must follow all directions given by staff members. It is of the utmost importance that anyone in a room/apartment/suite responds promptly in an emergency situation for the safety of that individual and for the safety of all. This same compliance is expected of guests.
- Failure to comply during drills or emergencies may result in disciplinary action.

Conference Guest Lockouts
- Youth Conferences - If a youth is locked out, they must notify a sponsor/counselor. The sponsor/counselor will call the Commons Front Desk to report the lockout or call the Conference Assistant...
on-call phone if the Commons is closed. A staff member will meet the sponsor/counselor at the room with the lockout and open the door. Phone numbers for the Commons, Conference Assistant phone, and University Police are listed on the back of each apartment main door and on bulletin boards on the 1st floor of each building. Note: Conferences having excessive lockouts will be assessed $25 per lockout.

- **Adult Conferences** - If a guest is locked out, please call the Commons Front Desk to report the lockout or call the Conference Assistant on-call if the Commons is closed. A staff member will meet you at the room with the lockout and open the door. Phone numbers for the Commons, Conference Assistant phone, and University Police are listed on the back of each apartment main door and on bulletin boards on the 1st floor of each building. Note: Conferences having excessive lockouts will be assessed $25 per lockout.

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**Lost Keys**

- Upon losing a key, guests should report the loss immediately to the Front Desk. Lost, unreturned, and/or damaged keys will be billed **$100 per lost key** to the sponsoring group in the final conference invoice to cover the cost of cutting new keys and replacing the locks. That conference is then responsible for forwarding these charges to the appropriate guest at its own discretion. Participants do not have the option of paying for lost keys.

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**Air Conditioning**

- Guests should **not** set the AC below 72 degrees and all doors and windows should remain closed. *If thermostat is set below 72 degrees, the unit may freeze up and the apartment will be without AC for at least 24 hours to allow the unit to thaw.* The thaw will also cause the carpet in the hallway to become wet.

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**Trash**

- Each apartment has a large trash can in the kitchen. Extra trash bags have been placed at the bottom of the can. Guests are required to remove all trash each day and prior to check-out. Trash is to be placed in the trash compactors.
- **Apartments must be clear of all trash prior to check-out.**
- To avoid ants entering apartments DO NOT LEAVE FOOD OR OPEN BEVERAGES OUT.
- Trash compactors are located throughout North Lake Village.

**Trash compactor instructions:**

1. After entering the **PIN code 1234**, press the OK button on the key pad.
2. **WAIT** until the unit stops running before opening the door.
3. Twist the handle to open the door and place your trash inside. The door does not pull open.
4. **The door must be closed and latched in order to operate.** Failure to do so will disable the unit for the next person.

   If you approach the compactor and the unit will not respond to your PIN entry, please make sure that the door is **closed and latched**. In addition, make sure the red button is pulled out in the “on” position. This will allow the computer to recycle. The display will respond with “**KEY IN PIN NOW.**” When you receive this message, enter the PIN number 1234 and hit OK. The unit will cycle and release the door.

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**Alcohol Policy**

- The possession and consumption of alcoholic beverages in the apartments is a privilege extended to those guests of legal drinking age under the following restrictions, which are designed to ensure guests’ rights to privacy, sleep, and study within their room. Loud or disruptive behavior, interference with cleanliness of the residence halls, serving minors or making alcohol available to them, or drinking habits that are injurious to the health or education of an individual or those around him/her are reasons for appropriate disciplinary or remedial action by the university.

Alcoholic beverages may be possessed or consumed in the privacy of guest rooms/apartments by those guests and their invited guests who are of legal drinking age. **Possession and/or consumption of**
alcoholic beverages is not permitted in hallways, lounges, stairways, courtyards, community bathrooms, parking lots or any public areas on campus.

Smoking Policy

- Beginning May 9, 2016, Florida Gulf Coast University will be a smoke/tobacco free campus. No person shall smoke or use smokeless tobacco products in any enclosed space owned or leased by the University, including residence halls, any common area, cafeteria, classroom, lab, stairway, restroom, office, lecture hall, or other public area. Any staff member or student can politely request that any other staff or student adhere to the smoking policy.
- Smoke-free means all products and items that can be inhaled, exhaled, burned, lighted, and heated, such as: cigarettes, cigars, pipes, or any other lighted or heated tobacco or plant product intended for inhalation, including hookahs and marijuana, whether natural or synthetic, in any manner or in any form. Smoking also includes the use of an electronic smoking device which creates an aerosol or vapor, in any manner or in any form, or the use of any oral smoking device is prohibited.
- Tobacco-free means all products, items, or substance containing tobacco leaf, including but not limited to: cigarettes, cigars, pipe tobacco, hookah tobacco, snuff, chewing tobacco, dipping tobacco, bidis, blunts, clove cigarettes, or any other preparation of tobacco.

Maintenance Problems

- Please tell the Front Desk during business hours and the Conference Assistant after hours about any maintenance concerns (light bulbs out, plumbing problems, air conditioning, smoke alarms, etc.).

Furniture

- Furniture in individual rooms and apartments should not be removed from their assigned locations.

Laundry Facilities

- Coin-operated and card swipe laundry rooms are provided throughout the residential community in North Lake Village and within South Village halls. All policies must be upheld while in the laundry facilities.

Linens

- If you received the linen package, you will either receive enough linen for your stay or we will arrange a linen exchange. Please place all towels on tile floor in the bathroom and place all folded linens from the bed on top of your bed at the end of your stay.

Pools

- Community pools are located in North Lake Village behind the Commons building and in South Village. The South Village pool must be reserved through Campus Conference Programs. All conference policies and posted pool rules must be followed when using the pool, including hours of operation.
- ADA pool lifts are available for residents and/or guests who require assistance with entering and exiting residential pools. Residents and/or patrons who require assistance must provide the area front desk/community center staff with 24-hour notice so that the pool lift(s) may be installed for use.

Video/DVD viewing

- Due to restrictions outlined in copyright law, the showing of copyrighted materials for entertainment (i.e., motion picture or other audiovisual work) is not permitted in public areas within the residential community. Even in those instances in which only on-campus residents are permitted to participate, viewing of copyrighted materials in public areas for entertainment is prohibited. Exceptions to this policy are those instances in which a license is obtained from an appropriate vendor (i.e., Swank Motion Pictures, Inc.).

Wildlife
• Feeding, harassing, injuring, killing, collecting, or otherwise disturbing wildlife (deceased or living) is prohibited.

Conference Check-out
• Sponsors/Counselors are to inspect all rooms for belongings, remove all trash, and check for damages prior to the each guest’s departure. Keys will be collected by University Housing immediately at the conclusion of the camp/conference.
• NOTE: Any damages and/or excessive cleaning needs recognized by Summer Conference Housing will be documented and charged to the appropriate camp/conference. That camp/conference is then responsible for forwarding these charges to the appropriate guest at its own discretion.
• Any requests for changes to the check-out arrangements specified in your contract must be received by your Conference Account Manager/Coordinator two weeks prior to your program’s check-out date. Otherwise, your program may be subject to penalties.
• Camp/conference coordinators are encouraged to arrive 15-20 minutes prior to check-in and check-out time to ensure schedule is maintained
• The length of time designated for a group’s check-in and check-out is based on the guaranteed number of guests. Groups who Check-in/check-out more than 30 minutes later than agreed may be assessed a $50 late checkout fee for every 30 minutes late.
• There is no reduction in price for guest(s) early departures or late arrivals.

*Conference Sponsor/Counselor Expectations*
• Groups bringing participants under the age of 18 are responsible for the behavior, safety, and security of their participants. It is an expectation that groups bring an appropriate number of chaperones for the number and age of children. We expect 1 adult per 10 camp/conference participants for participants age 10 and under; 1 adult per 12 camp/conference participants for participants age 11-17
• It is required that youth campers are closely supervised while in the residence halls. In addition, it is recommended that supervision of youth campers includes monitoring the buildings, making rounds of the buildings, checking for stray campers, excessive noise, and unlocked exterior building doors. University Housing reserves the right to ask any participant to leave, with no refund to the group, for reasons including but not limited to: intentional or malicious damage to property, harassment, assault, use of illegal substances, or use of alcohol by minors. Any illegal activity will be reported to the University Police Department. Group sponsors will be held responsible for the cost of repairs for any damages or cleaning charges associated with guests’ behavior.
• Campers are not allowed in any residence hall facility without the presence of a camp counselor. Campers are not allowed in any buildings beyond the ones their camp is assigned.
• The use of glitter, spray paint, and other items that may damage building and grounds surfaces is prohibited in and around the residence halls. Group sponsors will be held responsible for the cost of repairs for any damages or cleaning charges associated with guests’ use of the above items.