

UNC

UNIVERSITY OF NORTHERN COLORADO

Conference and
Event Services

Policies & Procedures



University of Northern Colorado
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CONFERENCE AND EVENT SERVICES OVERVIEW

WELCOME

On behalf of the administrative staff, we would like to welcome you to the Conference and Event Services Office at the University of Northern Colorado. Conference and Event Services provides organizational assistance in coordinating conferences and camps on the UNC campus. We work closely with many UNC departments to provide the highest quality experience for all individuals who visit.

The staff of Conference and Event Services acts as the liaison between customers and UNC staff to facilitate the coordination of all facets of conference programming. This manual has been developed to provide groups and individuals with information regarding Conference and Event Services operations, policies, and procedures. This manual outlines the policies and procedures of the University of Northern Colorado as they pertain to Conference and Event Services.

Our office is located within the University Center. Any questions or suggestions that you have regarding our operations should be directed to our staff at the Event Reservations line at (970) 351-2558.

MISSION STATEMENT

The Conference and Event Services Office contributes to the educational mission of the University of Northern Colorado by providing support and opportunities for participation by on-campus and off-campus patrons in educational, cultural, and recreational experiences. The Conference and Event Services Office supports the University through revenue generation and promotes recruitment through positive experiences for customers while using campus services and resources.

CONFERENCE AND EVENT SERVICES STAFF

ASSISTANT DIRECTOR OF CONFERENCES AND EVENTS

The Assistant Director of Conferences and Events is responsible for ensuring that all camps and conferences run smoothly, assists in troubleshooting, and determines possible options to meet conference and camp needs. The Assistant Director also serves as a Conference Coordinator (see description below).

CONFERENCE COORDINATOR

Each conference will be assigned a Conference Coordinator, whose overall purpose is to provide attentive service to the conference and ensure that each group's stay at the university is a success.

The Conference Coordinator's general duties for each assigned conference are as follows:

- Serve as the main contact for each group. Handle all contract changes or additions, as well as answer questions and address concerns.
- Provide pricing to camps and conferences for facility rental and equipment. Note: Only a Conference and Event Coordinator or the Assistant Director of Conferences and Events are authorized to provide pricing information for camps and conferences.
- Collect information from the Conference/Camp Director; including rosters, dining information, and residential and commuter participant totals as well as informational pieces distributed to participants.
- Coordinate meals, housing arrangements, meeting spaces, and all other services for each group. Available at check-in to answer conference related questions and to assist guests and Conference/Camp Director, as needed.
- Communicate camp/conference information and changes to on-campus partners (e.g. Facilities Management, Housing & Residential Education, Dining Services)

BILLING MANAGER

- Handles deposits and final payments for camps and conferences

HOUSING AND RESIDENTIAL EDUCATION ASSISTANT DIRECTOR

- Participate in pre-conference meetings
- Act as ambassador to conference/camp guests for the University and the Conference and Event Services Office
- Assist in developing training/orientation for the conference/camp staff
- Supervise Residence Hall staff

NEIGHBORHOOD COORDINATORS & HOUSING ASSISTANTS

- Manage Residence Hall Reception Desk staff
- Respond to day-to-day needs of conference guests
- Maintain visibility to Conference/Camp Directors throughout stay
- Serve as the main contact for housing and general questions from the Conference/Camp Director for duration of conference/camp
- Assist in training conferences/camp residence hall staff
- Facilitate camp check-in and check-out; including distribution of access cards, keys, etc.

CONFERENCE ASSISTANTS

- Provide customer service to all guests, conferences, and camps on campus
- Provide administrative support to the Conference and Event Services staff, to include pre-conference meetings, updating questionnaires, deliveries, maintaining water stations, tending to camp/conference needs
- Maintain all desk binders with updated information as well as weekly reports
- Assist with the facilitation of camp check-in and check-out; including distribution of meal cards, keys, etc.
- Complete incident reports as necessary.

DESK ASSISTANTS

- Provide customer service at Residence Hall Neighborhood reception desks of designated residence halls.
- Report maintenance requests, assist with lockouts, offer information, give directions, provide wake-up calls, and help participants in any way possible

CONFERENCE AND EVENT SERVICES POLICIES

ACCESS AND MEAL CARDS

Access cards will be assigned at the camp or conference check in. If the access card is lost, there is a non-refundable \$5.00 charge and a new card will be issued. Lost cards should be reported immediately to the front desk staff and the Conference Coordinator.

Each camp will have 1 conference meal cards that will be held at the check stand of the campus dining hall. This will be a one-time \$3.00 charge.

AGENDA/SCHEDULE

The Conference/Camp Director must submit a finalized schedule of events and list of contacts for each conference to Conference and Event Services at least no later than the pre-conference meeting. The document should detail the daily agenda, including meeting places and times, activities, meal times, etc.

AUDIO/VISUAL EQUIPMENT

The Conference and Event Services Office will make arrangements for the use of audio/visual equipment by conferences and will attach all charges for equipment set-up and usage to the final conference bill. Conference and Event Services requires the Conference/Camp Director to confirm all equipment reservations with Conference and Event Services no later than two weeks prior to the event. Typically, audio/visual equipment may not be ordered within 48 hours of the event.

BILLING AND DEPOSIT

The Conference/Camp Director is responsible for a 10% deposit for all non-UNC sponsored conferences at the time of contract. The final invoice for the conference, which includes all charges associated with the conference, will be sent to the Conference/Camp Director following the conference departure. Full payment is due to the University of Northern Colorado within thirty days of the billing date. Conference and Event Services will not individually bill participants for any reason.

CELL PHONE NUMBERS

Pertinent cell phone numbers will be given to the Conference/Camp Director and/or designated contact person. These telephone numbers are NOT to be given to conference participants or guests as situations or questions of a non-emergency nature should be directed to the respective Conference Coordinator or the Conference and Event Services Office at (970) 351-2558.

CONTACT PERSON

Throughout the camp or conference, the designated Conference/Camp Director must be available to serve as the primary contact and interact with the Conference and Event Services staff. The staff and this person should exchange contact information, so each will know whom to contact with questions and problems. In this way, all aspects of the conference from housing to dining, facilities and more may be controlled professionally and efficiently. The Conference/Camp Director assumes responsibility for guests while on campus and must be present at check-in, provide all necessary documents, and be able to address any conference related problems.

FACILITY USE

The Conference and Event Services Office coordinates with appropriate facility managers to determine rates and schedule events in various athletic, academic, residential, dining, and meeting facilities. Use of any facility will incur a daily usage fee, which will be included in the final invoice from Conference and Event Services. For safety and security purposes, the University requires the presence of the appropriate professional staff in some facilities during conference events. The conference must pay the hourly wage of persons employed during non-business hours of the facility. Fees will be assessed by the facility services department for equipment set-up and/or rental.

Any facility reservation that is cancelled within 30 days of the conference start date will incur a charge of one-half of the normal usage fee.

GUARANTEES

A guarantee of residential and dining participant numbers is due **10** days prior to the camp/conference start date.

The guarantee indicates the number of participants who have registered for the conference and are expected to attend. It will be used to formulate floor plans and staff schedules and is the minimum billable amount for the conference. Though we will make efforts to accommodate walk-up registrants, due to space restrictions, we cannot guarantee housing on campus to non-guaranteed participants.

GUESTS WITH DISABILITIES

Most classroom buildings on campus and the Dining Centers are accessible for those with disabilities. If special housing accommodations are needed for guests with disabilities, arrangements must be made 30 days in advance, as space is limited in the residence halls. Please see page 11 for information on disabled parking or contact Disability Resource Center at (970) 351-2289 about accommodations or service animal questions.

LOST AND FOUND

UNC cannot be responsible for lost or stolen articles. Lost and found items, including keys and access cards, should be turned in to the front desks of the residence halls or the information desk at the University Center. Guests should first check for any lost items at these locations.

Items left unclaimed will be sent to UNC Conference and Event Services. Any property left by the Conference, its guests, or staff shall, after a period of 30 days from the last day of the Conference, be deemed abandoned and shall become property of UNC to be disposed of at UNC's sole discretion.

POLICIES

In addition to the policies set forth in this manual, clients are responsible for reviewing and abiding by the guidelines presented in the contract.

PRE-CONFERENCE MEETING

A Pre-Conference Meeting will be scheduled approximately one month prior to the date of the conference. In attendance will be the Conference and Event Services Coordinator, Conference/Camp Director, Residential Education Coordinator(s) and Neighborhood Coordinator(s), Housing Services Representative, and when appropriate, Dining Services Staff, Campus Recreation Center Representative, Athletics Representative, Facilities Management Representative, Parking Services, IM&T, and the Billing & Registration Manager.

The following items will be discussed and determined at the pre-conference meeting.

- A deadline for a Final Roster of participants
- Agenda of planned activities for length of conference
- Conference needs for equipment, facilities, and other accommodations
- Proper communication protocol
- Training/Orientation time for conference/camp staff members
- Check-in/Check-out times and details
- The first and last meal of the conference/camp

ROSTERS

- A final roster with room assignments is due from the Conference/Camp Director to Conference & Event Services **10 days prior to the start of the conference** and must include ALL conference participants (including residential participants, staff, counselors, advisors, etc.).
 - This roster must be submitted electronically in the formatted spreadsheet that is provided by Conference & Event Services.
 - The following information should be noted clearly:
 - o Participant's name
 - o Participant's gender
 - o Participant's classification (i.e. student, advisor, counselor, staff)
 - o Emergency contact name, address and phone number

SHIPPING ADDRESS

The following address should be used for any overnight deliveries during the conference.

University of Northern Colorado
Conference and Event Services, Attn: [Insert Conference Coordinator's Name]
Name of Conference
Campus Box 35
501 20th Street
Greeley, CO 80639

Please notify the Conference and Event Services Staff in advance if materials are going to be shipped and provide the expected arrival date.

SUPERVISION & SAFETY

All participants under the age of 18 must be accompanied by an adult chaperone/advisor from the conference at all times, this includes all "free time." To ensure the personal safety of the participants, the University requires a minimum of one counselor for every twelve (12) youth participants. Supervision is required at the Campus Recreation Center, dining facilities, residence halls and all other campus locations.

When applicable (e.g. non-UNC groups with adults supervising minor children), each group is responsible for conducting criminal background checks on each employee and agent who will be present on the UNC campus as part of the conference or camp. Clients are responsible for maintaining records containing the results of all current criminal background checks for inspection and review by the Conference and Event Services Office. Criminal background checks must be conducted within two (2) years prior to the date on which the conference or camp begins.

Each group is responsible for the behavior of all persons affiliated with the camp or conference who will be on campus during the event. Where minors are invited to and/or allowed to attend the camp/conference, client will be responsible for assuring that each person affiliated with the camp/conference does not have any negative criminal or civil action history regarding assaultive, abusive, or bullying behavior that would indicate that such persons would pose a risk to minors.

FACILITY USAGE AND REGULATIONS

DINING SERVICES INFORMATION

Conference/camp participants will be assigned to have their meals in Holmes Dining Hall. Dining Services requests the following from each of our participants:

Holmes Dining Hall

1. The dining room will be open during posted hours only.
2. There will be additional charges if your conference or camp is late to a meal and Dining Services must extend dining room hours to accommodate your group. Please know these extended hours are at the discretion of Dining Services leadership and may or may not be available.
3. Food is available up to 10 minutes after the posted closing time, so as long as your group is in the dining room by the posted closing time, there will still be food available.
4. All camps and conferences have the option to select a “takeaway” meal instead of eating in the dining room (usually because of an off-site event or activity). Please notify your Conference Coordinator no later than 10 days prior to your conference if you wish to choose this option for any of your meals. These “takeaway” meals are provided on a camp, conference, or team basis only. There are no individual day-of to-go options available.
5. Bags and personal belongings should be placed in the designated cubby slots outside the check stand and not on the floor, as this poses a safety/security issue and is a tripping hazard. Bicycles, scooters, and skateboards are not permitted inside the building. There are storage racks located outside of Holmes Hall for these types of items.
6. Dining Services is not responsible for lost or stolen items.
7. Appropriate clothing and shoes (non-cleated footwear) are required to enter the dining room. Please no swimsuits, bathrobes, or towels.
8. Please enter the dining room only one time per meal period.
9. Participants must be accompanied by coaches/counselors/chaperone while in the dining room. Minor-aged guests will not be allowed to enter the dining room area without their coach/counselor/chaperone present.
10. Please enjoy “all you care to eat” while in the dining room; however, the only food allowed to leave the building is a piece of hand fruit or ice cream cone (if available).
11. Personal sack lunches (or foods from outside vendors) are not allowed in the dining room. Only Starbucks® drinks purchased at the Holmes Hall Starbucks® will be permitted in the dining room.
12. Please leave all dishes, cutlery, and dining room items (salt, pepper, napkin holder, etc) in the dining room so everyone has access to them.
13. Personal beverage containers (water bottles, Nalgene, Hydroflask, etc) are not allowed in the dining room. Once you leave the dining room, there is a water bottle filling station located in the entrance hallway of Holmes Dining Hall if you would like to fill your personal container.
14. Beverages are to be consumed in the dining hall; no to-go cups will be available.
15. Holmes Dining Hall is an “all you care to eat” location, but please help Dining Services control food waste by only taking one entrée per trip. You can go back for additional servings at any time.
16. Please bus your tables – dishes, cups, and cutlery need to be taken to the dish room after eating.
17. Please be sure to walk (not run) in the dining room.
18. Please do not move or rearrange tables. This affects our low vision guests, damages the carpet/table legs, and is against fire code regulation.
19. If the dining room is busy and you have finished your meal, we encourage you to move your group outside the dining room so we can make room for incoming guests. If there are guests waiting to be seated and your party is lingering, you may be asked to relocate.
20. In case of an emergency, dining staff will direct you and your group to ensure a safe and orderly response to the situation.
21. NOTE: Holmes Dining Hall be undergoing renovation to the dish room during summer 2023. During these times we will do our best to not inconvenience our guests, but there will be times that you may be provided with “disposable” plates, cutlery, and cups. We will do our best to provide biodegradable and/or compostable products whenever possible.

HOUSING & RESIDENTIAL EDUCATION

Alcohol Policy

In an effort to promote a safe, and healthy environment, the Office of Housing & Residential Education has adopted and enforces the following alcohol policies for those living within our communities. All guests who are 21 years of age and choose to drink within university housing are still responsible for their behavior and abiding by our expectations and policies.

For guests who are under the legal drinking age of 21 years of age:

- Public intoxication, use, possession, manufacturing, providing, or distribution of alcoholic beverages is prohibited in University Housing.
- Alcoholic beverages may not, in any circumstance be used by, possessed by, or distributed to any person under twenty-one (21) years of age.
- Guests under twenty-one (21) years of age may not be in the presence of alcohol being consumed by others.
- Empty containers of alcohol, including bottles, boxes, or vessels once containing alcohol, or items whose primary purpose is the consumption of alcohol (including shot glasses) are prohibited in the residence halls. Empty containers may be considered evidence of prior consumption.

For guests who are 21 years of age and older:

- Public intoxication, use, possession, manufacturing, providing, or distribution of alcoholic beverages is prohibited in University Housing.
- Alcoholic beverages may not, in any circumstance be used by, possessed by, or distributed to any person under twenty-one (21) years of age.

- Persons of legal drinking age may possess and/or consume alcohol only in private living quarters, and only if everyone present is over 21 years of age.
 - If you are 21 or older, but your roommate is underage, alcohol may not be consumed in the room with your roommate present and empty alcoholic beverage containers are not permitted in your room.
 - If you are 21 or older, but your roommate is underage, alcohol may not be possessed or stored in a common area (including refrigerators provided in living rooms are common areas). You are responsible for maintaining custody of the alcohol you possess.
- Common sources of alcohol are not permitted. Common sources of alcohol are all containers (kegs, barrels, half-barrels, pony kegs, mixes in large containers, bowls, etc.) where the alcohol is intended to be served to a number of people.

Appliances and Electrical Fixtures

Items such as space heaters, power tools, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Housing & Residential Education is not responsible for damage due to power surges. Cooking equipment such as hot plates, toasters, electric fry-pans, George Foreman grills or anything with an exposed heating element is not allowed in the residence halls. Closed-element appliances, hot air popcorn poppers, blenders, coffee makers, refrigerators under 6 cubic feet and 1.3 amps and microwaves under 1250 watts and 2 cubic feet or less may be used provided they are Underwriters' Laboratory (UL) approved.

Bed Space

Allotted amounts of bed space are specified in the contract, as discussed in the proposal letter, and are guaranteed available for the dates of the event. If the actual number of residential participants exceeds this amount, beds may not be available due to space limitations.

Bicycles

Bicycle racks are available outside each residence hall. Bicycles should not be hung from ceilings or attached to walls or furniture. Parking bicycles in non-designated areas (i.e., hallways, hall entrances, trees, railings, and disabled zones) may result in bicycle impoundment and/or fine. Obtain permission from others living with you before storing your bicycle in your room.

Sports/Activities Indoors

Any activities or games in the hallways, common areas, balconies, rooms or suites, or adjacent parking lots that can cause injury to persons and/or damage property is prohibited. These activities include but are not limited to: Frisbee, darts, throwing/bouncing balls, wheeled activities, and shooting Nerf weapons.

Check-In and Check-Out

- Check-in/check-out times and details will be established at the Pre-Conference Meeting.
- Changes to check-in/check-out time and location must be indicated no later than the Pre-Conference Meeting.
- The Conference/Camp Director, a Residential Education Staff Member and a representative from the Conference and Event Services office must be at check-in to handle any issues that arise.
- The Conference/Camp Director, or appropriate staff from the attending conference, is required to stay on campus until each participant has checked out and has been picked up.
- Each participant must turn in the corresponding card and/or key to the room they were assigned or the conference/camp will be charged a fee. This fee will be assessed on the final invoice and will be charged to the conference/camp and not the individual participant.

Counselors

- The counselors are those persons provided by the camp or conference to oversee groups.
- The counselor must be an adult over the age of 18.
- Counselors must reside in the residence hall to enforce curfews and ensure good behavior.
- Counselors must be with youth participants at all times, including "free time".
- Any problems or emergencies should be reported to the appropriate party as explained in the Communication Protocol Outline.
- Practicing and roughhousing are not permitted in the residence halls.
- The counselor is responsible for directing youth to designated practice areas on campus.
- The counselor must have the participants remove all belongings from the rooms and should complete room and floor checks upon check out. Any items that are left in a room by a participant will be held for 30 days after the group's check out date. See Lost and Found on page 3.

Curfew for Youth Groups

For safety and security reasons, a curfew is recommended for all youth camps, at which time all youth participants must be in the residence hall and a counselor must be present. This curfew time should be communicated at the Pre-Conference Meeting.

Decorations and Damages

Decorations hanging in residence hall rooms or hallways are prohibited. Residence hall room damages will be billed to the final conference invoice and must be paid by the invoice due date. It is the Conference/Camp Director's responsibility to seek reimbursement from the persons causing any damages. Conferences are invited to participate in the inspection for damages before and after their events. The following is a list of common damages and their approximate fee ranges:

Description	Fee	Notes
Excessive trash	\$35	Any trash that does not fit into the can will be considered excessive.
Painting or wall damage	\$40-\$100	
Cleaning	\$35/hr (\$35 min)	Cleaning that results from decorations, spills, or intentional damage
Elevator damage resulting from jumping or overcrowding	\$1,500 minimum	

Carpet damage	\$50-\$200+	
Furniture damage	\$45-\$1500	
Mattress damage	\$130-\$165	
Fire extinguisher replacement	\$40-\$60	

Drugs and Tobacco

In compliance with the federal Drug Free Schools and Communities Act, the University of Northern Colorado (University) prohibits the unlawful manufacture, dispensation, possession, use, or distribution of a controlled substance (illicit drugs, including marijuana) of any kind and of any amount. Our policies prohibit all illegal drugs including Medical Marijuana (regardless of whether a guest has a Medical Permit to use or possess it). These prohibitions cover an individuals' actions which are part of any university activities, including those occurring while on University property or in the conduct of University business away from the campus.

The misuse of prescription drugs poses significant health risks to individuals. All medication prescribed or purchased over the counter are designed for a specific purpose, and any misuse, illegal use, distribution, and/or sale of this type of medications is strictly prohibited.

- The distribution of prescription drugs is defined as sharing or sale of drugs that are specifically prescribed to one individual by a physician. Distribution of prescription drugs is a violation of state and federal laws.
- Exchanging prescription drugs for goods, services, or monies is strictly prohibited in the residence halls. The sale of prescription drugs is also a violation of state and federal laws.
- Personal misuse is the use of any prescription or over the counter drugs in any manner other than prescribed or indicated.

Drug paraphernalia is prohibited. Drug paraphernalia includes but is not limited to all equipment, products, and materials of any kind which are used, intended for use, or designed for use in planning, propagating, cultivating, growing, harvesting, manufacturing, compounding, converting, producing, processing, preparing, testing, analyzing, packaging, repackaging, storing, containing, concealing, injecting, ingesting, inhaling, or otherwise introducing to the human body a controlled substance.

In accordance with State of Colorado Executive Order B 2018 011, "smoking, vaping, and the sale of tobacco products, and e-cigarettes are prohibited in all buildings and on all grounds owned or leased by the state under the control of the executive branch".

Elevators

Many of UNC's facilities are equipped with elevators for your convenience. It is important that basic safety measures be observed at all times.

Please obey load limits, refrain from horseplay in elevators, and do not attempt to stop elevator doors from closing. In case of an elevator failure, please use the call box to call for help. Never attempt to exit a malfunctioning elevator without safety personnel to assist in your evacuation.

Vandalism to the residence hall elevators, including damage caused by horseplay or willfully disobeying elevator safety guidelines, will result in charges for elevator repair.

Emergency Participant Cancellation Procedures

If a participant is unable to attend a scheduled conference, he/she must notify the Conference/Camp Director before the first day of the conference. If the participant has arrived on campus and has checked into a residence hall, he/she must check out at the Front Desk and notify the Conference/Camp Director that he/she will not be continuing with the conference.

The Conference/Camp Director, not individual registrants, should notify Conference and Event Services of all cancellations and departures from the conference. The information should include the participant's name, conference and dates attending, and a brief reason for cancellation.

Credit for late arrival and/or early departures **will not be given** under any circumstances unless arranged at least 10 days prior to conference check-in date.

Emergency Telephone Numbers

Below are the phone numbers for each of the Neighborhood Front Desks. Each desk provides services to various buildings. The Basin Neighborhood Desk provides service to those staying within Harrison and Turner Halls. The Ridge Neighborhood Desk provides service to North, South, and Lawrenson Hall. The Mesa Neighborhood provides services to Bond, Brown, Dickeson, Lujan (Presidents Row), Wiebking, Wilson, Belford, Decker, Gordon, Hansen-Willis, Sabin, Snyder Halls as well as Trotter House.

Anyone calling these numbers must know the name of the conference the participant is attending. Emergency telephone numbers to use for residential participants are:

- Basin Neighborhood Front Desk 970-351-2875
- Ridge Neighborhood Front Desk 970-351-2752
- Mesa Neighborhood Front Desk 970-351-2042

Energy Conservation

UNC is proud to help you conserve energy and recycle. Please be energy conscious in the residence halls-turn off appliances and electronics when they are not in use, turn off the lights in your room when you are not there, and report leaking pipes to the designated Neighborhood Front Desk. Recycle bins are located in residence hall dumpster enclosures, and each residence hall room has a blue recycle bin to help you sort recyclables.

Fire Life Safety Equipment

Tampering with fire equipment, disabling any part of a fire alarm system, discharging a fire extinguisher, hanging decorations from any part of a fire sprinkler system, or registering a false fire alarm can endanger lives and property. Any tampering with fire life safety equipment is prohibited in the residence halls. This behavior is also a federal offense and will be pursued criminally.

Housekeeping

The University of Northern Colorado Housing Department provides housekeeping services in all public spaces. If immediate services are required, please notify the front desk staff immediately.

Linens are not provided in the residence halls. Overnight Guests must bring their own linens and toiletries. Residence Halls with community style bathrooms have soap, toilet paper, and paper towels provided in the restrooms. These community style bathrooms are cleaned daily. Residence halls with en-suite bathrooms are provided with one roll of toilet paper and is not refilled until the camp is over.

Internet Computer Access

Wireless Access is available in all residence halls and in most common areas. Logins are available to the Conference/Camp Director upon request. There is no charge for wireless access. Please use the Guest login for wireless connection.

Keys and Access Cards

A room key and/or card is issued to each participant at the time of check-in. For security reasons, neither the residence hall name nor the room number is on the key, only the facility name is on the card. A fee will be charged to the participant if a key/card is lost or not returned. To avoid lost key/card charges, please make sure participants keep their keys/card with them at all times.

Fees for lost keys: \$80.00 for keys and \$5 for access cards

If a key and/or card is not returned during check-out, the charge will be billed to the conference on the final master bill.

Laundry Facilities

Washing machines and dryers are located in each residence hall. There is no cost for laundry; however, laundry detergent is not supplied. Laundry machines require high efficiency detergent. Participants can monitor laundry equipment availability here: <https://www.unco.edu/living-on-campus/housing/laundry.aspx>. The University is not liable for damaged, lost, or stolen items. Please report any issues with equipment at <https://www.jetzservice.com/>

Packages/Messages

Each Conference Staff member and participant can receive mail at the designated Neighborhood front desks. The name of the conference and conference participant must be on each package/letter. However, delivery cannot be guaranteed while the attendee is on campus and we therefore highly discourage camper/conference guests receiving mail and packages during their stay.

Please address mail for conference/camp participants as follows:

Name of Participant
Name of Conference/Camp (REQUIRED)
UNC <Insert Hall & Room Number>
Greeley, CO 80639

Room Damages

Damages that occur in a residence hall room while a participant is in residence will be charged to the final bill.

- Any damages done to common areas will be charged to the group in that residence hall.
- Furniture should not be moved from the rooms at any time. There is a \$25.00 minimum charge per piece that is moved.

Safety and Security

- All residence hall exterior doors are locked 24 hours per day. An access card is required to enter the building.
- Door propping is defined as placing any object in the area near or around the exterior doors of the building. In an effort to prevent the door from being able to close or lock upon closing, please refrain from propping doors.
- Building surveillance is utilized in some UNC buildings. The use of cameras can aid in investigation of policy violations and can be used in investigation of criminal activities.
- Key/ID Misuse: For your own safety, do not lend your room key and/or card to another person. Duplicating, borrowing or loaning room keys or cards to guests or friends is prohibited under any circumstances.
- Possession/Use of weapons, and/or ammunition: The possession of weapons or reasonable facsimiles of weapons, including, but not limited to, ammunition, BB guns, bows and arrows, firearms, knives, martial arts weapons, and paint guns are prohibited in residential facilities.
- Unauthorized entry into or use of residence hall facilities or another student's room, custodial and storage closets, roofs or any part of the buildings outer structure, attics, or on top of elevators or elevator shaft is a felony and is treated very seriously by the University of Northern Colorado.

Vending/Change Machines

- Vending machines are located in common areas of each residence hall.
- All halls have a soft drink machine and some have a snack machine.
- Machines take cash or card.
- Summer meal and room cards do not work in vending machines.
- Concerns/issues with vending machines can be reported to dining@unco.edu or the front desk at each residence hall for repair. Contact information

for refunds are located on all machines.

MICHENER LIBRARY

Michener Library is located on west campus and Summer Conference Guests or Participants are invited to use the library facilities during their normal summer operating hours. Conference/Camp Directors must make arrangements with Conference and Event Services for participants to check out items from the library prior to the conference's arrival.

DEPARTMENT OF CAMPUS RECREATION

This information serves as a reference for camp and conference organizers who are considering or have made formal arrangements for their summer adult and/or youth programs through the Conference and Event Services Office. If you are unsure of your contract status related to use of the Campus Recreation Center, you can contact the Conference and Event Services Office at 351-2558. Please note that certain restrictions apply to youth groups, and these are detailed in the sections below. If you have questions regarding these restrictions please contact the Facility and Event Coordinator at 970-351-1996.

General Information

The Campus Recreation Center is a 90,000 square foot facility which is located adjacent to the Butler-Hancock gymnasium, and connects directly to the Butler-Hancock swimming pool. The Campus Recreation Center contains the following spaces: a two court gymnasium, a three court gymnasium with suspended running track, a one court gymnasium, a weight and cardiovascular area, two racquetball/wallyball courts, a rock climbing room, two group fitness/multipurpose rooms, locker rooms and administrative offices with a conference room. Basic information about the Campus Recreation Center programs and operating guidelines may be found in the current Campus Recreation Center brochure or by visiting www.unco.edu/campusrec.

Blue Cruiser Bikes

The Blue Cruisers are available by request only. Individuals or groups may request use of the Blue Cruisers for a fee of \$5 per day/ per bike up to 4-days and \$20 per week/ per bike, 4-days or more. The rental period for the bike is for up to one week (7 Days). All Blue Cruisers must be returned to the Outdoor Pursuits Gear Shop before the end of the conference or a late fee may be assessed. All individuals under the age of 18 checking out a bike must complete an Assumption of Risk form, signed by a parent or legal guardian, upon arrival to the Outdoor Pursuits Gear Shop. Note: No more than 15 bikes can be checked out to a visiting Camp or Conference. Lost, stolen or damaged bikes will be the responsibility of the Camp or Conference. The Blue Cruiser replacement fee is \$350 per bike. For reservations, contact Conference and Event Services Office at 351-2558 or to inquire about availability, you may contact Outdoor Pursuits, 970-351-2643, at least two weeks in advance. www.unco.edu/outdoorpursuits

Ropes Course

The ropes course is available by request only and there are additional fees associated. All participants under age 18 must complete an *Assumption of Risk* form, signed by a parent or legal guardian, prior to or upon their first visit and participation. For reservations, contact the Conference and Event Services Office at 351-2558 or to inquire about availability, you may contact Outdoor Pursuits, 970-351-2643, at least two weeks in advance. See *Facility Rentals and Reservations* below.

Sport Equipment Check Out

A variety of sports equipment is available for hourly check out at the Recreation Center entry desk. Currently, available equipment includes limited quantities of basketballs; volleyballs; badminton nets and racquets; tennis racquets; and softball bats and balls. Reservations for group equipment are highly recommended and can be coordinated by contacting the Campus Recreation Center Facility and Event Coordinator at 970-351-1996. For outdoor volleyball set rentals, please contact Outdoor Pursuits, Coordinator of Outdoor Pursuits, at 970-351-2643.

For Youth Groups: The group's supervisor will sign out the equipment using a driver's license or camp/conference identification card or campus room number, and campus telephone number. The supervisor is responsible for checking out and returning all equipment.

For Adult Groups: The participants may use their conference badges or driver's licenses to check out equipment.*

*Please note: Groups checking out equipment are financially responsible for equipment that is lost, damaged, or stolen.

Facility Rentals & Reservations

For groups which possess, or are currently negotiating, Conference and Event Services contracts, all requests for Recreation Center facility rentals will be made to the Conference and Event Services Office. All requests are taken on a first come, first served basis, and approval depends upon the general building schedule, general rental policies and staff availability. Final approval of all requested spaces, dates and times rests solely with the Campus Recreation Center Administrative staff. A current schedule of rental fees may be obtained from the Conference and Event Services Office or the Campus Recreation Office. Rental fees include rental of space and routine set up and tear down of event equipment during normal operating hours of the Recreation Center. A surcharge of \$100 will be assessed for early opening and/or late closing of the Recreation Center. Depending on the size and scope of the event, additional charges may be assessed for: equipment rental, supervisory staff; custodial crew for set up tear down and cleaning; and any damages that may occur during the event. For more information, please contact the Campus Recreation Center Facility and Event Coordinator at 970-351-1996.

UNIVERSITY CENTER

Automatic Teller Machine (ATM)

Located across from the bookstore, this ATM machine accepts Plus, CIRRUS, Master Card, and Visa and is accessible during building hours.

Conference and Event Services

This office makes all arrangements for campus meetings, events and catered functions, servicing UNC departments, clubs, faculty and staff, as well as outside community groups and individuals. From small business meetings to large catered affairs, the event coordinators can assist you with all your

needs.

Einstein Bros® Bagels

Bagels, coffee, salads and bagel sandwiches are offered at Einstein Bros®. They are located on the lower level of the University Center.

Information Desk

Located in the main lobby, the Information Desk staff can answer questions about campus facilities, programs, and activities.

MUNChy Mart

Located on the lower level of the University Center, the MUNChy Mart offers gelato, coffee, food items and snacks, cold drinks, and general necessities.

Office of Student Life

This area accommodates many of the campus clubs and student organizations including the Student Senate, University Programming Council (UPC), and Greek Life.

Post Office Mailbox

A USPS drop box is located outside the lower level of the UC near Subway.

Subway®

Located on the lower level of the University Center. Subway® offers deli sandwiches, cookies, sodas, chips and wraps.

Ticket Office

The UNC Ticket Office has tickets for all major events on campus including Athletics, Performing and Visual Arts, and Student Activities and offers online ticket purchasing for your convenience. The Ticket Office is located on the ground floor of the Campus Commons, or visit the website at www.unco.edu/tickets.

University Catering

Our catering service provides the university and the community with meals and refreshments for informal and formal events. Special menus can be designed for any event, on or off campus. To make arrangements, contact Conference and Event Services at 970-351-2558.

University of Northern Colorado Bookstore

In addition to textbooks, the bookstore sells a large selection of imprinted clothing, greeting cards, posters, school supplies, and other necessities for students. Other services include year-round book buy-back, special order books, and book information.

UNIVERSITY POLICIES

CAMPUS VIOLENCE REGULATION

Each person has the right to be in an environment free from bullying, physically injurious or endangering, discriminatory and/or harassing behavior, including sexual misconduct/sexual harassment. The following conduct is prohibited on UNC's campus:

Bullying is defined as repeated or severe conduct, either verbal or written, that has the purpose or effect of intimidating, harming or controlling another person against their will.

Physical Injury/Endangerment is defined as conduct that has the purpose or effect of causing physical injury to another person, creating a substantial risk of physical injury to another person, or placing or attempting to place another person in fear of physical injury.

Discrimination is defined as the unfavorable treatment of any individual because of their race, color, religion, sex, age, national origin, disability, sexual orientation (heterosexuality, homosexuality, bisexuality, transgender status, or another individual's perception thereof), gender identity, gender expression, or veteran status, as prohibited under provisions of federal or state law.

Harassment is defined as an unwelcome act or acts of Discrimination that is/are severe and pervasive and have the purpose and effect of creating an intimidating, hostile or offensive work or educational environment.

Sexual Misconduct/Sexual Harassment is defined as any unwelcome behavior of a sexual nature that is committed without consent and by force, intimidation, coercion or manipulation, has the purpose or effect of creating an intimidating, hostile or offensive work or educational environment.

GOLF CART USE

Some Conference/Camps utilize golf carts on campus. Golf carts are prohibited in the tunnel under 11th Avenue at all times and are not to be driven or parked on the grass at any time. Cart operators must have a current and valid driver's license and must have the license in his/her possession at all times during the operation of the golf cart. It is recommended to use designated roads and sidewalks while operating a cart. Speed limit laws must be obeyed while on campus (campus roads - 15mph and sidewalks - 5 mph). Any instance of careless, negligent, or impaired operation of a golf cart will be reviewed and investigated by UNC Police. Accidents involving golf carts must be reported immediately to UNC Police. There shall be NO standing on the golf cart while operating. Golf Carts must be operated in a safe manner or will be impounded by UNC Police. It is highly recommended that golf carts be locked to a secure place when not in use. Park carts on hard, covered surfaces such as asphalt and concrete. Never park in heavily traveled pedestrian areas. Do not block fire lanes, entrances to buildings, stairways, disability ramps, main thoroughfares, or fire suppression equipment. Violations of policy will result in the loss of privileges to utilize a golf cart on campus.

PARKING

On-campus parking is requested and included in most conference/event packages. Conference/Camp attendees are required to have a permit to park on-campus.

The campus offers many parking options for disabled guests and Conference and Event Services works closely with Parking Services to determine whether the requested area contains sufficient accessible parking spaces located along the shortest accessible route. If the area does not contain sufficient accessible parking spaces, Parking Services will add sufficient number of accessible parking spaces along the shortest accessible route to the conference location for the conference parking area.

Disability spaces in Lots I, J, and H require a state-issued disabled placard only for conference/camp registrants. These lots best service guests visiting the West Campus Residence Halls and the Recreation Center. Lot H is the most convenient lot for disabled guests visiting the Campus Recreation Center.

Each parking lot has an entrance sign which states the hours of enforcement. During non-enforcement hours a state-issued disability placard may be used to park in disability spaces.

Disabled spaces in any other lots require a state-issued disabled placard and an hourly or daily permit or (which includes the parking fees). Please contact your Conference Coordinator in advance if you have attendees with special needs. A campus parking map is available through the Conference and Event Services office or can be found online at <http://www.unco.edu/parking/parkingmap.html>.

PETS AND SERVICE ANIMALS

No pets are permitted in any UNC buildings. Other than service animals, no other animals are permitted in UNC buildings. Due to the short-term and temporary basis of stays in UNC residence halls by participants in conferences and camps held on the UNC campus, and consistent with applicable laws, no animals other than service animals are allowed in UNC residence halls. Any questions about pets or other animals in UNC buildings should be directed to UNC's Disability Support Services office at (970) 351-2289 (VP D(d)eaaf/HOH: (970) 373-5303) or disabilitysupport@unco.edu.

SIGNAGE ON CAMPUS

Any signage to be used in buildings on campus and meant to display must be approved by Conference and Event Services in advance of the conference.

EMERGENCY AND SAFETY INFORMATION

There are necessary standards of protocol that must be followed by each conference on the campus of the University of Northern Colorado. The Conference/Camp Director must instruct their staff to abide by the communication protocol. There will be a mandatory training provided for each conference and their staff prior to the start of all conferences on UNC campus.

➔ **It is absolutely necessary to communicate any emergency situation or incident to the UNC staff including the Neighborhood Coordinator and the Conference and Coordinator.**

CORONAVIRUS INFORMATION AND RESOURCES

- UNC Guidance <https://www.unco.edu/coronavirus/>

EMERGENCY RESPONSE ORDER

In all life/safety emergencies, call 970-351-2245 to reach the UNC Police Department or call 911 from any campus phone. Please report all suspected criminal activity to the UNC Police Department.

Emergency Personnel – If necessary
Residential Education Staff in building
Conference and Event Services – Conference Coordinator
Conference/Camp Director

If after normal business hours, please call numbers listed on the emergency contact sheet distributed at the Pre-Conference meeting.

Examples of when to leave messages for Residential Education Staff and Conference and Event Services so it is received by 8:00 a.m. the next morning:

- False fire alarm activated repeatedly
- Injury in the hall
- Potential call from a parent
- Unusual amount of drugs
- Strange or bizarre behavior
- Missing resident
- Protective services in facility are called

Examples of when to call the Neighborhood Coordinator on duty immediately at 970-381-1064:

- Situation involving the intimidation of a participant that violates any university policy

- Significant damage/potential damage to a facility
- Situation is or was currently life threatening
- Situation where outside respondents are called such as ambulance or fire department
- Participant attempts suicide
- Participant death
- Situation is unresolved and are unsure of what to do
- Severe weather announcements
- Participant sexual or physically assaulted on campus/domestic abuse
- Unusual power outages
- Fire in or outside the residence hall
- Situation erupts on a floor/hall that has a potential of becoming more serious
- Breakout in illness (meningitis, chicken pox, hepatitis, multiple norovirus, etc.)
- Crime committed and police were notified

Situations that meet the above criteria should be shared in the emergency response order listed below.

**Emergency Personnel – When Necessary
Residential Education Staff –
Neighborhood Coordinator
Conference Coordinator**

SAFETY AND SECURITY

The UNC Police Department (UNC PD) is on-duty or patrol 24 hours a day, 7 days a week. UNC PD can be reached by calling (970) 351-2245.

Located throughout campus are 26 Emergency Call Boxes, distinguishable by a blue light on top. The phones located in these boxes are a direct line to UNC PD. A patrol car will be dispatched immediately when UNC PD receives the call.

Please advise conference participants to walk in groups while on campus.

Individual residence hall room doors should remain locked at all times.

Any suspicious persons or actions should be reported to UNC PD immediately.

If requested, a UNC PD officer can be present at opening sessions of conferences to give a brief overview of security procedures for conference guests.

EMERGENCY 911 NON-EMERGENCY (970) 351-2245

CHEMICALS/EXPLOSIVES/FIRE WORKS

Due to the extreme physical danger to residents and the possibility of fire, fireworks, flammable material, liquids, explosives, dangerous chemicals, and/or noxious or harmful materials or liquids are strictly prohibited on University-owned property. This includes, but is not limited to pro-pane, gasoline, etc. All types of fireworks are prohibited by the City of Greeley (Greeley Municipal Uniform Fire Code 78.102). The Greeley Municipal Uniform Fire Code makes it a violation for any-one to possess, store, sell, or use any type of fireworks. Guests found to be in possession of fireworks will be subject to University disciplinary action and criminal fines or imprisonment. Activities involving the use of any chemicals, fireworks, and/or explosives will not be tolerated on university-owned property. Students found in possession of any chemicals, fireworks, or explosives will face university disciplinary action and/or criminal prosecution. Any fireworks, explosives, or chemicals found in any housing assignment are subject to immediate seizure by authorized staff members.

EVACUATION

In the event that a campus or building evacuation is required, move quickly, but in an orderly fashion to the nearest exit. **DO NOT USE ELEVATORS.**

It is campus procedure to evacuate whenever a fire alarm sounds or when directed by emergency personnel. Once outside of the building:

1. Continue to a safe distance (a minimum of 300 feet or more when directed by emergency personnel).
2. Keep clear of emergency vehicles.
3. Gather at your pre-determined safe location and try to account for all persons who were in your area. If you know of persons who are injured, trapped, or unaccounted for, report that information to emergency responders immediately.
4. Do not leave the campus without notifying your Conference Coordinator or Neighborhood Coordinator.

Emergency Evacuation for Individuals with Disabilities

Individuals with disabilities at the University of Northern Colorado (UNC) must be prepared in the event of an emergency. Prior planning of emergency evacuation procedures and practicing evacuation routes are important to assuring a safe evacuation during an emergency.

Areas of Refuge are located in some buildings. An area of refuge is a location designed to serve as a temporary designated safe area from the effects of a fire or other emergencies when evacuation may not be safe or possible. Occupants can wait there until rescued by emergency personnel. When using an Area of Refuge, an individual should contact UNC Police from a campus phone at 911 or from any other phone at (970) 351-2245.

Area of Refuge locations can be viewed on the UNC Emergency Preparedness website (<https://www.unco.edu/emergency-preparedness/emergency-plans/evacuation.aspx>).

FIRE SAFETY

Most residence hall fires are caused by careless smokers, open flame cooking equipment, candles, or overtaxed electrical systems. Toxic gases in smoke,

usually caused by burning plastic, can render a person unconscious in a few seconds. Open flame devices, including candles, cigarettes, and incense are prohibited in residence halls. For these reasons Housing & Residence Life has the following policies.

Failure to evacuate during a fire alarm or hindering the evacuation of other occupants during a fire alarm is prohibited. Severe disciplinary action, including possible dismissal from the University of Northern Colorado, may be imposed for violation of these procedures. Additionally, criminal prosecution is possible for falsely pulling a fire alarm (Colorado Revised Statutes 1973 18-8-111 (a) as amended) and for damage resulting from the unauthorized use of firefighting equipment (Colorado Revised Statutes 1973 18-4-506 as amended).

Anyone found in violation of the fire safety policy may be removed from the residence halls for the remainder of the conference.

Use of candles and/or incense in the residence halls is prohibited. Burned wicks may be evidence of use in the halls. Decorative candles must have an unburned wick or have the wick cut. For the consideration of residents with allergies, possession of incense is prohibited.

Tampering with fire equipment or disabling any part of the fire alarm system, discharging an extinguisher or registering a false alarm can endanger life and property and is prohibited at the University of Northern Colorado. This is also a federal offense and will be pursued criminally.

Failure to evacuate a building when evacuation procedures are in effect places you in severe danger. Although on occasion, there is a "false alarm", each alarm is to be treated as a real threat to the safety of our residents/occupants. Failure to evacuate a building is taken very seriously by the Department of Housing & Residential Education and UNC Police Department.

Conduct that violates federal, state, local, or campus fire policies including but not limited to causing a fire that damages UNC property and/or causes physical injury to another person, or improper use of UNC fire safety equipment, tampering with or improperly engaging a fire alarm or fire detection/control equipment while on UNC property is strictly prohibited.

Fire Evacuation/Escape

1. Don't panic, stay as calm as possible – you will need to think clearly to make the right decisions.
2. Feel the doorknob with the back of your hand, never the palm (if the door is electrically charged the muscles in your hand will react and cause you to grab it).
3. If the door is cool, lean yourself against it, and open it slowly. As you leave the room, make sure all the windows and doors are closed (not locked).
4. If there is smoke in the air, stay low and move quickly in a crouched position or crawl toward the nearest exit (the most breathable air will always be near the floor). If one exit is blocked, try the next closest exit.
5. Alert others by shouting or knocking as you make your way to the stairs.
6. Always escape via stairwells, never use elevators. As you leave, make sure all fire doors are closed.
7. Once you evacuate, stay clear of the building, follow directions of fire and police personnel, and never re-enter a burning building to save personal possessions.
8. For safety of all residents, do not interfere with staff members or emergency personnel while performing their duty.
9. Do not re-enter the building until official university staff have given you permission.

MEDICAL EMERGENCY

1. Dial University of Northern Colorado (UNC) Police from a campus phone at 911 or from any other phone at (970) 351-2245.
2. Report location (i.e. Building, Room Number, etc.) of person needing assistance.
3. State that you have a medical emergency and whether or not an ambulance is needed. The call will be transferred to the responding agency. Be prepared to give a basic description of the nature of the injury or illness.
4. If trained, begin first aid. Do not move the ill/injured person unless failure to do so would cause further injury and it is safe to do so.
5. If available, send someone to direct the emergency responders to the location of the medical emergency.

WEATHER / OUTDOORS

Average summer temperatures in Greeley are highs of 89°F and lows of 59°F. Summer rain showers and lightning storms are not uncommon.

Flood

During periods of heavy rain and flooding:

1. Be cautious of low-lying areas that may have flash flood conditions.
2. Report flooding on or near campus to UNC Police at (970) 351-2245.

Hail

1. Seek protective shelter immediately.
2. Remain indoors or under protective shelter until hail has stopped.

Heat Exposure

Many individuals are exposed to heat while outdoors or in hot indoor environments. Operations involving high air temperatures, high humidity, or strenuous physical activities have a high potential for causing heat-related illness. Important ways to reduce heat exposure and the risk of heat-related illness may include: being in a cool environment (such as air conditioning), be sure to take proper rest cycles, and drink water often. It is important to take proper first aid measures if symptoms of a heat-related illness occur.

Lightning

Lightning strikes are very common in the Front Range. Designate a responsible person to monitor lightning activity during any outdoor event. During thunderstorms avoid:

- High places and open fields, isolated trees, unprotected gazebos, rain or picnic shelters, baseball dugouts, communications towers, flagpoles, light poles, bleachers (metal or wood), metal fences, convertibles, golf carts, water (ocean, lakes, swimming pools, rivers, etc.).
- Using wired telephones, taking a shower, washing your hands, doing dishes, or any contact with conductive surfaces with exposure to the outside such as metal door or window frames, electrical wiring, telephone wiring, cable TV wiring, plumbing, etc.

If you hear thunder, begin preparation for evacuation. If you see lightning, consider suspending activities and heading to the designated safer locations. An important thing to remember: Sometimes lightning storms can develop overhead. This means that the first lightning strike from the cloud might be in your immediate location.

Your Conference Coordinator can provide additional information for lightening protocols for summer conferences.

Mosquito Prevention

Individuals are reminded to take precautions during the summer season, such as wearing some form of insect repellent, to avoid mosquito bites when outdoors. In addition to wearing some form of insect repellent, additional precautions include:

1. Dusk and Dawn are when mosquitoes are most active, limit outdoor activities during these times or take precautions.
2. Dress in long sleeves and pants during dawn and dusk or when in areas where mosquitoes are active.

Tornados and Severe Weather

Do not assume it is safe if a weather alert (“watch” or “warning”) has not been issued as tornados or other severe weather can occur at any time. You may be at risk and should prepare to take cover anytime severe weather threatens. Severe weather notification may be given over the University of Northern Colorado (UNC) emergency mass notification system. If severe weather occurs in the area:

1. Do not use the general building alarm to signal a tornado alert
2. If indoors, go to a Tornado Staging Area or take cover under a desk or table.
3. Avoid auditoriums, gymnasiums (large open spaces) and window areas.
4. Do not leave campus in your vehicle or on foot during a warning. If you are in your car or outdoors, enter the nearest building. If you cannot make it to a building, find a ditch or depression in the ground to lie in. Cover your head with your arms. Do not remain in your car!