**CONFERENCE SERVICES – TERMS & CONDITIONS**

Terms and Conditions

By making a reservation and staying with us, you are agreeing to the following terms and conditions of use.

**1. Our Property**

We are a university campus with a wide range of accommodation options and price points including traditional residences, suite style rooms, small apartments and hotel style living. We are centrally located in the city of Corner Brook, close to local transportation, shopping, hiking and other activities.

**2. Hours of Operations**

The Conference Services office is open 7:00am to 11:00pm. For after hour assistance, please go to the Campus Enforcement Office in the main Arts and Science atrium.

**3. Prices and Taxes**

Our prices as advertised are subject to 15% HST (Provincial and National taxes). Taxes are subject to change without notice.

**4. Payment and Confirmation**

Payment is due at time of booking, you should receive an immediate booking confirmation and receipt by email.

**5. Arrival and Departure**

Check in time is 3 p.m. and guests must vacate room by 11 a.m. on the day of departure. Later check-outs may be possible depending on our occupancy. Please check with the front desk if you require a later check-out time. We can store your luggage at the front desk for early arrivals and late departures.

**6. Quiet Hours**

During your stay, please limit noise between 11 p.m. and 7 a.m. Conference groups and sport teams are asked to please consider the comfort and enjoyment of our other guests and students staying on campus.

**7. Parking**

A parking permit is required. The fee is $3 per night.  Permits are available at check-in.  Parking is at own risk.

**8. Minors**

Children remain the responsibility of the parent or guardian at all times; guests under 18 must be accompanied by an adult.

**9. Alcohol and Smoking on Campus**

Grenfell Campus is a smoke free environment. Alcohol consumption is permitted only within the confines of apartments and residence rooms. Please refrain from consuming alcohol in all public areas.

**10. Your Stay**

We will endeavor to ensure that your stay is as comfortable as possible. For example every effort will be made to locate groups and travelling companions in adjacent rooms (although this may not always be possible). If you have a query or complaint it should be directed to EMAIL

**11. Linens**

All towels and bed linen are supplied. Daily housekeeping is not available within each guest room however linens may be exchanged at the front desk. When possible, please help us help the environment and hang your towels to dry between uses.  Extra blankets and pillows are available upon request and availability.

**12. Coffee**

Coffee is available for free for guests only in the front desk area.

**13. Special Requirements and Fully Accessible Rooms**

Limited accommodations are available for guests with special requirements. Please indicate your needs when booking. Every effort will be made to accommodate any requests.

**14. Animals**

Pets of any kinds are not allowed on premises with the exception of service animals.

**15. Information Booklet**

A Conference Services Guest Information booklet is located in your room or in the residence lounges. If you have any questions or concerns that are not addressed in that booklet, please do not hesitate to contact our office for assistance: 637-4799.

**16. Making a phone call**

When making a phone call, you need to dial #9 before dialing the number. Long distance calls can be made from your room. You must have a calling card or the ability to make a collect call in order to avail of this service. To make a long distance call, dial 9 on the phone and then dial 1-800-555-1111. A Bell Aliant representative will then assist you with your call.

**17. Fire Regulations and Health and Safety**

Guests are required to comply with, all fire regulations, evacuation procedures and health and safety requirements and other laws governing the use of the facilities. Evacuation procedures are posted on the back of each guest room door and at the end of each hallway. Please familiarize yourself with these procedures. Any malicious activation of, or tampering with, fire alarms or safety systems will result in a penalty being incurred.

**18. Emergency or Medical Situation**

Grenfell Campus has its own Campus Enforcement staff who respond to emergencies on campus. To report a campus emergency or medical situation, please contact our Campus Enforcement staff. Please call **637-2888** for an emergency. For any other (non-emergency) campus issues, please call **637-6200 Ex. 6210.**

**19. Missing Items**

If you leave an item in your room or lose an item elsewhere on Grenfell Campus, please contact us at conferenceservices@grenfell.mun.ca to try to locate it. Please note that, while we will do everything to help, we cannot be held responsible for lost items. All guests are responsible for their personal belongings while staying on campus.

**20. Damage or Theft**

As the individual making the booking, you are responsible for every person whom you are booking on behalf of. If, at any time during your stay or visit, or subsequent to departure, there is discovered damage to or theft attributable to you, you will be liable for the costs of repair or replacement.

**21. Keys**

Our residences are locked 24/7 and access is gained through the use of keys which must be returned upon check-out.  There is a green key drop box located in the porch of the main office if the office is closed. There is a $85.00 (plus tax) replacement charge for each lost key. Conference Coordinators are encouraged to communicate with all their members to ensure keys are returned upon check-out.

**22. Cancellation Policy**

Cancellations without fee are accepted up to 24 hours in advance of your scheduled arrival. One night rental fee will apply if you do not cancel within 24 hours. Different rules may apply for group reservations.

**23. Environmental Responsibility**

We recognize that we have local as well as international environmental impact and we are committed to complying with all local, provincial and national environmental legislation, and our goal is to successfully implement environmental “best practices” in our venues, accommodations, operations and activities. Some of our initiatives include:

* Recycling program (paper, cardboard, batteries, refundable beverage containers)
* Towel exchange program
* Biodegradable amenities for guests
* Biodegradable cleaning products
* Water conservation (low flow plumbing fixtures)
* Hazardous waste and appliance disposed at local agencies for safe disposal
* Promotion of green transportation (indoor and outdoor bike storage)
* Water efficient landscaping