

FAQ's Summer accommodations – Memorial University

WHAT TYPE OF ACCOMMODATIONS IS AVAILABLE AND WHAT'S IN THE ROOM? A single room is comprised of one twin bed. A double room is comprised of two twin beds. Rooms have a desk, chair and a closet with drawers. **Bedding, towels, face cloth and soap are provided.** There is no telephone or TV in the bedrooms.

HOW AM I SUPPOSED TO PAY FOR MY ROOM? You are required to complete a request for accommodations form www.mun.ca/hfcs/conference/ Click on Summer Accommodations and Casual Accommodations Form under 'How To Book A Room". You have to enter your credit card information on this form and mail or fax it to us. We will not process your payment until a week or two prior to your arrival.

WHERE DO I GO TO ACCESS MY ROOM? No matter how you arrive in St. John's you have to come to Hatcher House (refer to **Map of the Campus** www.mun.ca . Choose Quick Links and then Campus Maps) at the University to register for your accommodations. The booth is accessible 24 hours a day. The University is close to St. John's Airport and a taxi will cost about \$18.00.

WHAT IS YOUR POLICY ON LOST KEYS? Keys must be returned to the reservations booth in Hatcher prior to your departure. **NOTE:** Failure to do so will result in a \$100.00 charge on your credit card.

WHAT TIME CAN I CHECK-IN? Check-in time is after 3:00pm. We are flexible.

WHAT TIME DO I HAVE TO LEAVE? Check-out time is by 11:00am. We are flexible.

AM I ALLOWED TO BRING MY PET? NO pets allowed under any circumstances.

CAN I HAVE MY OWN PRIVATE WASHROOM? Unfortunately, no. There are two common washrooms on each floor – one female and one male.

WHERE IS THE NEAREST LAUNDROMAT? There is a laundry room in each residence accessible 24 hours a day. You have to purchase a swipe card to use the washers and dryers.

HOW SECURE ARE THE RESIDENCES? The residence buildings are locked twenty-four hours a day. Only those with keys to the residence to which you are assigned have access. Do not prop any of the external doors open for any reason.

I'M BRINGING MY CAR. WHERE CAN I PARK? A parking permit is required for those with private vehicles. Permits are available at the conference reservations booth in Hatcher House for a nominal fee of \$4.00/day.

IS THERE A TELEPHONE AVAILABLE IN THE RESIDENCE? Pay telephone is located in most residences

I HAVE A LAPTOP. AM I ABLE TO GET ACCESS TO THE INTERNET TO CHECK MY E-MAIL? Guests can apply for temporary access to the wireless local area network. Check at the reservations desk upon arrival for additional information.

WHAT IS YOUR POLICY ON ALCOHOL AND HOW OLD DO YOU HAVE TO BE TO PURCHASE ALCOHOL IN NEWFOUNDLAN? Alcohol is permitted for personal consumption in bedrooms only. Individuals must be at least **nineteen years of age** to purchase and consume alcohol in the province of Newfoundland and Labrador. Beer must be purchased in cans only. No beer bottles permitted.

WHAT IF I SMOKE? The campus of Memorial University of Newfoundland is smoke free. Smoking is not permitted in the bedrooms or any other part of the residences

AM I ABLE TO PREPARE MY OWN FOOD? No, there are no kitchen facilities available to guests.

I'M STAYING FOR A MONTH. HOW WOULD A PERSON BE ABLE TO SEND ME A LETTER? All mail for guests **MUST** be addressed "C/O Conference Services". Mail will be **returned to sender** if it does not have "C/O Conference Services" in the address. The mailing address for guests is:

John/Jane Doe
C/O Conference Services
Hatcher House
Memorial University
St. John's, NL
Canada A1B 3P7

WHERE DO I GET SOMETHING TO EAT? There are no regular food services available in the residence complex unless you are part of a group and the group has requested food services through the university caterer. There are a number of cafeterias on campus. Additionally, the University Centre has several fast food outlets and is within a few minutes walk of the residences. Churchill Square is a five minute walk from the residence complex and contains a supermarket, Tim Horton's, pizza shop, fast food outlets, drug store, etc. If you are looking for something more sophisticated ask our student conference staff at the reservations booth.

For other food services questions please contact Chartwells in room 317 Hatcher House or call (709) 737-8125. E-mail: munchartwells@compass-canada.com . Chartwells provides food services; NOT Conference Services. Please direct all food services inquiries to Chartwells.

HOW DO I CONTACT YOU? Reservations booth May 18 - late August: (709) 864-7933
Late August to April 30: (709) 864-7657
Fax (any time) (709) 864-6705
E-Mail:(any time) conferences@mun.ca

WHAT IF I NEED TO SEND YOU SOMETHING IN THE MAIL?

Mailing address:

Conference Services
316C Hatcher House
Memorial University
St. John's, NL Canada A1B 3P7

Conference Services website: www.mun.ca/hfcs/conference/

Thank you for choosing Memorial University of Newfoundland as your choice for accommodations. Let us know if there is anything we can do to make your stay more enjoyable.