CSULB
HOUSING & RESIDENTIAL LIFE
SUMMER CONFERENCE GUIDE

SUMMER 2020
An informational guide to CSU Long Beach Conference Services

Housing & Residential Life
Conference Services
562.985.1601
SummerConferences@csulb.edu

Updated 01/10/2020
General Information

Thank you for your interest in booking your conference with California State University, Long Beach. We provide comfortable and convenient accommodations, meeting spaces, and dining services from early June through early August.

Residence Halls

CSU Long Beach Housing provides approximately 2,500 bed-spaces in our residence halls as well as dining services. All rooms are double occupancy and includes two beds, a micro-fridge, two dressers, two desks/chairs, and WiFi.

<table>
<thead>
<tr>
<th>RESIDENTIAL</th>
<th>BEDSPACES</th>
</tr>
</thead>
<tbody>
<tr>
<td>HILLSIDE</td>
<td>1016</td>
</tr>
<tr>
<td>PARKSIDE</td>
<td>1008</td>
</tr>
<tr>
<td>BEACHSIDE (off-campus)</td>
<td>572</td>
</tr>
</tbody>
</table>

Rates

We offer double and single room accommodations at the following rates:

- **Double Occupancy**: $71.00 per person
- **Single Occupancy**: $96.00 per person

Rates include 3 meals per night (i.e. if the first meal is dinner, last meal is lunch).

Rates will not be adjusted for uneaten meals.

For a virtual tour of our rooms and facilities, please visit our website.

web.csulb.edu/divisions/students/housing/campus_housing/tours/
General Information

Service Centers
Each college has a central service center operated by student staff. Service Center staff assists with check-in and check-out process, lost keys, lockouts, and other related services. Service Center staff also conduct room condition reports before and after each stay.

<table>
<thead>
<tr>
<th>SERVICE CENTER INFORMATION</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HILLSIDE</td>
<td>562.985.5161</td>
<td>8:00am - 10:00pm</td>
<td>5851 Beach Dr, Long Beach, CA 90815</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARKSIDE</td>
<td>562.985.4990</td>
<td>8:00am - 10:00pm</td>
<td>1601 Earl Warren Dr, Long Beach, CA 90815</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BEACHSIDE</td>
<td>562.985.3032</td>
<td>*Varies</td>
<td>4835 Pacific Coast Hwy, Long Beach, CA 90804</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

After Hours
Our staff are on-call after service center hours. If assistance is needed, please call our duty phones.

<table>
<thead>
<tr>
<th>On-Call Duty Phone #s</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HILLSIDE</td>
<td>562.340.9300 / 562.340.9307</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARKSIDE</td>
<td>562.340.9306 / 562.340.9303</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BEACHSIDE</td>
<td>TBD</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For non-emergencies, contact UNIVERSITY POLICE at 562.985.4101
For EMERGENCIES, call 911

Linen Service
- Bed linens, blankets, and a pillow are provided.
  - Towels are not provided.
- Beds are made at check-in.
- Linen exchange services are provided on Wednesdays from 12:30pm - 2:30pm.

Laundry Cards
Laundry machines are available for use at each residence hall by using a laundry card. Laundry cards can be purchased and reloaded at the Parkside Service Center kiosk. Cash and debit/credit cards are accepted.
- 1 Wash Cycle is $1.00
- 1 Dryer Cycle is $0.50
General Information

Room Key Cards

- Each guest will receive a key card upon check-in which must be returned at check-out.
- Key cards allow guests to access their building and individual room.
- Guests are required to keep building and room doors closed at all times.

Important Notes

- Switching rooms is not permitted without prior approval from staff.
- Replacement fee for a lost key card is $25 regardless if found later.
- At the conclusion of your conference, each guest must check-out and return their key card individually to the Service Center. Failure to do so will result in an improper vacate fee of $15 plus $25 for a lost key (if applicable).

Dining Hall Services

- Room key cards are used for dining hall access.
- All you can eat with 1-entry (no in and out privilege).
- Sack lunches may be arranged in advanced.
  Details will be finalized during pre-call.
- Backpacks, purses, or bags are not permitted in dining halls.

Commuters and Guests

- Commuters/guests can purchase dining hall access by cash or debit/credit card.
- A commuter meal card can be arranged with Conference Services to swipe in commuters/guests. Charges will be applied on final statement of charges.

<table>
<thead>
<tr>
<th></th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>HILLSIDE</td>
<td>7:00am - 8:30am</td>
<td>11:30am - 1:30pm</td>
<td>5:00pm - 7:00pm</td>
</tr>
<tr>
<td>PARKSIDE</td>
<td>7:00am - 8:30am</td>
<td>11:30am - 1:30pm</td>
<td>5:00pm - 7:00pm</td>
</tr>
<tr>
<td>BEACHSIDE</td>
<td>Varies</td>
<td>Varies</td>
<td>Varies</td>
</tr>
<tr>
<td>Commuter, Guest Rates</td>
<td>$ 6.45</td>
<td>$ 7.85</td>
<td>$ 9.30</td>
</tr>
</tbody>
</table>
PARKING

- Parking is enforced 24 hrs a day, 7 days a week including holidays.
- Requests for physical permits must be made 10 days in advance of arrival.
- Unused physical permits cannot be refunded.
- Conference Services is not responsible for citations or lost/stolen permits.

Parking Permit Rates (Purchased through Conference Services)

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Rate</th>
<th>Includes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit 1-Day</td>
<td>$10</td>
<td>Overnight</td>
</tr>
<tr>
<td>Monthly Permit</td>
<td>$32</td>
<td>Includes overnight &amp; limited within duration of stay</td>
</tr>
</tbody>
</table>

* Parking overnight is only allowed in designated lots: R1, R2, R3, G2, G9
* 1-Day permits can be purchased from parking kiosks but does not include overnight

CLASSROOMS & MEETING SPACES

All spaces must be requested in advance and is provided based on availability. Coordination and inquiries must be made through Conference Services prior to arrival.

ACADEMIC CLASSROOMS

<table>
<thead>
<tr>
<th>Rates per hour</th>
<th>Classrooms</th>
<th>$20</th>
<th>Under 50 people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture Halls</td>
<td>$30</td>
<td>Over 50 people</td>
<td></td>
</tr>
</tbody>
</table>

RESIDENCE HALL SPACES

<table>
<thead>
<tr>
<th>Rates 6-hr Rental</th>
<th>Los Alamitos Lawn</th>
<th>$300</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Alamitos Lounge</td>
<td>$300</td>
<td></td>
</tr>
<tr>
<td>Los Cerritos Classroom</td>
<td>$300</td>
<td></td>
</tr>
</tbody>
</table>

Tables and/or chairs at additional cost.

THE POINTE CONFERENCE CENTER

Please contact Conference Services to check availability.

<table>
<thead>
<tr>
<th>Rooms</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summit</td>
<td>60 Lecture / 40 Banquet</td>
</tr>
<tr>
<td>Pacific Sunset</td>
<td>300 Lecture / 192 Banquet</td>
</tr>
</tbody>
</table>

For more information and rates, please visit our website:

web.csulb.edu/divisions/students/housing/conference_services
Conference Services agreements are issued based on the assumption that all program participants, regardless of age, will abide by University & Housing guidelines and are expected to display appropriate behavior at all times.

The University reserves the right to terminate housing for participants and/or conference groups should they violate regulations and/or federal or state laws. Refunds will not be provided for early departures as a result.

**Alcohol, Smoking, Drugs**

- The possession or consumption of alcoholic beverages or controlled substances is prohibited anywhere in or around residence halls.
- The University is a smoke free, tobacco free campus. All forms of tobacco use, including e-cigarettes and smokeless tobacco, are prohibited on University grounds.

**Insurance**

- A Certificate of Insurance (COI) with an underwriter's additional insured endorsement, is required for review and approval from the University's Risk Management Department.
- Any hired 3rd party vendors/contractors/caterers will require prior approval from Conference Services and will need to submit a COI with endorsement for approval.
- For groups involving minors (under 18 years of age)
  - Will require $1,000,000 per occurrence of Abuse & Molestation in COI
  - Policies for appropriate conduct must be in place
  - Appropriate chaperone to minor ratio must be maintained
  - Screening of employees/volunteers must be utilized as necessary
- Insurance can be purchased through the University's Risk Management Department.
Residence & Dining Halls

- Amplified sound systems may not be used except by prior approval and arrangement.
- Furnishings should not be moved from their original locations. This includes furniture, trash bins, mattresses, tables, etc.
- Nothing should be fastened, pinned, or hung to interior or exterior walls.
- Residence halls and commons spaces are to be left in good condition. Any damages will be charged to the group in the final statement of charges.
- Excessive trash will result in additional fees.
- Groups are responsible for supervising their participants, including in the dining hall.
- Backpacks, purses, bags, etc. are not permitted in dining halls.
- Plates, silverware, cups, etc. must be returned to "Dish Return".
- To-go food and/or beverages are not permitted in dining halls.
- It is illegal to tamper with fire alarms and will result in fees if tampered with.
- Candles, fireworks, explosives, pyrotechnics, and all weapons are not permitted.
Numbers & Penalties

Estimated, Guaranteed, and Actual numbers will determine how charges are calculated at the completion of the Program.

Estimated numbers are confirmed at the execution of signed agreement
Guaranteed numbers to be confirmed in writing 30 days prior to program start date
Actual numbers are counted and finalized at the end of the conference stay

* Your program will be charged on either the guaranteed or actual number, whichever is higher
* Failure to provide guaranteed numbers will result in being billed

Penalties will be incurred if there is an attendance reduction of more than 10%.
(Excludes groups under 50 people, deemed at estimated number)

<table>
<thead>
<tr>
<th>Estimated attendance</th>
<th>Example 1</th>
<th>Example 2</th>
<th>Example 3</th>
<th>Example 4</th>
<th>Example 5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>45</td>
</tr>
<tr>
<td>Guaranteed number</td>
<td>90</td>
<td>not provided</td>
<td>90</td>
<td>60</td>
<td>30</td>
</tr>
<tr>
<td>Actual number</td>
<td>80</td>
<td>80</td>
<td>110</td>
<td>50</td>
<td>25</td>
</tr>
<tr>
<td>Amount Billed</td>
<td>90</td>
<td>100</td>
<td>110</td>
<td>60 + fee</td>
<td>30</td>
</tr>
</tbody>
</table>

Additional Charges

Possible additional charges and estimates are not limited to what is shown below. Charges may vary on severity and discretion of Conference Services.

Lost Room Key $ 25.00
Lost Master Key (varies) $ 3k - 50k
Improper Vacate $ 15.00
Custodial Clean-Up Fee $ 25.00 min
Excessive trash, removal/misplacement of furniture, mattresses, micro-fridge, etc.
Window Screen/Tag Removal $ 50.00
General Damages $ 50.00 min
Carpet, paint, wall, door, window, micro-fridge, restroom, furniture, mattress, etc.
Fire Equipment Tampering $ 250.00 min
Smoke detector, alarms, extinguishers, etc.
Smoking Clean-Up Damage $ 250.00 min

Any damages found in rooms, residence halls, and/or public spaces during and/or after the group vacates will incur fees reflected in the final statement.
To begin inquiry process please contact Renee McDonald (562.985.1601 or SummerConferences@csulb.edu) for availability. Once approved, further instructions will be given to complete a formal request.

The formal request will require the following information:

- General and Contact Information
- Event dates
- Dining Accomodations
- Estimated numbers (staff and participants)
- Meeting spaces / classrooms
- Parking / Insurance / etc

**Once completed, the timeline below serves as a reference guide**

**3 - 6 MONTHS IN ADVANCE**

After a formal inquiry has been submitted, a contract will be sent via email utilizing DocuSign.

- **Submit signed contract agreement**
  - Due within 14 days of receipt

- **Submit Deposit**
  - Due 14 days after submitted contract
  - The deposit is based on $20 per person per night

- **Submit Insurance Certificate and Endorsement**
1 MONTH IN ADVANCE

- **Guaranteed Numbers Due** - Reflecting increase, decrease, or no change submitted by writing. This secures rooms requested and provides the final opportunity for adjustments without penalty. Failure to submit guaranteed numbers will result in the use of estimated numbers provided at time of inquiry.

- **Full Contracted Balance Due**
- Finalize Classroom and Meeting Spaces requests (if applicable).

*A blank Rooming List will be sent to the conference coordinator during this time.*

2 WEEKS IN ADVANCE

- Finalize Parking Permit requests
- Submit final Rooming List - room assignments, check-in/out dates, and any early arrivals or late departures

*A Conference Services Staff member will contact the event coordinator during this time to confirm details (check-in/out times, dining numbers, boxed lunches, etc) and to schedule a pre/post-inspection of rooms prior to check-in if desired.*

CHECK-IN

- Arrive and check-in at service center
  - Each participant is required to check-in and initial for their own room key.
- Pick-Up conference items (master keys, commuter meal cards, permits)

CHECK-OUT

- Check-out at Service Center
  - Each participant is required to check-out and return their key. Failure to do so will result in Improper Check-Out / Lost Key Fees.
- Return conference items (master keys, commuter meal cards).
- Conduct post-inspection of rooms with staff if desired.

*Please call 562.985.1601 if you have any questions*