

Hello from the Events and Conferences Office!

We're so happy to welcome you to Hope College in a few short weeks and hope that planning for your conference is going well. Included in this document you will find a number of forms that will help you plan for your conference and give the Events and Conferences staff a good idea of what to expect upon your arrival. **We need you to read, fill out, sign, and send back all the forms in this packet by 14 days prior to your arrival on campus**, and any earlier is always appreciated! Just as a reminder for the timetable of things, we've attached the conference checklist you received with your contract. The forms included in this packet that need to be sent back are:



Guaranteed Participant Form:

This guarantee is binding and will be the number used for billing purposes for the first night of lodging on campus, the first three meals, and the first day of the administrative fee, unless the actual count exceeds the guarantee. Once on campus the client will have the opportunity to provide a final, more accurate count for billing purposes. This will be your signed guarantee for the remainder of your stay on campus, and please note that if the Guaranteed Participant Form is not submitted 14 days prior a late fee of \$300.00 will be assessed.

Hope College Policies and Procedures:

Please read, initial, and return this document to the Events and Conferences Office 14 days prior to your arrival. Please share this information with all conference participants before your arrival on campus.

Dow Health and Physical Education Center Policies:

Please read, initial, and return this document to the Events and Conferences Office 14 days prior to your arrival. Please share this information with all conference participants before your arrival on campus.

If you have any question, please don't hesitate to contact the ECO Manager assigned to your conference by calling (616)395-7222 or their direct dial. Happy planning and we look forward to hearing from you shortly!

Sincerely,

The Events and Conferences Office Staff

Group Name: _____

Contact Name: _____

Conference Start Date: _____

Conference End Date: _____



Guaranteed Participant Form: Lodging

Staff Check-In Date: _____ **Time:** _____
 (Date and time conference staff plans to pickup keys)

Staff Check-Out Date: _____ **Time:** _____
 (Date and time conference staff plans to dropoff keys)

Number of Access Cards Needed: _____ (Lodging facilities are locked 24/7)

Please indicate the number of guests staying in Singles, Doubles, or Triples each night. Continue on back if needed. Make sure to include any extra rooms you would like prepared.

Date	Guests in Singles	Guests in Doubles	Guests in Triples	Children with Parents

Extra Rooms Needed: _____

***** Please Note:**

The lodging counts you have filled in above will be the number your group will be charged for the first night while on campus, or the actual, whichever is greater. Please send this form in with your filled in Housing Charts. Any additional rooms will be prepared at an additional cost and are subject to availability.



Guaranteed Participant Form: Meals

First Meal: _____ Day & Date of first Meal: _____
 (Breakfast, Lunch or Dinner)

Last Meal: _____ Day & Date of first Meal: _____
 (Breakfast, Lunch or Dinner)

Meal Count <small>(This is the minimum number of guests client will be charged for)</small>	Adult	Ages 5 – 11 <small>(Children 5 – 11 are half price if attending with parents)</small>	Ages 0 – 4 <small>(Children 0-4 eat free if attending with parents)</small>
Breakfast Count:			
Lunch Count:			
Dinner Count:			

Please list any meals you will not be eating in the cafeteria.

Number of Meal Cards needed: _____

*****Please Note:**

The meal counts you have filled in above will be the number of meals your group will be charged for the first *three* meals while on campus, or the actual, whichever is greater.

Meal	Serving Time	Price
Breakfast	7 am – 8 am	\$ 6.60
Lunch	12 pm – 1 pm	\$ 8.10*
Dinner	5 pm – 6 pm	\$ 9.95*

Guests are welcome to stay later than “Serving Time” to finish their meals.

* Sunday Price for Lunch is \$ 9.95 and Sunday Price for Dinner is \$8.10*

Guaranteed Participant Form: Administrative Fee

Please indicate the number of participants on campus during your stay. This number should include both commuters and those participants staying on campus.

Date	Number of Adults	Number of Children Ages 5 - 11	Number of Children Under 5	Total Number of Participants

***** Please Note:**

The Administrative Fee covers the safety and security of our guests, admission to the Dow Physical Education Center, parking, and use of meeting space(s) on campus. Children aged 5 – 11, who are attending the conference with their parents, are charged the price listed below. Children aged 5 – 11 who are full participants in the conference, unaccompanied by parents, are charged the adult rate.

Guest	Administrative Fee
Adults	\$ 4.85
Ages 5 - 11	\$ 2.43
Under 5	Free

By signing this document, I have read the contract and addendum, and agree to the provisions indicated there. I certify that I am authorized to commit funds from my organization for these charges, as they pertain to lodging, meals, and the administrative fee.

Name

Date

Hope College Policies & Procedures:

Failure to abide by the following rules may result in removal of the camper(s) or conferee(s) from the camp or conference at their own or parents' expense.

AIRPORT TRANSPORTATION

Shuttle vans and buses are available from Gerald R. Ford International Airport. The conference planner must make reservations for the shuttle service in advance by calling the Events and Conferences Office.

ALCOHOL/DRUGS

Hope College, an institution affiliated with the Reformed Church in America, upholds the state and the municipal laws concerning drinking and drug use and in addition, by custom and conviction does not allow the consumption of alcohol, use of illegal drugs, or any other activity which the College deems inconsistent with its mission, in campus buildings and facilities or on its properties.

ASSAULT/ ABUSE/ PHYSICAL HARRASSMENT

No person or group shall physically assault any member of the faculty, college or camp staff, or camper or conferee. Any action, such as assault, physical harassment or abuse or demonstrating a lack of respect for the dignity of the person is prohibited and may result in the removal of the offender from campus.

AUDIO VISUAL EQUIPMENT

Most classrooms are equipped with standard audio-visual equipment. Additional equipment is subject to availability and may have an additional fee. Please see Attachment A in the conference contract for equipment rates.

BILLING AND PAYMENT

An invoice will be sent to the Client within 60 days from the end date. Interest at a rate of 18% per annum will be charged on the unpaid balance after 30 days from the invoice date. Any discrepancies in the invoice shall be reported to the Events and Conferences Office within 30 days of the final invoice.

BUSES & VANS

Buses and vans are available upon request. Advance reservations are requested and may be made by calling the Events and Conferences Office. Please see Attachment A in the conference contract for rates.

CAMPUS SAFETY & SECURITY

Open 24 hours a day. Call 911 to report Emergencies Only. Campus Safety will contact the proper city authorities and will come to your aid. For non-emergencies call (616) 395-7000. Officers are trained and prepared to assist in situations including emergencies, first aid, stranded motorists and room let-ins. For an escort by an Officer, call (616) 395-7000 or using a campus phone, dial 0. A Security Officer will be happy to escort you to your on-campus destination.

CANDLES

All candles, with or without wicks, burned or unburned, are strictly prohibited in campus residence halls. Candles are permitted in designated areas on campus for worship or dining purposes only. Your group must secure permission from the Events and Conferences Office to have candles on campus.

CATERING

See Food Services.

CONFERENCE REGISTRATION

Registration is handled by the conference itself. The Events and Conferences Office will provide all the keys, access cards, and meal cards for the group and assist with the process when needed.

CONFIRMATION DATES

A preliminary count for your food and lodging is requested 14 days prior to your group's arrival and are indicated on the Guaranteed Participant Form. Final on-site guaranteed numbers for lodging and food are required twenty-four (24) hours after arrival. The college does not guarantee availability of facilities, food, or lodging in excess of 100% of said guaranteed numbers.

CONTRACTS

Your group will receive a contract outlining charges, billing and policy information. This is a legally binding document so please read this contract carefully prior to signing and returning it to the Events and Conferences Office.

COOKING

While each residence hall has a kitchen, it is not available for guests to cook in. No food may be brought onto campus for guest use. There is a refrigerator that may be used for storing medication.

DAMAGES

Visiting groups will be responsible for restitution of all damages to college property inflicted by their group. Both willful and accidental damages will be assessed and brought to the attention of the Events and Conferences Office. The Event and Conference Coordinator will report information concerning location, approximate time and participants in any damage when possible, as well as actual repair/replacement costs. The college reserves the right to enter any room for the purpose of inspection, repair or emergency. The college may also reassign residents within a residence hall after timely notification, in order to accomplish necessary repairs.

DEPOSITS

The Organization shall pay the college a deposit to confirm the initial reservation, due upon return of signed contract. This deposit is refundable up to 60 days before conference and is not refundable after that time.

EARLY ARRIVALS AND EXTENDED STAYS

Participants who need to arrive early or stay past the conference/event time may make arrangements through the Events and Conferences Office. They will be allowed to stay if space permits. The Events and Conferences Office will make the arrangements and communicate costs, availability, and other pertinent information. The conference will be responsible for including these dates on the liability insurance policy.

ELECTRICAL APPLIANCES

No electrical appliances with exposed heating elements are permitted in College residence facilities. A short list of approved appliances is stated below. All appliances must be in good working order and U.L. approved. If appliances are in poor condition or being irresponsibly used, they will be removed or repairs requested immediately. Most household appliances, including microwave ovens, may not be used in student rooms because of fire hazards related to electrical drain or overload. Appliances using significant amounts of power or a large number of appliances in a student room must be approved by the Director of Campus Safety. Refrigerators of more than five cubic feet are prohibited.

Authorized

UL Approved iron
Hot Pot
Hair Dryer
Curling Iron
Clothes Steamer
Halogen Desk Lamps
Coffee Pot
Hot Air Popcorn Popper

Unauthorized

Microwave
Toaster
Space Heater
Halogen Floor Lamps
Toaster Ovens
George Foreman-type grills

INTERNET ACCESS

High-speed Internet connections are available in each guest room of the Haworth Inn, as well as all residence halls on campus. There is wireless access in all of the academic buildings on campus, as well as the Kletz in the DeWitt Cultural Center, the VanWylen Library, and a number of residence halls, with the hopes of completion of all residence halls to wireless access by the end of Summer 2011.

THE ADMINISTRATIVE FEE

Each group using our campus is assessed an Administrative Fee. The fee covers the use of campus classrooms, parking, technology, basic set-ups, security/emergency response, and coordination/monitoring of your event. It does not cover the cost of special arrangements or set-ups. The Administrative Fee does not cover the rental of the Knickerbocker Theatre, the DeVos Field house, the Van Andel Soccer Stadium or the Dow Health & Physical Education Center. There are additional charges for the use of these facilities.

FIRE SAFETY

No conferee will tamper with any fire safety equipment. The ignition of flammable substance on college property is prohibited. If a fire does occur please sound the alarm, leave the building, and call Campus Safety by dialing 911.

FIREARMS/WEAPONS

The carrying or possession of any type of weapon or firearm on the premises of Hope College is strictly prohibited. This prohibition includes those persons licensed to carry concealed firearms. For purposes of this policy, the premises of Hope College are defined as any property, building, or portion of a building or property that Hope owns or occupies, whether on a temporary or permanent basis, and any off-site premises where Hope is conducting any activity sponsored by Hope. This includes but is not limited to all parking lots, sidewalks and walkways. Any person violating this policy will be required to leave Hope's premises immediately.

FOOD SERVICES

Hope College Dining Services is our exclusive food service provider. No other food, donated, catered or purchased by the group, may be brought onto campus for group use. Breakfast, Lunch and Dinner may be purchased 'through the line' in our dining hall or catered according to your needs. The Event and Conference Coordinator can help you plan for your dining needs. Please let us know if your group has special dietary needs. Snacks and coffee breaks may be arranged through Hope College Catering Department. A variety of hot and cold drinks, cookies and snacks are available to meet the needs of your group. The Kletz is located in the lower level of the Dewitt Center. You can purchase sandwiches, hot entrees, salads and other a la carte items from the Kletz, Monday through Friday.

HANDICAPPED ACCESSIBILITY

Please make your Event and Conference Coordinator aware of any special needs your group may have. We will work to make sure that all accessibility needs are met.

KEYS, ACCESS CARDS, & MEAL CARDS

You will be given your room key, meal card, and access card upon check-in. The key opens your room door only. Room keys and access cards not returned at checkout will be deemed lost; replacement cost is \$15.00 which is payable to the College by the organization. There is a \$5 handling fee for each key and access card not returned in the manner it was distributed. Meal cards not returned at checkout will be deemed lost; replacement cost is \$5.00 which is payable to the College by the organization. Meal Cards may be used as identification for entrance to the Dow Center.

LIABILITY & LIABILITY INSURANCE

When staying in the Hope College residence halls, you assume the responsibility for your room and its contents. The college is not responsible for loss or damage to personal property.

The organization shall maintain Liability Insurance as stated in the contract, throughout the duration of your group's stay at Hope College.

LINENS

Linens, if included in your lodging rates, are provided. A linen exchange may be offered. Please contact the Events and Conferences Office for more information.

LOCKOUTS

If you get locked out of your room, please call your Event and Conference Coordinator who will assist in getting you back into your room.

LOUNGES

There is a lounge available for use in each Residence Hall. The lounges can be used for informal gatherings or meetings or a place for your group to enjoy some down time at the end of the day.

NON-PROFIT STATUS

Your organization agrees to provide Hope College with a copy of your Internal Revenue Service Exemption Letter or Registration Form from the State indicating that your organization is incorporated as a non-profit organization. Please note that a federal identification number is not sufficient proof.

PARKING

Parking permits are not required during the summer unless you are living in a downtown apartment. You may park on the street during the day only. Cars parked overnight on the street will be ticketed. You may park in any campus lot with the exception of Lot E (located at the corner of 11th Street and Columbia Avenue) and those spaces marked 'Reserved'.

PETS

In the interest of safety and sanitation, pets, other than those required for handicapped assistance, are not permitted in the residence halls or other campus buildings.

PUBLICITY

The Events and Conferences Office must approve any printed material that mentions Hope College in advance of publication.

QUIET HOURS

To be considerate of other guests and the surrounding residential neighborhood, we ask that your group observe quiet hours between 11 p.m. and 10 a.m.

RESIDENCE HALL USE

Hall furnishings are designated only for that area and are not to be removed or exchanged. Screens are not to be removed from windows under penalty of a \$100 fine. No one is permitted on rooftops of the buildings. Residence halls are co-ed by floor. Each group will determine a lock up time for their resident hall(s) and communicate this information to their Conference Coordinator one week prior to your arrival. Hope College Visitation Hours are in effect in all residence halls.

SIGNS

Prior to publishing and posting, signs must be approved by the Events and Conferences Office. Nothing may be affixed to the walls.

SMOKING

Smoking is NOT allowed on the Hope College campus. Smoking is only allowed on public sidewalks.

UNAUTHORIZED ENTRY

No conferee is to enter or remain in Hope College facilities contrary to specified instructions or with the intent to damage, destroy or misappropriate Hope College property. Disciplinary action will be taken in proven cases of unauthorized entry.

VISITATION HOURS

Visitation hours govern the visiting privileges of members of the opposite gender in the living units. These hours exist to help create a safe, private and quiet atmosphere.

Visitation hours are as follows:

Sunday-Thursday 10:00a.m.-12:00a.m.

Friday-Saturday 10:00a.m.-2:00a.m.

No person shall be in a living unit with someone of the opposite gender outside of the visiting hours listed above. Residence hall basement common areas, lobbies, and stairwells are exempt from visitation hours.

Revised 4/11

Please Initial _____

Dow Health and Physical Education Center Policies:



The Dow Health and Physical Education Center includes a gymnasium with three basketball courts, a jogging track overlooking the gym, an L-shaped swimming pool with a diving well, a 40 piece cardio-fitness room featuring stair climbers and elliptical machines, a new state of the art weight room, dance studios, racquetball courts, a sauna, and classrooms. We are pleased to offer use of this facility to conference guests. The following regulations will help make the Dow Center a safe and pleasant place for all during the summer. Please initial at the bottom of this page and return it with the Guaranteed Participant Form. Thank you for reading this information and communicating it to the leaders and conferees in your conference group.

ADMITTANCE:

Conference guests must show their meal card for identification and state their conference affiliation at the Dow entrance unless entering the Dow Center as a conference group at a pre-scheduled time.

HOURS:

The Dow summer hours are Monday through Thursday 11:00 a.m. to 8 p.m., Friday 11:00 a.m. to 7 p.m., Saturday, 12 p.m. to 7 p.m., and Sunday, 1 p.m. to 7 p.m. Hours are subject to change at the discretion of the Dow Director.

GYM:

No black-soled shoes may be worn in the gymnasium. From 12:00 p.m. to 1:00 p.m. Monday through Friday the Dow Gym is used for Community Basketball. During this time, conferees are not permitted to use the Gym. Reservations for the Gym must be made in advance of the conference and will be taken on a first come first serve basis.

POOL:

Lifeguard(s) are on duty at the pool during open Dow hours. Weekdays from 11:30 a.m. to 1:00 p.m. the pool is used for lap swimmers. Arrangements for use of the pool during this time and anytime on Sunday must be made prior to the conference with Conference Services.

Guests should bring their own towels. Everyone must shower prior to using the pool.

Summer conference groups must provide chaperones at the pool at a ratio of 1 adult to 15 students. Chaperones are responsible for the group's behavior and must watch the group at all times. Chaperones will move from the locker rooms to the pool deck area and back to the locker rooms with the students. In no event will a group of conferees be left without supervision in the pool area. Doing so will revoke the groups pool privileges.

No running or street shoes on the pool deck. Only bathing suits are permitted in the pool. No hanging on the lane lines or swimming across lane lines. Front or back flips are not permitted from any side of the pool. The starting blocks, yellow buckets, and weights are not be used.

No diving in the shallow ends of the pool. Only one person is allowed at a time on the diving board. Everyone must wait at the bottom of the high dive ladder until the person has completed the dive before climbing the ladder. No handstands or cartwheels are allowed off either diving board. Flippers, pull buoys, and kick boards are not to be used on either diving board.

WEIGHT ROOM:

The weight room is off limits to anyone under age 18 without adult supervision.

RACQUETBALL:

Racquetball courts are available for guests' use. Racquetball equipment may be checked out from the Dow equipment desk -- please provide your Hope meal card or an ID in order to use the equipment. No black-soled shoes may be worn in racquetball courts.

MISCELLANEOUS:

Inappropriate behavior by any person(s) in a conference group will not be tolerated and could lead to the entire conference group forfeiting use of the Dow Center for the duration of the conference. No food or drink may be brought into the Dow, unless previous arrangements have been made with Conference Services and the Hope Dining Service. The conference group will be responsible for all damage, injury, or loss of property in the Dow resulting from the negligent and/or intentional acts of persons associated with the conference.

Revised 4/11

Please Initial_____

Conference Checklist:



60 days from the effective date:

- Signed contract
- Deposit

30 days prior to the start date:

- Tentative Schedule of events and conference program (including rooms, set-up and audio-visual needs)
- Changes in meal times requested

14 days prior to the start date:

- Signed Guaranteed Participant Form
- Initialed Dow Physical Education Center document
- Signed Policies & Procedures document
- Completed Housing Charts
- Schedule of events, conference program, and conference brochure
- Liability Insurance Policy
- Tax-exempt form (if applicable)

Within 24 hours of start date:

- Meet with Event and Conference Coordinator to determine on-site Lodging, Dining, and Administrative Fee counts