

WELCOME!

Thank you for considering USA Housing for your summer conference needs! We provide housing accommodations to a variety of visiting groups including youth, adult, athletic, and academic organizations. This guide has been developed to assist you in planning your stay on campus and to inform you of resources available to you as a conference guest.

If you have any questions, please feel free to browse the [Conference section](#) of our website, or contact USA Housing at 251-341-HOME (4663) and press '0' to speak with the first available team member. You can also email our conference team directly at conferencehousing@southalabama.edu.

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CONFERENCE HOUSING TEAM

USA Housing is committed to providing seamless communication at all levels. The following team members are involved in the planning, preparation, implementation, and evaluation of all Conference Housing processes.

Assistant Director, Marketing & Communications

The Assistant Director, Marketing & Communications, is responsible for the overall management of the Conference Housing program and will be the first person in contact with you regarding your stay. This team member coordinates all planning, including administering the reservation process, creating pre-conference invoices, receiving guaranteed count forms, and answering questions prior to a group's arrival. The Assistant Director, Marketing & Communications, also oversees the conference billing process and supervises the entire Conference Housing team. They are available to you for any concern that may arise during your stay on campus.

Summer 2024 Contact Information:

Lauren McAnally, Assistant Director, Marketing & Communications
lmcanally@southalabama.edu, 251-341-3814

Conference Housing Area Coordinator/Community Director

The assigned Area Coordinator or Community Director for Conference Housing are either post-graduates or graduate-level students with professional experience within USA Housing. This team member directly supervises the Conference Assistants (CAs) and reports to the Assistant Director, Marketing & Communications.

Conference Assistants (CAs)

Conference Assistants (CAs) are undergraduate students that work full time for the Conference Housing team. They assist with room preparation, check-in, check-out, and are available on-call for emergencies each night. You will also see CAs working at the Conference Housing Community Desk. CAs are students at South, so they are helpful to consult with questions about navigating South's beautiful campus.

Conference Housing Community Desk

The Conference Housing Community Desk operates Monday through Friday, 8:00 AM – 5:00 PM, during your stay on campus. CAs are available to assist guests that are locked out of their rooms, to place work orders in the event that there is a facility concern, and more. CAs staff the Conference Housing community desk under the supervision of the Conference Housing Area Coordinator/Community Director.

Summer 2024 Desk Location: [Azalea Hall](#), First floor lobby

Conference Housing Amenities

[Click here](#) to view a full list of amenities available to Conference Housing guests.

- Guest, staff, and/or chaperone number count
- Dates of arrival and departure for guests, staff, and/or chaperones
- USA sponsoring departmental contact information
- Preference on building location and room type
- How you want your guests to be assigned rooms (i.e. who will be roommates or single occupancy)

Completing a Reservation Request Form is non-binding; a group can cancel a reservation by providing written notice to the Assistant Director, Marketing & Communications, a minimum of ten (10) days before the scheduled date of arrival/check-in without incurring a charge (see “Cancellation” section below for more info). Information can be updated once a reservation is complete but groups should be prepared to provide final participant numbers and updated check-in/check-out times and locations no less than seven (7) business days in advance of your group’s arrival (see the “Guaranteed Count” policy on [page 7](#) for more details).

Room, Floor, and Building Assignments

Room, floor, and building assignments will be determined by USA Housing on the basis of (1) application date – first come, first serve basis; (2) availability of space; (3) number of participants; (4) gender ratio; (5) type of group; (6) security; (7) custodial and maintenance servicing availability; (8) maximum utilization of space; (9) any existing University regulations requiring separation of sexes.

USA Housing agrees to notify the Group Coordinator of specific accommodation assignments as soon as possible. No discriminatory assignment practices on the basis of sex, age, disability, race, color, creed, religion, or ethnic origin will knowingly be applied by USA Housing.

Cancellation

Written notice of cancellation must be received by USA Housing to cancel a Conference Housing reservation. **If the coordinator cancels the reservation fewer than ten (10) days before the date the group is scheduled to arrive, the conference group will be assessed 10% of the estimated TOTAL AMOUNT of the cost of the conference as listed in the pre-conference quote (or most recently received update via email).**

The coordinator is highly encouraged to participate in a pre-conference meeting/discussion with the Assistant Director, Marketing & Communications, prior to the conference arrival in order to discuss expectations and processes.

PLANNING FOR YOUR ARRIVAL

After the reservation process is complete, your focus should turn to making your experience on campus as smooth as possible.

Communication

You will be contacted multiple times prior to your group's arrival to check-in. This will be to review details and expectations about your group's stay to ensure that details have not changed significantly since your reservation was made. You and the USA Housing Conference Team should discuss any special needs or concerns you may have about your stay on campus. Please exchange contact information (phone number/email) so that communication remains open.

Meeting Space and Common Areas

Where available, groups have priority on the common spaces in the buildings in which they are residing. Requests for common spaces usage should be indicated on the Reservation Request Form and are subject to approval by USA Housing. Please confirm with the Conference Housing team about any meeting space needs you may have for your check-in process. Conference groups are responsible for acquiring audio/visual needs as well as additional chairs or tables (if more are required than what is available in the meeting/common space). USA Housing will be able to review and describe any/all common spaces available nearby to your reserved building.

In situations where multiple conference groups may request the same common space at the same time, reservations will be made on a first come, first serve basis. Any lockable meeting, storage, or common space will be reserved for a rate of \$20 per night per group. Reserved common spaces must be vacated upon the group's check-out date/time and left in acceptable condition (i.e. all trash and personal items removed and furniture back in the original position).

Tables

Conference Housing are able to provide 1-2 tables for the check-in and check-out processes. If your group requires tables for your check-in, please list the need on the Reservation Request Form (or via an email update if the need arises after submitting the form). Availability of tables is not guaranteed and conference groups should be prepared to provide their own tables in the event the request for tables cannot be approved.

Supervision

If your guests include youth or high school ages, USA Housing requires your group to secure live-in supervision by chaperones during your stay. **The required ratio of supervision is one (1) supervisor/chaperone per ten (10) youth or high school participants (1:10 minimum & maximum).** Supervision should be provided at all times that participants are in the building(s). **Supervisors/chaperones that exceed**

the given ratio will be charged at the rate of a participant/guest. Private rooms for supervisors/chaperones may be available upon request and availability. Conference groups must provide a contact name and phone number for at least one person that be contacted in the event of an emergency at any time during the group's stay (including after-hours emergencies).

Individuals in supervision roles should be responsible for addressing discipline (such as noise problems or destructive/inappropriate behavior) and coordinating responses to emergencies, illness, or injury. Conference groups are required to report behavior concerns, emergencies, illnesses or injuries to Conference Housing staff. All potential crimes and missing persons shall be immediately reported to the USA Police Department (251-460-6312).

Conference Assistants (CAs) are available 24 hours a day while your group is on campus and serve as your group's liaison to handle lock-outs, emergencies, illnesses, injuries, or facilities emergencies. CAs are available by visiting the Conference Housing community desk (open M-F, 8am-5pm) or by calling the Conference Housing phone number (251-460-7943). CAs will be identifiable by wearing a USA Housing polo/t-shirt and a name tag.

Custodial Services

USA Housing agrees to have the number of bed spaces finalized on the Guaranteed Count form or Quote / Pre-Conference Invoice (whichever is received later) ready for group occupancy. Rooms will be cleaned and furnished with bed(s), dressers, desk and desk chair(s). Community restrooms are cleaned daily and common spaces (hallways, lounges, etc.) are cleaned on a regular basis. One shower curtain and one roll of toilet paper will be provided and waiting in the room upon arrival. It is recommended that you provide trash bags for each room to assist with clean up. Further supplies of toilet paper will be the responsibility of the group coordinator to arrange. **Cleaning of individual rooms during a camp/conference is not provided.**

Guaranteed Count

We know that sometimes the size of your group is smaller or larger than first planned and you may be concerned about billing or the availability of beds for your group. The Guaranteed Count process allows you to change the number of participants originally submitted with the reservation (and/or confirmed with the Quote / Pre-Conference Invoice) to reserve more or less beds and provide more accurate billing. This Guaranteed Count can be higher or lower than the number specified in your Quote / Pre-Conference Invoice (pending approval), however, Conference Housing should be updated and made aware weeks in advance of any major changes from your original estimation.

A **Guaranteed Count Form MUST** be submitted to Conference Housing seven (7) business days prior to your arrival to campus. This form serves to correct your

group's pre-conference quote and provides USA Housing with a more specific count of your participants. Any changes in the count of your participants must be approved by Conference Housing. Your group will be billed for either the guaranteed count number provided on the Guaranteed Count Form or the actual head count housed, whichever is greater. However, if the actual head count housed differs significantly enough (up to 25%) from your submitted Guaranteed Count (meaning you have a significant number of 'no-shows'), note that you will be charged for 75% of the submitted Guaranteed Count instead of the full head count housed.

If no Guaranteed Count Form is returned prior to the seventh business day before the conference is scheduled to arrive, the original number of spaces requested in your pre-conference quote will be used as the minimum amount of spaces that you are responsible for paying. If the actual head count housed differs significantly enough (up to 25%) from your pre-conference quote (meaning you have a significant number of 'no-shows'), note that you will be charged for 75% of the number of spaces instead of the full number of spaces detailed on the pre-conference quote.

USA Housing agrees to provide housing accommodations for the pre-conference quote count, unless a guaranteed count form has been received and approved by Conference Housing. If your group needs more rooms on the day the conference starts, USA Housing will try to provide additional space as space permits but this is not guaranteed.

Assignments

Closer to your arrival, Conference Housing will work with you to assign your participants. The participant assignment process is the most important task when planning for your group's arrival. Done correctly and on time, this process will alleviate stress throughout your stay. Currently, assignments are made via Microsoft Excel spreadsheets for all Conference Housing groups. Therefore, time is needed for you to prepare information before your group arrives. Excel will be used to create a roster of your participants that is used at check-in and check-out and is crucial to the billing process. Rosters are also used in the event of an emergency. For these reasons, it is necessary to have accurate assignments and rosters at all times.

Rosters

Rosters will be kept at the Conference Housing Office during business hours and with the Conference Assistant On-Call after hours and on weekends. A group's staff and chaperones are welcome to reference the roster, but rosters cannot be released to a group (copies can be arranged if needed for bed checks). Groups are encouraged to keep their own records of participant assignments. Conference staff is available at any time to cross-check rosters for accuracy.

Roster Modification

When granting space would interfere or obstruct long-range USA Housing plans, USA Housing reserves the right to modify room, floor, and/or hall assignments, to deny room or roommate change requests, and to limit or deny accommodations. After room finalization, there will be NO change in assignments made by Conference Housing except in the event of an emergency or room maintenance issues. Modifications caused by overbooking or variances to the originally submitted list of participants will be applied by USA Housing only after completed check-in of expected, pre-assigned guests.

coordinator does not return the no-show key packets to USA Housing by that deadline, the group will be charged for the possession of the key packets (and therefore the room) for the duration of their stay.

- **Conference Desk Check-In:** If you are planning a check-in within the building in which your group is housed, Conference Housing is able to help oversee the check-in process. Please note that most conference housing buildings have large spaces/lobbies for a check-in at the front desks/offices in which keys can remain at the building's community desk. The Conference Housing team will conduct the check-in and distribution of the room key packets to the guests. Note that depending on the group's headcount, this process may be split up into several stations found within the lobbies/large spaces.

Once the group has determined the appropriate check-in method and confirmed this method via email with Conference Housing, the group agrees to follow the check-in procedures structured by Conference Housing as follows:

- **Conference Housing staff will be available for up to a maximum of a two (2) hour check-in period.** This time **MUST** be prearranged with the Conference Housing Office before the scheduled check-in. The check-in period hours are limited in order to provide for optimal staffing.
- Unless you have planned otherwise, participants should check-in at the front desk of the building in which they are staying.
- Modifications caused by overbooking or variances to the originally submitted list of participants will be applied by USA Housing only after completed check-in of expected, pre-assigned guests.

PLEASE NOTE: Conference Housing is not able to facilitate multiple check-in times/days at community front desks. Groups who are unable to have all their participants check-in within the established 2-hour check-in period will be required to check-in via the Coordinator Check-In method.

Check-Out Process

An organized check-out is essential for record keeping and subsequent billing. Check-out is a quick, easy process but requires some coordination. We appreciate your assistance in informing your guests about the following check-out process:

- All participants must be checked out by a time previously determined in planning with Conference Housing.
- **Keys must be returned the day of a group's departure.** Failure to return a key on the day of a participant's departure will result in additional per person per night charges.
- Participants should remove all personal belongings, remove trash and other items (including signage, where applicable) and close and lock the room door.

- Original furniture must be in place.
- Conference Housing linens (where applicable) should be left in rooms.
- Groups may send participants individually to return keys to the front desk/ office of your building (unless you have confirmed in writing via email an alternative location with Conference Housing) OR the group will have one of its representatives collect all keys and submit them to Conference Housing at once.
- Immediately after your group's departure, Conference Housing staff will inspect vacated rooms for damages, trash and missing items. Pictures will be taken of any trash or damage reports. Any group, which fails to leave the rooms in the manner stated above, will be subject to additional fees for each room or guest.

Conference Housing Office Operations

The Conference Housing Office is staffed Monday through Friday, 8AM. – 5PM during the entire conference season and serves a variety of roles. The following are topics that the Conference Housing Office staff is equipped to handle:

- **Campus Information:** Conference Housing Office staff can provide you with information, directions and resources to locate people and places around USA's campus.
- **Emergency Response:** If there is an emergency with your group, the Conference Housing Office staff can quickly contact USAPD for assistance. Conference Housing Office staff can also dispatch on-call staff to assist you with any incidents or concerns.
- **Keys:** Conference Housing Office staff can sign out a replacement or spare key to a participant.
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Plumbing

- No water or No hot water
- Major leaks, flooding
- Continuously running toilet or shower
- A/C unit frozen or leaking/flooding
- Leaking sprinkler

Locks and Doors

- Inability to lock room door
- Inability to open room or building door
- Building entrance is not secure due to broken door

Windows and Glass Doors

- Shattered, jagged, or missing glass on door or window

Heat and Air Conditioning

- Single room AC unit is out

Non-Emergencies:

Electrical

- A single light out in student room
- Single light out in hallway or stairwell

Plumbing

- Dripping faucet or showerhead
- Slow drain
- Slow filling or flushing toilet

Keys

USA Housing is committed to the safety and security of our guests and as a result, we enforce a number of policies and procedures involving keys and access to rooms. Participants should be advised to keep their doors closed and locked at all times. There are two types of key systems in our conference buildings: those utilizing standard keys (like a house key) and those utilizing swipe cards (like a "hotel" key).

- **Standard key system:** Participants in these buildings can expect one key. The metal key is specific to one room and where applicable, an interior stairwell door. Keys are marked with a code that does not identify the building or room; only USA Housing staff can trace the code to a particular room.
- **Swipe Card Access:** Participants in these buildings can expect one key and one access card attached to a key pouch. This plastic access card will grant participants access to the exterior doors to the building. Exterior doors are locked 24-hours a day, 7 days a week with the exception of the front center doors to the building where the Conference Housing Office is located each summer (these doors are unlocked Monday through Friday, 8AM – 5PM as the office is staffed during this time).
- Only assigned participants of a room can receive keys or sign out a spare/replacement key to that room. Participants should make all attempts to provide identification. If no identification can be provided, a conference group staff or chaperone must be available to verify the participant's identity, or right of entry to a room.
- Occasionally, participants may lose track of their keys. Conference Housing staff can sign out a spare key in the event that the participant is simply locked out of his/her room. There is no fee to "rent" a spare key (unless this key is lost, see below), but there will be a small amount of paperwork to complete and the

participant should return the spare key immediately.

- For safety and security purposes, lost keys should be reported immediately to the Conference Housing staff or the CA On-Duty. In the case of a lost standard key, a work order will be placed immediately to change the door lock and the spare will be signed out in the meantime. **The conference group will be charged for any/all lock changes on the final invoice (\$75.00/per key). In the case of a lost swipe card, the Conference Housing staff will cancel the original card and re-issue a card for a fee of \$20.00 charged back to the group with the final invoice.**
- Lending a key to another individual to allow him/her to gain entry creates a breach of security and is a violation of entry procedures.
- USA Housing will **NOT** provide “master” keys to groups.
- Guests are restricted from entering halls/buildings other than the one(s) they are assigned to, unless given permission by supervisors/chaperones and/or Conference Housing.
- Conference Housing staff and/or the CA On-Duty is available to troubleshoot problems with keys and access cards.

POLICIES

It is our goal to provide a safe, comfortable environment for all of our guests. As such, all conference group leaders, chaperones and participants are expected to review and abide by the following policies. Conference Housing staff will enforce the USA Housing policies and will notify group staff/chaperones of any violations. Conference groups are free to develop policies of their own (bed checks, ban on food deliveries), however, enforcement of those policies must come from the conference group itself.

SAFETY

Safety is a top priority at South Alabama. The University campus is staffed by a 24-hour, 365 day a year professional police force that is available to handle emergency situations. However, safety is a shared responsibility. As such, we expect conference groups to be prepared in the event of an emergency. Please review the following safety policies, procedures and recommendations and share with your group’s chaperones, staff, and participants:

Emergency Evacuation

Conference guests are required to evacuate buildings in the event of a fire alarm or other emergency. Evacuation procedures are posted in the buildings.

Billing

Your conference group will be billed as a whole upon completion of the conference. Billing charges will be computed by the Assistant Director, Marketing & Communications with payment due to USA Housing within thirty (30) days of the final invoice date. The conference will be charged for each night the group has a key/key packet in their possession, including every key/key packet in its possession or if the key/key packet has been returned, but the room has not been completely vacated (contents in room or use of room). If an attendee checks out during the course of the conference or if a meeting room is not in use, a credit will only be issued if the space is completely vacated and the room key returned to the Conference Housing staff. Billing will include an itemized list of housing accommodations; cost of repair of any damages to campus facilities occurring during the conference; lost, unreturned or damaged keys; and lost, unreturned, or damaged linen. Final Invoices will be sent via email to the billing contact on record. All payments 30 days past due will be subject to an additional fee of 10% of the original invoice amount.

Assignment Definitions

The fee charged each registrant for conference services will be based on the type of space and the number of nights the space was occupied unless the fee is otherwise determined by USA Housing. A double room is designated as a room with two persons, generally with two twin beds. While a single room may have one or two beds present, it is designated as a room assigned to only one person. A minimum of two participants is required to obtain the double occupancy conference rate.

Extension of Stay

Check-in/check-out arrangements for conference participants who stay additional nights, either before or beyond the group check-in/check-out, must be fully coordinated with USA Housing staff. Participants who request to stay additional nights may be billed additional charges.

CLEANING/DAMAGE CHARGE LIST

Your group coordinator agrees to compensate the University for any negligent or intentional breakage of furnishings or damage to a room, common area, or any other part of a facility occupied by the coordinator's group. A damage charge list is included in this Conference Housing Guide. Any such charges/damages incurred throughout the course of the group's stay will be included in the overall Conference Invoice after check-out.

The Cleaning and Damage charges below are material costs plus punitive fees between \$25.00 and \$75.00. The punitive fees were set by frequency and severity of certain issues.

NOTE: These charges are minimum charges. Depending on the severity of the damage, charges could be more than the listed amount. Charges vary by building. Charges are subject to change at any time without notice.

Damage	Charge
Missing or Damaged Bed Frame (Replacement)	\$325 (up to)
Missing or Damaged Mattress (Replacement)	\$150 twin/\$190 full
Missing or Damaged Dresser (Replacement)	
5-Drawer Dresser	\$350
3-Drawer Dresser	\$252
2-Drawer Dresser	\$216
Missing or Damaged Drawers (Replacement)	\$100 per drawer
Missing or Damaged Sofa (Replacement)	\$841
Missing or Damaged End Table (Replacement)	\$150
Missing or Damaged Coffee Table (Replacement)	\$175
Missing or Damaged Wardrobe/Closet Door (Replacement)	\$150
Missing or Damaged Split-Desk Unit	
Azalea, Camellia, or Epsilon Mobile Pedestal (Replacement)	\$149.35
Stokes Hall Pedestal (Replacement)	\$163
Azalea, Camellia, or Epsilon Study Table (Replacement)	\$142.14
Stokes Hall Study Table (Replacement)	\$95.57
Missing or Damaged Desk (Replacement)	\$300
Missing or Damaged Dining Table (Replacement)	\$250
Missing or Damaged Chair (Replacement)	
Living Room Chair (Beta/Gamma)	\$700
Two-Position Chair (Beta/Gamma, Deltas)	\$175
Dining Room Chair (Beta/Gamma)	\$125
Black Rolling Task Chair (Azalea, Camellia, Epsilon)	\$128.75
Black Rolling Task Chair (Stokes Hall)	\$143

Damage	Charge
Missing or Damaged Seat Cushion(s) (Replacement)	\$100 per cushion
Missing or Damaged Refrigerator (Replacement)	
Deltas	\$282
Azalea, Camellia, & Stokes Halls	\$185
Beta/Gamma	\$412
Epsilon	\$469
F&SH	\$800
Missing or Damaged Ice Maker (Replacement)	\$550 (F&SH)
Missing or Damaged PTAC (Replacement)	
Azalea, Camellia, & Stokes Halls	\$575
Deltas	\$589
Epsilon	\$589
F&SH	\$589
Missing or Damaged Stove/Range (Replacement)	\$300
Missing or Damaged Microwave (Replacement)	\$200
Missing or Damaged Dishwasher (Replacement)	\$325 (F&SH Houses only)
Missing or Damaged Mini-Blinds (Replacement)	\$50
Missing or Damaged Peephole (Replacement)	\$25
Damage Bathtub	\$175
Damaged Bathtub Faucets/Fixtures (Replacement)	\$75
Damaged Wall Tile/Tub Surrounds	\$230
Damaged Sink (Replacement)	\$160 (Kitchen) / \$80 (Bathroom)
Damaged Sink Faucets (Replacement)	\$75 (Kitchen) / \$50 (Bathroom)
Damaged Garbage Disposal (Replacement)	\$100
Damaged Toilet (Replacement)	
Beta/Gamma	\$175
Delta 1-5, Epsilon	\$150
Delta 6, F&SH	\$350
Azalea, Camellia, & Stokes Halls	\$250
Damaged Door (Replacement)	\$450
Damaged Mirror (Replacement)	\$100
Damaged Towel Hooks/Racks (Replacement)	\$25
Damaged Medicine Cabinet (Replacement)	\$150
Damaged Floor Tile (Replacement)	
Ceramic	\$75
Carpet	\$75
VCT	\$35
Damaged Vent Fan (Replacement)	\$50
Damaged Vent Hood - Stove (Replacement)	\$60
Damaged Receptacle/Power Outlet	\$25

Damage	Charge
Damaged Light Switch (Replacement)	\$25
Damaged Bulletin Board (Replacement)	\$260
Damage to Cabinet Doors/Hinges	\$50
Graffiti on Room Surfaces	\$75
Stickers/Decals on Room Surfaces	\$30
Missing or Damaged Ceiling Lights (Replacement)	\$125
Missing or Damaged Exterior Lights (Replacement)	\$225
Damaged Ceiling	\$100
Re-painting due to damages	\$100 wall / \$75 door / \$200 entire room
Missing or Broken Window (Replacement)	\$125
Damaged Counter Tops (Replacement)	\$200
Dirty Stove	\$35
Dirty Refrigerator	\$35
Dirty Microwave	\$35
Broken Door Hardware (Replacement)	
	Cylindrical \$280
	Mortise \$450
Moved Furniture/Mattress	\$50/item
Hole in Wall (Repair & Paint)	\$100
Fire Extinguisher (Missing or Discharged)	\$100
Missing, Damaged, or Disconnected Smoke Detector	\$65
Missing or Damaged Fire Exit Sign	\$440
Missing or Damaged Dehumidifier	\$385
Tripped Breaker Caused by Non-Approved Appliance Use	\$50
Lost Keys/Broken Keys	\$75 per key
Lost Temporary Access Card	\$20 per card
Excessive Lock-Outs	\$50 (exceeds 3 per guest)
Improper Check-Out	\$75
Trash Left in Room	\$35
Unclean Room at Check-Out (Excessive)	\$100 minimum charge

NOTE: These charges are minimum charges. Depending on the severity of the damage, charges could be more than the listed amount. Charges vary by building. Charges are subject to change at any time without notice.