

NC STATE

Conference and Guest Services

GUEST HOUSING TERMS AND CONDITIONS

Please read this entire document carefully. By submitting a Guest Housing application, you are agreeing to these Terms and Conditions, as well as all NC State University Policies, Rules, and Regulations.

UPDATE, 7/16/2021: This section supersedes any statement regarding term or length of stay, either stated or implied, in the remainder of this document. Effective July 16, 2021, reservations for Guest Housing will be accepted for a minimum of five (5) nights and a maximum of four (4) months, pending availability. Should NC State University or University Housing further limit operations due to COVID-19 at any time, guests will be notified by email and will be provided a maximum of seven (7) days to vacate the premises. In this case, refunds will be issued for any paid but unused portion of the reservation.

INTRODUCTION & ELIGIBILITY

The Guest Housing program at NC State University strives to provide comfortable, affordable accommodations for a wide variety of individual needs. NC State operates Guest Housing accommodations in several communities on the university's campus. The terms, conditions, policies, and procedures are consistent, regardless of which property is reserved, unless specifically stated otherwise.

To be eligible to utilize Guest Housing at NC State, the guest must be affiliated with NC State University: 1) as a sponsored guest of an NC State department/college/unit;

- 2) as a visiting scholar/faculty member with an NC State department;
- 3) as a personal guest of an NC State faculty/staff member;
- 4) as a personal guest of a current NC State University Housing resident; or
- 5) as a prospective student during an official university visit prior to enrollment.

In all cases, guests must have an NC State host -- either a university department or individual faculty/staff member or currently enrolled student. NC State University Housing reserves the right to confirm the stated affiliation of all guests. Guest Housing at NC State is not available to the general public, including non-sponsored alumni.

RESERVATIONS

1) Time Limits: To maximize efficiency and to ensure continued affordability of guest accommodations, Guest Housing reservations must fall between the minimum and maximum lengths of stay. Reservations may be requested for a time period of *no less than five (5) Consecutive Nights* and *no more than four (4) Months* [up to a maximum of one (1) single academic semester]. Individuals (including their immediate family members) may not reserve or occupy Guest Housing accommodations more than 150 total nights during any 12-month period.

Reservations for NC State Executive Leadership: University executive leadership (deans, vice chancellors, vice provosts, or above) may request a single extension of up to one additional academic semester for reservations held under their name. Guest reservations in these circumstances should not exceed two total academic semesters.

Guest Housing operates on a year-round basis, and reservations are generally accepted for any period when the university is open,

pending availability. Note that during certain periods of time (e.g.: the university's winter holiday), Conference and Guest Services may choose to prohibit new arrivals and/or prohibit extensions for reservations.

2) Reservations Process: Reservation requests for Guest Housing are not confirmed until processed by the Conference and Guest Services office. Requests for Guest Housing are accepted on a first-come, first-served basis, pending availability. A Guest Housing request must be completed *at least one full week (7 calendar days)* before the date of intended arrival. Application information, including all requested contact information and billing information, must be complete before a reservation request will be processed. Upon processing, a guest may expect a response within 2-4 business days, either confirming their reservation or informing the applicant that there is no availability for their requested dates of stay.

3) Group Reservations: Requests for Guest Housing for groups may be submitted by email to guestservices@ncsu.edu. Due to limited availability of guest units, group reservations are often not feasible, particularly during the academic year. Requests for summer group housing will be directed through the Conference and Guest Services office and treated as a conference program.

CHARGES & PAYMENTS

Rates for Guest Housing vary depending on the style of accommodation and location. Current rates will be available at <https://housing.dasa.ncsu.edu/conference-and-guest-services/guest-housing/>.

Payments should be made by bank card (Visa or MasterCard branded cards only) using NC State's online payment processing system. University Housing service desk staff are not permitted to accept payments in any form. Prepayment in full is required at least 5 business days in advance of arrival for all Guest Housing reservations, unless the cost will be covered by an NC State University department via Interdepartmental Transfer.

Guests with reservations extending longer than 30 nights will have the option to make payments on a month-to-month basis, on a schedule as outlined by Conferences & Guest Services staff via email. If alternate payment options are required, a request must be submitted along with the reservation application. *For individual self-pay reservations, no guest is permitted to remain in a guest apartment for a period which has not yet been paid.*

Reservations covered by an NC State University department must be confirmed with appropriate Project numbers provided to Conference and Guest Services in advance of a guest's arrival. Invoices for reservations covered by an NC State department via IDT will be processed following the guest's departure.

CANCELLATIONS & REFUNDS

The Conference and Guest Services office requires that all cancellations and reservation modifications be submitted in writing and received by Conference & Guest Services at least 72 hours before the anticipated date of arrival or departure. Refunds will be issued for proper cancellations. We will not issue refunds if a guest is a no-show for their reservation or fails to submit a cancellation notification in writing at least 72 hours in advance of their anticipated arrival. Reservations may be extended or modified, up to the limits specified in this document, and pending availability of space. If an extension is not feasible, the guest will be required to vacate the premises by their originally scheduled date/time.

OCCUPANCY

Guest Housing accommodations are limited, based on style, to no more than 2-4 guests per unit. The total number of individuals must be provided at the time of reservation request, and the names of all individual guests must be provided prior to arrival. Guest Housing accommodations are to be occupied *only* by the person(s) assigned by University Housing. Room assignments are not transferable. *Unauthorized overnight guests and subletting are not permitted.* Occupancy continues and a nightly fee is due for each night an individual is in possession of a university room key.

ASSIGNMENTS / ADJUSTMENTS IN LOCATION

Individual Guest Housing assignments will be confirmed within 2 days of arrival (pending successful receipt of payment), via email,

along with appropriate check-in instructions. From time to time, University Housing may require a guest to relocate during their stay due to facilities maintenance or other needs. Guest assignment changes are only permitted upon authorization from a University Housing staff member. Guests are not permitted to take occupancy of a room/apartment/unit to which they are not assigned.

FACILITIES AND FURNISHINGS

All NC State University residential buildings include air conditioning and heat. Guest Housing accommodations are all private en-suite units that are fully furnished, but specific furnishings of individual units may vary. Each unit contains a private bathroom with tub/shower, a Full or Queen size bed, a dining table and/or desk with chairs, as well as living room furnishings appropriate to the size of the unit. Some units may include a twin size daybed in the living room.

Each unit is outfitted with a full kitchen (stove/oven, refrigerator, and microwave), bed and bath linens, basic cooking and eating utensils, television, coffee maker, an iron and ironing board, and a vacuum cleaner and/or broom. An initial supply of toilet tissue and paper towels are provided in each apartment, as well as personal-sized toiletries (soap, shampoo, and conditioner). Anything past the initial supply of paper goods and toiletries is the responsibility of the resident to supply for themselves. The resident is also responsible for the laundering of their linens themselves. There is a laundry room

Please note: There are times when some of these amenities (e.g.: TV, microwave, kitchen utensils, etc.) may not be available. This does not alter the stated rate of the unit. We will work to provide all items of comfort based on availability. Amenities in rooms are subject to change at any time.

Each apartment is outfitted with a wireless internet connection. Connection to the *NCSU-Guest* network is complimentary. NC State affiliates may log in to the university's network using their Unity ID and password.

ROOM CONDITION AND DAMAGE CHARGES

Guests are held responsible for any changes in the condition of the unit that they are assigned to, including the furnishings, linens, and amenities. Damages refer to those things outside of normal use and depreciation. If damages or loss do occur, it is the guest's responsibility to pay the associated charges to repair or replace damaged or lost items. The damage amount, including labor, will be reflected on the guest's final bill or will come under separate cover depending on the time of checkout.

Charges due to loss or damages will be assessed through University Housing and must be paid promptly. Guests with outstanding debts are not eligible for use of university facilities. Charges for loss of, or damage to, equipment or defacement in any common area (such as lounges, game rooms, hallways, and bathrooms), like charges for damages to individual rooms, will be charged to the guest. Damages are determined by comparing pre- and post-occupancy room and common area condition. Charges are determined by University Housing personnel, as appropriate, and reflect the labor and material costs to affect the necessary repairs.

ROOM KEYS

Guests must officially check out at the service desk located in the community's primary building, unless otherwise directed by Conference and Guest Services staff. A single key will be issued for each reservation. Should a second key be needed, guests must *request a secondary key prior to arrival*. All keys (and access cards, if applicable) must be returned to a University Housing staff member at the community's service desk no later than 3:00pm on the scheduled date of departure. Individuals checking out when the service desk is closed may utilize Express Check-Out (available at ES King Village and Avent Ferry Complex only). Late check-outs are not permitted without prior written approval by the Conference and Guest Services office.

If a guest loses a room key, a temporary key can be obtained from the community's service desk. Due to security precautions, if the original key is not located within 3 days (or upon departure, whichever is first), the appropriate locks will be changed and new keys issued. University Housing will bill the guest or paying department \$225 for each lost key and \$25 for each lost access card. Keys may not be duplicated.

PARKING

A parking permit is required for all vehicles parked on campus Monday - Friday, 7:00 a.m. - 5:00 p.m. (until midnight in some areas). Guests may purchase parking permits directly from the [NC State Transportation office](#). Please call 919.515.3424 for more information. Parking permits are issued for specific zones and are linked to a guest's license plate number. University Housing is not responsible for parking violations, citations, or fines accrued by guests. Questions regarding such occurrences must be handled directly with the NC State Transportation department.

MAIL

Guests staying a minimum of 30 nights and assigned to a Guest Housing unit at ES King Village, Wolf Village, or Wolf Ridge may receive mail/packages at their corresponding community. Guests staying for periods less than 30 nights or who are assigned to accommodations in other communities may *not* receive mail/packages at their community and should arrange for mail to be received by their sponsoring department or host. Additional details regarding mail and package delivery will be provided upon check-in. Any alternate mail service arrangements must be made in advance, with approval of Conference and Guest Services. Conference and Guest Services reserves the right to refuse any package. Individual guests are responsible for coordinating mail forwarding upon departure.

Note: Mail and packages will NOT be accepted if received prior to arrival. Mail and packages will not be accepted for individuals whose names are not included in the official guest reservation. Mail and packages received after a guest's departure will be refused and returned to the sender. Any mail/packages not claimed upon departure will be returned to sender. NC State and University Housing are not responsible for storing perishable items.

STAFF

Students serve as Resident Advisors and desk staff in each community where Guest Housing accommodations are located. The primary role of the staff is to serve as a presence in the building and to provide information and answer questions about campus, residence halls, Raleigh, and the surrounding area. Staff members are selected on the basis of their abilities as role models, resource persons, and reliable administrators. They interpret and enforce University policies in an effort to promote an environment conducive to the safety, security, and privacy of University guests.

DESK SERVICES

Community service desks are located in each residential community. They operate from 8:00 a.m. until 8:00 p.m. each day during the academic year, exclusive of University break periods. There may be modified desk hours during periods of reduced occupancy, including but not limited to holidays, scheduled University break periods, and summer sessions. During this time signage will be placed at the service desk with the modified hours and instructions for contacting a staff member. Guests may stop by, or phone in concerns to the desk to receive help. Staff will promptly report all maintenance requests from guests and work to ensure that the facilities are running smoothly and efficiently.

HOUSEKEEPING SERVICES

Housekeeping and laundering services are not provided during a guest's stay. Guests are responsible for cleaning their individual units during occupancy. Housekeeping is provided prior to arrival and after departure only. A trash can(s) is provided in each unit, but *guests are responsible for removing all trash and recycling to exterior dumpsters* in each community and maintaining satisfactory cleanliness of units.

Guests do not have to bring linens. Each room is furnished with sheets, comforter, pillows with pillowcases, towels, washcloths, and kitchen linens. *Linens are not refreshed during a guest's scheduled stay*. Complimentary laundry facilities are provided in each community so that guests may launder their apartment linens and personal items. Guests are responsible for providing their own high-efficiency laundry detergent.

TELECOMMUNICATION SERVICES

A television is provided in each guest apartment. On occasion, televisions may need to be removed for repair or routine maintenance. *Access to cable service is not provided in ES King Village*. Guests may connect their own personal devices (digital antenna, Roku, Amazon Fire Stick, etc.) to receive service.

Wireless internet access is available in each residential community. Individuals without an NC State unity ID will have access to the “ncsu-guest” or “eduRoam” networks. Individuals with an NC State unity ID may connect to the standard “ncsu” wireless network.

POLICY ENFORCEMENT

Guests are reminded that use of Guest Housing is strictly conditioned on compliance with the requirements set forth herein, all policies, rules, and regulations of the University, and all residence hall regulations and standards. NC State University and University Housing reserve the right to terminate this use at any time if a guest does not abide by all [University Housing Community Standards](#) and all relevant [university policies](#). Guests must also comply with all local, State, and Federal laws. In addition to the policies described previously, the following are also enforced:

1. Occupants of university guest accommodations are expected to conduct themselves in a manner consistent with the rights and needs of other individuals on campus. For example, guests may not congregate in or around other guest rooms or create noise which causes disruption to the comfort of other residents or guests.
2. The following activities are of primary concern. Guests involved in such activities will be subject to immediate removal from University Housing, without refund:
 - a. Throwing objects out of/at windows or off balconies;
 - b. Use or possession of candles, fireworks, explosives, flammable materials, firearms, weapons or other objects which are potentially harmful to the physical welfare of other inhabitants;
 - c. Removing, damaging, or in any way tampering with fire safety equipment or triggering false fire alarms;
 - d. Misusing or vandalizing elevators, elevator equipment, or elevator locks;
 - e. Deliberate or malicious vandalism or theft of university property, furnishings, fixtures, and/or equipment;
 - f. Actions, which are directly detrimental to the physical safety or health of other guests, residents, or staff members.
3. Guests will be subject to immediate removal by University Housing, without refund, for acts that are contrary to the interests of the NC State University community. Examples include, but are not limited to: crimes of violence; possession, distribution, or sale of controlled substances and/or illegal drugs as defined by Chapter 90 of the North Carolina General Statutes; other acts which violate Federal, State, or local law; or acts which could threaten the safety or well-being of other members of the University community.
4. The following are not allowed in University Housing:
 - a. Pets, of any kind
 - b. Appliances exceeding 1800 watts or 15 amps
 - c. Hot plates, deep-fat fryers, open flames, or open coil appliances
 - d. Torchiere-style halogen lamps
 - e. Candles of any kind
5. Only individuals of legal age (as permitted by State law) may possess and/or consume alcoholic beverages in their individual Guest Housing unit. No alcohol is permitted in any common areas (lounges, hallways, suite hallways, breezeways, patios, etc.). At no time are underage guests permitted to be in the presence of alcohol. Please use the following website as an additional resource: <http://policies.ncsu.edu/policy/pol-04-20-02>
6. Disruptions and disturbances that prevent other guests from enjoying a peaceful environment with the NC State community are not permitted.
7. NC State reserves the right to enter rooms and other areas for the purposes of housekeeping, repair, maintenance, or

safety inspections.

8. Door-to-door solicitation or use of University Housing facilities for profit-making activities for individuals or groups is prohibited.

9. University Housing prohibits propping open any door or using any device to hold open an exterior access door.

10. University Housing reserves the right to waive or establish policies and procedures it deems necessary for the proper management of its programs.