Welcome!

Thank you for considering LSU and the Department of Residential Life for your summer housing needs! We provide housing accommodations to a variety of visiting groups including youth, adult, athletic, and academic organizations. From mid-May through the last week of July, we can house approximately 3,000 guests at any one time in our residence halls and apartments. Accommodations include facilities near the LSU Union and classroom buildings, overlooking one of the campus’ beautiful lakes or near LSU athletic facilities. We strive to provide a successful on campus experience tailored specifically for your group’s unique needs.

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 contact the Conference Housing Office at 225-578-4441.

Geaux Tigers!

Lynn Livingston
Assistant Director for Conferences and Contracts
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Staffing

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

Assistant Director for Conferences and Contracts
The Assistant Director for Conferences and Contracts is responsible for the overall management of the Conference Housing program and will be the first person in contact with you regarding your stay. The Assistant Director for Conferences and Contracts coordinates all planning, including administering the reservation process, creating contracts, and answering questions prior to a group being assigned a Conference Contact. The Assistant Director for Conferences and Contracts supervises the entire Conference Housing team and is available to you for any concern that may arise during your stay.

Conference Housing Interns
In the month of May, you will be assigned one Conference Housing Intern as your Conference Contact. These interns have been selected as part of the prestigious Association of College and University Housing Officers–International internship program. Interns are selected from all over the United States to experience a different housing operation at a new institution and to supplement their learning. Conference Housing Interns are graduate students with previous experience in housing.

Your group’s Conference Contact will contact you prior to your arrival to campus to confirm your reservation details, assist with room assignments for participants, assess any special needs, and to be available for any questions you may have. During your stay, your Conference Contact will be present for check-in and check-out and be available for any concerns or questions from 8:00 a.m. through 4:30 p.m. After business hours, on-call staff members are available to you for emergencies.

Conference Assistants (CAs)
Conference Assistants are undergraduate students that work full time for the Conference Housing program and are supervised by the Assistant Director for Conferences and Contracts and Interns. CAs assist with check-in and check-out and also perform security rounds through the buildings from 7 p.m. to 8 a.m. while on-call. CAs are available for emergencies each night. You may also see CAs working at the front desk throughout your stay. CAs are students at LSU, so they are helpful to consult with questions about navigating the large LSU campus.

Summer Conference Desk Assistants (DAs)
A front desk is operated 24-hours during your stay on campus. Summer Conference Desk Assistants are available to assist with guests that are locked out of rooms, to place work orders in the event that there is a facility concern and more. DAs staff the desks in conjunction with CAs. DAs are also students at LSU, so they are helpful to consult with questions about navigating the large LSU campus.
**Custodial Staff**

Each conference housing building is maintained by a number of custodial staff members. Generally, the custodians that you will see working also maintain the same building during the academic year. A Custodial Supervisor manages a group of custodians in a building or group of buildings. Custodial Supervisors are managed by the Associate Director of Housing Operations who works very closely with the Assistant Director for Conferences and Contracts.

Custodians will access hall bathrooms once a day during your group’s stay to clean and refresh supplies. Suite baths are cleaned prior to a group’s arrival. The staff will also clean floors and common areas in the building. Custodians are trained to manage blood borne pathogens, so should an emergency occur during your stay, you can rest assured that the facility will be returned to normal working conditions as soon as possible.

During the hours of 8 a.m. to 4:30 p.m., custodial staff can be reached via the front desk. Outside of those working hours, we rely on campus building services and on-call staff must make a request for those services.

**Business Office**

Residential Life is fortunate to have its own Business Office and one of their functions is to administer all Conference Housing financial transactions. The Assistant Director for Conferences and Contracts works very closely with the Business Office staff to insure the accuracy of conference billing. Your group will have two main transactions that involve the Business Office—payment of a deposit and payment of your bill.
Conference Housing Accommodations & Amenities

Overview of the facilities, services and amenities the Conference Housing operation provides.

Residence Hall Features
- Most residence halls have ground-floor reception areas.
- All residence hall rooms have two beds, desks, book shelves, and closet space.
- All buildings are air conditioned either by central air or a window unit. Most halls have in-room temperature control.
- Most buildings have a kitchen. These kitchens include a microwave, stove(s) and seating for a small group. Refrigerators are not included in the kitchens.
- Vending and ice machines are available in all buildings or groups of buildings.
- Laundry Facilities are available in each building, generally in the lobby. The cost is $1.25 per wash and $1.25 per dry. Guests are responsible for providing laundry supplies.

West Side Residence Halls
These facilities are close to The 5, LSU Athletics facilities and the Quad:

**Jackson and Taylor** are two of the five buildings that make up the Pentagon community. Jackson contains 80 beds, Taylor contains 95, all 2-person rooms. The buildings are organized into “sections” and each section is three floors, each floor sharing a bathroom. There is a kitchen on the second floor of each section that also provides a small meeting space.

**Kirby Smith Hall** contains approximately 550 beds, all 2-person suite style rooms (two 2-person rooms sharing one bathroom with one entrance to the hallway). Each of the nine residential floors contains approximately 60 beds. The lobby is home to a large meeting room, kitchen and TV lounge.

**Residential College One – North, South and West Halls.** These three buildings combine for approximately 770 beds (200 in South, 350 in North and 220 in West). Nearly all rooms are 2-person suite style rooms (two 2-person rooms sharing one bathroom with each bedroom exiting into the hallway), with a handful of 2-bed private bath and designed singles available. Each building features a study lounge on each wing or floor, with an additional library and lounge in each building. A kitchen with two stoves and a microwave is available in each building.
**East Side Residence Halls**

These facilities are close to the LSU Union, academic buildings, LSU lakes and University Recreation:

**Annie Boyd Hall** contains approximately 100 beds with all rooms 2-person suite style rooms with a handful of 2-bed private bath and designed singles available. Lounges are located on each floor with a main lounge on the first floor. A small kitchen is available in the basement. There is an excellent multi-purpose spaces on the first floor, one TV area and the other a small conference room.

**East Laville Hall** is home to the Honors House, totaling approximately 330 beds. Each hall contains 2-bed, hall bath rooms with a few single-bed hall bath rooms available. Lounges are located on each floor with main lounges on the first floors and kitchens are available in each building. There is also a beautiful courtyard available for use.

**Herget Hall** contains approximately 450 beds with a mix of 2-, 3- and 4-person rooms. All rooms are hall bath style, with two bathrooms on each wing that includes multiple sinks, toilets and shower stalls. The first floor contains a large lounge/TV area that is perfect for check-ins and group meetings.

**McVoy Hall** is a 200-bed facility located on the beautiful Campus Lake. All room configurations are 2-person hall bath bedrooms with each room divided into sleeping and study areas. McVoy's lobby includes a front desk, kitchen and large lobby space.

**Miller Hall** contains approximately 540 beds with a mix of 2-, 3- and 4-person rooms. All rooms are hall bath style, with two bathrooms on each wing that includes multiple sinks, toilets and shower stalls. There are two excellent multi-purpose spaces on the first floor; one is lounge/TV area and the other is a large lobby area.

**East Campus Apartments (ECA)** is within walking distance of academic Recreation. Each ECA apartment has a living room, private bedrooms, two bathrooms, a dining area, washer/dryer combinations, and a full size kitchen. Only 4-person apartments are used, with the A/B side of the apartment sharing one bathroom and the C/D side sharing the other. The Power Activity Center contains a TV lounge and a small meeting space.
**Amenities**

*Linen*
Linen packets are available to conference groups, provided the group requests the packets at the time of reservation and the entire conference utilizes linens on all days. Each packet includes two sheets, one pillow, one pillow case, two towels and one washcloth. The frequency of linen service will be agreed upon by the group, the Conference Contact and the custodial staff. Each linen packet is $5.00 per person per night.

*Meeting Spaces*
Most of LSU’s housing facilities have large lobby areas and/or lounge spaces which can be used by conference groups. These areas are available for scheduled activities that do not conflict with the activities of other groups. Conference housing staff will work to accommodate and schedule groups’ requests for public areas. Conference groups should indicate that they wish to use such space on their Conference Housing Reservation Form.

*Front Desk Operations*
A front desk services each hall and apartment complex, although a front desk may be housed in a building other than the building in which your conference group is assigned. All front desks are staffed 24-hours while a conference group is in the building and can be contacted at any time (phone numbers are listed in the “Important Numbers” section on page 28 of this publication). Front desk locations and services are noted in the “During Your Stay” section on page 17.

*Parking*
Most conference housing buildings provide adequate parking around the facilities for guests visiting the LSU campus. All guests must obtain a valid LSU permit to park on campus. Reservations for parking must be made in advance by contacting the Office of Parking & Transportation Services at 225-578-4628.

*Storage Room/Camp Store*
For groups planning to sell merchandise or concessions, approval must be granted by Finance and Administration. Finance and Administration approval must be received prior to the conference start date. Please note that your request for a storage room/campus store must be received three weeks prior to your arrival. For each storage room and/or camp store space used, a group will be assessed the single room rate per night per space.

*Tours*
Conference Housing staff members are available to provide you with a tour of potential/assigned facilities. Prior to a Conference Contact being assigned to your group, the Assistant Director for Conferences and Contracts will handle tours between 8 a.m. and 4:30 p.m. Once a Conference Contact has been assigned to your group, he/she will be available for a tour between the hours of 8 a.m. and 4:30 p.m.
Reservation & Contract Process

This section will help you understand the steps required to complete your housing reservation. The reservation and contracting process that follows is for a typical conference group, generally initiated the previous fall. For groups that initiate the reservation and contract process later (in the spring or summer months), the same paperwork is required but is completed on a shorter timeline. Groups late to the reservation and contract process generally have less selection with the availability of campus facilities, including residence halls and apartments.

Dates of Operation
Conference Housing availability is based on LSU’s academic calendar and is generally available from mid-May through the end of July. For 2017, housing availability begins Monday, May 22 and ends on Sunday, July 30. Unfortunately, we are unable to accommodate requests in August as our staff is readying the halls and apartments for the school year.

Rates and Payment
Daily rates are assessed on a per night, per person basis. Daily rates include options for single or double occupancy. 2017 rates are as follows: residence hall double occupancy, $34.00; residence hall single occupancy, $51.00; East Campus Apartments, $59.00. Linen packets are $5.00 per night per person.

Rates are subject to change. Payment for all charges related to the conference must come from the conference sponsor after the event. Payments may not be accepted for individual conference participants or sub-groups within the conference. Groups have the option of an LSU Internal Transaction (IT) or invoice for final billing.

Finance and Administration Process
LSU’s Finance and Administration manages some preliminary details with Summer Youth Groups via LSU Policy Statement 88 and administers a priority rating system for groups requesting use of University facilities. PS-88 requires Summer Youth Groups and off-campus groups to complete a short application for a priority rating that requests date, facility, and participant numbers. Finance and Administration then assigns priority ratings and communicates those ratings to key offices across campus utilized each summer (LSU Dining, University Recreation, Residential Life, etc.). Applications are generally due in November, with notification of priority ratings happening in late November.

Conference Housing Reservation Form
The Assistant Director for Conferences and Contracts in Residential Life will send an e-mail to you with a link to an on-line reservation form. This Reservation Form will request different pieces of information. One reservation should be placed for each group/session/camp. Before completing the Reservation Form, you will want to make decisions or gather information about the following:

- Participant, staff and/or chaperone counts
- Dates of arrival and departure for staff, early arrivals, and participants
- LSU Sponsoring Department contact information
- Preference on building location and/or style
- Billing preferences
- How to handle assignments

Completing a Reservation Form is non-binding; a group can cancel a reservation before the Housing Contract is due. Information can be updated once a reservation is complete but prior to contract creation.
**Housing Contract and Deposit**

The Assistant Director for Conferences and Contracts will use information in your Reservation Form to create your contract. The contract covers basic information about your group’s stay, including the number of attendees, dates, and other important details. Generally, a group is given 21 days to return a contract.

When a contract is returned, a $300 deposit is due for each contract, if applicable. Two common ways to pay a deposit is to include a check with the contract or to pay via LSU Internal Transaction (IT). Soon after your signed contract is returned, Residential Life will initiate a deposit IT with the account number provided on the Reservation Form.

The amount of the deposit will be subtracted from the total amount owed following your conference’s end. Refunds will not be issued if the amount of housing charges is less than the $300.00 deposit.

**Cancellation**

Written notice of cancellation must be received by the Department of Residential Life to cancel a conference housing reservation. If a reservation is cancelled after a deposit has been received, the deposit will be forfeited. If the University cancels your group due to circumstances outside of its control, including disasters, emergencies, damaged facilities, threats and severe weather, the conference will receive a full refund of the deposit.
Planning for Your Arrival

After the reservation and contracting process is complete, our focus turns to making your experience on campus as smooth as possible. This section will detail out planning items that you and your Conference Contact will discuss.

Conference Contact
In May, your group(s) will be assigned a Conference Contact who is your “go-to” staff member for everything related to your stay. Your Conference Contact will contact you multiple times prior to your arrival, beginning with an initial contact in the month of May. During this initial contact, your Conference Contact will review basic details about your group’s stay to insure that details have not changed significantly since your reservation was made. You and your Conference Contact should discuss any special needs or concerns that you may have about your stay on campus. Please exchange contact information (phone numbers and e-mail) so that communication remains open.

Meeting Space
Groups have priority on the common spaces in the buildings in which they are residing. Please confirm with your Conference Contact any meeting space needs you may have for your check-in process, meals or events. 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 space). Residential Life computer labs and classrooms are not available for use by conference guests.

In situations where multiple conference groups may request the same common space at the same time, each of the groups’ Conference Contacts will try to find a solution for that space or seek out other space in nearby buildings.

Tables
If your group requires tables for check-in, meals, or events, Residential Life is able to accommodate requests for up to 6 tables per group. For groups requiring more than 6 tables, please contact LSU Building Services to place your request at least three weeks in advance (requests are taken online, there is a cost associated with requests).

Supervision
If your participants include youth or high school ages, Residential Life requires your group to secure live-in supervision during your stay. All groups must ensure adequate supervision of minors while they are on University property. All activities involving minors should be supervised by at least two or more Authorized Adults (at least 18 years of age) or by their parent(s) or legal guardian(s). The ratio of Authorized Adults/Parents/Legal Guardians to participants/campers should reflect the gender distribution of the participants, and should meet the following minimums:

- One staff member for every five campers ages 4 and 5
- One staff member for every six campers ages 6 to 8
- One staff member for every eight campers ages 9 to 14
- One staff member for every 10 campers ages 15 to 20

Supervision should be provided at all times that participants are in the building(s).
Conference groups are asked to provide a contact name and phone number for at least one person that can be contacted in the event of an emergency.

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 Residential Life staff. All potential crimes and missing persons shall be immediately reported to the LSU Police Department.

Conference Assistants (CAs) are available from 7 p.m. to 8 a.m. each day your group is on campus and are your group’s liaison to handle behavior, emergencies, illnesses or injuries. CAs complete rounds in the building(s) throughout the night and are available via the front desk. CAs will be identifiable by wearing a Residential Life polo and a nametag.

**Check-In and Check-Out Process**

You have multiple options on how to handle housing check-in (method should be determined during your planning stage with your Conference Contact):

1. - Basic Check-In: if you are not planning a major check-in (where you might distribute additional items or information), participants should be directed to check-in at the front desk of the building.
2. - Major Check-In: if you are planning a major check-in in the building in which you are housed, we are able to move the housing check-in process to assist you. Please note that most conference housing facilities have large spaces for a major check-in in close proximity to front desks in which keys can remain at the front desk but can be the first or last step of your check-in process.
3. - Check-In at separate location: if your check-in is at another location on campus, we can sign out keys in advance to a representative of your group. Please note that unused keys should be returned immediately to the front desk or Conference Contact to avoid unnecessary charges.

To check-out of Conference Housing, most groups either send participants individually to the front desk to return their keys or the group will collect all keys and submit to the front desk/Conference Contact. If you have an alternate check-out process, your Conference Contact can examine whether we can meet your need.

Please see page 16 of this document for more specific steps of check-in and check-out processes.
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 your contracted number of participants 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 contract, however, your Conference Contact should be aware weeks in advance of any major changes from your original estimation.

Seven days prior to your arrival to campus, a Guaranteed Count Form should be submitted (the Assistant Director for Conferences and Contracts will send an e-mail reminder). This form serves to correct your group’s contract and provides Residential Life with a more specific count of your participants. This is not your final count, but should be as close to an actual count as possible. 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.

If no Guaranteed Count Form is returned prior to the seventh business day before the conference, the original number of spaces requested in your contract will be used as the minimum amount of spaces that you are responsible for paying. Residential Life agrees to provide housing accommodations for the guaranteed count. If your group needs more rooms on the day the conference starts, Residential Life will try to provide additional space for only 10% of the guaranteed count, as space permits.

Assignments
Closer to your arrival, your Conference Contact 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.

Specialized software is used for all Conference Housing groups. Therefore, time is needed for your Conference Contact to prepare information before your group arrives. This specialized software creates 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.

For groups that organize assignments by team/squad, we have the ability to process rosters and organize your bill by smaller groups for your convenience. You will need to decide to organize by smaller groups prior to the assignment process.
The following are options on how to assign your participants in the Residences Halls:

• **Option 1**: Provide housing staff with a list of participants and have the housing staff assign room numbers prior to check in. Housing staff must have participant information 3 business days prior to the earliest arrival of your group.
  1. You and your Conference Contact will discuss what type of arrangements you would like, such as: what types of rooms are to be used and for whom, floor preferences, where chaperones will be placed, etc.
  2. Your Conference Contact will ask for a preliminary participant list no later than one week prior to your arrival.
  3. Participant lists must be submitted electronically (Microsoft Excel format) listing first name, last name, sex, arrival date, departure date and subgroup (if applicable).
  4. Participant list/final changes are due to the Conference Contact no later than three business days in advance (i.e.: list is due by 3pm Tuesday if your first participant (including staff or chaperone) arrives on Friday at 3pm).
  5. Assignments will be made by Conference Contact and imported into conference software.
  6. Conference Contact will prepare and print a roster for use at check-in.
  7. Changes to room assignments must be communicated to your Conference Contact immediately after check-in is complete.

• **Option 2**: Provide housing staff with number of rooms needed and conference group assigns room numbers prior to check in. Recipient must provide room assignments 2 business days before earliest arrival of your group.
  1. You and your Conference Contact will discuss what type of arrangements you would like, such as: what types of rooms are to be used and for whom, floor preferences, where chaperones will be placed, etc.
  2. When you are ready, your Conference Contact will send you a Microsoft Excel spreadsheet with a listing of usable rooms and their occupancy maximums along with floor maps of the floors you have been assigned to use. Each line on the Excel sheet corresponds to an assignable bed in that room.
  3. You assign your participants keeping in mind that you must use 100% of the space on one floor/wing/section before moving to the next.
  4. Refer to the occupancy rules on your Conference Housing contract (Section I. c. Occupancy).
  5. Participant lists must be submitted electronically (Microsoft Excel format) listing building, room, first name, last name, sex, arrival date, departure date and subgroup (if applicable).
  6. Return your completed Excel document to your Conference Contact no later than two business days in advance (i.e.: list is due by 3pm Wednesday if your first participant (including staff or chaperone) arrives on Friday at 3pm.)
  7. Conference Contact will import assignments into conference software and print a roster for use at check-in.
  8. Changes to room assignments must be communicated to your Conference Contact immediately.
- **Option 3:** Provide housing staff with number of rooms needed and Recipient assigns room numbers at check in.

  1. Close to your arrival, your Conference Contact will confirm final participant numbers with you and designate that amount of space in the building for your group.
  2. Before your check-in begins, your Conference Contact will provide you with a Microsoft Excel spreadsheet or blank roster with a listing of usable rooms and their occupancy maximums along with maps of the floors you have been assigned to use. Each line on the Excel sheet corresponds to an available bed in that room.
  3. You assign your participants keeping in mind that you must use 100% of the space on one floor/wing/section before moving to the next
  4. Refer to the occupancy rules on your Conference Housing contract (Section I. c Occupancy).
  5. Immediately after your check-in process concludes, submit your assignments to your Conference Contact. Your assignments should include first name, last name, sex, arrival date, departure date and subgroup (if applicable).
  6. Your Conference Contact will make assignments, import them into the conference software and print a roster for your review and use.
  7. Changes to room assignments must be communicated to your Conference Contact immediately after check-in is complete.
During Your Stay

No matter the size of your group, we are prepared to handle any number of questions or needs. The following information is designed to help you plan, organize and handle everything that occurs in the residence halls and apartments during your stay.

Check-In Process

A smooth check-in can set the tone for your entire stay on campus. Below is some information to help guide you through the check-in process:

- Check-in begins at 3 p.m. on the first contracted day of your group’s stay. Participants will not be allowed to access the living spaces in the building until this time.
- If your main group arrives on the second contracted day (or later), check-in can take place at any time.
- Your Conference Contact and your group’s team of Conference Assistants will be present at check-in to provide assistance where needed.
- To provide for optimal staffing, we ask that a check-in is completed within 3 hours. Your Conference Contact will work with you weeks in advance to confirm the length of your check-in window.
- Unless you have planned otherwise, participants should check-in at the front desk of the building in which they are staying.
- Participants will sign a roster and receive their key and/or access card.

Please note if staff and/or chaperones are the only arrivals on the first contracted day, the check-in process for those staff/chaperones will likely be handled more informally.

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 participants about the following check-out process:

- All participants must be checked out by noon on the last contracted day. Should your group’s activities end later than noon, arrangements can be made to store belongings in a locked location elsewhere in the building until your program concludes.
- Keys must be returned the day of a participant’s departure. Failure to return a key on the day of a participant’s departure will result in charges for the entire contracted period.
- We ask that a check-out is completed within 3 hours. Your Conference Contact will work with you weeks in advance to confirm the length of your check-out window.
- Participants should remove all personal belongings, remove trash and other items and close and lock the room door.
- Linens should be left in rooms.
- Keys should be returned to the front desk (or other location previously specified).
- 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.
Front Desk Locations

Each building or group of buildings is serviced by a front desk. The locations and service areas for the front desks are:

- **Acadian Hall**: First floor in lobby
- **Annie Boyd, Highland & Louise Garig Halls**: Evangeline Hall lobby
- **Blake Hall**: First floor in lobby
- **East Laville Hall**: First floor in center building of Honors House
- **East Campus Apartments**: First floor of the Power Activity Center, located on the western edge of the complex
- **Herget Hall**: First floor in lobby
- **Jackson & Taylor Halls**: Pentagon Activity Center, the only one story building in the Pentagon
- **Kirby Smith Hall**: First floor in lobby
- **McVoy Hall**: First floor in lobby
- **Miller Hall**: First floor in lobby
- **Residential College One: South/West/North Halls**: In the East Hall near the outdoor staircases (small building in hill)

Front Desk Operations

Front desks are staffed 24-hours during your stay and serve a variety of roles. The following are some examples of concerns the front desk staff is equipped to handle:

- **Campus Information**: Front desk staff can provide you with information, directions and resources to locate people and places around the LSU campus.
- **Emergency Response**: If there is an emergency with your group, the front desk can quickly contact LSU-PD for assistance. Front desk staff can also dispatch on-call staff to assist you with any incidents or concerns.
- **Keys**: Front desk staff can sign out a replacement or spare key to a participant.
- **Luggage carts**: Some buildings have a limited number of carts available for check-out at the front desks.
- **Maintenance Requests**: If there should be a maintenance concern anywhere in the building (rooms, bathrooms, meeting spaces), please let the front desk know. Front desk personnel will either place a work order or speak with our Custodial Staff to address the issue. We will work to remedy the situation as quickly as possible with the least disturbance to you. Please note that outside of the hours of 8 a.m. – 4 p.m., response time and/or ability is limited.

**Packages/Deliveries**: Front desks can only accept packages that are perishable (such as flowers or edible arrangements). No other items will be accepted at the front desks. Residential Life is not responsible for lost packages or deliveries.
Keys
Residential Life 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 the Persona system (a “hotel key” system).

  **Standard key system:** Participants in these buildings can expect one key and one access card attached to a key pouch. 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 Residential Life staff can trace the code to a particular room. The access card is a plastic card that will grant participants access to the building’s exterior doors (locked 24-hours a day) and the building in which the front desk is housed, if different.

  **Persona key system:** Participants in these buildings can expect one access card that is stored in a key pouch. This plastic access card will grant a participant access to a room (coupled with a pre-assigned PIN) and also the exterior doors to the building and the building in which the front desk is housed, if different. Upon check-in, the participant will receive a specific PIN and instructions on how to use the card. At no time should a participant keep a written PIN and card together.

- Only assigned participants of a room can receive keys or sign out a spare/replacement key to that room. Participants should try to provide identification. If no identification can be provided, a conference group staff or chaperone must be available to verify the participant’s identity.

- Occasionally, participants may lose track of their keys. Front desk 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, but there will be a small amount of paperwork to complete and the participant should return the spare key immediately.

- Lost keys should be reported immediately to the front desk. 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 a lock change at the time of billing:
  - Residence Halls (not including Kirby Smith Hall): $50.00
  - Kirby Smith Hall: $110.00
  - East Campus Apartments (front door only): $155.00
  - East Campus Apartments (bedroom door only): $80.00
  - East Campus Apartments (both front door and bedroom door): $170.00

  In the case of a lost Persona card, the front desk will cancel the original card and re-issue a card at no cost.

- Front desk staff is available to troubleshoot problems with keys and access cards.

Rosters
Rosters will be kept at the Front Desk. 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.
Policies

It is our goal to provide a safe, comfortable environment for all of our guests. As such, we ask all conference group leaders, chaperones and participants to review and abide by the following policies, as required by the Conference Housing Contract. Conference staff will enforce the following 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.

Alcohol

Only conference participants 21 years of age or older may possess and/or consume alcohol in the privacy of their own room. When alcohol is present, all persons present in the room must be 21 years of age or older. Possession and/or consumption of alcoholic beverages is limited to guest rooms and is not permitted in hallways, balconies, lounges, stairways, courtyards, community bathrooms, parking lots, Activity Centers or and public area within the residential areas. All alcohol transported through public areas must be unopened or closed. Beer kegs and other common source alcohol containers are not permitted.

Animals/Pets

Animals/pets are not allowed in or around conference residence halls. In accordance with the Americans with Disabilities Act, service animals are allowed in all parts of residential communities on campus. If a participant has an assistance animal, please contact the Assistant Director for Conferences and Contracts for more information.

Appliances

The following items are not allowed in residence halls and apartments: 2.4GHz cordless phones; air-conditioning units; candle/wax warmers; ceiling fans that are not already installed; coffee makers without automatic shut-off; dishwashers that are not already installed; electronics skateboards, including self-balancing boards/scooters; halogen lamps/bulbs and lava lamps; items with an open heating source; microwaves over 1,000 watts; multi-headed lamps or Medusa lamps; refrigerators larger than 5 cubic feet; space heaters; toasters, toaster ovens, convection toaster ovens, or any other appliance with an exposed heating element; washers and dryers that are not already installed; wireless Internet routers and wireless printers.

Bicycles

Bicycles are allowed on campus. When being transported through residential communities, please walk to carry the bicycle. Bicycles should be properly stored and secured in bike racks near to residential facilities.

Candles and Incense

Candles, incense, and/or candle/wax warmers are not permitted in the residence halls and apartments.

Conduct

Behavior that is disruptive to orderly community living is prohibited. This includes, but is not limited to, throwing items in the hallways, bouncing balls on floor/hallways, pranks, or any other behavior that may cause physical injury or is potentially dangerous to the health and well-being of conference guests. Conference participants will be held responsible for their own conduct and that of their guests. Behavior will be confronted by staff; conference staff/chaperones will be notified and could lead to criminal action.
**Cooking**
Guests are authorized to cook in personal rooms with microwaves, hall kitchenettes, grilling areas and apartment kitchens. For fire safety reasons, all cooking with grease laden vapors, such as frying, is not allowed. Guests must provide their own cooking supplies and are responsible for maintaining a clean area.

**Damages**
Conference guests/groups will be held responsible for damages incurred accidentally, carelessly or maliciously. Appropriate damage charges will be assessed. Staff will complete room inventories for each room before a group arrives and after it departs. Any damages found in rooms or public areas after the group departs will be charged to the group. The Department of Residential Life encourages each group's staff and/or chaperones to inform participants about respecting the residence hall property and how to avoid damage charges. For any questions about damages, groups should contact their Conference Contact.

**Decorations**
While decorating, remember to follow the following guidelines to ensure that any creative efforts do not cause hazards. State Fire Code Regulations must be adhered to at all times.

- When decorating room doors, guests are not allowed to cover the room number or peephole.
- Decorations should allow guests access to the locking mechanism and doorknob.
- Exterior doors are public space and should not be decorated.
- It is not permissible to hang or place anything in or on the windows that may be viewed from outside the building.
- When hanging decorations on the walls, doors, or other surfaces remember to use only reusable, non-adhesive putty.
- Glue, nails, screws, duct tape, carpet tape, or double-sided tape will damage surfaces and guests will be responsible for repair costs.
- Stickers, wallpaper, or adhesive-backed shelf paper cannot be affixed to any university property for the same reasons.
- Nothing should be hung on or around sprinkler system heads or windows.
- Please refrain from the use of glitter.

If decorations do not comply with Residential Life’s mission or values they may be removed at the discretion of the university. Conference groups are responsible for damages incurred by hanging items in their room or apartment.

**Doors**
Tampering with, forcing or disabling a door’s locking mechanism, or propping open a main entrance or locked door and leaving it unattended, is prohibited.
Drugs
Illegal use, possession, distribution, or manufacturing of drugs or controlled substances is not permitted in the residence halls or apartments. Possession or use of drug related paraphernalia, including but not limited to bongs, grinders, and pipes is prohibited in and around the adjacent property of the residence halls and apartments. Suspected violations will be reported to campus police.

Elevators
Tampering with elevator safety systems, placing furniture in or in front of elevators, or engaging in activities that may damage or interfere with the operation and safety of the residence elevators is prohibited.

Extension Cords
For safety concerns, use caution and adhere to the manufacturer’s instructions. All extension cords must have the UL label approval, have a minimum conductor size of 16 AWG copper, and be three-pronged (three-conductor). There is a limit of one extension cord per electrical outlet. Do not plug in multiple extension cords together. Guests may not run cords under rugs or mattresses, over sinks, through doorways, or through windows.

Furniture
All furniture assigned to guest rooms must remain in the rooms and in its original setup. Conference guests are responsible for all furniture and its condition upon checkout. Furniture in public areas such as lounges and lobbies are available for use and we ask that you not remove any of this furniture from its original location. Guests/groups that damage furniture or do not replace furniture back to its original location may be charged for replacement and/or costs of rearranging furniture.

Garbage Removal
We ask that all guests place trash in barrels available on each floor or in the dumpsters located outside of the residence halls and apartments. Garbage may not be kept in the hallways, stairwells, or balconies. If a group holds a special meal or event that produces a significant amount of trash, it is the group’s responsibility to dispose of the trash. Groups that do not remove trash properly could be billed for removal of garbage. To assist with this request, the conference housing team is happy to provide you with a supply of trash bags, just let your Conference Contact know.

Harassment
Activity (verbal, written, graphic, and/or physical) that is threatening in nature or any form of harassment is prohibited.
**Littering**
Please help us maintain clean and well maintained facilities. Conference guests are asked to keep hallways, public areas, stairwells, and landscaping clean and free of trash. Trash left outside of living areas (in hallways, balconies, outside of front doors, in stairwells, etc.) will incur charges.

**Noise**
We know that summer conferences and camps are a time for fun. Noise often indicates that participants are enjoying themselves, but noise levels and activities should reflect consideration of others. Please remember that this is a University environment and noise should be minimized around classrooms and residence halls.

**Responsibility for Personal Belongings**
LSU does not assume any responsibility for any of your personal property which is stolen, lost, or damaged. Lock your room doors at all times.

**Room/Apartment Entry by Staff**
Residential Life staff members will make every reasonable effort to respect your privacy. There are times, when authorized personnel may enter a room or apartment. This occurs under the following circumstances:

- when a conference guest provides permission
- when there is an immediate threat, or reason to believe that there is a threat, to the health and/or safety of guests or property
- when it is necessary to preserve campus order, security, or discipline
- by search warrant issued by a University official pursuant to the LSU Code of Student Conduct or agency of the law
- during fire drills, alarms or severe weather evacuations for purposes of routine maintenance repairs or inspections
- to shut off unattended loud stereos, radios, persistently ringing alarm clocks or telephones, or other noise-producing devices, after attempting to contact the guest -
- open doors for suite-style bath lockouts -

Please be advised that Residential Life staff members will lock any unsecured doors (front doors only in the apartment communities) found during the room/apartment entry process.

Custodial staff members will enter rooms to clean bathrooms within communities and apartments with private or suite bathrooms. Maintenance staff members will enter rooms to make requested or needed repairs when needed.
**Skateboards/Skates/Electronic Skateboards/Scooters/Motorcycles**

Guests who want to use roller skates, in-line skates or skateboards are asked to use the designated recreational trails around campus for these activities. These activities are not permitted in and/or around Residential Life property and communities. These items must be stored within a guest’s room or vehicle.

Electronic skateboards, including self-balancing boards/scooters, and any other similar equipment are prohibited from being used, stored and/or charged in any Residential Life building/community due to a potential fire hazard.

Scooters and motorcycles must follow parking and traffic rules and are not permitted on sidewalks. Scooters must be stored at the bike racks/motorcycle parking area and are not allowed to be stored inside or immediately outside of Residential Life buildings.

**Smoking/Tobacco**

To support the rights of all guests and in compliance with university policy, all Residential Life facilities are tobacco-free. The use and possession of tobacco and tobacco products is prohibited on campus. This includes, but is not limited to, cigarettes, smokeless tobacco and electronic cigarettes and vaporizers. Guests must move to off-campus locations or a personal vehicle with closed windows for the use and storage of tobacco products.

**Throwing Objects from Windows**

For the safety of others, throwing objects from the windows is strictly prohibited. Conference groups are responsible for personal injuries, property damage, or cleaning charges that result from this action. Opening or leaning out of windows is not permitted.

**Trespassing**

For your safety, guests are not allowed to enter such as the roof, ledges and maintenance closet/hallways.

**Vandalism**

Vandalizing University property or other guests’ property is prohibited.

**Weapons**

Possession of firearms (including but not limited to air pistols, BB guns, and paint guns), facsimile weapons, ammunition, explosives, fireworks, knives (other than kitchen utensils), or dangerous weapons is prohibited in the residence halls and apartments.
Safety

Safety is a top priority at LSU. LSU 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.

Safety Meetings

We ask that all conference groups allow a member of the Conference Staff to address group leaders, chaperones and/or participants on the first day participants arrive. This brief meeting is to communicate safety basics to conference guests as well as to identify Conference Housing Staff. If a meeting will be difficult to organize, your group can assume responsibility for informing participants about safety policies and procedures. We are happy to share a brief agenda with you.

Emergency Evacuation

Conference guests are required to evacuate buildings when an alarm sounds, emergency flashing lights have been activated, or when instructed to do so by LSU staff members or emergency personnel. Re-entry into a building is prohibited until approved by LSU staff members or emergency personnel. Evacuation procedures are posted in the buildings.

Fire Alarm/Emergency Situations

If the fire alarm sounds, please be prompt in evacuating the building via stairwells. Conference Staff will address the alarm/fire. For any emergency situation, contact LSU-PD at 578-3231 or 911 from a campus phone. Do not tamper with the fire alarm equipment under any circumstances. Please do not exit through labeled alarm doors unless there is an emergency situation.

Safety/Security/Fire Equipment

Safety equipment including sprinklers, smoke detectors, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, and any other safety equipment is necessary to safeguard guests. Activating, handling, using, or interfering with any fire or safety equipment for any reason other than an emergency is prohibited at all times. Examples include but are not limited to discharging fire extinguishers, touching fire alarm pull stations or fire hoses, hanging objects from sprinkler heads, tampering with exit signs, or striking safety equipment with an object.

Security

Residence Hall security is a shared responsibility. Always lock your door and carry your keys. Do not unlock or prop open exit doors. Report suspicious persons to the front desk. Avoid going out alone at night and always carry an ID and emergency numbers with you.

Sprinkler System

Most rooms in the residence halls and apartments have a sprinkler system. Do not tamper with the heads protruding through the ceiling or wall. If the red glass cylinder is broken, a large amount of water will flow through this head and damage everything in the area, possibly including other rooms. Do not hang anything on the sprinkler head, as it could cause the glass to break and start the water flowing. If a sprinkler head is broken from guest negligence, the guest/group is responsible for all damages incurred. The sprinkler system is also tied into the LSU central system, which notifies the police that there is a fire in the building and activates the building alarm. If you notice any leaking from your sprinkler system contact the front desk immediately to report the leak.
**Personal Safety: What can you do to protect yourself?**

- Avoid walking alone at night unless absolutely necessary. When walking, keep to well lit, commonly traveled routes.
- Familiarize yourself with campus. Avoid taking shortcuts and dark, isolated areas, especially at night. Walk purposefully, know where you are going, and project a confident image.
- If you feel threatened, locate an emergency phone or enter a store or place of business even if you have just left it.
- Have your room and car keys ready; carry them in your pockets or have them easily accessible.
- Lock your doors and windows at all times.

**Community Safety: What can you do to protect our residence hall and apartment communities?**

- If you see suspicious persons in or around the residence hall or apartments or feel threatened at any time, contact the LSU Police Department (225-578-3231) immediately and report it to the front desk of your residence hall or apartment.
- Never prop open a door.
- Never let someone you do not know into a building.
- Observe all policies and procedures.
- Report any security concerns to a conference staff member.

**Call Boxes**

Emergency telephones have been added to some parking areas and at the entrance of most residence halls. To operate the emergency phone, simply press the red emergency button. It will connect you directly to LSUPD. Speak into the speaker. You may call other on-campus numbers from the phone by pressing the black call button and dialing the telephone number.

**Severe Weather Procedures**

In case of severe thunderstorms or tornados, you should immediately move to the interior of your residence hall or apartment, away from windows. In the event of a hurricane, the University will provide instructions via the Conference Housing staff. In all severe weather situations, be sure to stay in contact with and follow the instructions of Conference Housing staff members.
Evacuation Procedures

The following locations will be used in the case of an evacuation, such as a fire alarm. Please find the nearest exit and stand at your hall’s assigned meeting area and wait for further instructions. Outside evacuation locations are also listed. If weather or other circumstances are not favorable for assembly outside, conference guests should go to the indoor location listed. When a fire alarm or evacuation alarm is activated, you are required to immediately evacuate the building.

<table>
<thead>
<tr>
<th>Community</th>
<th>Outdoor Location</th>
<th>Indoor Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acadian Hall</td>
<td>Field south of Acadian Hall</td>
<td>Blake Hall</td>
</tr>
<tr>
<td>Annie Boyd Hall</td>
<td>Behind Evangeline Hall</td>
<td>Honors House Lobby</td>
</tr>
<tr>
<td>Blake Hall</td>
<td>Field south of Acadian Hall</td>
<td>Acadian Hall</td>
</tr>
<tr>
<td>Cypress Hall</td>
<td>Kirby Smith Hall parking lot</td>
<td>Kirby Smith Hall</td>
</tr>
<tr>
<td>East Campus Apartments</td>
<td>Parking lot/ECA Activity Center</td>
<td>ECA Activity Center</td>
</tr>
<tr>
<td>East Laville Hall</td>
<td>Southeast corner of Evangeline</td>
<td>Annie Boyd Hall</td>
</tr>
<tr>
<td>Herget Hall</td>
<td>Herget parking lot</td>
<td>Miller Hall</td>
</tr>
<tr>
<td>Highland Hall</td>
<td>Green space near Highland Rd.</td>
<td>Annie Boyd Hall</td>
</tr>
<tr>
<td>Kirby Smith Hall</td>
<td>Kirby Smith parking lot</td>
<td>WCA Activity Center /Broussard Hall</td>
</tr>
<tr>
<td>Louise Garig Hall</td>
<td>Green space near Highland Rd.</td>
<td>Evangeline Hall</td>
</tr>
<tr>
<td>McVoy Hall</td>
<td>Parking lot west of McVoy Hall</td>
<td>Blake Hall</td>
</tr>
<tr>
<td>Miller Hall</td>
<td>Miller parking lot</td>
<td>Herget Hall</td>
</tr>
<tr>
<td>Pentagon Halls</td>
<td>Pentagon Courtyard</td>
<td>Broussard Hall</td>
</tr>
<tr>
<td>Residential College One - North Hall</td>
<td>Courtyard</td>
<td>Broussard Hall</td>
</tr>
<tr>
<td>Residential College One - South Hall</td>
<td>Courtyard</td>
<td>Broussard Hall</td>
</tr>
<tr>
<td>Residential College One - West Hall</td>
<td>Courtyard</td>
<td>Broussard Hall</td>
</tr>
</tbody>
</table>
After Your Stay

Billing
Your conference group will be billed as a whole upon completion of the conference, via the method selected on the Reservation Form. Minimum billing is $300, covered by the non-refundable deposit.

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. Bills will be sent via email to the billing contact on record. All billings are due upon receipt.

Appeals
The following process has been established should you find a discrepancy on your bill:

1. - Contact your Conference Contact to discuss the charge. Should your Conference Contact agree that a correction is in order, he/she will contact the Business Office directly to initiate the correction. The Business Office will contact the group’s billing contact to provide an updated bill.

2. - If you and your Conference Contact cannot agree on a solution, contact the Assistant Director for Conferences and Contracts. He/she will research the discrepancy and make a decision as soon as possible. If the Assistant Director for Conferences and Contracts agrees that a correction is in order, he/she will contact the Business Office directly to initiate the correction. The Business Office will contact the group’s billing contact to provide an updated bill.

3. - If you and the Assistant Director for Conferences and Contracts cannot agree on a solution, contact the Director for Communications and Administrative Services. He/she will research the discrepancy and make a decision as soon as possible. If the Director for Communications and Administrative Services agrees that a correction is in order, he/she will contact the Business Office directly to initiate the correction. The Business Office will contact the group’s billing contact to provide an updated bill.

Evaluations
We are committed to improving our Conference Housing program year after year and your feedback is a key piece of that process. Shortly after your group departs campus, the Assistant Director for Conferences and Contracts will contact you to complete a brief survey about your Conference Housing experience. For groups with multiple sessions/camps, one evaluation request will be sent after the last session/camp departs.
Important Phone Numbers
All numbers listed below begin with area code 225.

**Emergency**
<table>
<thead>
<tr>
<th>Number</th>
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<tbody>
<tr>
<td>911</td>
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<tr>
<td>LSU Police Department</td>
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<tr>
<td>Baton Rouge Police Department</td>
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</tbody>
</table>

**Summer Contacts**
<table>
<thead>
<tr>
<th>Area Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>578-8663</td>
</tr>
<tr>
<td>578-4441</td>
</tr>
<tr>
<td>578-3386</td>
</tr>
<tr>
<td>578-2200</td>
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<tr>
<td>578-5666</td>
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<tr>
<td>578-4628</td>
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<tr>
<td>578-5245</td>
</tr>
<tr>
<td>578-8305</td>
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<tr>
<td>578-8211</td>
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</table>

**Front Desk Phone Numbers**
<table>
<thead>
<tr>
<th>Area Code</th>
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<tbody>
<tr>
<td>334-2277</td>
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<tr>
<td>334-2645</td>
</tr>
<tr>
<td>578-3336</td>
</tr>
<tr>
<td>578-3435</td>
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<tr>
<td>334-4248</td>
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<tr>
<td>578-8171</td>
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<tr>
<td>334-5510</td>
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<tr>
<td>578-0041</td>
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<tr>
<td>578-6881</td>
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<tr>
<td>334-2764</td>
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<tr>
<td>334-1134</td>
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<tr>
<td>334-1084</td>
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</table>

**Campus Contacts**
<table>
<thead>
<tr>
<th>Area Code</th>
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<tbody>
<tr>
<td>578-3202</td>
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<tr>
<td>578-0560</td>
</tr>
<tr>
<td>578-6642</td>
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<tr>
<td>578-5000</td>
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<tr>
<td>578-5141</td>
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</tbody>
</table>
Checklist

This checklist has been designed to assist you with all of the demands of preparing for a successful stay on campus. This list includes only Conference Housing items, so be sure to remember to contact other LSU offices like LSU Dining and Parking.

Planning stages (fall months through late spring):

- Complete application with Finance and Administrative Services
- Complete Conference Housing Reservation Form
- Sign and return Conference Housing Contract and deposit (if not doing IT)
- Contact the Assistant Director for Conferences and Contracts with any questions or changes to your plans
- Arrange a tour with Assistant Director for Conferences and Contracts, if needed

Once Conference Contact is assigned (late May):

- Work with your Conference Contact to verify information, including any special needs such as ADA needs, space for check-in, tables, camp store or storage room
- Arrange a tour with your Conference Contact, if needed
- If a youth or high school group, identify staff/chaperones within your group to meet Conference Housing’s supervision requirements
- Keep in close communication with your Conference Contact

Three weeks prior to arrival:

- Contact LSU Building Services if you are in need of more than 6 tables
- Confirm need of camp store/storage room with Conference Contact

Two weeks prior to arrival:

- Return Guaranteed Count Form to Assistant Director for Conferences and Contracts 7 business days prior to your arrival (you will receive an email reminder 3 days prior to this deadline with the form)
- If you are assigning participants yourself, begin working on assignments

Three business days prior to arrival:

- Check in with Conference Contact to verify arrangements
- If your Conference Contact is assigning participants, return electronic roster to Conference Contact no later than three business days prior to arrival

Two business days prior to arrival:

- If you are assigning participants, return electronic room roster to your Conference Contact no later than two business days prior to arrival

Day of arrival:

- Let the Conference Housing staff know of any concerns
- Notify Conference Contact of any changes to assignments
- Complete Safety Meeting, if applicable
Residential Life

Conference Housing
99 Grace King Hall
Baton Rouge, LA 70803

225-578-8663
reslife@lsu.edu
www.lsu.edu/housing