

## Conference Housing Frequently Asked Questions

### **Q: Can individuals stay in Conference Housing?**

A: Conference Housing is open to both groups and individuals. Individuals should put their name in the "Name of Group" section on the application and ignore questions geared towards groups.

### **Q: I would like to stay in conference housing. When should I reserve a room?**

A: It is best to start the reservation process sooner rather than later as we receive requests for conference housing regularly. Sometimes our facilities are completely booked. It is best to send us a completed application as soon as possible so we can make a contract to reserve the dates you requested. The contract holds the room(s) you requested and explains all of the payment due dates. If these due days are not met, your reservation will be cancelled.

### **Q: I am attending a conference/taking a class/other campus program. When should I arrive? What building is the meeting at?**

A: For all details regarding a group that you are affiliated with you should contact the organizing group or department. The Conference Housing Office can answer any questions you may have regarding conference housing.

### **Q: How do I get to the University of Hawaii at Manoa from the airport?**

A: Our address is: 2569 Dole Street, Frear Hall, Honolulu Hawai`i 96822-2328

#### From H-1 East:

- Take exit 24B for University Avenue
- Merge onto University Avenue
- Turn right onto Dole Street

#### From H-1 West:

- Take exit 24B for University Avenue
- Turn right at University Avenue
- Turn right onto Dole Street

### **Q: I do not want a meal plan. Do I have to have one?**

A: Yes, meal plans are required for every individual staying in conference housing facilities.

### **Q: Are there any interesting things to do in the University area?**

A: Yes. There are plenty of things to do. Check our links section for more information or see the front desk for suggestions when you arrive.

### **Q: May I smoke in my room or in another area of the building?**

A: No. Smoking is not permitted in rooms or any other area of the building. State law requires smokers to

be 20 feet away from all doorways and windows.

**Q: What time can I check in/check out?**

A: Check in is between 2:00 p.m. and 9:00 p.m. Check out is from 9:00 a.m. through 12 noon. If you or your group would like to check in or check out at a different time please contact the Conference Housing Office to arrange an alternate time. Early arrivals and late departures will result in a fine of \$25.00 per group. Please contact the Conference Housing Office if you would like to arrange early arrival or late departure.

**Q: My group would like to store luggage prior to check in. Is there a place we can keep our luggage?**

A: Yes. If you contact the Conference Housing Office, storage of luggage may be arranged. Please let us know ahead of time so we can accommodate your request.

**Q: Will you assign me a roommate so we can split the rent cost?**

A: No. Our office does not assign roommates.

**Q: When do I get my Security Deposit refund?**

A: The Security Deposit is refunded if there is no money owed to our office. Fines are charged in circumstances such as: missing or stained linen, missing or damaged keys, damage to rooms or other building facilities. A summary of your account will be mailed to the contact person 2-3 weeks after your check out date. At that time all charges and balances will be billed to your account. Any remaining monies after charges will be sent to the group coordinator 4-6 weeks after check out.

**Q: Is there internet access in the building?**

A: Yes. Every room is internet-ready. You can connect to the internet by Ethernet cord. A limited amount of Ethernet cords are available for your use at the front desk. No computers are provided in rooms.

**Q: Where can I cook?**

A: A full kitchen is located on the top floor. However, no pots, pans, or utensils are provided.

**Q: Do I need to bring towels or bed sheets?**

A: No. Bed linen and towels are provided in every room. Please leave items folded on the bed upon check out to avoid fines.

**Q: What linen are provided**

A: We will provide a pillow, pillowcase, two flat sheets, a towel and washcloth. Blankets are available with 72 hours notice to the Conference Office.

**Q: Can I reserve a parking pass?**

A: Yes, parking permits are available. To reserve a pass please contact the Conference Housing office. Parking passes are \$5.00 a day per vehicle and requests require at least 48 hours processing time.

Student Housing Services is a program of the University of Hawai'i at Mānoa

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