

Coordinator Frequently Asked Questions

[Who can stay in Conference Housing?](#)

Anyone who is affiliated with the University of Hawaii may apply for Conference Housing.

[Can individuals stay in Conference Housing?](#)

Conference Housing is open to both groups and individuals. Individuals should put their name in the "Name of Group" section of the application.

[Can minors stay in Conference Housing?](#)

Yes, but all minors must be accompanied by an adult. Our minors policy states that all conference groups with minors (age 17 and below) must have a minor to chaperone ratio of 10:1 to reside in our facilities.

[I would like to stay in conference housing. When should I reserve a room?](#)

Requests for reservations can be submitted up to a year in advance. Requests should be made as soon as possible because we receive requests for conference housing regularly.

[Will you assign me a roommate so we can split the rent cost?](#)

No, our office does not assign roommates.

[Our group does not want a meal plan. Do we have to have one?](#)

Yes, meal plans are required while residing in Conference Housing facilities.

[Can I get a rate quote?](#)

You can fill out the Contact Us form on our website or submit an application via email to start the reservation process. If your application is approved, you will be sent a contract and invoice that will indicate all charges for your group.

[When will the reservation deposit and full payment be due?](#)

The reservation deposit is typically due approximately two months prior to your contracted check-in date. The full payment will be due approximately one month before your contracted check-in date. If your application is approved, the exact payment deadlines will be indicated on your contract.

[When do I get my security deposit refund?](#)

The security deposit is refunded if there are no added charges for damaged or missing items (e.g. missing or stained linen, missing or damaged keys, damage to the rooms or other building facilities). If necessary, fees will be added to your account and the security deposit will be used to pay for the charges. Once all necessary charges are added to your account, the remaining security deposit money will be returned, approximately 8 to 10 weeks after departure. If there are no added charges during your stay, the entire security deposit will be refunded approximately 8 to 10 weeks after departure.

[What if I need to cancel my reservation?](#)

Please email us as soon as possible so we can start the cancellation process. If the cancellation is after the reservation deposit and/or final payment due date, there is a cancellation fee.

[I need to reserve space on campus. Do I do that with Conference Housing?](#)

No. Unfortunately, we only coordinate reservations in Conference Housing facilities.

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

(808) 956-8177 | FAX (808) 956-5995 | uhmsh@hawaii.edu | [2569 Dole Street, Frear Hall, Honolulu
Hawai'i 96822-2328](#)

Source URL: <http://manoa.hawaii.edu/housing/conference/faq>