

## Conference Services Frequently Asked Questions

The following FAQs will help you enjoy your stay at California State University, Northridge. Topics covered:

- Office Location and Staff Information
- Check-In, Extended Stay, and Mail/Packages
- Accommodations and Suite Amenities
- Additional Amenities
- Meeting/Study Rooms
- Dining
- Transportation and Parking
- Off-Campus Attractions and Businesses
- Emergencies and Lock Outs
- Maintenance and Cleaning
- Eligible Occupants, Guests and Pets
- Smoking, Alcohol, and Quiet Hour Policies
- Event Signage
- Seasonal Issues

[Embed links from each topic to relevant content section]

Please contact the Conference Services office at (818) 677-4986 if you have any other questions.

### Office Location and Staff Information

- **Where is the Conference Services office?**

The Conference Services Office is located in Pinion Hall (Building 9) and is open everyday of the week during the summer between the hours of 8:00am – 8:00pm. Maps of the University, housing and local area can be found at: <http://housing.csun.edu/maps>.

- **How can I contact the Summer Conference Services Staff?**

The Staff is available to answer questions or help you at the following:

Day: 8:00am – 8:00pm: 818-677-4986, Conference Office  
Night: 8:00pm – 8:00am: Duty cell phone number provide at check-in

- **Who is in charge of my conference stay?**
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You will have a Conference Assistant (CA) assigned to your group. Your CA will personally oversee your event and manage any needs that arise. The CA will check with your conference planner daily to ensure that your event is running smoothly.

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### Check-In, Extended Stay, and Mail/Packages

- **How do I get housing for the night before and after my conference?**

If space is available, you may extend your stay. Call the Conference Services office at 818-677-4986 and make a reservation for your extended stay.

- **Can I check in early or late?**

In most cases, arriving early or staying late is possible. Call the Conference Services office to make these arrangements.

- **When do I get a card key?**

You will be given your room card key upon check-in. Keys not returned at checkout will be deemed lost; replacement cost is \$5.00, payable to CSUN Student Housing.

- **Where does my card key work?**

The key issued to all conference guests at check-in works on the front doors to the building in which you are staying (locked 24 hours a day), the door to your suite, the pool gates, and the computer lab in Pacific Willow Hall (Building 6).

- **How do I get mail and/or packages delivered to me?**

To receive mail and/or packages, you will need to use the following address:

<Conference Group Name>  
<Participant's first and last name>  
17950 Lassen Street  
Northridge, CA 91325-8286

The Conference Office will coordinate your mail pickup. Mail will returned to sender if conference group name is not included on the envelope/package.

### Accommodations and Suite Amenities

- **Are there disability accommodations?**

Please make your Conference Assistant aware of any special needs your group may have. We will work to ensure that all accessibility issues are addressed. Please allow us adequate time to make the proper arrangements.

- **Are the residence halls air conditioned?**

Yes, all buildings on the campus are air conditioned.

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- **What amenities and furniture are in the residential suites?**

The living room has a couch, two chairs, a coffee table, and an end table with a lamp. The kitchen\* has a refrigerator, stove, and oven. There are two bedrooms (4 twin beds, dressers, desks) and a bathroom

(2 sinks, shower/tub combo). Each apartment has Internet and television hook-ups. Televisions, microwaves, coffee makers, pots and dishes can be rented for a small fee in the Conference Services Office (limited inventory). \*Buildings 15 & 12 do not include kitchens and appliances.

- **What is included in a linen packet?**

Linen packets include two flat sheets, a blanket, a pillow and pillowcase, two towels, and a washcloth. Linen packets are folded and placed at the foot of the bed. Arrangements for linen must be made prior to arrival. Toilet paper, plastic cups and soap are provided to every conference group.

- **Is Internet service available?**

There are five Ethernet connections in each apartment, and wireless Internet is provided at no cost inside and outside all buildings in the University Park complex. There is a computer lab in Pacific Willow Hall (building 6) for guest use; however, there are no printers available.

- **Does my suite have a telephone?**

The suites do not include landline telephones. There are payphones outside of Pacific Willow Hall (Building 6) and in the Satellite Student Union.

### **Additional Amenities**

- **Where is an ATM?**

There is a Wells Fargo ATM available in the Satellite Student Union.

- **Are recreational facilities available?**

The University Student Union has a fitness center and will charge a daily fee for use of their facilities. For more information about the fitness center, call 818-677-3604.

There are two swimming pools in the complex. One is located between Saguara Hall (Building 12) and Heather Hall (Building 13) and the other is located between Burdock Hall (Building 4) and Mariposa Hall (Building 16). If you plan on using either of the pools, you may want to bring an extra towel.

A sand volleyball court and a basketball court are located next to Lupin Hall (Building 11).

- **Are laundry rooms available?**

Washers and dryers are available on the first floor of each building. The cost is \$1.00 to wash and \$0.75 to dry. The machines take vending cards which can be purchased at vending machines throughout the complex.

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- **What amenities can be checked out from the Conference Services Office?**

Vacuums, volleyballs and basketballs can be checked out from the Conference Services office located in Pinion Hall (building 9) at no charge, picture ID required. There is limited inventory of these amenities and are checked out on a first-come, first-serve basis.

### Meeting/Study Rooms

- **Are there meeting rooms within the housing complex?**

Our campus has extensive meeting space. There is a 158-seat auditorium located within the student housing complex. There are many classrooms and common rooms available for use in the residence halls that seat up to 30 students with equipment to accommodate PowerPoint presentations.

- **Are study rooms available?**

There are study rooms in most of the buildings. If you would like to know in advance if there is a study room in your building, please ask your Conference Assistant.

- **Are additional facilities available on campus?**

On the main campus, there is a wide range of auditoriums and classrooms. Go to the University Licensing Web site [embed--<http://www.csun.edu/licensing>] to view many of the campus facilities and their price list.

*Note: The Conference Services can make the reservation for your group and include the cost for these campus facilities on your License Agreement.*

### Dining

- **What dining options are available within the housing complex?**

Vending machines selling beverages and snacks are located on the first floors of most buildings.

Located in the Satellite Student Union, Geronimo's is a newly remodeled dining hall featuring Cilantro's Taco & Tostada Bar, Pizzazz Pizza & Pasta, Checker's Deli, Grill & Greens, Matador Entrees, Flakes Cereal Bar, and Dessert Island. With its wide selection, this food court-style restaurant is the perfect place to feed your hungry students and staff. Meals can be arranged for vegetarians or individuals on special diets. Information about dining services, pictures and hours of operations can be found at <http://www.csun.edu/tuc/campusdining.html>.

La Tienda, located in the Satellite Student Union, is a convenience store that offers snacks, drinks, pre-packaged sandwiches and much more. Their hours can be found at <http://www.csun.edu/tuc/hours.html> along with the many other convenience stores located on the main campus.

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- **What dining options are available on the main campus?**

There are many food facilities located on the main campus which offer a wide variety meals. All of these facilities, along with their menu and hours can be found at <http://www.csun.edu/tuc/campusdining.html>.

Subway, located in the University Student Union, offers sandwiches made to order.

The University Club, located near the NW corner of Nordhoff and Zelzah, offers fine dining for anyone interested in a sit-down, relaxing meal.

- **If my conference group purchases dining for me, what will I need?**

If your conference has purchased dining, depending on the size of your group, you will be given dining cards at the time of check-in that you will show to the cashier when you dine. If you are with a smaller group, the cashier will just need to see a photo ID and will check you off of a daily roster. The Conference Services Office will let you know how your group's dining will be handled at the time of check-in.

- **Can I purchase meals on my own if my conference did not purchase them through Conference Services?**

Meals can be purchased at all campus eateries with cash or credit card if you do not have a dining card.

### Transportation and Parking

- **Is transportation available from the airport to the university?**

SuperShuttle provides transportation from LAX and Burbank airports directly to the University (818-558-3177). Another choice is the Van Nuys Flyaway bus which picks passengers up at the airport terminals and takes you to 7610 Woodley Avenue in Van Nuys (866-435-9529). From there, you can travel by cab to the university. This information is provided solely as a courtesy and does not connote an endorsement of any kind by the university.

- **How do I access public transportation?**

A detailed list of various transportation options, with contact information, is available in the Conference Services Guest Guide. To request a copy of our Guest Guide, please send an email requests or call 818-677-4986.

- **Where can I purchase a parking permit and where do I park?**

Parking permits can be purchased from the dispenser in the G-9 parking structure located in housing or from any parking booth attendant on the main campus. If you purchase your permit(s) from the G-9 dispenser, you can buy up to three days at a time with cash or credit card. Parking permits are \$6.00 per day and expire at midnight on the final valid day. Guests can park in any authorized campus parking lot with a parking permit (see parking maps located at csun.com).

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### Off-Campus Attractions and Businesses

- **Where can I find different attractions, restaurants, banks, etc. in the area?**

The Conference Services Guest Guide includes all of this information and much more. Guest Guides are given to all conference guests during check-in. If you would like one prior to your arrival, please call us at 818-677-4986 and one can be emailed to you. Maps of the university, housing and the surrounding area can be viewed on-line at: <http://housing.csun.edu/maps>.

### Emergencies and Lock Outs

- **Who do I call in the event of an emergency?**

In the event of an emergency, call CSUN's Department of Public Safety at 818-677-2111 or 911 directly. There is a fire station located on the corner of Reseda and Lassen.

- **Where is the nearest hospital to CSUN?**

The nearest hospital to CSUN is Northridge Hospital Medical Center (North of Campus), 18300 Roscoe Blvd, Northridge, CA 91328, 818-885-8500. More information about hospitals and pharmacies in the Northridge area can be obtained in the Conference Services Office.

- **What do I do if I am locked out of my suite?**

If you are locked out of your suite during the hours of 8:00am – 8:00pm, you can either walk to the Conference Services Office or call 818-677-4986 and a Conference Assistant will meet you at your apartment to unlock the door. If you are locked out between the hours of 8:00pm – 8:00am, you will need to call the duty phone and a staff member will unlock your door. Please be prepared to show a picture ID.

### Maintenance and Cleaning

- **What if my room needs maintenance?**

You can call the Conference Services Office directly at 818-677-4986 or stop by the Conference Services Office and a Conference Staff employee will complete a maintenance request for you.

- **Is cleaning service available?**

Cleaning service is not available during your stay, but for guests staying for more than 7 days, we offer a linen exchange if it is requested. If a linen exchange is requested please go to the conference office in building 9, townhouse 115 to pick up your new linen packet there or drop off the dirty linens on the day of the exchange.

### Eligible Occupants, Guests and Pets

- **Who is eligible to use campus summer housing?**

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Individuals attending educational conferences, workshops, seminars, classes or anyone who is visiting the campus for university business.

- **Can I bring a guest?**

All guests must be registered and paid as part of the conference group.

- **Can I bring a pet?**

In the interest of safety and sanitation, pets, other than those required for accessibility assistance, are not permitted.

### Smoking, Alcohol and Quiet Hour Polices

- **Can I smoke in my apartment?**

Due to California State University policy, smoking is prohibited in all CSUN housing buildings, residential hallways, restrooms, lounges, stairs, balconies, volleyball and basketball courts, pool areas and all public areas. Residents may only smoke 30 feet away from any building.

- **What is the alcohol policy?**

Conference guests who are under the age of 21 are not permitted to use, possess, or be in the presence of alcohol. A guest of the legal drinking age may possess and consume alcohol in his/her unit with the apartment door closed as long as he/she is not in the presence of anyone under 21 years of age. Open containers of alcohol are not permitted in ANY public area. This would include lounges, lobbies, balconies, etc. Closed containers of alcohol are allowed in public areas only if they are being transported to the unit of a legal-age guest.

- **What time are quiet hours and courtesy hours?**

During *quiet hours*, all guests living in student housing must keep noise at a very minimal level in dorm rooms, surrounding grounds, and recreation areas. *Courtesy hours* mean that residents are expected to maintain a reasonable or moderate noise level. During quiet and courtesy hours, we request less noise from everyone staying in student housing.

Quiet and courtesy hours:

Monday – Thursday 10:00pm – 9:00am

12:00am – 9:00am Friday and Saturday

- **What is *Regulations for Conference Guest Conduct* when staying at housing?**

All of the Guest Regulations for staying in Student Housing and Conference Services can be found at: <http://housing.csun.edu/regulations>. These regulations include policies regarding smoking, use of alcohol and many other questions you may have about residing in the CSUN Residence Halls.

### Event Signage

- **How do I obtain conference welcome signs?**

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The Conference Assistant assigned to your group will make welcome signs and participants' door tags prior to your arrival.

- **Can I hang my own signs?**

All signs and use of tape must be approved prior to display on campus. Painter's tape is the only authorized adhesive allowed on walls in campus facilities. Please work with your Conference Assistant for help.

### Seasonal Issues

- **When does conference season begin and end?**

Conference housing will be available from June 1 through mid August.

- **What is the summer like in Northridge?**

The average summer temperatures are 89° in June, 95° in July, and 96° in August. Water should be provided to conference participants during their stay as dehydration can occur rapidly in the heat.

- **How should I dress?**

Dress in shorts, light clothing materials and sandals. Bring your bathing suit and other summer clothing. It gets cooler in the evening and a windbreaker might be needed.