

GUEST EXPECTATIONS

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Section 1: Arrival & Departure Procedures

A. Check In/Out Times

“Check-in time” is any time after 4:00 p.m. (16:00) on the scheduled day of arrival until 4:00 p.m. (16:00) the following day where the guest may choose to retrieve their keys to their assigned bedroom. If another time is agreed upon in the confirmation email, the email will be the final confirmed check-in time.

“Check-out time” is any time before 10:00 a.m. (10:00) on the scheduled day of departure. Checking out after 10:00 a.m. (10:00) without written approval by Coordinator, Client Services, may result in: i) extra nightly charges or ii) the removal and storage of all items from the room to service the space for incoming guests. If approved, for a late check-out the following pricing structure applies:

- 10:00 am to noon: complimentary
- Noon to 2:00 pm: \$25 charge
- Past 2 pm: please make a new reservation for the following night

All guests will check-in and out the appropriate Service Centre provided in their booking reservation unless otherwise stated. The Services are open seven (7) days a week, twenty-four (24) hours a day, disruptions to these hours will be communicated to each guest.

If another time/location is agreed upon in the confirmation email, the email will be the final confirmed check-out time/location.

B. Identification Requirements

Valid photo identification is required upon check-in to the accommodations and must be shown upon request by any Housing and Conference Services staff or McMaster Security.

C. Deposit Requirements

All room reservations require an online credit card deposit equivalent to one night's stay. Methods of payment include: VISA, MasterCard, and American Express. No other methods of payment will be accepted.

D. Cancellation Policy

Cancellations must be made in writing to reservations@mcmaster.ca forty-eight (48) hours before arrival for a full refund. Any cancellations made within forty-eight (48) hours will be refunded less the deposit.

E. Final Payment

All reservation balances regardless of daily, weekly, sessional, or monthly are due upon arrival. Methods of payment include:

- Debit
- American Express
- VISA
- MasterCard

Personal cheques, cash, money orders and direct deposits, are not accepted as valid forms of payment.

Guests booked for longer than one (1) month may choose to pay: (i) the entire amount at arrival, (ii) the first month at arrival and subsequent months' payments by 5:00 p.m. (17:00) on the first of each month. After this time a late payment charge of fifty dollars (\$50) per day will be applied, if payment continues to be late for three (3) consecutive days the guest may be asked to leave campus.

F. Early Arrivals/Late Stays:

- McMaster University may assess an additional fifty-dollar (\$50) charge for any last-minute changes in accommodations arranged less than forty-eight (48) hours in advance of scheduled arrival.
- The guest must notify the Service Centre if they will be arriving after 10:00 p.m. (22:00) on their scheduled arrival date. If the guest does not arrive on their scheduled arrival date by 10 p.m. and does not notify the Service Centre, the assigned room may be cancelled and released to another potential guest without notice to the guest.
- Early departure or cancellation notice (after checking in): 1 (#) nights advanced notice in writing is required to the reserve@mcmaster.ca if the guest wishes to move out before their original scheduled departure date. This may result in a rate change for the previous nights stayed, and balance will be due upon departure.
- The guest may be asked to vacate the residence if they are late paying for their daily, weekly or monthly room charges, or at the discretion of McMaster University Housing & Conference Services or Security Services.

G. No-Show Policy

McMaster Housing & Conference Services reserves the right to cancel a reservation after the first night's stay if the guest does not arrive as scheduled or make contact. The (1) night stay deposit is non-refundable.

Section 2: Your Stay!

H. Visitor Policy

- Visitors are permitted, however only registered guests may stay overnight.

- Building Access Cards, Apartment keys and Bedroom keys are not to be given to visitors for any reason.
- Visitors are welcome to reserve a room for the night and can visit the Service Centre to check for availability.

I. Parking

Parking fees are assessed on a 24-hour scale beginning from 7:30 a.m. on the date that the ticket is issued until to 7:29 a.m. the following day.

Guests are welcome to park in any lot that is open to visitors. The closest parking lots available to our accommodation buildings are:

Building Name	Closest Parking
Mary E. Keyes Residence	Lot Q, I, M,
Les Prince Hall	Lot H, Stadium Underground or Lot G
Hedden Hall	Stadium Underground, Lot H or G
PGCLL	Stadium Underground, Lot H or G

Parking information is available at the Guest Service Centres, please see the campus map for locations: <https://housing.mcmaster.ca/wordpress/wp-content/uploads/2018/10/Campus-Map-2018-19.pdf>.

Parking is available at a discounted rate for guests at the Guest Service Centres. Parking is twelve dollars (\$12.00) per vehicle, per day (tax included) multiple entries to the lot per day.

Parking permit should remain in each guest's vehicle as it will be required for each entry into and each exit from the parking lot.

There are no refunds offered for our parking vouchers once they have been purchased. Lost parking vouchers cannot be replaced. It is the responsibility of the parking pass holder to ensure proper care and safe keeping.

There are short stop loading/unloading areas at each Guest Service Centre and near each accommodation building for guests' convenience.

Signature Suites: reservation in any Signature Suite includes nightly parking in a reserved parking spot as part of the nightly rate.

J. Health, Safety & Sanitation-Housekeeping

- Housekeeping is included in Hotel McMaster and Conference Guests' rooms scheduled at every seventh (7th) day.
- This includes the following services:
 - Garbage and Recycling
 - Counters are wiped

- Linens replaced
- Bathroom is cleaned and provided with fresh linens and soaps
- Vacuuming of carpets
- Student Summer Accommodation guests receive weekly housekeeping service for common area, including washroom cleaning and garbage removal
- All Student Summer Accommodation guests are responsible for the removal of personal trash from their assigned bedroom space on a regular basis

It is the responsibility of all guests to tidy all areas that they use and to maintain their space in an orderly, safe, and sanitary fashion. Failure to maintain a tidy space may result in a request to vacate McMaster accommodations and/or additional charges.

McMaster housekeeping staff will clean the hallways, common areas and lobby areas. Personal belongings are prohibited in common areas and public spaces. Housekeeping staff will discard all items left in common areas and public space. Guests are financially responsible for damages and additional cleaning charges as deemed appropriate by McMaster University Housing and Conference Services.

K. Luggage and Storage

- We offer complimentary luggage storage, subject to availability, for guests that are checking out at 10:00 a.m. (10:00), but not leaving until later in the day. Please arrange in advance by visiting your Guest Service Centre.
- We do not provide safes or offer storage for valuable personal belongings such as passports, laptops, cameras, phones or money.

L. Quiet Hours

Quiet hours are from 11:00 p.m. (23:00) to 8:00 a.m. (8:00) every day. Guests are expected to keep noise to a minimum to be respectful of other guests. Excessive noise levels will not be tolerated.

M. Special Requests

McMaster University Housing & Conference Services is committed to accessibility as per the *Accessibility for Ontarians with Disabilities Act*

(<https://www.mcmaster.ca/policy/General/HR/Accessibility.pdf>)

McMaster University Housing & Conference Services will make every effort to accommodate guests' special needs.

N. Emergency Procedures & Contacts

- North Quad Service Centre: (905) 525-9140 ex. 27222
- Mary Keyes Service Centre: (905) 525-9140 ex. 24898
- Campus Security: (905) 522-4135 or *88 from any in house phone

Candles are not permitted within McMaster University residence rooms.

McMaster Fire Emergency Plan is available here:

https://security.mcmaster.ca/campus_emergencies_guide.html

https://security.mcmaster.ca/campus_emergencies.html

Section 3: Miscellaneous

O. Keys & Building Access

Upon arrival, guests will receive a building access card and a room key. Buildings will be locked twenty-four (24) hours a day.

- Guests are always required to carry their building access card to gain access.
- Guests are prohibited from duplicating keys.
- All keys and access cards are property of McMaster University Housing & Conference Services and must be returned at check-out.
 - All lost or stolen keys or access cards should be reported to the Guest Service Centre immediately.
 - McMaster University Housing & Conference Services shall assess a one-hundred and fifty to one-hundred and eighty-five-dollar (\$150.00 – \$185.00) lock replacement fee for each key that is lost, stolen, or otherwise not returned.
 - All broken keys will be replaced without additional fees.
 - McMaster University Housing & Conference Services shall assess a twenty-five-dollar (\$25.00) fee for each building access card that is lost, stolen, or otherwise not returned.

P. Lost & Found

- If you have misplaced or lost any belongings something on campus, please check with the Service Centre as soon as possible. Any information you provide will be kept confidential and aid us if the item is returned.
- If you find any belongings (driver's license, keys, phone, document, USB, etc...) please turn the items to the Service Centre with as much information as you can remember to help us return the item to its rightful owner.
 - North Quad Service Centre - (905) 525-9140 ex. 27222
 - Mary Keyes Service Centre - (905) 525-9140 ex. 24898
- Lost and found items outside accommodation buildings may have been turned in at McMaster Security Services. They can be reached at (905) 525-9140 ex. 27093 and in person at the E.T. Clarke Centre near Mary Keyes Residence.

- McMaster University offers a lost and found service on a courtesy basis and is not liable for any missing property.

Q. Amenities

i. Room Inventory

- Each single-occupancy room contains one (1) bed.
- Each double-occupancy room contains two (2) beds.
- All rooms are equipped with a chair, linen, body towel, pillow, blanket, desk, closet, garbage can and recycling bin, and a working smoke detector.
- To avoid additional charges for missing items and/or damages, please report any missing items or damages upon check-in to the Guest Service Centre.
- Additional charges will be applied for any missing items in the room.
- Extra mattresses or cots are not allowed or provided by Housing and Conference Services.
- Individual bathroom soap and shampoo will be provided. Additional supplies are available upon request by the guest from the Guest Service Centre.

ii. Internet

- Each guest will receive a unique username and passcode to access complimentary Wi-Fi access (RezNet-Wi-Fi) for the duration of their stay which may be used on up to three (3) devices.
- Each guest is responsible for their own use of the internet and is prohibited from using or permitting use for a purpose or in a manner that is contrary to the law or University Policy. Abuse of the RezNet-Wi-Fi and MacSecure system may result in termination of the data service and may result in judicial or criminal charges being laid against the guest. Abuse of Wi-Fi may also result in being asked to vacate.
- Refer to the RezNet-Wi-Fi Usage policy (mcmaster.ca/uts/maconline/reznet.html) and the McMaster Code of Conduct for Computer and Network Users (mcmaster.ca/uts/policy/index.html)

iii. Laundry Facilities

- Laundry offerings are located in the following areas:
 - Les Prince Hall – Room 105
 - Mary E. Keyes Residence – Room 212
 - PGCLL – Third level common area
- They are card operated and cards may be loaded in the laundry room or at the Guest Service Centres.
- Laundry soap is not included, the closest location is [Shoppers Drug Mart](#).
- Fees are approximately \$1.50 per wash and \$1.50 per dry.
- Guests are responsible for all items left unattended in the laundry room.

- Irons are available in the laundry room at no additional charge. They are not to be removed or to be used in bedroom spaces due to fire safety regulations.

iv. Mail

- Outgoing mail is available at the Service Centres free of charge. Postage must already be affixed.
- Incoming mail is available for long term guests staying for one (1) or more months, upon request.

v. Fridges

- Can be provided based on availability
- Fridge rentals are to be arranged prior to your visit by requesting one via email to housing@mcmaster.ca at which point, pricing will be made available.
- Additional charges may be applied for any fees incurred for cleaning or disposing of food items left behind.
- Please be mindful that common room fridges are a shared space.

Section 4: Rules, Regulations and Policies

All persons using McMaster residence buildings shall adhere to all policies of McMaster, as well as provincial and federal laws concerning health, safety, and public order.

(<http://www.mcmaster.ca/policy/>)

Destruction, vandalism, theft, and moving of McMaster University Housing & Conference Services property is strictly prohibited, including but not limited to McMaster University Housing & Conference Services furniture and mattresses.

Sports and physical activities are not allowed in the hallways/common areas. Types of activities may include but not limited to: Throwing objects, Wrestling, Hockey, Boxing, Frisbee, Inline skating, Skateboarding and Bicycling. Due to safety and fire concerns the use of Hoverboards are prohibited from use inside the residence buildings.

Physical and sexual assault or verbal abuse, threats, intimidation, harassment, coercion, offensive language or conduct which threatens or endangers the health or safety of oneself or another person, is prohibited.

([http://www.mcmaster.ca/policy/General/HR/Discrimination Harassment Sexual Harassment-Prevention&Response.pdf](http://www.mcmaster.ca/policy/General/HR/Discrimination_Harassment_Sexual_Harassment-Prevention&Response.pdf))

Trespassing, tampering with, and/or unauthorized entry into or use of, McMaster University Housing & Conference Services premises or property, including but not limited to roofs, elevators, offices or balconies, is prohibited.

All individuals are expected to comply with the request of any McMaster official (McMaster security staff, building staff, etc.) in performance of his/her duties.

McMaster University Housing & Conference Services may immediately remove from housing, without refund, any person who conducts him/herself in a manner deemed unsafe or unacceptable to McMaster University Housing & Conference Services. Reasons for immediate and permanent removal may include but are not limited to, use of or possession of alcohol, public intoxication (regardless of age), use or possession of drugs and/or drug paraphernalia, offensive language, health and safety violations, vandalism, and unauthorized entry to space. The Manager, Conference and Event Services, or his/her designee, in their sole discretion, has final authority regarding removal of any guest.

McMaster University Housing & Conference Services will remove any individual who:

- Commits a violation of McMaster University's Guest Expectations or University policy, as defined by McMaster University Housing & Conference Services;
- Engages in behavior that McMaster University deems unacceptable and warranting removal; including abuse or misuse of facilities.

R. Tobacco and Smoke-Free Campus

- As of January 1st, 2018, McMaster University has become Ontario's first 100% Tobacco & Smoke-Free campus and one many to adopt this policy in Canada.
- The use of tobacco and all oral smoking devices will be prohibited on McMaster grounds. McMaster University is committed to making health and well-being a priority for all. McMaster University recognizes the unique relationship that many Indigenous cultures have with traditional and sacred medicines.
- As such, exemptions to this policy will be granted, upon request, to members of the McMaster University community.
- Please see the following link for more information:
<https://www.mcmaster.ca/policy/Employee/Tobacco%20&%20Smoke%20Free%20University%20Policy.pdf>
- Smoking inside the residence may face a fine up to five-thousand dollars (\$5,000) and removal from the residence without refund.
- Please visit the McMaster University map for campus borders:
<https://housing.mcmaster.ca/wordpress/wp-content/uploads/2018/10/Campus-Map-2018-19.pdf>

S. Cannabis Policy in Accommodations

- Guests who are nineteen (19) years of age and older may possess a limit of thirty(30) grams (about one ounce) of dried cannabis, or its equivalent in other forms.

- Cannabis and equipment must be stored in a container with clear labels and kept in each guest's individual space.
- The consumption of pre-made edible cannabis products is permissible; however cooking, baking or otherwise creating cannabis products for consumption in accommodation halls is prohibited.
- When carrying or transporting any cannabis outside of a residence room/floor common lounge, it must be in a closed container. Guests are not permitted to consume cannabis in hallways, stairwells, elevators, bathrooms, study rooms, games rooms, laundry rooms and/or building common rooms.
- Unsafe practices, as defined by the University, related to cannabis whereby problems of misuse and over-consumption occur are not allowed.
- Please see the following link for more information: <https://www.mcmaster.ca/policy/Employee/Tobacco%20&%20Smoke%20Free%20University%20Policy.pdf>
- Smoking inside the residence may face a fine up to five-thousand dollars (\$5,000) and removal from the residence without refund.
- Please visit the McMaster University map for campus borders: <https://housing.mcmaster.ca/wordpress/wp-content/uploads/2018/10/Campus-Map-2018-19.pdf>

T. Alcohol Policy

- Guests who are nineteen (19) years of age and older are permitted to have and to consume alcohol in their rooms.
- Kegs or large volume containers of alcohol are not permitted in accommodation halls. Guests who are nineteen (19) years of age and older are permitted to have and to consume alcoholic beverages in common rooms under the following conditions: Only one drink/container per person is permitted.
- A container must be made of plastic or other non-breakable material. Guests are not permitted to consume or have open alcohol in hallways, stairwells, elevators, bathrooms study rooms, games rooms, laundry rooms and/or building common rooms.
- Any activity (e.g. drinking games) that requires alcohol consumption in order to participate or has intoxication as its main goal or its inevitable goal is not allowed.
- Excessive consumption and public intoxication of alcohol are strictly prohibited regardless of an individual's age.
- Drinking outdoors on university property is not permitted unless in designated outside dining areas.
- Unsafe practices, as defined by The University, related to alcohol whereby problems of misuse and over-consumption occur are not allowed.
- <http://www.mcmaster.ca/policy/General/Misc/UniversityAlcoholPolicy.pdf>

U. Minors in Accommodations

- Guests under the age of eighteen (18) years are required to be accompanied by adults.
- The University will not house minors without chaperones being present.
- Chaperones must stay in the accommodation facility on the same floor/wing as their underage guests and are responsible for them at all times.
- Please note, a minimum ratio of at least one chaperone per 10 minors is required. A higher ratio of chaperones to minors is preferred.

V. Pet and Service Animal Policy

- Guests are prohibited from having pets or animals of any kind in residence buildings.
- Service Animals and Service Animals in Training are permitted on campus if the work or task of the animal is directly related to the guest's disability and the animal has been trained or is being trained to perform the tasks needed to support the person with disability.
- Requirements of Service Animal and Service Animals in Training:
 - Service Animals must be in good health. Any service animal occupying McMaster accommodations must have certification of annual vaccinations from a veterinarian.
 - Must wear a valid vaccination and identification tag, as well as: appropriate collar, leash and vest at all times.
 - Prohibited from entering the hallway, bathroom, or floor/building common areas unless in the company of the guest and appropriately secured on a leash.
 - Must be able to behave safely in social settings. While the AODA customer standard doesn't require that all service animals are formally trained, it is an expectation that all service animals can behave safely in social settings.
 - As McMaster accommodation is a communal living environment, service animals are required to demonstrate, upon request by Housing & Conference Services staff that they can handle public access situations.
 - All service animals need to demonstrate the ability to:
 - Master basic obedience commands such as, "sit, down, stay, come, etc."
 - Promptly return to the guest when called in the presence of high distraction
- Requirements of the Guest:
 - To maintain control over the service animal at all times.
 - To secure the service animal in the room (i.e., kennel, crate, etc.) when the guest is not with the service animal for the safety and security of the service animal and McMaster University staff members who may enter during emergency situations and/or to complete a work order for facility-related issues.

- Should a McMaster University staff member request the service animal not to be present in their workplace for any reason, the guest and the service animal will leave the room/area until the work is completed.
- To assume personal and financial responsibility for any damages caused by the service animal. This includes, but is not limited to extra cleaning for animal waste, replacement of damaged furniture, pest control costs, etc.
- To take the service animal outside to relieve themselves.
- If physically able, to immediately clean up animal waste and properly dispose of it. Guests who are not physically able to pick up and dispose of waste are responsible for making necessary arrangements for assistance.
- Any animal left unattended or unrestrained will be removed at the owner's expense to minimize risk to other animals on leashes and members of the University community.
- Please submit a request in writing to housing@mcmaster.ca thirty (30) days in advance along with all supporting documentations for your Service or Support Animal

W. COVID-19 Policies

Our community's health and safety is of high importance, therefore all guests of Hotel McMaster are required to abide by all McMaster COVID policies including but not limited to: vaccination, masking, screening, training, testing, reporting etc. More details on the university policies can be found here: <https://covid19.mcmaster.ca/> which are subject to change without notice.

X. Prohibited Items

Prohibited items on campus include, but are not limited to:

- Weapons (including toy replicas)
- Explosives and pyrotechnic substances (e.g. fireworks)
- Firearms (including toy replicas)
- Pets (with the exception of approved service animals)
- Appliances and/or any type of heating elements within individual accommodation rooms (e.g. coffee makers, hotplates, toaster ovens, kettles, etc.)
- Halogen lamps (or those requiring combustible fuel)
- Lit candles or incense.