Villanova University
Office of Conference Services
800 Lancaster Avenue -- Galberry Hall
Villanova, PA 19085
Phone: 610-519-7790 -- Fax: 610-519-7869
www.conferenceservices.villanova.edu

2019 VU Coach Camp Planner Handbook

The following Planner Handbook for conducting camps at Villanova University applies to all camp planners. If you have questions or concerns, please call the Office of Conference Services (OCS) anytime, 610-519-7790.

Housing and Dining arrangements are two of the most important facets of your camp.

I. Housing:

Housing Assignments are made via an Excel spreadsheet. This building-specific, by-room spreadsheet will be sent to each designated camp planner electronically via email (see sample on page 8). The camp planner or other primary camp administrator is responsible for entering all requested data and sending it back to OCS electronically, via email. The information entered by the camp planner will be downloaded to OCS software. Campers may only be assigned at a maximum of 2 persons per room (more permitted if any rooms are standard triples or quads). All furniture upon check-out must be in its original location. There will be a charge of $50.00 per bed that is not back in its original room when your camp leaves. The Office of Conference Services does not have or provide bunk bed pins, and it is unsafe to bunk beds without pins.

The blank housing assignment spreadsheet will be emailed to you about three weeks before check-in, along with floor plans for your building(s) and detailed instructions. The completed spreadsheet along with all other required information (e.g. Camp Information Sheet 3, check-in/-out arrangements etc.) is due back to OCS approx. 10 days before your camp arrives, by the date specified in the cover letter you will receive from our office by March 1. Be sure to plan accordingly when setting your camp registration deadline date.

Please note: For overnight camps, all camp staff, coaches, trainers, counselors and campers (all overnight guests) are expected to stay for the full duration of camp and will be billed accordingly. Possible exceptions will be considered on a case-by-case basis only. There will be no refunds for early departures.

Housing Occupancy: The number of residents provided to OCS 10 days before arrival via completed housing assignment spreadsheet will be the guarantee number. The housing guarantee number can be modified in writing up to the third (3rd) day prior to check-in in case of last-minute cancellations or additions. OCS will make its best effort to accommodate additional attendees, but cannot guarantee availability of bed space. *

* Subsequently, a post-check-in spreadsheet with correct room assignments for all group members, including any room changes, names not on the original spreadsheet and cancellations, must be received in an Excel spreadsheet via e-mail by 12:00 Noon on the first business day following your Check-In, clearly highlighting any changes. If the Camp Planner does not get back to OCS with a post-check-in spreadsheet, the Camp will be billed for the duration of stay for the total number of Check-In envelopes originally provided for registration, plus any subsequent additions. When confirming housing occupancy, all unused check-in envelopes, Wildcards (building/Dining Hall access), keys, lanyards etc. are to be returned to Galberry Hall.
Housing Check-In: Housing Check-In is 3PM or later. Any other arrangement must be by agreement with Conference Services. Please note: If a guest(s) cannot check-in during the scheduled group check-in hours, it is the camp planner’s responsibility to keep the remaining check-in envelopes/materials and check guests in upon their arrival. (Suggestion: Distribute your cell phone/contact number to all or at least to late-arriving participants in advance.)

Housing Check-Out: Housing Check-Out time is by 11AM unless arranged otherwise with Conference Services (earlier check-out due to arrival of next guest group or later check-out due group’s own schedule, where possible). Camps are responsible for collecting and returning any keys issued to them. Before final departure, a camp representative must return all keys, registration bins etc. to the Office of Conference Services, Galberry Hall, and inform the Assistant Director of Conference Reservations (610-519-7790) as to where items were returned.

Any shortages will be billed on the camp’s final invoice. There is a $75.00 fee for a lost key due to the costs associated with a required lock change and key production. Costs for master keys vary by building and are significant. A $25.00 fee for any requested door lock combination change will be billed. Wildcards are disposable and do not need to be returned at departure. However, there will be a $10.00 replacement fee if a Wildcard is lost during your stay and a replacement card is issued.

The security of room keys and master keys, if any of these are issued, is the responsibility of the camp planner, who will also sign an additional “Master Key Agreement Form” if any master keys are issued.

II. Dining:

Dining Services provides three dining hall buffet meals daily (breakfast, lunch and dinner) in the one Dining Hall operating during the summer. All on-campus meals (incl. refreshments, catered meals, pizza, picnics etc.) not eaten in the Dining Hall must comply with the University’s Catering Policy. Please see Catering Policy on page 7 of this guide.

Dining Hall Meal Periods: Breakfast: 7:00 AM - 9:30 AM
Lunch: 10:45 AM - 2:30 PM
Dinner: 4:15 PM - 7:15 PM

Specific Dining Hall arrival/departure times for your camp within each of the above meal periods will be scheduled with you by Conference Services prior to your arrival and must be observed to ensure minimal wait times for you and all other guest groups, guarantee seats and to maximize the efficiency of our Dining Hall operation. To arrange your times and for any questions, contact the Assistant Director of Conference Reservations.

OCS will provide Dining Services with your guarantee number of diners by meal and your group’s special dietary needs. A guarantee is the number of guests anticipated to eat a particular meal. Dining charges are based on the guarantee number, plus any additional diners. If a camp has fewer actual diners than the guarantee number, the charge for that meal will be based on the guarantee number. If the camp has more diners than the guarantee, then the camp will be charged for the actual number. Guarantee numbers are due to OCS ten days before arrival (by the date specified in the cover letter and Info Sheet #3 provided to you by March 1) and should realistically reflect the size of your camp to allow for an adequate amount of food preparation and seating. Example: Polo Camp’s guarantee number is 70 campers/staff for breakfast, lunch and dinner. Only 63 campers/staff ate at breakfast, but 75 ate at lunch and dinner. The camp will be charged for 70 breakfasts, 75 lunches and 75 dinners.

After submitting meal guarantee numbers 10 days before arrival (Info Sheet #3), those numbers can only be modified to increase up to the third (3rd) day prior to check-in, if absolutely necessary. Guarantee numbers do not have to be the same for each meal and/or each day. Please remember and alert your campers that no food may be taken out of the Dining Hall and that there is no room for equipment storage/backpacks etc.
III. Calendar Planning Summary

By April 1st or as advised

- Submit completed Camp Info Sheet #1, incl.
  
  ⇒ Advise the Office of Conference Services of an estimate of the number of participants and staff in the camp.

  ⇒ Designate the meals, breaks etc. the group will need served in either the Dining Hall or by University Catering (picnics, tote-bag meals, pizza etc.).

3 Weeks Before Arrival (see cover letter or Info Sheet #2 for due date)

- Submit completed Camp Info Sheet #2, incl.
  
  ⇒ Advise the Office of Conference Services in writing of your updated estimated participant/staff and Dining/Catering numbers.

  ⇒ Early Arrival/Late Departure Dates must be pre-approved by Conference Services well ahead of the 3-weeks-out deadline. If approved, please notify us of the specific arrival dates and times of your camp’s administrative staff or others who require accommodations before or after the scheduled camp.

  ⇒ Advise Villanova’s Assistant Director of Conference Reservations of any individuals with special physical needs or dietary restrictions who will be participating in your program and who will need special accommodations.

  ⇒ Communicate contact information and procedure for any off-hour arrivals and general housing check-in arrangements and needs.

- By-Room Housing Spreadsheet in Excel-format will be sent to you via email. Please fill in the information necessary to house each camper and staff, coaches, trainers, counselors etc. After completing this form, email it back to OCS by the due date. It is expected that all members of your group will be arriving and departing on your group check-in and departures days that were agreed upon. If special arrangements have been made with Conference Services and this is not the case, please put the different arrival/departure dates next to the names of the respective individuals.

- Schedule walk-throughs. It is mandatory that the camp planner or his/her delegate contact the Assistant Director of Conference Reservations, 610-519-7790, in order to schedule pre-check-in and post-check-out residence hall walk-throughs, if not already scheduled during our spring planning meeting.

Prior to check-in, the planner or his/her delegate will meet with an assigned Conference Services staff member to take an inventory of rooms, to document room configuration (which rooms are singles or doubles, etc.) and identify pre-existing damages or room conditions. *If you waive this right, your organization could be incorrectly charged for furniture moving or damage to dormitory rooms or common areas discovered following your group’s departure.* Another walk-through will be conducted immediately following check-out. It will be in the coach’s best interest to do a thorough inspection on the PRE-camp walk-through in order to have an accurate accounting of building conditions for the POST-camp walk-through.
Pre-Camp Walk –Through Procedures:
All pre-camp walk-throughs of residence halls used will be conducted by each coach and his/her staff prior to camp. Forms to be completed by coaches will be provided by the Office of Conference Services (OCS). A pre-camp walk-through will cover dorm rooms, lounges, hallways/stairways, and bathrooms, to include: windows, screens, furniture, doors, fixtures, cleanliness, etc.)

- An OCS staff member will be assigned to the group and will be responsible for getting coaching staff into the buildings and rooms to be inspected. OCS staff will not accompany the coaching staff on the pre-camp walk-through.
- The completed forms need to be returned to the Service Desk in Galberry Hall immediately following the walk-through. This will enable Conference Services to submit any urgent work requests prior to check-in.
- Pre-camp walk-throughs will be scheduled with each coach during our Spring Coaches Meetings and then put into Outlook Calendar. An Outlook Calendar reminder will be issued 30 minutes prior to appointed time providing a phone number for the coach to call Conference Services if there is an unexpected problem with keeping this appointment.

10 Days Before Arrival (see cover letter or Info Sheet #3 for due date)
- Submit the following to Conference Services:
  1. Submit completed Camp Info Sheet #3, incl. a Guarantee for Housing and Meals on Info Sheet #3.
  2. Submit completed housing assignment spreadsheet via e-mail.
  3. Submit an electronic copy of your group’s final daily camp schedule. (Remember that Dining Hall meal times must be scheduled with and approved by the Assistant Director of Conference Reservations before schedule is finalized.)

In Preparation for Check-In
- Pick up check-in materials from Conference Services a day before or the day of check-in. Contact Assistant Director of Conference Reservations to confirm that items are ready for pick-up.
- Pick up printed copies of Villanova University Department of Public Safety Emergency Procedures Bulletin and Terms and Conditions of Occupancy of Villanova University Facilities from Conference Services and be prepared to distribute to all attendees (staff, participants etc.) at check-in (mandatory requirement for all guest groups).

The Day Following Check-In
- Submit post-check-in housing assignment spreadsheet via e-mail (see page 1)

The Last Day of Your Camp
- All beds and furnishings must be in their original locations. If beds have not been returned, or if the furnishings in any given room are not correct, there will be a $50.00 per bed charge to have our movers replace the missing beds and/or mattresses. If the furnishings are not recovered, the camp will be billed for their replacement.
The camp planner or his/her delegate will meet with an assigned Conference Services staff member. The planner and the OCS Staff member will conduct a building walk-through, take an inventory of room conditions, document room configuration (which rooms are singles or doubles, etc.), check for cleanliness and note any damage following your group’s departure. The conditions noted at this time will be cause for additional billing. Thus, camp administrators must be sure the building is prepared for inspection. If you waive your right of inspection, your organization could be incorrectly charged for furniture moving, excessive cleaning and/or damage to rooms/common areas discovered by VU Staff following your departure.

Post-Camp Walk-Through Procedures:
- The pre-camp walk-through sheets will be used during the post-camp walk-through. These forms will be used to identify any damages to the buildings. The post-camp walk-through will be scheduled with Conference Services and will be performed by Conference Services staff and the coaching staff for each athletic camp. Every camp will be responsible for damages caused, from the day of their pre-camp walk through to the day of departure. Every camp will be responsible for any excessive cleaning necessary upon departure. Costs to have moved or missing furniture replaced will be the responsibility of the camp. All related charges will be added to the master invoice for that camp.
- Post-camp walk-throughs will be scheduled with each coach during our Spring Coaches Meetings and then put into Outlook. An Outlook reminder will be issued 30 minutes prior to appointed time providing a phone number for the coach to call if there is an unexpected problem with keeping this appointment.

Camps are responsible for the collection of any and all keys that were issued to them. The planner or his/her delegate should be prepared to return the keys to a Conference Services Staff member in Galberry Hall as soon as possible following check-out. Please note: Any shortages will be charged to your group on your final bill [Regular Keys - $75.00 fee; Master Keys – several thousand dollars, depending on building]. Wildcards are disposable and do not need to be returned at the end of your stay.

Following Your Camp
- At the conclusion of your camp, the Office of Conference Services will send a master bill within 30 days, itemizing all costs, i.e. housing, meals, meeting space rental, special catering functions, etc.

- Full payment of the balance on the final invoice will be due within 30 days of date on the invoice. All camp planners will have up to 15 days from date of invoice to question any charges thereon, with supporting documentation, and Conference Services will seek to subsequently resolve any written concerns.

- A late fee of 1% of the outstanding balance will be charged after the due date and for each subsequent 30-day period of delinquency.
IV. Conference Service Desk

The Conference Service Desk opens on Sunday, May 26, 2019 at 12noon. It is located in Galberry Hall, near Villanova Stadium, and is open daily from 7AM to 9PM (12PM opening on Sun, May 26 only). From 9PM to 7AM, calls will be referred to the on-duty OCS staff member’s cell phone number to call for assistance. A call to the Service Desk is the fastest route to service!

Phone Numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Service Desk</td>
<td>610-519-5554</td>
<td>7am – 9pm daily, plus off-hours via on-call staff</td>
</tr>
<tr>
<td>Assistant Director of Conference Reservations</td>
<td>610-519-7790 office / 610-291-7809 cell</td>
<td></td>
</tr>
<tr>
<td>Assistant Director of Conference Operations</td>
<td>610-519-7895 office</td>
<td></td>
</tr>
<tr>
<td>University Office of Public Safety</td>
<td>610-519-6979</td>
<td>anytime</td>
</tr>
</tbody>
</table>

For Emergencies only - dial 610-519-4444 (or 9-4444) to reach Public Safety.

V. The Office of Conference Services is here to do the following:

A. Coordinate all of your housing, dining and conference services needs.

B. Process facilities repair requests via the Service Desk. Provide campus/local information and 24/7 staff availability to address service needs.

C. Provide Check-In registration envelopes (incl. campus maps), Wildcards (building/Dining Hall access), keys/door lock combinations, and lanyards, as well as printed copies of Emergency Procedures Bulletins/Terms and Conditions of Occupancy.

D. Receive a prompt report of any lost keys. Dorm rooms now have push-button combination door locks.

E. Log and hand over all found items to Public Safety’s Lost & Found Center (610-519-6979).

F. Process all requests for meeting space in campus facilities other than those under the control of the Athletic Department.

G. Do our best to make your camp run smoothly!

VI. Camp Planner or his/her delegates are responsible for:

A. Following all of the procedures and deadlines specified in this Camp Planner Handbook.

B. Taking steps to insure campers are respectful of all Villanova University property and are mindful of the University’s Terms and Conditions of Occupancy (attached).

C. Adhere to their camp contract with Villanova University/Villanova Athletics.

D. Monitoring the behavior of all participants and staff while on campus.
E. Promoting conditions of cleanliness within and outside of campus buildings.

F. Notifying OCS immediately of a lost/stolen meeting room key ($75.00 fee), lost/stolen master key or a lost/stolen Wildcard ($10.00 replacement fee).

G. Being aware of procedures to be followed with camp participants in the event of an emergency, a natural disaster or injury. See Public Safety Emergency Procedures Bulletin and call Public Safety, 610-519-4444 (or 9-4444) in the event of any emergency.

VII. General Campus Information

A. Connelly Center (May 28 – August 2, 2019)

- **Normal Hours of Operation**: Monday – Thursday: 8AM - 9PM
  Friday: 8AM - 5PM
  Saturday: 12Noon - 5PM
  Sunday: CLOSED

- **Arrangements for use** of the Connelly Center beyond the stated hours of operation must be made through the Office of Conference Services, Director of Conference Services.

B. Meeting Space

All requests for campus meeting space for lectures, movie nights, socials, etc., in spaces other than Athletic Department facilities, need to go through the Director of Conference Services, 610-519-7580.

C. Audio-Visual Equipment

The rental of all meeting space includes the use of any built-in audio-visual equipment. All classrooms are equipped with a white board, screen, LCD projector and internet access. Camp groups must provide their own laptop computers for presentation purposes as well as their own dry-erase white board markers and erasers. Also see “A/V Equipment in Meeting Rooms” document (available from OCS).

The Office of Conference Services strongly advises that a planner/camp administrator schedule a preliminary visit to review the operation of any built-in AV equipment in their assigned meeting rooms. Once on site, assistance can be gained via OCS, but there will be no on-site AV tech staff assigned to each meeting session. If that level of service is desired, contact the Director of Conference Services.

Where additional AV equipment (not built-in) is needed, there is normally an additional fee, or the group may bring its own AV equipment.
D. Guest Guides / General Terms and Conditions of Occupancy of University Facilities

A Guest Guide describing services (incl. Wi-Fi access, laundry, a/c etc.) available to guests during their stay on campus will be provided to all overnight guests in their residence hall rooms. Additional copies for day guest are available from Conference Services upon request. The Guide can also be accessed from our website, www.conferenceservices.villanova.edu. Additional University regulations and Terms and Conditions of Occupancy of University Facilities (attached) are listed in the Guest Guide, VU Student Handbook and the VU Public Safety Emergency Procedures bulletin as well as your group’s License Agreement/contract with Villanova University.

E. Catering Policy

The Office of Conference Services reserves the right of first refusal for the Villanova University Catering Department to be the designated caterer for any and all functions providing food and beverage service outside of the dining halls on campus. Bagged meals and/or picnic meals tend to represent most camp catering orders. Contact the Catering Department (610-519-5521 / constance.healy@villanova.edu) for more information.

If the VU Dining/Catering Services department is not able to provide catering service, a group must use an approved caterer with Pennsylvania state-certified food handlers on its staff. The proposed caterer name and phone number is to be provided to OCS for approval at least ten days prior to check-in. Assistance with the identification of caterers who meet state food handling standards is available from the Catering Department.

F. Parking

Guests on campus seven days or less can be issued complimentary temporary parking permits which will designate the guest parking lots. Parking arrangements and guest permits should be arranged with OCS. There is generally no parking on Main Campus, but ample parking is available in the Ithan Avenue Garage, the South Campus Lot and the West Campus Apartment Lots.
### Sample Residence Hall Housing Spreadsheet Excerpt

<table>
<thead>
<tr>
<th>Building</th>
<th>Room No</th>
<th>Last</th>
<th>First</th>
<th>Gender</th>
<th>Room Type</th>
<th>Check In</th>
<th>Check Out</th>
</tr>
</thead>
</table>

### Sample Apartment Housing Spreadsheet Excerpt

<table>
<thead>
<tr>
<th>Building</th>
<th>Room No</th>
<th>Last</th>
<th>First</th>
<th>Gender</th>
<th>Room Type</th>
<th>Check In</th>
<th>Check Out</th>
</tr>
</thead>
</table>

Detailed explanations and instructions will be sent together with your spreadsheet approx. 3 weeks before your arrival. The completed housing spreadsheet is due back to Conference Services 10 days before your arrival (see cover letter or Info Sheet #3 (provided by March 1) for due date).
TERMS AND CONDITIONS OF OCCUPANCY
OF VILLANOVA UNIVERSITY FACILITIES

1. Occupants, and Occupant Groups, are responsible for the care and condition of the assigned meeting facilities and residences covered by this agreement, including, but not limited to, equipment, walls, floors, carpets, fixtures, furnishings, etc. Charges will be assessed against those responsible for damaging or misusing University property. Occupants are responsible for the proper disposal of waste. Villanova recycles mixed paper, cans & glass, and plastic bottles.

2. Facilities must be left in move-in condition upon departure. The occupant or occupant group agrees to pay the cost of repairs for any damages and the cost of any extraordinary cleaning or furniture moving needed to return the residence or other meeting facility to its move-in condition. The need for and the costs of such are within the sole discretion of the University.

3. The University reserves the right to enter rooms without prior permission from occupants if it has reason to suspect that an emergency situation exists, or that violations of University policy are occurring (or may have occurred), to locate persons or missing property, to conduct maintenance activity, and to do health, safety and maintenance checks and repairs. After knocking and waiting a reasonable period of time, a University staff member may make entry at this time. If an Occupant is not present when entry is made, a note may be left indicating the person or persons entering and reasons for doing so.

4. The University is not responsible nor liable for the loss of, or damage to, any property of the occupant/group, or for personal injuries sustained by an occupant while in or resulting from occupancy of a residence or other University facility. As per the University’s license agreement, an occupant group is responsible to provide a certificate of liability insurance naming the University as an additional insured. The University recommends that individual occupants carry appropriate insurance.

5. All vehicles must be parked in accordance with University parking regulations. VU Parking Office can be reached at 610-519-6990.

6. Use of small cart/golf car vehicles with electric or internal combustion motors on campus must comply with University policy for their operation. Occupant groups must inform the Office of Conference Services in advance of their arrival and request a copy of the University’s Small Cart Vehicles Policy.

7. The University does not permit the use of its facilities for any commercial purposes without prior approval.

8. All animals, except animals trained to aid people with disabilities, are prohibited in all campus buildings.

9. It is understood that use of campus housing and meeting facilities will occur at the same time other University guest groups are present, and that any guest activity must not disturb others anywhere on campus. Minors (youth under age 18) must be supervised at all times.

10. Individuals staying in a residence for one or more nights must be registered and paying guests. Arrangements for guests may be made by contacting the University Office of Conference Services, 610-519-7790.

11. The University will provide summer seasonal conference services staff on duty 24/7 who can be telephoned for assistance at 610-519-5554. For all emergencies 24/7, University Public Safety can be telephoned at 610-519-4444 or from a campus phone at ext. 94444.

12. All occupants and their guests must abide by applicable University policies, Pennsylvania laws, and Federal laws, especially those dealing with fire safety. The possession or use of illegal drugs, alcohol, fireworks, guns and other weapons is prohibited. Burning fires anywhere on campus is prohibited.

13. Hover boards may not be used, plugged in or charged in any building on campus.

14. Occupants must abide by the University’s Code of Conduct and Residence Life Office policies as set out in the Villanova University Student Handbook (http://www1.villanova.edu/villanova/studentlife/dean/publications.html) and any other policies specific to the program in which they are participating.

15. The University prohibits smoking in all University buildings. Smoking is strictly forbidden in all of the public areas of campus, including classroom/administrative buildings and activity space. Smoking is not permitted anywhere inside of all campus residential buildings or within 25 feet of such buildings.

16. Alcoholic beverages (for those age 21 or over) are permitted in assigned guest rooms. Group events including alcohol are permitted in reserved event rooms only by permission of the Office of Conference Services, 610-519-7580.
17. Occupants are responsible for using their Wildcard, room key or lock combination in a manner that does not jeopardize the safety or security of individuals or property. A lost key or compromised lock combination should be reported immediately to the Office of Conference Services. There is a $75.00 fee for a lost key due to the costs associated with a required lock change and key production. A $25.00 fee for a door lock combination change will be billed. Wildcards are disposable and do not need to be returned at the end of stay. However, there will be a $10.00 replacement fee if a Wildcard is lost during a stay and a replacement card is issued.

18. No personal heating, air-conditioning or cooking apparatus shall be allowed in University facilities. Portable box fans are permitted. Occupants who are assigned to apartments may provide other small cooking appliances for personal use as long as they are UL approved, have self-contained heating units, and are approved by a University Office of Conference Services central office administrator.

19. Male and female occupants could be housed on the same floor on a different wing of a residence hall/apartment building but will be provided separate sleeping accommodations and bathroom facilities. Shared rooms or apartments are reserved for married couples, families or occupants of the same sex.

20. No theft or violence, including sexual abuse, harassment, hazing or bullying (cyber or otherwise) will be tolerated.

21. The inappropriate use of cameras, imaging, digital devices and electronic communications is prohibited, including use of such devices in showers, restrooms, or other areas where privacy is expected.

22. Curfew time for Minors in campus housing shall be no later than midnight.

23. In-dorm-room visitation for Minors shall be restricted to participants of the same gender.

24. Guests of Minors in campus housing (other than a parent/legal guardian and other Event participants of same gender) may visit only in the dorm lobby and/or floor lounges, and only during approved hours specified by the Occupant Group.

25. The License Agreement or these terms and conditions shall not be deemed to constitute a lease or to create or transfer an interest in or lien on real estate. The University may remove any occupant that the University considers disruptive or otherwise considers detrimental to the residence population or University community. Subject to the University’s right of revocation, the occupant agrees that this agreement shall remain in force for the full term of the occupancy.

26. Any occupant incident where there is physical threat or destructive action may result in removal or reassignment of involved occupant(s) per the University’s discretion. An occupant who is removed from University housing must remove all belongings, return the key, and vacate per the University’s instructions. If the occupant fails to vacate within 24 hours, the University may take possession of the assigned space, remove and dispose of the occupant’s belongings at the occupant’s risk and expense, change the locks to the premises, and charge all costs associated with this change to the occupant. An escort will accompany the dismissed occupant if necessitated by his/her conduct.

27. The University reserves the right:
   a) To levy and collect charges for damages to, unauthorized use of, or alterations to residences, equipment or buildings, and for extraordinary cleaning necessitated by improper use of its facilities;
   b) To reassign occupants to other accommodations on campus;
   c) To bar any occupant from the campus and the residences if, in the sole judgment of the University, the individual’s conduct is injurious or potentially injurious to the University, or members of the University community or guests;
   d) To retain any payment made by, or on behalf of, any occupant barred from the campus or residences;
   e) To terminate the reservation of any occupant or occupant group if, in the sole judgment of the University, unforeseen events make it inadvisable or illegal or impossible to provide the required facilities.

28. The University shall not be held liable for any delays or failures to provide rooms, meeting space or other facilities fit for occupancy or any other delays or failures in performance, in whole or in part, if such delay or nonperformance is due, directly or indirectly (e.g., through the prior or concurrent displacement and need for rescheduling of academic, research or administrative functions) to any cause beyond Licensor’s reasonable control, including, but not limited to, destruction of or damage to such space, acts of God, war, riot, terrorism, civil disturbance, fire, floods, environmental calamity or risk, inclement weather; restriction upon travel, food, beverages or supplies; strikes, lock-outs, labor disputes, pandemics, epidemics or other outbreaks of diseases or other infections, failures in public supply of electricity, water, heating, lighting, air conditioning or public telecommunications equipment, or other such events, disturbances or conditions.