

**Pre-Arrival Information**  
**SUMMER Conference Groups 2022**

**Arrival and Departure Information**

To ensure a safe and efficient experience, check-in and check-out dates have been predetermined by the program organizer. Program coordinator may arrange to pick up all keys on behalf of the group for distribution or participants may check in individually during Hospitality Information Desk business hours.

- All Check-ins and Check-outs will take place at the Hospitality Information Desk located in Sixth College/North Torrey Pines Living Learning, adjacent to the Muir Neighborhood unless otherwise arranged.
- **Hours:** 7:00 AM-11:00 PM, 7 days a week beginning Saturday, June 18<sup>th</sup>- Sunday, September 4<sup>th</sup>, 2022.
- If you are arriving by car, please park in the [Scholars Drive Parking Structure](#). Hourly visitor parking is available for short term needs using [ParkMobile App](#) or by purchasing a permit for one of the kiosks located near the Elevators in the parking structure.
  - **The first 30 minutes is complimentary in any of the V spots using the [ParkMobile App](#) or one of the kiosks**
- At check-in, participants will receive an e-lock keycard for suite doors and a hard key for their individual bedroom.
- Upon check-out, the e-lock keycard and bedroom key must be returned. If keys are not returned, the participant will be charged (via the masterbill) for the key and/or lock replacement fee of \$20.00.
- Late check-outs are not permitted unless pre-arranged with your program organizer and approved by HDH. Guests who do not check-out during the designated time will be subject to a late fee charge equal to one (1) night's stay at the nightly rate of the reservation (charged via the masterbill).

**Conference Desk Location – Hospitality information at Sixth College/North Torrey Pines Living Learning**

If you need anything else during your stay, the Hospitality Information staff will be able to assist you. Please call 858-246-4634 for assistance.

**Hospitality Information**

**Location:** Tapestry, Sixth College, [North Torrey Pines Living Learning Neighborhood](#)

**Hours:** 7:00 AM-11:00 PM, 7 days a week beginning Saturday, June 18<sup>th</sup>- Sunday, September 4<sup>th</sup>, 2022

**Phone:** 858-246-4634

**Email:** [hospitalityinformation@ucsd.edu](mailto:hospitalityinformation@ucsd.edu)

**Dining Information**

- **Conference Dining** will take place in Pines (Muir). The unit will be open 6:30am-8pm beginning Sunday, June 19<sup>th</sup>. The location will feature an unlimited dining option during breakfast, lunch and dinner.
- **\*\*\*NEW for SUMMER 2022\*\*\*** Conference participants may select the “To-Go” option when swiping their meal card in the dining unit for breakfast, lunch or dinner. The cashier will provide the participant with the following containers (pictured below\*) for a one-time use during that meal period. Once the participants have filled their “To-Go” containers, participants will exit the unit to enjoy their meal in a location of their choosing. **The participants will NOT be allowed back into the unit during the same visit to refill their containers.**



\*Containers subject to change based on availability.

- **Other HDH Dining options on campus:**
  - The Market at Sixth College (across from the Hospitality Information Desk) will be open 9am-6pm, 7 days a week, beginning Sunday, June 19<sup>th</sup>.
  - Café Ventanas- Open 8am-8pm Monday-Friday and 10am-9pm Saturday/Sunday
  - Seventh College Market- Open 7am-9pm Monday-Friday and 9am-9pm Saturday/Sunday
- **VIP Cards** can be assigned if requested by the Organization for use in the dining facilities for the purpose of providing extra meals for Conference Participants not housed on campus and/or not included in the contracted meal plan. Any charges incurred on the VIP Card(s) will be added to the final invoice.

### **Boxed Meals**

- Orders for boxed meals, snack packs and conference parties as a meal replacement, should be ordered by **11:00 am five (5) business days** before delivery or pick up. Any changes to an existing order need to be made by **11:00 am two (2) business days** before delivery or pick up using the change form. All meals not picked up within 8 hours will be donated.
  - Breakfast order from: <https://hdh-web.ucsd.edu/conferences/apps/boxedmeal/Breakfast.aspx>
  - Lunch Order Form: <https://hdh-web.ucsd.edu/conferences/apps/boxedmeal/Lunch.aspx>
  - Dinner Order Form <https://hdh-web.ucsd.edu/conferences/apps/boxedmeal/Dinner.aspx>
  - Snack Pack Order Form <https://hdh-web.ucsd.edu/conferences/apps/boxedmeal/Snack.aspx>
  - Catered Party Order Form <https://hdh-web.ucsd.edu/conferences/apps/boxedmeal/CateredParties.aspx>
  - Change Order Form <https://hdh-web.ucsd.edu/conferences/apps/boxedmeal/ChangeOrder.aspx>
- All boxed meals or snack packs can be picked up from a designated Dining unit at no charge or delivered to a campus location for a \$25 delivery fee.
- The Organization is responsible for handling the food in a safe and sanitary manner, including maintaining the appropriate temperature according to local and state health standards. The Organization must provide coolers to ensure the food remains at an appropriate temperature.
- **Minimum of five (5) required for any boxed meal or snack pack orders**
- **Minimum of twenty (20) required for all Conference Parties**

### **Meal Blocks**

- Conference Groups will be offered a 45-minute meal period based on capacity of the dining unit and available dining times. If your group is larger than the capacity of the dining unit or dining block, the conference group will be assigned multiple dining blocks per meal period.
- It is the responsibility of the Organization to communicate assigned mealtimes to Conference

Participants and ensure the Conference Participants adhere to the designated times. The Organization's staff and counselors are also responsible for their Conference Participants' behavior and etiquette. Shirt and street shoes are required at all times in the dining facilities – no rollerblades are allowed.

### **Dining Accommodations for Medically necessitated or Religiously motivated diets**

- UC San Diego Dining works diligently to reasonably accommodate medically necessitated, religiously motivated, and lifestyle preferred dietary needs. Our highly trained culinary team is well versed in the top food allergens and will do their best to ensure your dining experience here on campus is safe and nutritionally balanced.
- Those with **medically necessitated diets** will need to complete Medical Attachment E Form. The UC San Diego campus procedure requires any accommodation related to a medical diagnosis be supported with proper documentation from a physician. Forms can be faxed, e-mailed or mailed to the Hospitality and Conference Services office. If a Parent/Guardian sends the form directly to Conference Services, the Parent/Guardian is responsible to communicate dietary needs to the Conference Group Leader. Once documentation has been received, reviewed, and approved, our Dining Department will work with the culinary team to accommodate the participant's dietary needs. The participant will need to identify him/herself to a Dining MANAGER when entering the eatery and state the particular food allergy/dietary needs. The manager will then notify the chef so the food can be prepared according to our allergen accommodation process.
- If a participant prefers a **lifestyle motivated dietary preference**, please be aware that Dining offers a wide variety of selections daily that accommodate halal and kosher friendly diets, as well as gluten-friendly, vegan and vegetarian lifestyles.
- If a participant requires a **CERTIFIED KOSHER or CERTIFIED HALAL MEAL**, please be aware Dining can provide this service for a nominal fee. You will need to complete the section on Attachment E Form – Page 1 ONLY requiring notification of the certified kosher meal and associated costs. Documentation by a physician is NOT required.
- Should you have any questions pertaining to our dietary procedures at UC San Diego, please contact UC San Diego directly by sending an email to [meetings@ucsd.edu](mailto:meetings@ucsd.edu) and including the Conference name and date in the subject line.

### **Additional Information**

- **Housekeeping services:**
  - **Triton Blue-** This service includes a linen bundle to include one (1) set of bed linens, one (1) blanket, one (1) pillow and one (1) set of towels. Linens and towels will be refreshed weekly. Service includes twice weekly cleaning of common areas and trash removal.
  - **Triton Gold-** This service includes pre-made beds with one (1) set of bed linens, one (1) blanket, one (1) pillow, refreshed weekly for multiple week conference programs. Includes one (1) set of towels that can be refreshed upon request during stay, as well as clothing hangers, portable fans, and toiletries. Service includes twice weekly cleaning of common areas and trash removal.
  - Recycle bins only are provided in the individual bedrooms. Participants are responsible for emptying their own recycle bins or placing recycle bins next to the trash bin in the kitchen for the Housekeeping staff to empty twice weekly. Housekeeping staff will NOT enter the individual bedrooms once occupied.
- **Internet Access:** Internet access is included in your stay. Wireless will be available in most of the housing areas. Once you are connected and open your browser, you will be directed to a Residential Network (ResNet) Authentication website with the option to register as a Guest. For wireless internet access on the main campus, the UCSD-GUEST wireless network will only require agreeing to the AUP. For any questions or problems with the network, please call ResNet at **858-534-2267**. Additional information, including steps for the requirements listed above can be found

on the ResNet website: <http://acms.ucsd.edu/students/resnet/conf/>

- **Make sure you have the following before coming to campus:**
  - Enabled Firewall
  - Updated Antivirus software
  - Updated operating system
  - Updated software, especially Adobe products and Java
- **Lockouts:** If you should get locked out of your room during your stay, please visit the Hospitality Information Office at Sixth College to receive a courtesy key. **If you after locked out after hours (between 11:00pm-7:00am), please call our on-call phone number: 858-967-4914**
- **For key replacements during your stay,** please visit the Hospitality Information Office at Sixth College. Replacement Keycards and bedroom keys can be purchased at the Conference Desk by **CREDIT CARD ONLY** at a rate of \$20 per lost key.
- **For Meal Card replacement during your stay,** please visit the Hospitality Information Office at Sixth College. Replacement Meal cards can be purchased at the Conference Desk by **CREDIT CARD ONLY** at a rate of \$5.
- **Mail Services/Package Pick up:** Please address mail or packages to:

***Name of Guest***

***Name of Conference Group, Hospitality Information at Sixth College  
9450 Gilman Drive La Jolla, CA 92092-0100***

- You will be notified by email when your mail/packages arrive to the Hospitality Information Office. Mail Services will pick-up and deliver mail to each of the Conference Desk once a day Monday through Friday. Please note, you will need identification to pick up any mail. Any US mail not claimed prior to check out will be “Returned to Sender”.
- Ground shipment through FedEx or UPS is processed through our centralized Receiving and Distribution Department on Campus and will add a delay of up to two (2) business days before reaching the respective conference desk.
- Amazon Lockers are available at Muir College as an alternative option for Amazon deliveries. Lockers are located below Pines Restaurant. Alternatively, Amazon@UCSanDiego is conveniently located in the center of campus and another option for receiving your Amazon packages.
- **Outgoing Mail** - USPS Mail with appropriate postage affixed to it may be sent out through the Conference Desk. Packages shipped via FedEx or UPS must be coordinated by the Conference on-site Contract through their respective services or dropped off at the [UCSD Postal Center](#).
- **Quiet Hours:** Others in neighboring spaces must not hear noise generated during quiet hours. **Failure to comply with quiet hours is a violation of this policy and may cause you to lose your on-campus housing.**
  - **Sunday to Thursday: 10:00pm - 8:00am**
  - **Friday to Saturday: 11:00pm - 8:00am**
  - Guests may report noise concerns to Hospitality Information (HI) during business hours (7:00 AM-11:00 PM, 7 days a week beginning Saturday, June 18<sup>th</sup>- Sunday, September 4<sup>th</sup>, 2022) or after hours by calling UCPD Dispatch at 858-534-4357.
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- **Maintenance Request:** If you have a maintenance request (clogged toilet, running faucet, broken garbage disposal, etc.) please call our *HDH Fix It* Line to report the issue at 858-534-2600. HDH Maintenance Staff will enter premises to fix the issue at the earliest opportunity.
- **Parking Permits:** Parking permits are required on the UC San Diego campus seven days a week: Monday-Friday from 7:00am to 11:00pm, and Saturday-Sunday from 10:30am to 11:00pm. Permits may be purchased online through the <https://transportation.ucsd.edu/visit/visitor/conference.html> or via the [ParkMobile App](#). **Scholars Drive Parking Structure is the closet parking location for overnight parking for long term needs.**
- Hourly visitor parking is available for short term needs using [ParkMobile App](#) or by purchasing a permit for one of the kiosks located near the Elevators in the parking structure.
  - Parking Permits are for “B” level spots and Rates are as follows:
    - \$8/1-Day
    - \$35/7-Day
    - \$100/1-Month

Parking is by permit only and parking spaces are not guaranteed. The University does not guarantee the availability of parking spaces within close proximity of the Organization’s housing or activities. Transportation & Parking Services will be directly responsible for selling all permits via their website and permits can be purchased beginning June 1<sup>st</sup>, 2022.

- **Laundry Rooms** are available in each housing are for your use.
  - Wash cycle is \$1.25, Dry cycle is \$1.00
  - Triton Cash cards are available for pre-purchase by the organization or by individual via credit card only at the Conference Desk. Triton Cash can be used for laundry services as well as in HDH Restaurants and Market. If you have questions or concerns, please contact Triton Card Accounts Services at [tcas@ucsd.edu](mailto:tcas@ucsd.edu).
- **UCSD Emergency Notifications** -UC San Diego uses this phone and e-mail notification system, in addition to the [UCSD Emergency Status](#) website, to keep the campus community updated in emergency situations.
  - Registration for emergency notifications is voluntary and all members of the campus community are eligible, including students, staff, faculty, parents, and visitors.
    - [Register for Emergency Notifications Online](#)
    - [Download Emergency Packet](#)
    - **In case of emergency, call the police at 858.534.4357(858.534.HELP) or x44357 (x4HELP) from a campus phone, or call Emergency 9-1-1. Please state your name, location at UC San Diego, and the nature of the emergency.**
    - **Use these numbers or links for information, or to report an emergency at UCSD campus facilities:**
      - [Campus Emergency Status Information](#) \*— 888.308.8273
      - [Environment, Health & Safety](#)— 858.534.3660
      - [Facilities Management](#)— 858.534.2930
      - [Office of the Ombuds](#)— 858.534.0777
      - [Counseling and Psychological Services](#)— 858.534.3755
      - Rape (Student Safety Awareness / [CARE](#))— 858.534.5793
      - [Sexual Harassment](#)— 858.534.8298
      - [Student Health Service](#)— 858.534.2165
      - Telephone/ Data/ Repair Service— 858.534.1853

### **Campus Recreation**

Recreation cards are available for purchase during your stay. Conference participants can purchase passes at RIMAC, Main Gym, and Canyon View.

Please contact UC San Diego Recreation (858.534.4037) for more information, rates and for the specific policy regarding minors under the age of 18. All hours subject to change without notice.

[UC San Diego Recreation Facilities & Hours](#)

### **Lost and Found**

- All lost and found items will be held at the Conference Service Center for one (1) week. After one (1) week, the items will be sent to the UC San Diego Police Department (unless prior arrangements have been made with Conference Services Coordinator). The UC San Diego Police Department will hold the items for ninety (90) days. After ninety (90) days, if items have not been claimed, the items will become the property of UC San Diego to dispose of in any way they determine.
- **UC San Diego Lost and Found: 858.534.4361**