Welcome to Western Carolina University!

The information provided here has been designed as a quick reference for camp and conference guests attending events on the campus of Western Carolina University. If you have any additional questions please call 828-227-3024 or 828-227-7303.

Billing Count
A guest count for billing will be accepted no later than two weeks before the conference. Fourteen days from the beginning of the camp, a guaranteed billing count must be submitted. If a new guarantee is not received by the deadline, the numbers on the contract will be used as the final guaranteed number. Groups will be charged for the guaranteed number. If the actual number of guests is above the guaranteed billing count by more than 10%, the total charged for every guest beyond the 10% overage allowed will be 115% of the regular guest cost.

Chaperones
High school age groups (and younger) must have one adult chaperone for every 10 young people. This ratio increases to one adult chaperone for every 8 young people should the participants be below the age of 15. The Coordinator for Conference Services must be provided with a list of the people who will have this responsibility.

We expect group leaders to be available to chaperon at any time that participants are on campus. Discipline of participants is the responsibility of the client. The camp must provide a cell phone for the camp director to the Coordinator for Conference Services. Western Carolina University conference staff reserves the right to eject individuals from the camp for violation of conference policies.

Expectations of Chaperones:
- When camp participants are in the building, the adult chaperone(s) responsible for them must also be present.
- All chaperones must be certified by the organizing group as capable and able to provide supervision for individuals below the age of 18.
- Chaperones must be present in the evenings even after the campers have gone to sleep in the same ratios as stated above.
- If the group or chaperones violate these expectations, the group is expected to provide immediate and suitable replacements in order that the camper/chaperone ratio does not fall below the expected number.
- All chaperones are encouraged to go through criminal background checks at the expense of the organizing group (this will be required beginning summer 2013).

Smoking
All buildings on the campus of Western Carolina University are smoke-free. Smoking is not allowed within fifty (50) feet of any campus building.

Illegal Drugs
Illegal drugs may not be used or possessed in the residence halls or on any other university property. Participants and/or leaders will be required to leave if they are found in possession of or under the influence of drugs.

Alcohol
Alcohol may not be used or possessed by anyone participating in, chaperoning or housed with a youth camp or conference. Guests at adult conferences who are 21 years or older may consume alcohol only in the privacy of their individual sleeping rooms. No alcohol is allowed in hallways, common areas or other university property. Conference guests violating these rules will be asked to leave the campus. Their behavior may be cause for the entire group to be asked to leave.

Conference guests and/or group leaders who are 21 years or older who are found in possession and consuming alcoholic beverages outside of their sleeping rooms, or elsewhere on University property will be asked to leave the campus. Their behavior may be cause for the entire group to be asked to leave.

Firearms, Fireworks, etc.
Firearms, weapons, ammunition, fireworks, explosive and highly flammable materials are not allowed within the residence halls or on any other university property.

Windows and Screens
Any conference guest(s) and/or group leader who is identified by room number as removing a screen, throwing or hanging objects from the windows will be asked to leave. Additionally, there is a fee of $20 for each removed screen.

Furnishings
Furnishings in the house common rooms and lobbies of residence halls may not be removed for personal use in sleeping rooms by any conference guest or group leader.

Health and Safety
The conference client and its guests agree to comply with all reasonable requests and regulations provided by University representatives regarding special health and safety considerations. All state and local statutes and ordinances as well as University regulations concerning health, safety, and public order, which are applicable to the use and occupancy of public facilities, shall be observed.

GENERAL INFORMATION FOR THE CLIENT

Campus Security
Campus security is available 24 hours per day. The phone number is 828-227-7301 for non-emergency and 828-227-8911 for emergency situations. Emergency call boxes are located in various areas around the campus and dial directly to University Police.

Building and Room Security
All guests will receive a room key at check-in. Please keep your room locked and your key with you at all times. Western Carolina University assumes no responsibility for loss or damage of personal property. There is a $35 charge for each lost key. If a key is lost, please report to a member of the conference service team so that a rekey can be ordered.
All exterior doors to all residence halls are locked 24 hours a day. All guests will be provided with an electronic access card at check-in that will provide access to assigned residence halls. There is a $15 charge for each lost access card.

Parking
Guest vehicles should only be parked in white-striped spaces on campus. Vehicles parked in reserved spaces (handicapped, loading zones, fire lanes, no parking, etc.) will be subject to tickets, towing, and/or booting.

**Housekeeping**
Housekeeping staff in each building will clean public areas daily. Daily room cleaning service is not available.

**Fire Procedures**
If the alarm sounds, all occupants in the building should calmly, but quickly, go to the nearest exit and leave the building. There are exit maps on the back of each sleeping room door. In the case of a fire do not use the elevator. Those who tamper with or falsely use the fire alarm system are subject to arrest and criminal prosecution.

**Lost and Found**
Unless otherwise directed in writing, summer conference staff will donate unclaimed lost and found items to a local charity. If the client agrees to accept responsibility for lost and found articles left after the conclusion of the conference, then the Department of Residential Living will ship all such articles to the designated representative at the client’s expense and will direct subsequent inquiries to that person. In the event that the Department of Residential Living receives an inquiry for an article before it is donated, the participant will have the opportunity to claim the article in person or to send a check for the estimated postage. Upon receipt of payment, the University will mail the article to the participant.

**Damaged Property**
The client assumes responsibility for any and all damages incurred to Western Carolina University facilities including excessive trash, other than normal wear and tear, which are directly or proximately caused by the client or its participants, employees, agents, families or guests during the time covered in the use agreement. In addition, the client shall pay for loss or theft of University property done or caused by the client, its officers, guests, patrons, or invitees. An inspection of the facilities for damages will be conducted after the client and its guests have vacated the building. The client may request a pre- and post-inspection of the facility by contacting the Department of Residential Living/Coordinator for Conference Services. A detailed list of damages will be provided to the client upon request. Finally, in buildings that have elevators, the client is responsible for damage that is related to jumping and other misuse of the elevator and will be billed the cost of repair and emergency assistance.

**Telephones**
Guests may access telephones in the hall lobby. Local calls are free.

**Food and Beverage Policy**
All food and non-alcoholic beverage service Western Carolina University grounds will be provided by the WCU Dining. The Department of Residential Living and Dining Services will provide all meals and break foods for the conference groups. Any exceptions must be approved. Food and non-alcoholic beverages may not be sold or distributed in any of the facilities unless provided by the WCU Dining Services.

**Substitutions**
When circumstances prevent provision of services and/or facilities to the client, all attempts will be made to provide substitute services and/or facilities to the client with substitutions being as comparable as possible in both quality and/or quantity.

**Right to Entry**
Facilities occupied by participants and leaders shall, at all times, be under the control of the Department of Residential Living staff. Facilities Management, University Police, and Fire Department shall have the right to enter said facilities at any time when deemed necessary.