**Madison Guest Guidelines**

**Who can stay at Madison?**
Madison is available to anyone with an affiliation with Western Carolina University. University guests, students, parents of WCU students, alumni, faculty, and staff are examples of eligible Madison guests.

**Making Reservations**
If you are interested in making a reservation for Madison Conference Center, please send an email to mrm@email.wcu.edu. In the email, please let us know the dates you are requesting to stay and the number of rooms you would like to reserve. If you are representing at WCU department, please let us know that in the initial email as well.

**What’s in a room?**
Madison rooms are similar to business class hotel rooms. Coffee makers, irons, and ironing boards are provided in each guest room. Madison rooms do not have hair dryers or personal toiletries. All of our rooms have one queen size bed. Roll away cots are available upon request.

**Arrival and Departure**
Our scheduled check in time is 3:00 p.m. on your scheduled arrival date. If there is a need for an early check in, please let us know when making the reservation. You may pick-up your keys at the Our scheduled check out time is 11:00 a.m. on your date of departure. Failure to check out on time will result in an additional night’s stay. At times we have back to back reservations and a prompt checkout time will ensure our housekeeping staff has time to prepare for our next guest.

**Payment**
Please leave payment in the form of check, made out to WCU, or cash along with you room key in the wooden drop box located in the main lobby of Madison. If a WCU department will be paying for the stay, an interdepartmental invoice will be sent following the guest’s stay.

**Pet Policy**
We do not allow pets in our building. If you should have your pet with you, we will be more than glad to provide you with information about a local kennel that may be able to accommodate your pet during your stay. If there is a pet in your room a substantial fee will be charged and you will be asked to leave immediately.

**Internet**
Internet is available in all rooms and conference rooms with a wired Ethernet cord. If you would like to request wireless internet for you or your guest(s), please make this known when you make your reservation.

Cancellations must be made a minimum of 24 hours prior to scheduled arrival.