

Additional Information

Conference Services

Arrival Dates

Thursday, May 15, 2014 - Check-in

Departure Dates

Sunday, May 18, 2014 - Check-out

General Accommodation Information

Unless otherwise specified...

- **Check-in time** is after **3:00 pm** on the date indicated.
- **Check-out time** is prior to **11:00 am** on the date indicated.

Group Rates (per bed per night)

Single room in a shared Leeds House suite (one double-sized bed; shared kitchenette; shared washroom)

- 1 person occupancy - \$62.49 plus HST
- 2 person occupancy - \$83.77 plus HST

Private one-bedroom Leeds House suite (one double-sized bed; private kitchenette; private washroom)

- 1-2 person occupancy - \$99.22 plus HST

Private two-bedroom Leeds House suite (two bedrooms with one double-sized bed in each; private kitchenette; private washroom)

- 2-4 person occupancy - \$135.61 plus HST

All listed rates **include daily breakfast** and a 3% **Destination Marketing Fee (DMF)*** on rooming portion.

*The DMF is a fee to generate tourism marketing funds for Ottawa's tourism industry. DMF is not a government imposed tax. This fee is calculated at 3% of the room only portion of a guest's bill (it does not apply to incidental charges or food). HST is applicable on the DMF amount. Additional information is available on the Rack Card provided by Ottawa Tourism or by contacting the Ottawa Gatineau Hotel Association (OGHA).

A charge of \$15.00 per person is applicable for all early arrivals before the 3:00 pm check-in time on the dates previously specified, when prior permission has not been granted.

A charge of \$15.00 per person is applicable for departures after 11:00 am check-out following the final night of accommodation. If the late check-out occurs later than 6:00 pm on the day of check-out, a full day charge will be applied.

Carleton University's Department of Conference Services reserves the right to adjust the location of the accommodations as required.

The Conference Organizers are financially responsible for the block in place as per the conditions outlined within this contract.

Individual payments

Individual guests are responsible for reserving their rooms and providing payment. Please advise guests to email summer.reservations@carleton.ca <<mailto:summer.reservations@carleton.ca>>. Delegates will need to self-identify their association with the Haiku Canada group, block number Kx507. The Client is permitted to request reasonable additions/deletions to the outlined bed reservations without penalty up to 30 days prior to the commencement date of the conference. After which time, any unsold beds will be released and become subject to prevailing rates and availability.

Housekeeping

The rooms will be made up (cleaned, beds made including fresh linen and 1 towel & 1 facecloth per person) on the day of arrival. Fresh bed linen will be provided after 4 nights of continuous stay.

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Parking

Daily parking in P6 Visitor's lot is available at the rate of \$10.00 + HST per day or a weekly rate of \$45 + HST. Parking is \$3.00 + HST per day on weekends (Friday 10pm - Monday 11am). Individual parking passes (lot specific) are available at the front desk in Residence Commons or can be arranged for the group by the Department of Conference Services and invoiced to the master account. Pay & Display machines are available throughout campus and payments can be made by paying cash, Visa or MasterCard to the machine.

For the most up to date parking information, please refer to the parking website: <http://carleton.ca/parking>.

Additional Services

Space for luggage storage will be provided by the Carleton University's Department of Conference Services to accommodate early arrivals and late departures. Luggage is left at the delegates own risk and Carleton University takes no responsibility for items.

Carleton University's Department of Conference Services operates a 24 hour front desk and offers free local calls from each bedroom. Free Ethernet is available in residence bedrooms and delegates must provide their own cables. Wireless is available on campus in a variety of locations, access to wireless is password protected and the password is available from the front desk. It is normally changed weekly on Monday.

The University is happy to offer additional services to upgrade the Client's event, including parking passes, signage, décor, and equipment rentals - *Please let us know how we can help you make your event a success.*

Keys, Swipe Cards and Meal Card Replacement

Any keys or cards (for suites / bedrooms or classroom spaces) not returned to the front desk at time of check out will be considered lost and charges will be applied to the master account.

- Key replacement cost is \$50.00 per metal key, plus applicable tax.
- Missing swipe cards (key cards and meal cards) replacement rate is \$20.00 per card.

LOST CARDS MUST BE REPORTED IMMEDIATELY to the Front Desk so that they can be de-activated. Carleton University's Departments of Conference Services and Dining Services are not responsible for meals or cash claimed on swipe cards that had not previously been reported missing.

No refunds will be issued for keys or cards after the group's departure.

Damages & Excessive cleaning

Any residence room or building damages caused by one or more of the client's conference delegates will be invoiced to the master account. This includes any additional housekeeping charges for any unreasonable amount of mess created, furniture damages, or moving of furniture from its original location. Littering in hallways and common areas will not be tolerated and additional charges will be applied to the master account.

Additional charges will also apply if there is additional, excessive cleaning required for meeting space, outdoor space or athletic space that is used by the group.

No items shall be taped, glued or otherwise affixed to the walls, doors or windows within rented facilities. Any damage or required removal will be subject to an additional fee.

Security

Carleton University's Department of Conference Services will not be held liable for any items left unattended. It is possible to hire security with Carleton University's Department of Campus Safety for an hourly rate to watch equipment if there is a minimum of two weeks' notice and adequate staff available.

Dining Services