

2024 Guest Information & Expectations Guide

Welcome to McMaster University! We hope you enjoy your stay with us. This guide includes detailed accommodation information and guest expectations. Please contact the **Guest Service Centre (Open 24/7) at 905-525-9140 X24223** or reserve@mcmaster.ca for any questions and assistance.

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Section 1: Arrival & Departure Procedures

A. Check- In

Guests are welcome to check-in at 4:00 pm onwards, unless otherwise specified. Please visit the Guest Service Centre or check-in location based on your confirmation.

B. Photo Identification

Please bring valid photo identification to present upon check-in.

C. Cancellation Policy

Cancellations must be made in writing to reserve@mcmaster.ca at least forty-eight (48) hours before arrival to be eligible for a full refund. Any cancellations made within forty-eight (48) hours will be charged one night's stay, with the remaining balance refunded.

D. Payment Methods

Accepted methods of payment include Visa, MasterCard and American Express. Cash, debit, personal cheques, money orders and direct deposits are not accepted as valid forms of payment.

E. Early Arrivals

- McMaster University may assess an additional fifty-dollar (\$50) fee for accommodation arranged less than forty-eight (48) hours in advance of scheduled arrival.
- Please notify the Service Centre by emailing housing@mcmaster.ca if arriving for check-in after 10:00 p.m. (22:00) otherwise the assigned room may be cancelled and released to another potential guest.
- Early departure notice: Please advise in advance of at least one (1) night's notice to the reserve@mcmaster.ca if planning to check-out before the original check-out date. This may result in a rate change for the previous nights stayed, and a balance will be due upon departure.
- The guest may be asked to vacate the residence if they are late paying for their daily, weekly or monthly room charges, or for any reason based solely on the discretion of McMaster University Housing & Conference Services or McMaster Campus Safety.

F. No-Show Policy

McMaster Housing & Conference Services reserves the right to cancel a reservation after the first night's stay if the guest does not arrive as scheduled or communicate any changes to their reservation. A no-show fee equal to one (1) night stay room and tax charges will be applied and is non-refundable.

G. Check Out

Check-out before 10:00 a.m. on the scheduled day of departure or pre-arranged time. Unauthorized late check-out may result in i) extra nightly charges or ii) the removal and storage of all items from the room to service the space for incoming guests. If approved, for a late check-out the following pricing structure applies:

- 10:00 am to noon: complimentary
- Noon to 2:00 pm: \$25 charge
- 2 pm or later: please visit the online reservations portal (insert link here) to make a new

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reservation as a late check-out time beyond 2pm is not possible.

Section 2: Your Stay!

H. Visitor Policy

Visitors are permitted; however, guests are responsible for their visitor(s) adhering to all McMaster University policies, guest expectations, occupancy limits, and damages. Visitors may be asked to vacate at any time based solely on the discretion of McMaster University Housing & Conference Services or McMaster Campus Safety.

- The primary guest is responsible for Building Access Cards, Suite keys and Bedroom keys.

I. Parking

Through a program called Honk Mobile, Guests are welcome to purchase discounted parking, register their vehicle and park in designated zones on campus. More information will be provided to you based on your group/stay. The closest parking lots available to our accommodation buildings are:

Building Name	Closest Parking
Hedden Hall	Stadium Underground, Lot G or Lot H
Les Prince Hall	Stadium Underground, Lot G or Lot H
Mary E. Keyes Residence	Lot Q, I, M
Peter George Centre for Living & Learning (PGCLL)	Stadium Underground, Lot G or Lot H

Please refer to the campus map for locations: <https://housing.mcmaster.ca/wordpress/wp-content/uploads/2018/10/Campus-Map-2018-19.pdf>.

For Signature Suites, parking is available for one vehicle in a nearby designated space and is included with the guests' stay.

J. Housekeeping

- Housekeeping is included in Summer Accommodations and Conference Guests' rooms scheduled every seventh (7th) day.
- This includes the following services:
 - Garbage and Recycling removal.
 - Counters wiped.
 - Bed linens changed.
 - Bathroom is cleaned and fresh bath linens and soaps are replenished.
 - Vacuuming of carpets.
- Student Summer Accommodation (SSA) guests receive weekly housekeeping service for common area, including washroom cleaning and garbage removal.
- All Student Summer Accommodation guests are responsible for the frequent removal of personal trash from their assigned bedroom space.

It is the responsibility of all guests to tidy all areas that they use and to maintain their space in an orderly, safe, and sanitary fashion. Failure to maintain a tidy space may result in a request to vacate McMaster accommodations and/or additional charges.

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McMaster housekeeping staff service the hallways, common areas and lobby areas daily. Personal belongings are not permitted in common areas (excluding fridges) and public spaces and will be discarded. Let's include something here to indicate fridges in common rooms are cleaned and emptied on a weekly basis.

K. Luggage and Storage

- Complimentary luggage storage is available and can be arranged through the Guest Service Centres. Luggage must be claimed on the same day as departure as it cannot be stored beyond the same day.
- Safes are not included in bedrooms now can valuable personal belongings such as passports, laptops, cameras, phones or money be stored at the Guest Service Centre

L. Quiet Hours

Quiet hours are from 11:00 p.m. (23:00) to 8:00 a.m. (8:00) daily. Please keep noise to a minimum to be respectful of other guests.

M. Special Requests

McMaster University Housing & Conference Services is committed to accessibility as per the *Accessibility for Ontarians with Disabilities Act* and will make every effort to accommodate any requests.

<https://www.mcmaster.ca/policy/General/HR/Accessibility.pdf>

N. Emergency Procedures & Contacts

- PGCLL Guest Service Centre: (905) 525-9140 ex. 27222
- Mary Keyes Guest Service Centre: (905) 525-9140 ex. 24898
- Campus Safety: 905 - 522-4135 or *88 from any campus phone

McMaster Fire Emergency Plan is available here:

https://security.mcmaster.ca/campus_emergencies_guide.html

https://security.mcmaster.ca/campus_emergencies.html

Section 3: Miscellaneous

O. Keys & Building Access

Upon arrival, guests will receive a building access card and a room key. Buildings are locked twenty-four (24) hours a day for safety and security.

- Guests are always required to carry their building access card to gain access.
- Guests are prohibited from duplicating keys.
- All keys and access cards are property of McMaster University Housing & Conference Services and must be returned at check-out.
 - All lost or stolen keys or access cards should be reported to the Guest Service Centre immediately.
 - McMaster University Housing & Conference Services shall assess a \$385.00 – \$411.50 lock replacement fee for each key that is lost, stolen, or otherwise not returned on the scheduled date and time of departure, associated with each

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reservation.

- o If a guestroom key breaks as a result of normal usage, there will be no fee assessed as long as it is turned in to the Service Centre.
- o McMaster University Housing & Conference Services shall assess a twenty-five-dollar (\$25.00) fee for each building access card that is lost, stolen, or otherwise not returned.

P. Lost & Found

- Please visit the Guest Service Centre for any Lost and found in residence. For items lost on McMaster campus outside of residence buildings, please connect with Campus Safety at (905) 525-9140 ex. 27093 or in person at the E.T. Clarke Centre near Mary Keyes Residence.

Q. Amenities

i. Room Inventory

- Each single-occupancy room contains one (1) bed.
- Each double-occupancy room contains two (2) beds.
- All rooms are equipped with a chair, bed linens, body towel, pillow, blanket, desk, closet, garbage can and recycling bin, and a working smoke detector.
- To avoid additional charges for missing items and/or damages, please report any missing items or damages upon check-in to the Guest Service Centre.
- Additional charges will be applied for any missing items following your departure.
- Extra mattresses or cots are not permitted or provided by Housing and Conference Services.
- Individual guest soap and shampoo are included. Additional supplies are available upon request by the guest from the Guest Service Centre.

ii. Internet

- Each guest will receive a unique username and passcode to access complimentary Wi-Fi access (RezNet-Wi-Fi) for the duration of their stay which may be used on up to three (3) devices.
- Each guest is responsible for their own use of the internet and is prohibited from using or permitting use for a purpose or in a manner that is contrary to the law or University Policy. Abuse of the RezNet-Wi-Fi and MacSecure system may result in termination of the data service and may result in judicial or criminal charges being laid against the guest. Abuse of Wi-Fi may also result in being asked to vacate.
- Refer to the RezNet-Wi-Fi Usage policy (mcmaster.ca/uts/maconline/reznet.html) and the McMaster Code of Conduct for Computer and Network Users (mcmaster.ca/uts/policy/index.html)

iii. Laundry Facilities

- Laundry offerings are in the following areas:
 - o Les Prince Hall – Room 105
 - o Mary E. Keyes Residence – Room 212
 - o PGCLL – Third level common area
- They are card operated and cards may be loaded in the laundry room or at the Guest Service Centres.

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- Fees are approximately \$1.50 per wash and \$1.50 per dry.
- Guests are responsible for all items left unattended in the laundry room. Laundry soap is not included, the closest retail option for in-store shopping is [Shoppers Drug Mart](#).
- Irons are available in the laundry rooms at no additional charge. They are not to be removed or to be used in bedroom spaces.

iv. **Mail**

- Outgoing mail is available at the Service Centres free of charge. Postage must already be affixed.
- Incoming mail is available for long-term guests staying for one (1) or more months, upon request.

v. **Fridges**

- Can be provided based on availability and arranged prior to arrival.
- Additional charges may apply.
- Please be mindful that common room fridges are a shared space.

Section 4: Rules, Regulations and Policies

All persons using McMaster residence buildings shall adhere to all policies of McMaster, as well as provincial and federal laws concerning health, safety, and public order.

[\(http://www.mcmaster.ca/policy/\)](http://www.mcmaster.ca/policy/)

Destruction, vandalism, theft, and moving of McMaster University Housing & Conference Services property is strictly prohibited, including but not limited to McMaster University Housing & Conference Services furniture and mattresses.

Sports and physical activities are not allowed in the hallways/common areas. Types of activities may include but not limited to: Throwing objects, Wrestling, Hockey, Boxing, Frisbee, Inline skating, Skateboarding and Bicycling. Due to safety and fire concerns the use of Hoverboards are prohibited from use inside the residence buildings.

Physical and sexual assault or verbal abuse, threats, intimidation, harassment, coercion, offensive language or conduct which threatens or endangers the health or safety of oneself or another person, is prohibited.

[\(http://www.mcmaster.ca/policy/General/HR/Discrimination Harassment Sexual Harassment -Prevention&Response.pdf \)](http://www.mcmaster.ca/policy/General/HR/Discrimination_Harassment_Sexual_Harassment_Prevention&Response.pdf)

Trespassing, tampering with, and/or unauthorized entry into or use of, McMaster University Housing & Conference Services premises or property, including but not limited to roofs, elevators, offices or balconies, is prohibited.

All individuals are expected to comply with the request of any McMaster official (McMaster security staff, building staff, etc.) in performance of his/her duties.

McMaster University Housing & Conference Services may immediately remove from housing, without refund, any person who conducts him/herself in a manner deemed unsafe or unacceptable to McMaster University Housing & Conference Services. Reasons for immediate and permanent removal may include but are not limited to, use of or possession of

alcohol, public intoxication (regardless of age), use or possession of drugs and/or drug paraphernalia, offensive language, health and safety violations, vandalism, and unauthorized entry to space. The Senior Manager, Conference and Event Services, or his/her designee, in their sole discretion, has final authority regarding removal of any guest.

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McMaster University Housing & Conference Services will remove any individual who:

- Commits a violation of McMaster University's Guest Expectations or University policy, as defined by McMaster University Housing & Conference Services;
- Engages in behavior that McMaster University deems unacceptable and warranting removal; including abuse or misuse of facilities.

R. Tobacco and Smoke-Free Campus

- As of January 1st, 2018, McMaster University has become Ontario's first 100% Tobacco & Smoke-Free campus and one many to adopt this policy in Canada.
- The use of tobacco and all oral smoking devices will be prohibited on McMaster grounds. McMaster University is committed to making health and well-being a priority for all. McMaster University recognizes the unique relationship that many Indigenous cultures have with traditional and sacred medicines.
- As such, exemptions to this policy will be granted, upon request, to members of the McMaster University community.
- Please see the following link for more information: <https://www.mcmaster.ca/policy/Employee/Tobacco%20&%20Smoke%20Free%20University%20Policy.pdf>
- Smoking inside the residence may face a fine up to five-thousand dollars (\$5,000) and removal from the residence without refund.
- Please visit the McMaster University map for campus borders: <https://housing.mcmaster.ca/wordpress/wp-content/uploads/2018/10/Campus-Map-2018-19.pdf>

S. Cannabis Policy in Accommodations

- Guests who are nineteen (19) years of age and older may possess a limit of thirty (30) grams (about one ounce) of dried cannabis, or its equivalent in other forms.
- Cannabis and equipment must be stored in a container with clear labels and kept in each guest's individual space.
- The consumption of pre-made edible cannabis products is permissible; however, cooking, baking or otherwise creating cannabis products for consumption in accommodation halls is prohibited.
- When carrying or transporting any cannabis outside of a residence room/floor common lounge, it must be in a closed container. Guests are not permitted to consume cannabis in hallways, stairwells, elevators, bathrooms, study rooms, games rooms, laundry rooms and/or building common rooms.
- Unsafe practices, as defined by the University, related to cannabis whereby problems of misuse and over-consumption occur are not allowed.
- Please see the following link for more information: <https://www.mcmaster.ca/policy/Employee/Tobacco%20&%20Smoke%20Free%20University%20Policy.pdf>
- Smoking inside the residence may face a fine up to five-thousand dollars (\$5,000) and removal from the residence without refund.
- Please visit the McMaster University map for campus borders: <https://housing.mcmaster.ca/wordpress/wp-content/uploads/2018/10/Campus-Map-2018-19.pdf>

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T. Alcohol Policy

- Guests who are nineteen (19) years of age and older are permitted to have and to consume alcohol in their rooms.
- Kegs or large volume containers of alcohol are not permitted in accommodation halls. Guests who are nineteen (19) years of age and older are permitted to have and to consume alcoholic beverages in common rooms under the following conditions: Only one drink/container per person is permitted.
- A container must be made of plastic or other non-breakable material. Guests are not permitted to consume or have open alcohol in hallways, stairwells, elevators, bathrooms study rooms, games rooms, laundry rooms and/or building common rooms.
- Any activity (e.g. drinking games) that requires alcohol consumption in order to participate or has intoxication as its main goal or its inevitable goal is not allowed.
- Excessive consumption and public intoxication of alcohol are strictly prohibited regardless of an individual's age.
- Drinking outdoors on university property is not permitted unless in designated outside dining areas.
- Unsafe practices, as defined by The University, related to alcohol whereby problems of misuse and over-consumption occur are not allowed.
- <http://www.mcmaster.ca/policy/General/Misc/UniversityAlcoholPolicy.pdf>

U. Minors in Accommodations

- Guests under the age of eighteen (18) years are required to be accompanied by adults.
- The University will not accept reservations permit check-in or house minors without chaperones being present.
- Chaperones must stay in the accommodation facility on the same floor/wing as their underage guests and are responsible for them at all times.
- Please note, a minimum ratio of at least one chaperone per 10 minors is required. A higher ratio of chaperones to minors is preferred.

V. Pet and Service Animal Policy

- Guests are prohibited from having pets or animals of any kind in residence buildings.
- Service Animals and Service Animals in Training are permitted on campus if the work or task of the animal is directly related to the guest's disability and the animal has been trained or is being trained to perform the tasks needed to support the person with disability.
- Requirements of Service Animal and Service Animals in Training:
 - Service Animals must be in good health. Any service animal occupying McMaster accommodations must have certification of annual vaccinations from a veterinarian.
 - Must wear a valid vaccination and identification tag, as well as: appropriate collar, leash and vest at all times.
 - Prohibited from entering the hallway, bathroom, or floor/building common areas unless in the company of the guest and appropriately secured on a leash.
 - Must be able to behave safely in social settings. While the AODA customer standard doesn't require that all service animals are formally trained, it is an expectation that all service animals can behave safely in social settings.
 - As McMaster accommodation is a communal living environment, service animals are required to demonstrate, upon request by Housing & Conference Services

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- o staff, that they can handle public access situations.
- o All service animals need to demonstrate the ability to:
 - Master basic obedience commands such as, “sit, down, stay, come, etc.”
 - Promptly return to the guest when called in the presence of high distraction.
- Requirements of the Guest:
 - o To always maintain control over the service animal.
 - o To secure the service animal in the room (i.e., kennel, crate, etc.) when the guest is not with the service animal for the safety and security of the service animal and McMaster University staff members who may enter during emergency situations and/or to complete a work order for facility-related issues.
 - o Should a McMaster University staff member request the service animal not to be present in their workplace for any reason, the guest and the service animal will leave the room/area until the work is completed.
 - o To assume personal and financial responsibility for any damages caused by the service animal. This includes, but is not limited to extra cleaning for animal waste, replacement of damaged furniture, pest control costs, etc.
 - o To take the service animal outside to relieve themselves.
 - o If physically able, to immediately clean up animal waste and properly dispose of it. Guests who are not physically able to pick up and dispose of waste are responsible for making necessary arrangements for assistance.
- Any animal left unattended or unrestrained will be removed at the owner’s expense to minimize risk to other animals on leashes and members of the University community.
- Please submit a request in writing to reserve@mcmaster.ca thirty (30) days in advance along with all supporting documentations for your Service or Support Animal

W. COVID-19 Policies

Our community’s health and safety are of high importance. Covid updated are located here: <https://covid19.mcmaster.ca/>

X. Prohibited Items

Prohibited items on campus include, but are not limited to:

- Weapons (including toy replicas)
- Explosives and pyrotechnic substances (e.g. fireworks)
- Firearms (including toy replicas)
- Pets (except for approved service animals)
- Appliances and/or any type of heating elements within individual accommodation rooms (e.g. coffee makers, hotplates, toaster ovens, kettles, etc.)
- Halogen lamps (or those requiring combustible fuel)
- Lit candles or incense.