

Conference & Events Services

Summer Conference Planning Guide

ARE YOU INTERESTED IN HOSTING A CONFERENCE WITH CONFERENCE & EVENT SERVICES AT CALIFORNIA STATE UNIVERSITY, SACRAMENTO?

WE ARE HAPPY TO OFFER CONVENIENT AND AFFORDABLE ACCOMMODATIONS IN OUR RESIDENCE HALL COMPLEX. WHETHER YOUR CONFERENCE IS AN ATHLETIC GROUP, LEADERSHIP GROUP, MUSIC CAMP OR ACADEMIC PROGRAM, WE OFFER A VARIETY OF HOUSING & MEETING SPACES. WE WOULD LOVE TO BE HOME BASE FOR YOUR GROUP!

FOR NEW GROUP INQUIRIES

- Contact Conference & Event Services to discuss hosting a summer program at Sacramento State.
- New groups can schedule an onsite tour of our housing complex and meeting spaces.
- Select desired dates and possible alternate dates.
- Estimate number of guests attending.
- Determine room type(s) (these vary by building) and possible number of rooms.
- Determine meeting/outdoor space(s) (if needed).
- Schedule an appointment with The Serrery at the Dining Commons to determine your dining needs
(916) 834-6609 or email: serrano-mariana@aramark.com.

TO RESERVE SPACE

- Fill out the online Conference Application and tell us about your conference needs.
- If your conference/camp has multiple "sessions," please fill out a separate application for each.
- All applications received will be reviewed for availability of dates, hall(s) and our cleaning schedule to ensure adequate preparation time. Reservations will be assigned based on availability.
- Once conference application is confirmed tentative dates will be held.
- Conference & Event Services will prepare your Conference License Agreement for your review. Upon receipt, review, sign and return license agreement and Certificate of Insurance (COI).
- A fifty percent (50%) deposit is required. Refer to License Agreement for cancellations or refunds.

TO GUARANTEE RESERVATIONS

- Return signed Conference License Agreement.
- Insurance Requirements: Submit Certificate of Insurance (COI) for accuracy, (please ensure that dates listed on (COI) match dates of the conference program.) The (COI) is required before License Agreement can be submitted for campus review.

TO GUARANTEE RESERVATIONS CONT.

- Certificate of Insurance (COI) and endorsement must conform to Risk Management's requirements. Certificate must include endorsement which specifically names The State of California, the Trustees of The California State University, California State University, Sacramento and employees, officers, directors, volunteers and agents are to be covered as additional insured. For more information: www.csus.edu/riskmanagement.
- A signed and executed License Agreement formally outlines and secures your requested services.
- Upon receipt, review your License Agreement to ensure guaranteed minimum housing numbers are accurate; these will serve as the basis for minimum billing.
- Pay the 50% deposit invoice by due date stated on the invoice - please reference your Group ID number given on license agreement.
- Conference cancellations must be submitted in writing no later than 60-days prior to the event.
- Groups will be responsible for 50% of the contracted amount for cancellations submitted after the 60-day deadline.

ONE MONTH BEFORE YOUR CONFERENCE

- Conference & Event Services will reach out to schedule a Pre-Conference briefing 30-days before arrival.
- Submit Room Guarantee Form (30-day amendment form) by deadline date. This form locks in rooms requested and is the final chance for adjustments without penalty. Any changes after form submission, including no shows or cancellation, will be charged to the group.
- Conference & Event Services may allow for a group overage (subject to space availability). We advise that groups contact us directly regarding availability.
- Update the Conference & Event Services office with any changes to staff/participant beds, check-in/check-out times, parking, Wi-Fi, linen service, and/or meeting room requests.
- If you require special catering needs outside of normal dining center hours, **contact Epicure Catering – Email: zieg-laura@aramark.com or <https://hornethospitality.campusdish.com/Catering>**

TWO WEEKS BEFORE YOUR CONFERENCE

- Campus program details should be finalized. Your conference group will be assigned an Onsite Coordinator. The coordinator will initiate contact and will serve as your primary point of contact while on-campus.
- Finalize Rooming Lists (Include names, gender, check-in date, check-out date, room assignments, and any early arrivals or late departures.)
- Request additional furniture set up for check-in (if needed).
- Finalize the number of parking permits needed.
- Communicate any scheduled deliveries and storage of items before staff arrival.

ONE WEEK BEFORE YOUR CONFERENCE

- In preparation for your group's arrival, please be sure to discuss all conference details with your Onsite Coordinator. We highly recommend you arrive 30 minutes before program participants.
- Coordinate procedures for late arrivals and early departures with your Onsite Coordinator.



DAY OF EVENT - CHECK IN

- Check-In Time: 10:00 a.m. or later at the hall assigned for check-in.
- Provide finalized details, such as a list of commuting guests (if applicable), that will be on the premise.
- Please allow 30 minutes to 2 hours (contingent on group size) for the check-in process.
- During check-in, individuals will pick-up keys, access badges, and be checked into our system.
- Group coordinator will receive pre-ordered internet log-ins. Group Coordinator must provide their emergency contact information in case we need to contact you regarding any urgent questions relating to emergency needs.
- General information about your hall and amenities will be shared during the check-in process.
- A copy of the room roster will be emailed to the group coordinator once all staff and attendees have checked in reflecting all rooms, showing guests in room, and no-show attendees.
- Verify the best mode of communication during your visit with your Onsite Coordinator.
- Review and share guest policies with all staff and participants.

DURING EVENT

- Please reach out to your Onsite Coordinator if you have any questions or additional requirements
- Remember, the staff is here to help ensure your time on campus is a success in every way!
- Utilize the 24-hour front desk to report any maintenance concerns or to reach staff after hours.
- Report any lost keys or access cards.

LAST DAY ON CAMPUS

- Check-out time: 11:00 a.m. (unless otherwise pre-arranged 30-days in advance).
- A late fee will be charged if the group has not completely checked out by the established time on the license agreement.

BEFORE DEPARTURE THE GROUP COORDINATOR IS ASKED TO PERFORM THE FOLLOWING TASK

- Return all keys and electronic access keys during the designated check-out time.
- Check all rooms and community restrooms for any items left behind.
- Leave linen in room(s) on the floor next to the bed.
- Remove all interior signage related to your event.
- Remove all group items from the common areas.

AFTER DEPARTURE

- Conference & Event Services will review all charges and the University will create a final invoice for payment.
- Any billing discrepancies must be submitted via email to uhs-conf-events@csus.edu within 5 business days of receiving the invoice.
- Submit payment in full for all charges by invoice due date. Reference your Group ID number given on the license agreement.
- The group coordinator will be contacted to pick-up any lost and found items after departure.

**Thank you for choosing Conference & Event Services at
California State University, Sacramento for your event!
We hope to see you next summer!**

