

Conference Housing Guide



Welcome to Conference Services at the University of Houston! Our team is excited that you are considering the UH campus as your conference site. We have a beautiful campus and would enjoy the opportunity to be your host. Our summer conference season runs between late May and early August.

Campus accommodations offer lower rates than the average hotel and afford guests the opportunity to take advantage of a large metropolitan university. Each summer, our staff serves 10,000 guests of all ages and from around the world in our residential facilities. Our goal is for each group to have a positive experience and each conference to be a huge success. We encourage all new and returning group organizers to read through the information within this guide and consider our policies as you begin the planning process. Please don't hesitate to contact a member of our team if questions arise.

Planning Considerations

CONFERENCE HOUSING RESERVATION

All groups interested in booking a stay at the University of Houston must complete the [conference reservation form](#). Reservations are accepted on a continual basis and are based on availability, so a prompt submission is encouraged. Once the completed conference reservation form is received, a staff member will provide an estimated cost of all services. Once the estimate is approved, a contract will be drafted. All reservations are still pending until a signed contract is received.

GUEST HOUSING AGREEMENT/CONTRACT

Once the guest housing agreement/contract is received, please review and have the appropriate representative sign under "GROUP" on page 5 and return it to: University of Houston, Student Housing & Residential Life Conference Services, 4373 Cougar Village Dr., Suite 121, Houston, TX 77204-3018, or email it to StayatUH@uh.edu. Both the guest housing agreement and deposit are due 30 business days prior to arrival date. Failure to return a signed form within 30 business days may result in cancellation. The deposit is 50 percent of all estimated fees.

LIABILITY INSURANCE

All groups must provide proof of liability insurance no later than 30 days prior to arrival. A certificate of insurance that lists the University of Houston as an additional insured is required before your group will be allowed to check in. Please see section 4.d. of the guest housing agreement for more information.

GROUPS WITH MINORS

In order to remain compliant with Texas Education Code § 51.976, all individuals who will have contact with minors during campus programs must complete specific training on preventing sexual abuse and child molestation. The purpose of this policy is to comply not only with the minimum legal requirements, but to also ensure all campus programs for minors are conducted in a manner that is as safe as possible. All groups with minor participants must provide documentation that each individual working or volunteering has completed the state-mandated sexual abuse and child molestation training through the Texas Department of State Health Services (TDSHS) no later than 30 days prior to arriving at the University of Houston. Please visit the [conference service website](#).



Cougar Village I

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MEALS

Several meal options are available to accommodate a variety of schedules. Moody Towers Dining Commons is an on-campus, all-you-care-to-eat facility that caters to many tastes and dietary needs. Many of our groups choose this option due to cost and convenience. For groups planning special events, trips offsite or those who prefer a grab-and-go option, Moody Towers Commons is always an option. Please visit the [website](#) for a full catering menu.

CAMPUS PARKING

All cars parked on campus must display a University-issued parking permit. Reservations for parking permits must be reserved two weeks prior to arrival since requests for same-day parking cannot be guaranteed. Parking lots nearest the residence halls are 4A and 9C on the attached map. If guests choose, they can park at the Welcome Center Garage for a daily fee.

ONSITE COORDINATOR

Each group will be assigned an onsite coordinator who will make contact to answer all questions at least two weeks prior to arrival. The coordinator will discuss the check-in and checkout procedures, room roster, policies and answer any other question. In addition, the onsite coordinator will schedule a meeting on the day you arrive on campus to walk through your entire event to ensure all details are clear. Group leaders are asked to maintain open lines of communication prior to and during time on campus.

SHIPPING ADDRESS

Any materials for the conference/camp (not participants) needing to be shipped prior to a group's arrival or overnight deliveries during the conference may be shipped to Cougar Village 2, regardless of where the group is staying. Package pick-up is limited to the hours of 7 a.m. to 5 p.m. Monday through Friday. It is important to note that the University of Houston cannot accept packages addressed to individual participants.

University of Houston
Student Housing & Residential Life
Cougar Village 2
4373 Cougar Village Drive
Houston, Texas 77204
Attention: Onsite Coordinator/Group's Name

If many or large items will be shipped, it is imperative that the shipment is delivered on a truck that has a lift gate and the driver can unload. Assistance from our facilities staff will incur additional charges that may be passed on to the conference group. Please be sure to inform your onsite coordinator of all anticipated shipments.

UNIVERSITY OF HOUSTON CAMPUS RECREATION AND WELLNESS CENTER

[The Campus Recreation and Wellness Center](#) is available for rental if groups would like to schedule leisure time for participants. For a daily rate, guests can use the climbing wall, indoor and outdoor natatoriums, exercise equipment and multi-use courts.

AIRPORT

The city of Houston has two airports that conference participants might use: William P. Hobby Airport and Bush Intercontinental Airport.

- William P. Hobby Airport (HOU) is the closest airport to the UH campus and is approximately eight miles and 16 minutes away.
- Bush Intercontinental Airport (IAH) is approximately 24 miles and 29 minutes from campus.

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LINEN PACKETS (OPTIONAL)

Some groups may opt to rent a linen packet for all or select guests. At this time, linens are subject to availability and are limited to groups with 200 guests or less. If requested, all assigned rooms will include a linen packet upon arrival. Items contained in a linen packet include a blanket, pillow, flat and fitted sheet, pillow case, small towel and large towel.

SPECIAL SETUPS/EQUIPMENT

Will your group need a setup with tables and chairs for check-in or checkout? If so, please list this on the conference reservation form or let us know at least two weeks before the group's arrival date.



While On Campus

OUTDOOR SPACES

Outdoor space reservations are also available upon request. As with indoor spaces, prices and locations vary depending on group needs. An estimate will be provided on the guest housing agreement/contract. Availability is limited and same day requests cannot be guaranteed. All groups are encouraged to notify Conference Services staff of any needs in advance.

CLASSROOM/MEETING ROOMS/LOUNGE SPACES

Meeting rooms are also available upon request. Prices and locations vary depending on group needs. An estimate will be provided on the guest housing agreement/contract. Classroom requests must be submitted on the conference reservation form. Unfortunately, Conference Services cannot guarantee same day requests. Lounge spaces within the residence halls cannot be reserved and are available for use by any conference guest.

RESIDENCE HALL OCCUPANCY

Our conference facilities are utilized by a diverse group of guests. On any given day, our residence halls could host athletic camps, academic camps and religious groups all in the same building. We ask that all guests be mindful of noise levels when using lounge spaces.

PARKING

Visitor parking around the residence halls is scarce so guests are asked to be mindful of this when arriving to campus. Parents not participating in the conference may utilize 20-minute loading and unloading zones as well as any available metered parking. Parking is available in the Welcome Center Garage for a daily fee. The areas around the residence halls are designated fire lanes and parked cars are subject to towing at the owner's expense.

STAFF PRESENCE

Trained staff will be able to assist in the event of an emergency or general guest concerns. A 24-hour front desk is maintained in all buildings assigned to conference guests. Common needs handled by the front desk include guests becoming locked out, unexpected maintenance issues as well as campus directions. In addition to desk operations, security guards patrol the first floor and exterior of the buildings while conference staff perform rounds of the entire building twice per evening.

INTERNET ACCESS

All rooms and lobbies have wireless access. There is no login needed. The University of Houston offers a public, open Wi-Fi network that provides access to campus resources and the internet. Although a login is not required, all users are required to affirm the acceptable use policy.

KEYS

Keys are issued to individual guests upon check in and must be returned the day the guest checks out. Failure to return key on the day of checkout or reporting that a key is lost will result in a charge of \$200. If a guest checks out early, failure to return the key on the day of checkout will also result in a room charge for the entire contracted period. Conference Services recommends that each group verifies missing keys at checkout with the on-site coordinator.

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BUILDING ACCESS

Conference guest cards are issued for each participant that allow access to the building for Cougar Village 1 and access to the building and room for Cougar Village 2. Groups are responsible for determining how to issue their conference guest cards to minor participants.

FOR YOUR CONVENIENCE

- Multiple trash rooms are located on each floor. Look for the signs.
- Vending machines are located in each building on the ground floor.
- Laundry facilities are located in each building on the ground floor. There is no additional fee to use the laundry facilities but guests must have their own washing detergent. All guests are required to remain in the laundry room while utilizing this amenity.
- TV remotes can be checked out at the front desk. There is a \$50 charge for all unreturned TV remotes.
- If a guest loses any item within the residence halls, contact the front desk staff for assistance. Items are kept for 30 days after the group leaves.



Room in Cougar Village I & II

After Your Event

INVOICE

Conference Services will send a final invoice to groups after receiving a checkout report from the onsite coordinator. Within two week of departure, an itemized invoice including all charges for overnight rooms, meeting spaces, meals, parking and damages will be sent via email. It is recommended that, when possible, onsite coordinators from conference services and visiting groups meet to discuss anticipated fees. Lastly, included in the same email will be a short survey aimed at improving overall operations and services. Please help us by completing it.

PAYMENT

Payment is due no later than 30 days after the group has received final invoice. Late penalties may apply if final payment is not received on time.



Students dining at Moody Towers Dining Commons

TIMELINE

- 6 months prior to arrival: Submit a conference reservation booking form found on pages 8-10.
- 3 months prior to arrival: Guest Housing Agreement is sent. No changes can be made to the contract after April 1.
- 30 days prior to arrival the following is due: Confirmation of minimum number of guests, 50 percent deposit, number of parking decals, certificate of liability insurance and TXSHS Child Molestation Training verification
- 15 days prior to arrival: Onsite coordinator contacts group leaders Final room roster,
- Within 2 weeks of campus departure: Final invoice is sent
- Within 30 days from invoice date: Final balance is due

Conference Policies

All guests are expected to comply with the following guidelines for a safe visit.

USEFUL NUMBERS

Area Service Desk 832-842-6020 Cougar Village 1 The desks are staffed 24/7 with knowledgeable staff who can assist you.
713-743-6432 Cougar Village 2

UH POLICE DEPARTMENT

713-743-3333 In the event of an emergency, call either of these numbers.
911

SAFETY AND SECURITY

All guests play a vital role in maintaining the safety and security of everyone residing on campus. The exterior doors are locked and only accessible by those who have an access card. If a door is found to be inoperable, please report it immediately to the front desk. For the safety of all occupants, please follow these general guidelines:

- Never leave the exterior doors propped open and left unattended.
- Do not let any unknown persons into the building.
- Always keep suite and bedrooms doors locked, even if away for a moment.
- Do not leave valuables unattended.
- Inform UHPD of any suspicious people or activities.



Student lounge in Cougar Village II

EMERGENCY PROCEDURES

If at any time severe weather threatens the Houston area, be diligent in listening to warnings and following instructions. All guests are encouraged to sign up for the University's text alert system. Instructions are at the front desk of each residence hall and [online](#).

FIREARMS

Senate Bill No. 11, also known as the "campus carry" law, allows persons with a state-mandated concealed handgun license (CHL) to carry a concealed handgun in certain areas on campus so long as the area has not been designated by the University as an exclusion zone. ALL summer conference housing facilities are designated exclusion zones and therefore firearms are not permitted. Any person found in possession of a firearm anywhere within an exclusion zone on the University of Houston campus will be in violation of the guest housing agreement and Texas Penal Code, and criminal charges will be brought against the violator.

GROUP BEHAVIOR

Conference Services expects all guests to be mindful that the facilities are used by many other guests with varying schedules. As such, proper decorum should be used at all times. Conference Services reserves the right to ask any participant to leave without providing a refund to the group for reasons including but not limited to: possession of firearms, intentional or malicious damage to property, harassment, assault, use of illegal substances or use of alcohol by minors. Any illegal activity will be reported to the UH Police Department. The contracted group will be held responsible for the cost of repairs for any damages or cleaning charges associated with guests' behavior.

ALCOHOL

Summer conferences house guests of all ages and as such the common areas should be an appropriate space for all guests to utilize. While alcohol consumption is permitted, all laws are applicable while on campus. Alcohol consumption by persons under the age of 21 is strictly prohibited. Those who are of legal age must consume beverages in moderation, in private suite areas only and are limited to one open container per person of legal age present. Devices or games intended for the rapid consumption of alcoholic beverages are prohibited.

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SUPERVISION

All participants under the age of 18 must be accompanied by an adult chaperone/advisor from the conference at all times. This includes all “free time.” To ensure the personal safety of the participants, the University requires a minimum of one counselor for every 12 youth participants.

FIRE ALARMS

Evacuation during fire alarms is mandatory. Guests are required to exit the building during a fire alarm or other emergency evacuation. Chaperones of children under the age of 18 are responsible for the evacuation and accountability of minors. Conference staff will not enter and evacuate each room. Guests must follow and comply with all posted fire and safety signs. In the event of a fire alarm, the elevators must not be used. All guests are to remain 20 feet away from the building until notified by emergency personnel that the building is safe for re-entry.

HURRICANE PREPAREDNESS

The University of Houston is vulnerable to impacts from tropical storms and hurricanes. Summer conferences coincide with hurricane season so it is imperative to have a plan whenever adverse weather conditions become a threat to group safety. Depending on conditions, groups may be asked to shelter in place or evacuate. Onsite coordinators will work closely with each group to determine a plan of action that is safe for all participants. In the event of an evacuation, group leaders are responsible for the evacuation of all guests within their group.

GUEST ACCESS CARDS AND KEYS

Upon check-in, each guest is issued a guest access card that provides access to the building. Guests staying in Cougar Village 2 will use this same card for access to their suite and bedroom. Guests staying in Cougar Village 1 will also be issued a key that provides access to their suite and bedroom. Along with access, these cards allow guests to obtain pre-arranged meals in the dining hall. If a guest loses an access card, the front desk should be informed immediately so that the lost card can be disabled and a new card issued. Guests are responsible for returning issued keys during the designated checkout times. The group will incur all charges for lost keys.



FACILITY USAGE

Guests are assigned to a suite/bedroom prior to check-in. If there are any maintenance concerns, please report them to the front desk. Additional toilet paper and trash bags are available upon request. It is suggested that camp leadership staff visually inspect all rooms prior to check-in and upon departure to ensure rooms are not left damaged.

Groups wishing to decorate any area of the facility used by them are permitted to do so as long as printed materials and decorations are adhered only with painters tape or adhesive putty. Materials may not be nailed, tacked, stapled or otherwise fastened to any surface within the residence halls. Decorations may not block exit doors, exit signs, sprinklers or extinguishers. All décor must be removed prior to checkout.

For more information on Student Housing & Residential Life policies, please review the [Student Code of Conduct](#) and [Housing Resource Guide](#).



LINEN PACKETS

Linens are provided to contracted groups who request them in advance. Additional blankets can be obtained by visiting the front desk in each area. Upon checkout, all guests are required to sort and deposit their linens in the collection areas on each floor.

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COOKING AND FOOD STORAGE

Cooking is allowed in common area kitchens on each floor. Pots, pans and cooking utensils are not provided. The use of hot plates, toasters, grills or other similar appliances is strictly prohibited. The usage of refrigerators in individual rooms is encouraged. Guests are expected to clean up any spills before checkout. Any food left in the common area kitchens is left at the guests own risk. Items not labeled will be discarded daily.

OPEN FLAME

No open flames are permitted in the residence halls. This includes, but is not limited to, candles, incense, smoking, and the burning of any materials or other flame-emitting articles. Prior approval must be obtained from the Conference Services staff if this policy is incongruent with your religious, cultural or spiritual beliefs.

STREET EQUIPMENT

For safety reasons, skateboards, rollerblades, hoverboards, motorized scooters and skates are prohibited in the residence halls and the exterior areas of the buildings. Bikes are not allowed in the halls but may be parked in the bike racks outside of each building.

ANIMALS

Animals are not allowed in residence halls unless aiding a person with a disability.

AMENITIES

Each residential area is equipped with televisions that may be used by guests over the age of 18. A valid ID is needed for checking out a remote control. Guests wishing to use the laundry facilities are permitted to do so. Please adhere to all posted guidelines. Detergent is not provided.

TRASH AND RECYCLING

Guests are expected to utilize the trash cans and bags provided in their room as well as the trash rooms on each floor. Please help in our sustainability efforts and recycle using containers provided on each floor.



TOBACCO-FREE CAMPUS

The University of Houston is a tobacco-free campus. The use of all tobacco products is prohibited in University buildings and on University grounds, including parking areas, sidewalks, walkways, University-affiliated parking facilities and University-owned buildings.

Still have questions? Please contact Mackenzie Wysong, assistant director, at Mwysong@uh.edu 713-743-6007

