

# UCSC CONFERENCE SERVICES

## *General Conference Information*

**Location** UCSC is located at the north end of Monterey Bay, seventy-five miles south of San Francisco, and thirty miles from San Jose. The campus occupies approximately 2000 acres on a hill overlooking the Monterey Bay and the city of Santa Cruz, and features ten colleges, each with its own characteristics and academic core courses. See <http://maps.ucsc.edu> (Campus Directions) for maps and directions.

**Weather** Santa Cruz summer weather is usually mild with temperatures ranging from 60-80°F during the daytime to 55-60°F at night. Morning and evening fog can keep temperatures cool so a jacket or heavy sweater is recommended. Rainfall occurs between November and April although June showers and heavy rain-like fog are not unknown.

**Accommodations** Adult conferences are housed in student apartments, with a maximum of 4-6 persons to an apartment. Shared accommodations include a bathroom (some areas have two bathrooms), kitchen, dining area and living room. Towels, bed linens (changed weekly) and a bedside lamp are provided. The refrigerator is left operational, but stoves are disabled during the summer season. Guests requiring special accommodation should inform their conference director well in advance, as most apartment buildings do not have elevators or specially equipped bathrooms and may have several stories. The common areas receive custodial services twice weekly. Apartments and res halls do not have air conditioning. Please be advised that housing does not include hotel-style amenities.

Youth programs (18 & under) are housed in residential halls (dorms), typically two-four per bedroom. Floors are gender specific with a common bathroom on each floor. UCSC requires a 1:10 staff to youth ratio in the residence halls. Most youth programs do not include bed or bath linens (or pillows). Common areas are serviced periodically.

**Linens** Youth groups generally provide their own bed linens or sleeping bags, towels and pillows – check with your conference director for details. Bed & bath linens & pillows are provided for most apartment conferees (see Accommodations above).

**Luggage** Guests should be aware that they may be dropped off, picked up, or required to park their vehicles some distance from housing and plan accordingly. Assistance is not available and most buildings do not have elevators.

**Telephone** There are no telephone connections in residential spaces with the exception of handicapped accessible rooms/apartments. There are campus phones in each residential hall and periodically (outside) in the apartment areas. Long distance calls require a credit card or phone card (phone cards are not available for purchase on campus). Some, but not all, cellular telephones function on the campus. Please check with your carrier to verify coverage.

White or black courtesy phones are located throughout the college areas providing free campus-only calls (459- and 502-numbers). In addition there are several “blue light” phones at various locations for emergency calls directed to campus police (<http://emergency.ucsc.edu/emergency-management/blue-light-phones.html>).

**Internet** There is a complimentary Ethernet connection in the bedrooms of both apartments and res halls. Please visit the UCSC website prior to arrival for configuration information (<http://its.ucsc.edu/resnet>). Wireless access is available in residential halls; Ethernet only in apartments - remember to bring an Ethernet cord. (<http://its.ucsc.edu/wireless>). The Conference Offices (West, East, and Central offices) also offer complimentary limited email access for conference guests.

**Laundry** Laundry machines are located in alternate resident halls and each apartment complex. Please inquire in your Conference Office as to location and operation. Most laundry machines operate with an access card that is available from the Conference Office. Cards cost \$5.00 and can be loaded with cash or credit card.

### **What to Bring**

- Comfortable walking shoes – this is a walking campus, widely spread, with both flat and hilly areas
- Warm clothes – even in summer when temperatures can climb into the 80s, nights and early mornings can be foggy and chilly. A light jacket or warm sweater is recommended.
- Bathrobe – All bathrooms are shared
- Bed linens or sleeping bags, pillows and towels for youth and sports groups
- Stamps, phone cards, Ethernet cord for apartment residences, alarm clock
- Travel light - luggage assistance is not available and living quarters are accessible by stair only
- Individual water bottle

**Parking** All vehicles parked on campus require a parking permit. A Conference parking permit is provided at check-in for most participants housed on campus. Parking is limited to those lots designated as CONFERENCE PARKING at the lot entrance and may be some distance from the apartments and meeting rooms. Conference permits are valid in any *unmarked* space within the CONFERENCE PARKING lot. Daily commuters may purchase permits at the Conference Office with cash, check, or credit card or at the main campus entrance kiosk (one day permits only at the entrance kiosk). Please contact your conference coordinator for specific information on parking lots for your conference. Parking citations issued by campus police are municipal tickets and are the responsibility of the conference guest. Participants with handicapped placards or license plate may park in handicapped spots and meters if accompanied by a conference permit.

### **Transportation (shuttles, city buses, airporter)**

Campus shuttles operate free of charge Monday-Friday (no weekend service) in the summer on a 20-minute schedule. The Conference Office has information on shuttle routes and schedules.

Local bus service, the Santa Cruz Metro, from campus to/from downtown Santa Cruz, is offered at approximately 20-minute intervals and costs \$2.00 one way, \$6.00 day pass (exact change required). Buses run daily with the exception of some holidays. Schedules are available at the Conference Office or online at <http://www.scmttd.com>.

Airport transportation services will drop off and pick up participants at designated stops on campus. Advanced reservations are required. Visit <http://taps.ucsc.edu/airports-travel/index.html> for airport transportation options.

**Check-in** Groups check in to campus during a pre-determined period of time. At check-in guests sign a housing roster, obtain room keys, meal cards or wristbands, and parking permits as well as maps and other registration information. Special arrangements must be made for those guests unable to arrive within the check-in period.

Guests arriving after the Conference Office closes should call the Community Safety Officer to meet them at their housing college and let them into their assigned apartments. Guests must officially check in at the conference office at 7:00 am the next day to sign in, receive keys, meal cards & parking permits. CSOs are available for assistance after between 7:15 pm and 2:45 am., 831-459-2100. There is no assistance after 2:45 am.

**Check-out** All guests are required to individually sign a check-out roster and return keys, meal cards, and laundry cards prior to leaving the campus, either at a designated remote site or the assigned Conference Office, by 1:00 PM. Keys and cards not returned at check-out will be charged to the conference. Lost keys are charged at \$75.00/key, meal cards at \$35.00/card, laundry cards at \$5.00/card. Special arrangements should be made in the Conference Office for those participants departing before 7:00 AM. Conference Services does not pro-rate late arrivals or early departures.

**Conference Office** Each conference is assigned to an on-campus Conference Office (CO) which functions like a hotel reception desk. The offices, located at designated college sites, are staffed with Conference Assistants who coordinate check-ins, check-outs, distribute mail, take telephone messages, sell parking permits, and are a resource for information and services. Your conference coordinator will have information on the CO assigned to your conference. Hours are posted at each office. **There is no 24-hour desk service available.** For assistance after hours, please call the Community Safety Officer at 831-459-2100 (7:15 pm – 2:45 am).

**Smoking** **Smoking is prohibited in all UC Santa Cruz facilities, and on all University grounds.** Smoking and the use of all tobacco products including cigarettes, e-cigarettes, cigars, snuff, water pipes, pipes, hookahs, chew and any other non-combustible tobacco product is prohibited. **This smoke-free policy applies to all indoor and outdoor areas.**

**Alcohol** **No alcohol is allowed in public areas on the UCSC campus.** Adult conferees (21 and over) may enjoy alcohol in the privacy of their apartments. Alcohol is also permitted in specifically designated, enclosed reception areas with a signed alcohol permit. Permits allow alcohol consumption for a four-hour maximum period and must be accompanied by substantial snack foods. A separate permit is required for each occasion when alcohol is served. No one under 21 may be served alcohol at any time.

**Bay Tree Bookstore** Located on Hagar Drive, at the center of campus, the bookstore offers, ATMs, souvenirs, computer supplies, some apparel and food and snack items. Hours are Monday-Friday, 8:30-5:30 and Saturday, 10:00-4:00. Closed Sunday.

**Recreation** The weight room, racquetball court, outdoor track, pool, and tennis and basketball courts may be used by guests when the facilities are not reserved by other groups. A daily recreation pass must be purchased at the recreation office at OPERS (East Field House) to use the facilities. The cost for conference participants is \$5.00 per day. The Conference Office can provide a map of campus hiking trails and other information regarding recreational facilities.

**Meals/Snacks** Most overnight accommodations include three dining hall meals per day, beginning with dinner on the day of arrival, ending with lunch on the day of departure. Each dining hall has specific hours of operation; each conference is assigned specific meal times. Meals outside the room & board package may be purchased with cash or credit card at the dining hall entrance. Trays may be available for those with accessibility issues – please ask at the dining hall. Dining halls offer a variety of food options, including vegetarian and gluten-free, at each meal. Conferees are expected to arrive at their assigned time and dine within a 45-minute time period. Food, with the exception of one dessert or fruit, cannot be taken from the dining hall.

Occasional beverage and snack machines are located throughout campus. The Express Store at the Bay Tree Bookstore, 459-1337, offers snacks and drinks to take out Monday through Saturday.

**Mail** Mail, including small packages, may be sent to a campus Conference Services office no earlier than five (5) days prior to your conference addressed as follows:

**Participant Name**  
**Conference Name**  
**Conference Office (Central CO, West CO, East CO or JHU CO)**  
**1156 High Street**  
**Santa Cruz, CA 95064**

Please note: shipping arrangements for conference materials must be made in advance with the conference coordinator. Campus offices are unable to store or distribute conference materials. Long term participants may select a temporary Change of Address that will expire in six months.

**Medical Services** Dominican Hospital is located at 1555 Soquel Drive, Santa Cruz, 831-462-7700, 462-7710 emergencies. PAMF Westside Clinic is located at 1301 Mission Street, Santa Cruz, 831-458-6310. There is no urgent medical service available on campus and no fee services for conferences. UCSC police and Santa Cruz fire departments, located on campus, can respond to most emergencies on a 24-hour basis. For emergencies, please dial 911.

**Campus Safety and Security** UCSC police and Santa Cruz fire departments on campus can respond to most emergencies on a 24-hour basis. In an emergency please call 911.

In addition, Community Safety Officers (CSOs) patrol campus, provide safety escorts between locations for guests, ensure building security and assist participants with lockouts after regular conference office hours on a nightly basis, 7:15 pm – 2:45 am. Call 831-459-2100 for CSO assistance.

Access doors to youth housing remain locked at all times, with entry keys signed out to the group organizers. *Propping open access doors or windows in all housing areas is prohibited. Youth must be accompanied by staff at all times.*

UCSC assumes no responsibility for participant's personal property. We request that expensive items not be left in the dorms, apartments or meeting rooms. Please keep all doors and windows locked at all times and report suspicious behavior to the Conference Office or call University Police.

Illegal drugs, fireworks, explosives, and all weapons are prohibited on the UCSC campus. Alcoholic beverages are permitted in apartments only and are not permitted in any areas occupied by youth programs at any time. Candles and other open flame are not allowed. It is illegal to tamper with fire alarms, smoke alarms, firefighting equipment, elevators, or to damage or vandalize University property in any way. Nothing may be fastened to walls and windows and screens may not be altered. Room configurations may not be altered.

Please do not approach or attempt to feed any wildlife on campus. Dogs and other pets are prohibited at all times (excluding service animals).

Participants traveling through campus administrative, residential space and dining halls are requested to keep noise levels at a minimum – maintaining a Quiet Zone. Loud noises, cheers, and group activities should be conducted in appropriate spaces only. Dining halls are for meals and conversation – not group cheers or boisterous activity.

*Please help to conserve precious water by limiting showers and turning faucets off while brushing teeth.  
Use personal water bottles in place of plastic bottles and paper cups.  
Every little bit helps!*

**Quiet hours are in effect campus-wide from 10:00 PM – 8:00 AM**

For additional information please visit our website: [conferenceservices.ucsc.edu](http://conferenceservices.ucsc.edu)