

Name of group: PAN I
Check-in date/time: 7/14/19
Check-out date/time: 7/19/19

Hello –

My name is Matt Scarano and my co-worker Sara Olszyn and I will be your on-site contact during your stay at Owen Hall.

Below is information regarding your stay. If there is anything you need, please visit the Service Center and our staff should be able to assist you.

At check-in your conference participants will receive a lanyard with their room key and access card. The access card provides access to the residential wings and to the dining hall. Please keep these with you at all times. **If a guest finds that they have lost or misplaced keys or access card, they can come to the Service Center to receive a replacement.** If a room key is lost, it is our policy to issue a lock change. Once this lock change is requested, the lock change cannot be cancelled and the lock change fee is non-refundable (\$75.00). There will also be a charge of \$10 for lost conference access cards.

In each guest room, there will be: 1 pillow per guest, 1 blanket per guest, 1 mattress pad on the bed and 1 linen pack. The linen pack contains: 1 fitted sheet, 1 flat sheet, and 1 pillowcase. Pillows and blankets can usually be found in the upper shelf of the closet. Upon checkout, please instruct guests to leave the blankets, pillows and mattress pads in the room; and put the linen in the green carts in the elevator lobby.

Linen Exchange can be done at the Service Center. Linen and towels are exchanged on a 1 for 1 basis.

Free laundry facilities are available to guests. Laundry rooms are located in the basement.

Facilities staff will not be entering and cleaning rooms during your stay. If you need to dispose of trash or recycling, trash chutes are located in each hallway. Recycling bins for plastic, metal, paper, and cardboard can be found on the first floor of each hall near the Service Center.

Wi-Fi access is available in public areas and guest rooms.

Service Center Amenities: Our Service Center staff are available to provide you with a number of resources during your stay. The Service Center also has games, sports equipment, hand tools and cleaning equipment that can be loaned to guests. Please understand that any loaned items not returned by guests at the end of the conference will result in charges to the conference.

The Service Center is open 24 hours.

If your conference participants have food allergies or dietary restrictions, the Culinary Services Registered Dietitian is available to help them navigate the dining halls and eat on campus. For more culinary and dining option information, please visit eatatstate.com.

Parking Information

The free lot determined by the MSU Parking Office is Lot 91. This lot is free during the summer and does not require a parking permit to park there.

For more parking information please visit:

<http://police.msu.edu/management-services-bureau/parking-office/>

We hope you enjoy your stay in Owen_Hall at Michigan State University!