A Guide for Planning a Conference at Columbia University

Any distribution of this manual to individual Conference guests requires an approval from the Conference Housing Office.
Dear Conference Coordinators,

Welcome to Columbia University, in the city of New York! Columbia University is a world-renowned institution within one of the most exciting cities in the world, making it the perfect choice for your conference or event.

Enclosed in this Conference Guide you will find information designed to help you navigate the initial planning process, finalize a reservation, and prepare for your arrival. Some of these essentials include housing policies, procedures and services, pertinent contact information, a campus map, and other informative items about Columbia University and New York City.

The Conference Housing Staff is here to provide you with a first-rate conference experience. If we can be of any service to you, please do not hesitate to contact our office. We can be reached at (212) 854-0365; the on campus extension is 4-0365.

Thank you for choosing Columbia University for your conference!

Grace Ureña
Conference Housing Manager
Columbia University
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Checklist

**Request Form (September-October)**
Submitted Conference Request Form or Intern Request Form
Submitted to Conference Housing Check-In Needs

**Received License Agreement (December-February)**
Signed and Returned License Agreement/Contract - Required 14 days upon email receipt date of contract
Submitted Tax Exemption (ST-119.1) - Required 14 days upon receiving contract
Submitted Deposit - Required 30 days upon receiving contract
Submitted Certificate of Insurance - Required 90 days prior to check-in

*Commercial General Liability Insurance covers any incidentals that may occur throughout the duration of your stay. For more information please visit [Evidence of Insurance/Certificate of Insurance](#)*

**One Month Prior To Arrival**
Submitted Final Bed Count
Submitted Final Dining Count

**Two Weeks Prior To Arrival Computer Services/Access**
Completed Protection of Minors Training
Submitted Full Payment
Submitted Final List of Participants and Room Assignments
Submitted Emergency Contact Information for On-Campus Staff
Submitted Final Furniture Requests

**Day of Arrival**
Distributed Check-In Information To Conference Guests
Signed Master Key Contract (Youth Groups Only)
Provided Check-In Roster With Signatures

**Day of Departure**
Confirm All Guests Are Out Of Room By Contracted Check-Out Time
Collected Keys Or Returned Keys In Conference Envelopes With Name And Room Assignment
Returned Master Key (Youth Groups Only)

*Any additional charges acquired after the Program Check-Out date will be due 14 calendar days after the Check-Out day.*

**University Partners and Services**

**Computer Services/Access**
If your group will need computer and printing access during your stay, please indicate so in our Conference Housing Request form. We will collect payment for computer and/or printing access two-weeks prior to your arrival.

**Dining**
Columbia Housing can connect you with a representative from Columbia Dining who will be able to assist you with any dining questions or needs. Great and convenient meals can easily be a part of your conference experience with all-you-care-to-eat meals at a reasonable cost served in one of our undergraduate dining halls. Meals are primarily served Monday through Friday with some weekend service available. To contact Dining, please email [dining@columbia.edu](mailto:dining@columbia.edu)
Columbia Housing can also connect you with Columbia Catering; providing a range of options from coffee service and break provisions to full service events all of which can be tailored to meet the needs of your conference. To contact Catering Services, please email uem@columbia.edu

Health and Disability Services
Columbia Housing works closely with Disability Services to make every effort to accommodate individuals with disabilities. If you or one of your guests requires disability housing accommodations, please contact our office at your earliest convenience so that we can assist you. We require at least a one month notice prior to your arrival. If you or one of your guests requires disability accommodations to attend a conference or event at Columbia University, please contact Disability Services by phone at (212)-854-2388 at least 30 days in advance of the event.

Library
Conferences may contact the Library directly to inquire about guest access and fees by phone: (212)-854-7309 or email: lio@columbia.edu The Library Information Office is located in 201 Butler Library, before the security desk in the main lobby of the Butler Library building.

Meeting Spaces and Classrooms
The majority of campus event venues are managed through our partner, University Event Management (UEM). You may contact them by phone: (212)-854-5400 or by email: uem@columbia.edu to view and rent spaces. There are a variety of versatile spaces on campus that can accommodate small- and large-scale functions. If you are interested in reserving a lounge space, please inform the Conference Housing Manager or Conference Housing Coordinator as soon as possible during the initial planning process. We reserve lounges on a first, come, first served basis.

Transportation
Columbia University’s location on Broadway allows for convenient transportation to and from all areas of the metro New York area. The 1 subway line (red line – Broadway/7th Avenue local) and the M60 Select bus, M4, M11, and M104 bus stops are all in front of the Columbia gates. New York City shuttle and taxi services are available 24 hours a day as well. If your conference is coming by bus, please instruct the bus driver to load and unload on Amsterdam. For more information, please visit the parking garages webpage.

Visitor’s Center
If your conference group is interested in a campus tour, please contact the Visitor’s Center located in 213 Low Library by phone: (212)-854-4900 or by email: visitorcenter@columbia.edu

Housing Policies and Requirements
Accommodations
Housing options in our residence halls range from suite-style settings to private, single rooms. All buildings are located on or near campus and within walking distance to anywhere at Columbia, the vibrant Morningside Height neighborhood, and transportation to all areas of NYC.

Our residences include the following amenities:

- Air-conditioned facilities
- 24-hour security service
- Towels and linens*
- Free wireless access
- Free internet terminals in building lobbies
• Small communal kitchens with an oven, stove and refrigerator*
• Access to lounge areas with cable televisions*
• On-site laundry facilities*

*Only available in certain buildings. Kitchenware not provided. Additional fees may apply.

Advanced Copy of Advertising
A copy of the Conference Program, any advertising, or other informational materials sent to conference participants is to be submitted to the Conference Housing Office at 114 Hartley Hall.

Building Care & Damages

Guests are financially responsible for any damages, vandalism, missing items, or unsatisfactory conditions in their room, suite, or common areas. The charge for repair, restoration, or corrective action will equal the costs of material and labor and will be billed directly to the conference group.

Cancellations
Cancellations by the Licensee’s group representative will only be accepted if received in written form, to the Conference Housing Office at 114 Hartley Hall. Please refer to your license agreement for cancellation fees. The deposit requirement is not refundable and cannot be credited to the balance due.

Emergencies

If a Conference group needs to contact Public Safety at any point during their stay, please use the following contact information:

Public Safety Non-Emergencies: (212)-854-2797

Public Safety Emergencies: (212)-854-5555

Fire Safety Policy

Fire alarms are tested monthly at scheduled times that are posted in each building. Unless posted, all alarms should be considered authentic fire alerts requiring immediate evacuation.

It is a violation of New York State Law to tamper with or engage in the improper use of fire fighting, detection, and/or alarm equipment. The removal of or tampering with smoke detectors is prohibited.

Fire Safety Guideline & Tips:

Guests should learn the location of several fire pull boxes and at least two fire exits within their building. In addition, guests should always keep fire doors closed and report any damaged or missing fire safety equipment.

• Do not overload electrical outlets at any time. Only one appliance should be plugged into each socket in the outlet.
• Do not use extension cords, only surge protectors. Never use multiple extension cords.
• Do not operate two or more high-amperage appliances simultaneously (i.e. a computer and a hair dryer).
• Do use a surge suppressor to protect computers and other sensitive electronic equipment.

Evacuation Procedure:
In the event of an alarm:

- Awaken any sleeping roommate or suitemates.
- Prepare to evacuate by putting on shoes and coat if time permits.
- Feel the doorknob and the door. If they are hot, do not open the door. If they are cool, open slowly, but if heat or smoke rushes in, close the door immediately and remain inside.
- When guests leave their room, they should be sure to take their key in case it is necessary to return to the room should conditions in the corridor deteriorate.

If for any reason a guest is not able to leave their room, they should dial the campus Emergency Number at (212) 854-5555 and inform Public Safety of their location. Help will be sent immediately.

If exit is possible:

- Make sure to close the door tightly when evacuating.
- Follow a predetermined exit route in a quick and orderly manner.
- Leave the building using the nearest accessible stairway — not the elevator!
- When exiting in smoky conditions, keep at least one hand on the wall and crawl to the nearest exit.
- After exiting the building, please keep clear of the building entry to allow quick access by FDNY, Fire Safety, and Public Safety personnel.
- When the building has been deemed safe for reentry, Public Safety will authorize residents to go back inside.

If exit is not possible:

- Make sure the door is tightly closed and use a bed sheet or blanket to fill the cracks around the door.
- Open the window two-thirds at the top to allow hot air and gases to escape—and one-third at the bottom. Keep facing near the bottom opening. This will ease breathing until help arrives. Never break the window. This will result in an inability to control the influx of smoke from other floors.
- Wave a towel or brightly colored shirt from the window to aid rescuers. The Fire Department will look for this sign.

Public Safety Policy

Columbia Public Safety can be contacted at any time by dialing the campus Emergency Number at (212)-854-5555. Public Safety can contact Columbia University Emergency Medical Service (CU-EMS) if necessary. For less urgent situations, guests may contact Conference Housing directly. Between the hours of 8:00am and 9:00pm, guest may contact the Conference Service Desk at (212)-854-0365. After hours, guests may contact the conference representative on-call for any emergencies, lock-outs or general questions and concerns.

Guest Policy

Conference Housing guests are prohibited to have guests/visitors throughout the duration of their stay on campus.

Insurance and Indemnity

All Conference groups must have Commercial General Liability Insurance and are required to submit proof of insurance 90 days prior to check-in. This insurance covers any incidentals that may occur throughout the duration of your stay.

Columbia University has discontinued issuing individual certificate of insurance in favor of the new industry standard—a Memorandum of Insurance (MOI). Risk Management has provided an on-line access to the University’s MOI, which evidences Columbia University’s insurance policies, coverage terms, and limits. Please visit: [http://finance.columbia.edu/content/evidence-insurance](http://finance.columbia.edu/content/evidence-insurance) for more information and to view the Columbia’s Memorandum of Insurance.
Lost & Found Policy
Please have any guests stop by our Conference Housing Office should they lose a personal item/property in one of our residence halls. The department of Public Safety also maintains a lost and found desk. If a conference guest loses a personal item/property, they may visit the department of Public Safety located in the Low Library, room 111. The Public Safety operations desk is always open. The Public Safety operations desk is always open. Please remember to request a receipt when turning in property.

Mailing
Individual Conference Guests may not receive mail over the summer. If Conference Groups need to ship office supplies prior to their arrival necessary for operational needs, please contact our Conference Office before sending anything.

Payment
All Conference Groups are required to submit a deposit (up to 50% of full payment) by the deadline established within the contract. The deposit is not refundable. Licensee’s Group representative is responsible for submitting the rest of the payment two weeks prior to check-in. No refunds will be made for any reductions in the numbers of Licensee’s reserved spaces after contracted date.

For Payment Instructions for, please see the following:

WIRE TRANSFER INSTRUCTIONS:
Wire transfer is a quick and convenient way of making payments. It may involve a FEE in addition to the amount due. Here are the details for sending a wire:

BANK: Wells Fargo
ACCOUNT NAME: Columbia University Residence Halls
ACCOUNT NUMBER: 2000030660353
ABA (DOMESTIC WIRES):031201467
ABA (INTL WIRES):026005092
SWIFT (INTL WIRES):PNBPUS33
CHIPS ID (INTL WIRES):0509
ABA (ACH):026012881

Please include the name of the participant and/or group of conference in addition to the invoice # (if any) in the detail field of the wire. This information will help us apply the Conference group’s payment accurately.

The address for Wells Fargo Bank is: Wells Fargo
50 Main Street
White Plains, New York 10606
The address for Columbia University is: Columbia University
2960 Broadway
New York, NY 10027

Please note that these addresses are NOT to be used for mailing a check.

CREDIT CARD PAYMENT:
To make a credit card payment over the phone, call us and ask to speak to our representative. Please, have the credit card handy and provide the necessary information to process payment over the phone at (212)-854-2777.
Do not write any credit card information on this form, fax or email to us; it is against our security policy for conference groups and individuals’ protection.

CASHIER’S CHECK PAYMENT:
Please make the business check payable to: **Columbia University** and include the name of the participant and/or group name of the conference/intern in addition to the invoice # (if any) on the face of the check. This information will help us apply payment accurately. No personal checks accepted.

The mailing address for check payment is:
Columbia University
Conference Housing, c/o Panagiota Michailidis
2960 Broadway, Mail Code 3003
New York, New York 10027

**INTERNAL TRANSFERS:**

To make an internal transfer payment, a University authorized personnel must provide the following information:

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* Conference groups will see two separate charges on their account if their housing dates extend into a new fiscal year. If the group’s chart string should change for the new fiscal year, please note so in the comments section.

*Grant funded groups must provide the portion of the grant that authorize the use of funds for housing.

**TAX EXEMPTION:**

All Conferences that are tax exempt must submit a ST-119.1 to the Conference Housing Manager upon signing their license agreement/contract.

**Posting Policy**

Posting flyers and advertisements are prohibited on walls, doors, door vision panels, elevators, or anywhere other than designated bulletin boards.

**Protection of Minors**

All employees and volunteers who interact with, supervise, chaperone, or otherwise oversee minors (under 18) must familiarize themselves with Columbia University’s Protection of Minors Policy (http://compliance.columbia.edu/minors.html) and complete our 30-minute training, which is available online two weeks prior to the group’s check-in date.
Arrival Preparation & Check-In Information

Campus Map & Subway Map
**Check-In Procedure**

Check-In for all guests begins at 3:00pm at our Conference Service Desk (unless otherwise specified). Guests will not be able to check-in prior to 3:00pm unless approved by the Conference Housing Manager. To check-in after 9:00pm, Conference Coordinators must notify their Conference Desk Manager two weeks prior to check-in. Your designated Conference Desk Manager will provide the address and obtain any additional information needed prior to your arrival. Conference Coordinators are also responsible for providing contact information for on campus staff in case of any emergencies upon check-in.

At check-in, conference guests must provide a valid photo I.D. so that a Conference Housing representative can identify who they are in our system. Once verified, each guest will receive a guest packet that includes a guest pass and/or key. A guest pass is an electronic swipe card that serves as your building and room access. Some buildings require a hard key for room access while others have electronic locks. If there are any additional material associated with your conference that you would like distributed upon check-in, please provide us with the material at least 48 hours before check-in. Conference Groups may also choose to manage their own check-in. Please notify your Conference Desk Manager with your preference two weeks prior to check-in so that we may staff our office appropriately. Please note that need for additional furniture or staff outside of our Conference Office will require a fee equal to the furniture and labor costs.

*Guest Passes provide access only to the building and room that guest is assigned to. It will not provide access to other University Buildings. You must contact specific departments to gain access to other buildings. (*

**Helpful Apps**

**TRANSIT** / Use with: iPhone, iPad & iPod touch

Never miss your bus again. Open up the app and boom: upcoming departure times for all nearby transit lines are right there, displayed in big text and bright colors. Plan your trip, set reminders, and get notified about disruptions. Or maybe public transport isn’t cooperating? Don’t fret: you can easily request an Uber, book a car2go, or see where the closest bike-share station is.

**Get There By Bike** / Use with: iPhone, iPad & iPod touch

With the expansion of bike paths and lanes throughout NYC, the Get There By Bike app is a useful tool to help cyclists, leisurely riders and daily bike commuters navigate the road. Powered by Google’s Bike There service, the app provides directions for users that account for traffic, hills and local off-street bike paths. Bike boulevards, lanes and routes are also included. Record your own routes and mark dangerous intersections, safe bike parking options and bike-friendly businesses on the shared map, too.

**Uber** / Use with: iPhone, iPad and iPod Touch

Uber is your private driver in more than 50 countries. Request a ride using the app and get picked up within minutes. On-demand service means no reservations required and no waiting in tax lines. Compare rates for different vehicles and get far quotes in the app. Use PayPal or add a credit card to your secure account so you never need cash on hand. Sit back, relax and go anywhere you want to go. Uber will email you a receipt when you arrive at your destination.

**List of Participants & Room Assignments**

Each Conference Group will be assigned a Columbia Conference Housing Conference Desk Manager who will serve as your primary contact throughout the duration of your stay. If you prefer to assign your own rooms, you may do so with the floor plan and room list provided by your Conference Desk Manager (also by the two week deadline). If you prefer Conference Housing to assign your rooms, please specify any preferences (e.g. assign rooms by gender) if needed. All
Conference Coordinators are responsible for emailing a final list of participants and/or room assignments to their Conference Desk Manager two weeks prior to check-in.

**Local Food**

**Supermarkets**

Westside Market / 110th St & Broadway  
Morton Williams / 115th St & Broadway  
Fairway Market / 2328 12th Ave (at 130th St)

**Restaurants**

Hamilton Deli / 1129 Amsterdam Ave (between 116th/115th)  
Strokos / 114th St & Amsterdam  
Deluxe Diner / Broadway between 113th/112th  
The Heights Bar & Grill / 2867 Broadway between 111th/112th  
Famous Famiglia’s / Broadway at 111th St  
Koronet Pizza / 2848 Broadway (between 111th/110th)  
Chipotle / 2843 Broadway & 110th St

**Pharmacies**

Hartley Pharmacy/ 1219 Amsterdam Ave between 119th/120th  
Duane Reade/ 2864 Broadway between 111th/112th  
Rite Aid/ 2833 Broadway between 109th/110th  
San Juan Pharmacy/ 960 Amsterdam Ave between 107th/108th  
Walgreens/ 2575 Broadway between 96th/97th

**Banks**

Citibank/ 2861 Broadway between 111th/112th  
Chase/ 2875 Broadway between 111th/112th  
Banco Popular/ 2852 Broadway between 110th/111th
TD Bank/ 2831 Broadway between 109th/110th
Bank of America/ 2770 Broadway between 106th/107th
Sovereign Bank/ 2700 Broadway between 103rd/104th
HSBC/ 2681 Broadway between 102nd/103rd

**Home & Houseware**

University Houseware/ 2901 Broadway between 113th/114th
Columbia Hardware & Housewares/ 2905 Broadway between 112th/113th

**Lock-Outs**

All Conference groups that are housing minors will be provided with their own set of master keys. Upon check-in, the on-site coordinator will be required to sign a Master Key Contract.

All Conference Groups housing adults will be given an after-hours number that they may give out to their guests in case they lock themselves out between the hours of 9:00pm and 8:00am. Our after-hours number is also posted on our office door. Between the hours of 8:00am and 9:00pm, guests may call our Conference Office at (212)-854-0365 or visit our Conference Service Desk if they lock themselves out. A Conference Housing representative will escort them to their room and let them in.

**Lost & Unreturned Guest Passes & Keys**

To replace a lost guest pass, guests must visit the Conference Service Desk located in Carman Hall to purchase a new one. The fee for a lost guest pass is $30. The fee for a lost hard key is $65.

**Maintenance Requests**

For any maintenance requests, Conference Coordinators may contact their Conference Desk Manager or the Conference Housing Office at (212)-854-0365. Please be advised that non-emergency requests may take approximately 60 days to be completed during the summer season.

**Check-Out Information**

**Check-Out Procedure**

All conferences guests must check-out by 11:00am on their check-out date. No exceptions. They may either check-out at the Conference Service Desk or place their guest pass and/or key into an envelope in an Express Check-Out Box located in the lobby of each Residence Hall.

**Check-Out Follow-Up**

If any guest passes or other resources borrowed from the desk are unreturned, damages to the room and/or linens missing, the Conference Desk Manager will follow-up with the Coordinator within 48 hours to collect any necessary payments.
Frequently Asked Questions (FAQs)

FAQs for Conference Groups and Guests

Q: How do I reserve a space?

A: Groups that are interested in staying at Columbia University during the summer should complete a reservation form online outlining information about their organization as well as their housing and dining needs. Conference Staff will reach out to groups beginning in October to confirm space availability for the following summer.

Please visit our reservation link for more information and to fill out a form. Individuals who are attending a conference contracted through Columbia Conference Housing should contact their Conference Coordinator for information about registration. Unfortunately, we do not offer housing accommodations for individual guests that are not registered through a contracted conference group.

Q: When can I check-in and check-out of my room? Can I check in early? Can I get an extension to stay later?

A: Our standard check-in time is 3 p.m. on the day of check-in. Location of check-in is communicated at least two weeks prior to the group’s arrival. Our standard check out is 11 a.m. the day of check out. Late check-outs will result in an additional night's fee. Our conference office is available for luggage storage between the hours of 8 a.m. and 9 p.m. if needed. Overnight luggage storage is not available. Some check-in and check-out times may vary depending on the group and building. If you have specific questions, please reach out to your conference coordinator or you can call our Conference Service Desk at 212-854-0365 or email us at conferencehousing@columbia.edu.

Additional Information for Groups:
All early check-ins and late check-outs must be requested during the contract stage. Please note that additional fees may apply.

Additional Information for Individuals:
We recommend individuals to visit off-campus housing accommodations who are in need of housing beyond their check-out date.

Q: What if I am checking in or get locked out after the office closes?

A: During the summer, we have an after-hours number that you may use to contact our office to check-in after 9 p.m. or if you are locked out. The number is 646-300-3463, and one of our staff members will be able to assist you.

Additional Information for Groups:
Conference groups with guests under the age of 18 will be responsible for signing out a master key and for conducting lockouts.

Q: The dates of my stay have changed and I would like a refund for the days that I paid and am no longer staying, can I get one?

A: Information for Individuals:
Cancellation deadlines and fees are outlined within the housing application. Upon payment, refunds can only be granted based on the set cancellation policy.

Information for Groups:
Refunds can only be granted based on the cancellation and refund policy outlined within the group’s contract. Conference coordinators who have any additional questions or concerns should contact their designated Conference Desk Intern Manager for further assistance.
Q: Will I be sharing a bathroom with someone?

A: Yes, guests should expect to share a bathroom with other guest(s) unless the conference group or individual paid for a private full suite.

Q: Can I bring a pet?

A: Pets are not allowed within the residence halls unless approved through Disability Services. Should a guest need an animal for health reasons, please contact Disability Services by phone: (212) 854-2388 or by email and cc' conferencehousing@columbia.edu

Q: Can I have people stay with me in my room or come inside the building?

A: For security purposes, no additional guests are allowed in Columbia Housing Residence Halls. Before you can enter our building, you must present the guard working at the front desk your guest pass to enter. It’s our goal to ensure a safe environment for all people who are staying with us. Due to that fact, we are unable to allow any guests of conference attendees into our buildings. If you have any questions about this policy please feel free to email conference housing at conferencehousing@columbia.edu.

Q: What do I do if I’ve lost my guest pass or room key?

A: If you’ve lost your guest pass or room key, you will need to visit the Conference Service Desk to make payment and receive a new one. Unless otherwise instructed by the conference, the individual will be held responsible for any lost guest passes or keys.

Additional Information for Individuals:
Without your guest pass you will be unable to enter any of our buildings for security reasons. If your guest pass also works as your room key you will be unable to enter into your room until that is replaced. If you have a hard key for your room (your guest pass does not work as your room key), then we will need to replace the key and re-encode your door for security measures.

Q: My room/linens are not getting taken care of, how do I make sure I get new ones?

A: If the bed linens are not getting changed, there might be several reasons:

Linen service is only provided for conference groups who requested and paid for the service in advance. Unfortunately, we are not able to add the service on for individuals that are part of a group. If linen service is provided for your group and your towels were not changed, please verify that all of your personal items have been removed from the bed. Our linen staff does not move or touch any guests’ personal items.

*Please contact our office if you continue to experience any issues.

Q: Where do I take out my trash and recyclables?

A: Depending on the building, there is either a trash chute on each floor or a garbage and recycling room located in the basement. In all of our halls, residents are responsible for their room trash. Any common area trash and recyclables will be taken by Facilities once a week.

Q: I need a hairdryer, ironing board, etc. How can I get one?

A: The conference desk has all of these amenities available at no cost. The conference staff will just need to log it in our system. Guests will be financially responsible for any unreturned items.
Q: Where can I make a phone call if I don’t have a cell phone?

A: There are University phones available for public use on each floor (in most of our residence halls). To make a call, you can dial any university extension at no charge or purchase a calling card.

Q: Where am I allowed to smoke or drink?

A: Smoking is prohibited in the residence halls, including assigned rooms. Due to the safety and health risks, along with corresponding state laws and University policy, residents who choose to smoke must do so at one of the 14 designated campus smoking areas. View map for designated areas. Furthermore, marketing, advertising, sampling, sales, or other distribution of tobacco products in or within 20 feet of an undergraduate housing property is prohibited. Smoking devices including, but not limited to, hookahs and water pipes, other pipes, and vaporizers are prohibited in all undergraduate housing properties and surrounding areas.

Alcohol may not be possessed, stored or consumed by any person under the age of 21. Only Conference guests over the age of 21 are allowed to consume alcohol in their contractually assigned room. Alcohol may not be possessed, stored or consumed in the common lounges, hallways, elevators, or public space of any residence hall.

Q: What do I do in case of a fire alarm?

A: Fire alarms are tested monthly at scheduled times that are posted in each building. All alarms (regardless if it is a test) should be considered authentic fire alerts requiring immediate evacuation. Failure to evacuate will result in removal from the program without a refund. It is a violation of New York State Law to tamper with or engage in the improper use of firefighting, detection, and/or alarm equipment. The removal of or tampering with smoke detectors is prohibited.

Q: I’m leaving before the office opens. How do I check-out?

A: There is an Express Check-Out box that is placed in the lobby every night. All guests should place their guest passes and keys into the provided envelope, with their full name and room number, seal it and then place it in the box. You may not leave your guest passes and/or key with the Guard stationed at the front of the building. Failure to check-out properly will result in a charge equal to the amount of a lost hard key or guest pass.

Q: What do I do if I leave something in my room after I check out?

A: Conference Housing is not responsible for any lost or stolen items left unattended after your departure.

In the event that you are still in the area, our staff can escort you to your room to retrieve your belongings. If you are not in the area and your item is found, you can send conference housing a self-addressed and pre-paid envelope for our office to mail back your item. Please be aware that we are unable to purchase any additional shipping items, boxes or anything else. We suggest reaching out to our Conference Service Desk before sending anything to us so our staff can walk you through the process.

Q: What if I have a maintenance issue in my room?

A: In the event of a maintenance issue, conference guests may contact the Conference Desk by phone: 212-854-0365 or by email: conferencehousing@columbia.edu to submit a work order while we work diligently to have the issue resolved as soon as possible. Please be advised that non-emergency requests may take approximately 60 days to be completed during the summer season.

Q: Where is the best place to hail a cab?

A: We recommend walking to Broadway Avenue or Amsterdam Avenue to hail a cab.
Q: Can I do my laundry on campus?

A: Yes, laundry facilities are available to guests and are located in the basement of most residence halls. Please feel free to contact our office if you are unsure where the laundry facility is located in your building. Washer and dryer cycles are free.

Q: What if I have leftover money on my Flex card when I leave?

A: Unfortunately we aren’t able to refund you for any extra funds left on your Flex card. However, you may use your Flex card to spend any leftover money at one of our vending machines on campus or at one of accepted Flex locations in the Morningside Heights area.

Coordinator Contact Sheet

University Event’s Management

Deanna Kowal
uem@columbia.edu
(212)-854-5400

Columbia Dining

Adebayo “Bayo” Otiti
Ao2390@columbia.edu
(212)-854-7163

Conference Housing Office

conferencehousing@columbia.edu
(212)-854-0365

Public Safety

Non-Emergencies: (212)-854-2797

Emergencies: (212)-854-5555