INTRODUCTION
The goal of the guestrooms at NC State University is to provide comfortable, affordable accommodations for a wide variety of individual needs.

ELIGIBILITY
To be eligible, you must be affiliated with the University in some fashion (e.g. visiting faculty/staff, prospective students, or relatives of University employees).

PAYMENTS
Prepayment is required for all reservations at the Avent Ferry Complex unless the cost will be covered by an NC State University department.

The service desk at the Avent Ferry Complex does not accept payments for guest housing.

CANCELLATIONS & REFUNDS
We require that all cancellations and reservation modifications be submitted in writing and received by Conference Services at least 24-hours before the anticipated date of arrival or departure. Refunds will be issued for proper cancellations. We will not issue refunds if you are a no-show for your reservation.

OCCUPANCY
Rooms are to be occupied only by the person(s) properly assigned by Housing. Room assignments are not transferable. Unauthorized overnight guests and subletting are not permitted. Occupancy continues and a daily fee is due for each night an individual is in possession of a University room key.

ROOM CHANGES
Room changes are only permitted upon authorization from a Housing staff member. Unauthorized room changes will require that the persons involved vacate the occupied room and move back to the original assignment.

FACILITIES AND FURNISHINGS
Avent Ferry Complex: Each room has air conditioning, a bed, dresser, desk, telephone (with local
phone service), a television with cable, alarm clock, a private bathroom and efficiency kitchen. Each efficiency kitchen is furnished with a refrigerator and microwave.

Vending machines, a full-sized kitchen, and a recreation room are also located in the Avent Ferry Complex common area. There is a television lounge located by the service desk that may be used.

Please note: There are times when some of these amenities (e.g. TV, microwave, and kitchen utensils) may not be available. This does not alter the rate of the guestroom. We will work to provide all items of comfort based on availability. Amenities in rooms are subject to change at any time.

**ROOM CONDITION AND DAMAGE CHARGES**
The guest is held responsible for any changes in the condition of the room that he/she is assigned to plus their furnishings, including linen. Damages refer to those things outside of normal use and depreciation. If damages do occur, it is the guest's responsibility to pay the charges. The damage amount, including labor, will be reflected on the guest's final bill or will come under separate cover depending on the time of checkout.

Guests must officially check out at the service desk with a Housing staff member when vacating a room. Keys are to be returned only to a Housing staff member.

Charges due to loss or damages will be assessed through Housing and must be paid promptly. Guests with outstanding debts are not eligible for use of University facilities. Charges for loss of or damage to equipment or defacement in any common area (such as lounges, game rooms, hallways, and bathrooms), like charges for damages to individual rooms, will be charged to the guest. Damages are determined by comparing prior and post-guestroom and common area condition. Charges are determined by University Physical Plant personnel or Housing, as appropriate, and reflect the labor and material costs to affect the necessary repairs.

**ROOM KEYS**
If a guest loses a room key, a temporary key can be obtained from the service desk. Due to security precautions, if the original key is not returned, the appropriate locks will be changed and new keys issued. Housing will bill the guest or paying department $125.00 for the lock change. Keys may not be duplicated.

**POLICY ENFORCEMENT**
Guests are reminded that use of a guestroom is strictly conditioned on compliance with the requirements set forth herein, all policies of the University, and all residence hall regulations. NC State University and Housing reserve the legal authority to terminate this use at any time if a guest does not abide by residence hall and University policies. Guests must comply with all local, State and Federal laws. In addition to the policies described previously, the following are also enforced:
1. Occupants of University guest accommodations are expected to conduct themselves in a manner, which is consistent with the rights and needs of other individuals on campus. For example, guests may not congregate in or around other guestrooms.

2. The following activities are of primary concern. Guests involved in such activities will be subject to removal from the guestrooms:

   a. Throwing objects out of/at windows or off balconies;
   b. Use or possession of fireworks, explosives, flammable materials, firearms, weapons or other objects which are potentially harmful to the physical welfare of other inhabitants;
   c. Removing, damaging, or in any way tampering with fire safety equipment or triggering false fire alarms;
   d. Misusing or vandalizing elevators, elevator equipment, or elevator locks;
   e. Deliberate or malicious vandalism or theft of University furnishings, fixtures and/or equipment;
   f. Actions, which are directly detrimental to the physical safety or health of other guests.

3. Guests will be subject to prompt removal by Housing for acts that are contrary to the interests of the Avent Ferry Complex community. Examples include, but are not limited to: crimes of violence; possession, distribution, or sale of controlled substances and/or illegal drugs as defined by Chapter 90 of the North Carolina General Statutes; other acts which violate Federal, State, or local law; or acts which could threaten the safety or well-being of other members of the University community.

4. The following are not allowed in guestrooms:

   a. Pets, of any kind;
   b. Air-conditioners, washing machines, freezers and other equipment requiring more than 120-volt electricity;
   c. Refrigerators with inner dimensions larger than four cubic feet;
   d. Appliances exceeding 1800 watts or 15 amps;
   e. Hot plates, deep-fat fryers, open flames, or open coil appliances;
   f. Torchiere-style halogen lamps;
   g. Candles of any kind.

5. Only individuals of legal age (as permitted by State law) may possess and/or consume alcoholic beverages in the guestrooms. No alcohol is permitted in any common areas (lounges, hallways, suite hallways, etc.). Even if guests are of legal age, Housing requires advance notice if alcohol is going to be consumed. Housing reserves the right to deny any request. At no time are underage guests permitted to be in the presence of alcohol. Please use the following website as an additional resource: [http://policies.ncsu.edu/policy/pol-04-20-02](http://policies.ncsu.edu/policy/pol-04-20-02)
6. Disruptions and disturbances that prevent other guests from enjoying a peaceful environment in the Avent Ferry Complex are not permitted.

7. The University reserves the right to enter rooms and other areas of the Avent Ferry Complex for the purposes of repair, maintenance or safety inspections.

8. Door-to-door solicitation or use of the Avent Ferry Complex for profit-making activities for individuals or groups must be approved by Housing.

9. Housing prohibits propping open any door or using any mechanical device to hold open an exterior access door.

10. Housing reserves the right to waive or establish policies and procedures it deems necessary for the proper management of its Housing programs.

**MAIL**
U.S. and campus mail will not be delivered to guests staying in the Avent Ferry Complex. This includes delivery of packages by services like FedEx and UPS. If you would like to receive mail, it must be addressed to the sponsor's departmental office or the Housing Office in special situations. Arrangements must be made in advance, with approval of Conference and Guest Services.

**STAFF**
Students serve as desk staff and live in the Avent Ferry Complex where the guestrooms are located. The primary role of the desk staff is to serve as a presence in the building and to provide information and answer questions about campus, residence halls, Raleigh and the surrounding area. Staff members are selected on the basis of their abilities as role models, resource persons, and reliable administrators and are responsible for the administrative duties of the Avent Ferry Complex. They interpret and enforce University policies in an effort to promote an environment conducive to the safety, security, and privacy of University guests.

**DESK SERVICES**
The Avent Ferry service desk is open 24 hours a day. There may be modified desk hours during holidays; scheduled University break periods, and summer sessions. During this time there will be a sign with the modified hours and how to contact a staff member. Staff members will be located at the service desk in the building. Guests can stop by, or phone in concerns to the desk and receive help. Staff will promptly report all maintenance requests from guests and work to ensure that the facilities are running smoothly and efficiently.

**LINEN SERVICE**
Guests do not have to bring linen. Each room is furnished with sheets, comforter, pillows with pillowcases, towels, washcloths, and hand towels. For laundry needs, coin operated washers and dryers are located on the first floor of Avent Ferry Building F.
**TELECOMMUNICATION SERVICES**

A telephone with local service is provided in each guestroom. Long distance services are available with use of a calling card.

Cable TV service is available in each room and is comparable to the "premium" Time Warner Cable TV package. Televisions are also provided in the rooms. On occasion televisions may need to be removed for repair or routine maintenance.

Wired Internet access is available in the guestrooms. Wireless access can be found in the lobby area near the service desk.

**PARKING**

A parking permit is required for all vehicles parked on campus Monday - Friday, 7:00 a.m. - 5:00 p.m. Guests may purchase parking permits from NC State Transportation. Please call (919) 515-3424 for more information.

Parking permits must be displayed on all vehicles except when parked at coin activated parking meters. Visitor permits are valid only in the designated parking zones on the face of the permit. Guests are encouraged to read the entire permit carefully to avoid parking citations.

Housing is not responsible for parking violations, citations, or fines accrued by guests of the Avent Ferry Complex. Questions regarding such occurrences must be handled directly with the NC State Department of Transportation.

**NOTICE OF RISK**

With respect to general risks, guests should be cautioned (i) not to go out alone or with strangers, (ii) to always keep possession of their keys, identification, and valuables (or keep them safely locked up), (iii) not to drink alcohol, take unlawful drugs, or abuse any medicated substance (prescribed or otherwise), and (iv) to comply with University policies, and laws. The emergency phone number for Public Safety is 919-515-3000. The campus safety information is available at: [http://campuspolice.ehps.ncsu.edu/](http://campuspolice.ehps.ncsu.edu/)