Dear Visiting Students,

We are so glad to have you stay with us this summer. Prior to your arrival, we wanted to take the time to explain our room and meal rate information as well as payment arrangements. We have also enclosed a section with information on our facilities and services. Please review this information and feel free to contact your program director with any questions you may have.

IDENTIFICATION
If you lose your room key, get locked out of your room, or picking up a package, you must present photo identification to the front desk staff.

ROOM RATE & PAYMENT INFORMATION
The room rate is $20.00 per night per person. This rate includes: $17.74 for room plus $2.26 for taxes. There is an additional one time charge for your advisor(s) room costs.

Your housing invoice will be finalized upon your arrival once the number of students and professors is confirmed and your travel dates are set. To estimate your housing costs, please use the following formula:

$20 \times \text{(number of nights)} + ((30 \times \text{(number of professors)} \times \text{(number of nights)})/(\text{number of students})) = \text{your total lodging cost}

For example, twenty students staying 11 nights with one professor would owe an estimated $20 \times 11 + ((30 \times 1 \times 11)/20) or $236.50 per student.

Payment in full for your housing invoice will be due by the fourth night after your arrival. You may pay by cash, U.S. bank check, or credit card. We accept Visa, Mastercard and Discover – we do not accept American Express. For your convenience, we have designated the first days of your arrival at the following times to collect your housing payment:

- Sunday from 9:15pm to 11:00pm
- Monday from 9:15pm to 11:00pm
- Tuesday from 9:15pm to 11:00pm

Please come by the front desk during the dates and times listed above and ask for Jerry Wojenski. Mr. Wojenski is the Assistant General Manager of University Towers and all payments should be delivered directly to him – do not hand any payments to the front desk attendants or student staff. A receipt will be issued for each payment made. We understand that due to restrictions on credit card purchases, some students may need to make more than one payment. This is not a problem and Mr. Wojenski will make arrangements to accommodate your specific needs.

MEAL RATE & PAYMENT INFORMATION
Meals are not included in the room rate and must be purchased individual. To purchase a meal in our dining hall, please go to the front desk and purchase a meal ticket. Meal ticket prices are as follows: $5.50 Breakfast; $6.50 Lunch; and $7.00 Dinner. These prices include taxes. You may pay for meal tickets with cash or credit card. A schedule of the dining hall operating hours will be distributed to you upon check-in.
FACILITY & SERVICES INFORMATION

Many first time guests to University Towers do not know what to expect since they have never visited a privately owned residence hall. Guests should be aware that although our facilities contain many amenities not found in normal residence halls settings, we are not a hotel, thus we do not have many of the services expected from a hotel. The information listed below is to advise you of the facilities and services that are offered at University Towers.

FACILITIES

Swimming Pool: Open daily 10:00 am until dusk. Guests should bring their room key with them to the pool to be able to prove residence at University Towers. No towel service is provided for the pool. All children must be accompanied by an adult. All guests must observe posted rules. There is no life guard on duty.

Recreation Area: Open daily from 10:00 am until 12:00 am (midnight). Billiards table, propane gas grills, and an outdoor sand volleyball court are available for use. Billiard equipment, grilling tools, and volleyballs are available at the front desk. The desk attendant will hold your room key in exchange for the equipment. This area is located at the west end of the main floor.

Fitness Center: Open daily from 6:00 am until 12:00 am (midnight). Weight machines, stationary bicycles, tread machines and stair machines are available on a first come, first serve basis. This room is located at the west end of the main floor. Please see the front desk for an access card.

Laundry Room: Open 24 hours each day with coin operated washers and dryers. This area is located at the far west end of the main floor. The cost is $1.00 per load to wash and $1.00 per load to dry. A bill to quarter change machine is located in the vending area. Laundry detergent and dryer sheets are provided for our international guests. Please see the front desk for laundry supplies.

Vending Machines: A variety of soft drinks are available as well as snacks. These are located in the recreation area. Also, a change machine is located next to the snack machine.

TV Lounges: Lounges are located on each floor with a 46” LCD television, couches, and study areas.

Computer Lounge: Open 24 hours a day, our computer lounge is equipped with four public computers and a laser printer. Printing is free, but conference guests are required to provide their own paper. Wireless internet access is available in the computer lounge. Please note that the computer lounge may be reserved at certain times of the day for private meetings or camp check-ins. Signs will be posted on the computer lounge doors notifying guests of days and times the computer lounge is reserved and off-limits.

SERVICES

Front Desk: Located on the first floor and staffed 24-hours a day. Personnel are available to assist you with information and services. Change is not available at the front desk.

Maintenance: All problems in the rooms and elsewhere should be reported to the front desk. Our in-house maintenance staff will take corrective measures as soon as possible.

Air Conditioning/Heating: Each room is equipped with its own thermostat for heating and cooling. You should always turn the system off for 10 seconds before switching from cool to heat, or vice versa. Please do not turn the thermostat temperature below 65 degrees as it can freeze over the air conditioning unit.

Lost and Found: Lost and found articles should be turned in at the front desk.

Telephones: There are NO TELEPHONES provided in the rooms. A courtesy phone is located at the front desk – local calls are free, but long distance calls require a pre-paid calling card. University Towers does not provide or sell pre-paid calling cards.
**Housekeeping:** Housekeeping is performed on a bi-weekly basis if your stay extends beyond a week.

**Other Conferences:** Many conferences and camps are housed at University Towers throughout the summer. For safety reasons, we ask all guests not visit on other floors unless another person from your conference is staying there.

**ROOM INFORMATION**
All rooms at University Towers are designed for double occupancy and include two desks, dressers, twin beds, desk chairs and closets. Each room contains its own thermostat and vanity sink. The bathroom consisting of a toilet and shower facilities is between two rooms and is shared by the occupants of both rooms. Each room contains a small refrigerator with freezer and microwave. *No hotpots, hotplates, crockpots or toaster ovens are allowed.* University Towers reserves the right to make any changes in room assignments that are deemed necessary for the operation of the property.

Each room has standard cable television service with HBO. You must provide your own television and coax cable to connect your television to the cable outlet. You will also need to go to your television’s set-up menu and run the auto channel programming feature before you can begin viewing cable television programming. If you have technical difficulties with your cable television service, please contact Pavlov Media at 1-888-4-PAVLOV.

Please be aware that there are no telephones, televisions, or alarm clocks in the rooms. Room service is not available.

The entire building has wireless Internet access. When you first open your Internet browser, a registration screen will appear. Please enter the information requested on the registration screen and select the “free” Internet access feature. If you have any problems with your Internet connection, please contact Pavlov Internet’s support line at 1-888-4-PAVLOV.

For a faster Internet connection, each room also has an active Internet outlet. Simply plug your computer or laptop into the Internet port using a standard CAT5 cable and make sure your Internet settings are configured to “Auto Detect Settings”. Once you open your Internet browser, a registration screen will appear. Please enter the information requested on the registration screen and select the “free” Internet access feature. If you have any problems with your Internet connection, please contact Pavlov Internet’s support line at 1-888-4-PAVLOV.

**DINING HALL**
Our dining hall is located on the 9th floor. For meal times, please refer to the Meal Schedule which is provided in your information packet upon arrival. All meals are served cafeteria style with unlimited seconds, however, all food must be consumed in the dining hall. No food, dishes, etc. are permitted to leave the dining hall. Trays should be taken to the dish return area after your meal is finished. Shoes and shirts are required dress. Not all conferences contract meals for their participants. Your program’s director should inform you if meals are provided. Individuals may purchase meal tickets at the front desk.

**TOILETRIES**
Each conference participant will be provided one pillow with pillow case, one set of bed sheets, a blanket, wash cloth, bath towel, and toilet paper. Upon request, we can provide soap and shampoo. We DO NOT provide the following items: soap, shampoo, shaving gel, razors, toothpaste and toothbrushes. Please be sure to remember to pack the essential toiletries you will need during your stay. You may also purchase toiletries from the Wolfmart located directly across University Towers on Hillsborough Street.

**MAIL & PACKAGE SERVICE**
Mail and packages are delivered to the University Towers front desk Monday through Friday and sorted by a member of our management team. Packages are held at the front desk and a pick-up notice will be slipped under your door. If you
receive a pick-up notice, please come to the front desk to receive your package. You MUST present photo identification in order to sign for and pick-up your package. To ensure proper delivery of mail and packages, please be sure to include the following information on the delivery address:

YOUR NAME
111 FRIENDLY DR
ROOM NUMBER
RALEIGH, NC 27607

OTHER CONFERENCES
Please be aware that University Towers houses many different groups, sports camps, conferences, etc. during the summer, as well as NCSU summer school students. For this reason you should be advised that people of many various ages are housed on the property at the same time. We ask that you not visit other resident floors during your stay.

SAFETY
Please be sure that your room door and bathroom door are locked at all times. Store your valuables including laptops, iPads, iPods, smart phones, cash, and passports in a safe location – do not leave valuables lying out in the open. There are no room safes, and so we advise against leaving large amounts of cash in your rooms. University Towers is NOT RESPONSIBLE AND WILL NOT BE HELD LIABLE FOR any lost, stolen, or damaged personal items. When walking around campus or the greater Raleigh area, we advise that you use the buddy system and always walk with a friend and colleague. In the event of emergency, dial 9-1-1. Please report any loss or injury to the front desk immediately.

RULES
You will be held responsible for the cost of damages to the property and you may be asked to vacate the premises immediately for egregious violations including vandalism and assault. You must be 21 years of age to drink alcoholic beverages. Alcoholic beverages are prohibited in public areas including lounges, hallways, stairwells, courtyards, swimming pool, and outdoor areas. Please refrain from engaging in excessive noise and music after 10pm. Smoking is prohibited in the rooms, hallways, lounges, stairwells, and courtyards. Please smoke in the designated smoking area located outside the Dan Allen entrance.

HILLSBOROUGH STREET AREA
There are many shops and restaurants within walking distance of University Towers. Zaxby’s and Sakura restaurants are just outside the main entrance of University Towers. Wolf Mart (convenience store), Subway, Pita Pit and Pizza America are located just across the street. West of University Towers you will find East Village Grill, Pizza Hut, and Cup of Joe coffee shop. The NC Employees Credit Union is just across the street and east at the corner of Hillsborough and Brooks Avenue. A little further east of University Towers you can find several restaurants, coffee shops, and a bowling alley.

We hope this information will help you enjoy your stay at University Towers. If you have any additional questions, please contact our front desk.

Thank you for choosing University Towers. We look forward to your stay!

Sincerely,

Jerry P. Wojenski
Assistant General Manager
UNIVERSITY TOWERS

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Email: jerry@universitytowers.net
Web: www.utowersraleigh.com