

# Registration

---

# Information

## Required Information

All sponsors must provide the following information for each resident guest ten (10) days prior to check-in:

- Last name
- First name
- Gender
- Whether the guest requires a single room
- Age of guest or age group (Toddler = 0 - 3 yrs; Child = 4 - 6 yrs)
- Whether the guest is a staff member/counselor/chaperone
- Meal/Housing Plan (designate which plan the guest has been assigned)
- Check-in date (if different than Meal/Housing Plan)
- Check-in time (if different than specified check-in time)
- Check-out date (if different than specified check-out date)
- Check-out time (if different than specified check-out time)
- Roommate (sponsor will be responsible for assigning roommates)

A list of commuter names and their meal plans is also necessary. The above requirements may necessitate that the sponsor update registration materials sent to registrants. All of the above information is necessary for Conferences and Events to perform its functions, and only complete registrations will be accepted.

## Guaranteed Counts

Two weeks prior to check-in, a guaranteed count must be given, to include both meal and housing information. This count will be used for billing purposes, see Billing section of Registration.

## Meal/Housing Plans

Each guest (except for toddlers) must be assigned to one of the pre-arranged Meal/Housing Plans. A Meal/Housing Planning Form is included in the Conference Planner to help facilitate the arrangement of the plans used for each group. Please follow the instructions and submit to Conferences and Events. Children (ages 4 - 6) that fit into the family arrangements (as explained in the Housing section, under Family Arrangements) should have a C next to their assigned meal/housing plan (example: plan AC or BC). This will allow for proper billing arrangements at the conclusion of the conference.

## Computerized Registration

Conferences and Events utilizes a computerized registration system that is more efficient for both the sponsor and PLU. If this format is used, the sponsor will make room assignments and enter relevant information directly using a Microsoft Excel spreadsheet. The spreadsheet will be mailed on a diskette or e-mailed to the sponsor. Diagrams of the residence halls are available upon request to facilitate room and roommate assignments. The information must be returned to the Conferences and Events Office five (5) days prior to the check-in date. Additions or cancellations may be made after the five day deadline within the parameters of guaranteed counts. However, reassignment of rooms after the

deadline may not be made without approval from Conferences and Events.

### Central Registration

Central registration is an option for large groups. This provides a central location for guests to check in with sponsoring staff, receive group information, and be directed to the proper residence hall or location. It also creates a “hub” and central area for information. Some groups establish and staff an information center throughout their stay on campus. The following items are of importance when considering a central registration location:

If this option is utilized, a venue will be designated in conjunction with Conferences and Events (example: University Center, Olson Complex).

The sponsor will oversee central registration activities.

After checking in at the central registration area, resident guests will check in at the desk of the residence hall to which they have been assigned.

Guests will receive their keys at the appropriate residence hall front desk.

Meal cards or bands may be handed out at central registration or at a hall desk. Commuter meal cards or bands are normally handed out at central registration.

Conferences and Events may place staff members in the registration area during check-in times to assist in distribution of commuter meal cards or bands and directions.

Room changes that become necessary due to uncontrollable circumstances may be made by PLU staff, and an updated list will be given to the sponsor.

Registration staff is limited to coordinating the housing and meals for the conference guests.

The sponsoring group and their registration staff is responsible for collecting payments, organizing tours, and all other tasks.

Specific registration times must be provided and adhered to by the sponsor and conference guests.

Special arrangements must be made for check-in before or after the designated desk hour for check-in.

### Check-in

When a guest checks in, most will receive a key and/or meal pass (card or band). Guests must return their key and meal card to PLU staff at the conclusion of the camp or conference. Keys will be handed in upon check-out at the residence hall front desk, while meal cards will be taken by the dining hall staff at the conference’s last meal.

### In Hall Check-in Process

For smaller groups, or groups that need only one residence hall, guests will check in at the assigned hall where they will receive their key and/or meal pass (card or band).

### Check-out

After the last night of a group’s stay in a residence hall, guests must officially check out at the hall’s front desk by 11:00 AM. Guests must return their keys to the front desk of the hall in which they stayed. Meal cards will be collected from guests by the dining hall staff at the conference’s last meal. Cards may also be turned in to the residence hall front desk, the central registration area, or the Conferences and Events Office in the University Center. Meal bands do not have to be returned. A \$25 fee will be assessed to the sponsor for each lost key. All personal items must be removed from the rooms. All trash should be placed in garbage receptacles, located in each room and nearby every exit.

### Additional Charges

Fines may be assessed for rooms that have not been properly cleared or any other damage known to have occurred during a group’s stay. Guests must turn in their room key at the front desk of the

residence hall upon check-out, or a \$25 fine will be assessed for each unreturned key. If a guest must leave early, arrangements may be made for early return of the key and meal card. These charges will be billed to the conference group, not to the individual.

### Billing

The Conferences and Events Office will base its minimum charges on the guaranteed count provided two weeks prior to the start of the conference. No less than 95% of the meal, housing, facility fee and athletic fee costs associated with the guaranteed count will be charged to the conference group, allowing some cancellation flexibility without penalty. All billing is done according to the Meal/Housing Plans arranged prior to the conference. Meal charges are based solely on age, and do not relate to housing arrangements. It is important to designate age group and the Meal/Housing Plan in the registration information sent to PLU. Children (ages 4 - 6) must be assigned to a regular meal plan with the appropriate meals, but their plans will end in C (example: plan AC or BC for a child on plan A or plan B). It is not necessary to designate a plan for toddlers, though it is important to register them. All registrants four (4) years and older will be charged the facility fee and/or commuter fee. PLU's deposit structure normally requires an initial deposit of 20 percent of the total estimated costs for the conference to secure dates and facilities. A second deposit of 60% of the total estimated costs for the conference is due approximately one month prior to the start of the conference. Full payment is due 30 days after the invoice date.