



WALTER GAGE RESIDENCE

Conferences & Accommodation at UBC - 5959 Student Union Blvd, Vancouver BC V6T 1K2

Tel (604) 822 1020 Fax (604) 822 1001 Web www.ubconferences.com

CHECK-IN: Check-in is any time after **3:00 PM** at the Front Desk of Walter Gage Residence, located at 5959 Student Union Blvd. The Front Desk is open 24 hours a day. To locate the residence, look for three 17-storey apartment towers. The entrance is between the towers on the South of the building.

GROUP CHECK-IN PROCEDURE: Upon arrival, the Front Desk will confirm that an accurate guest list and complete group chaperone information forms (if required) have been received. Keys will then be issued to the group organizer for distribution to group members.

GROUP CHECK-OUT: Check-out is by **11:00 AM**. The group organizer is responsible for collecting keys from the group and returning all keys to the front desk. If your group requires luggage storage, please inform your Sales Representative prior to arrival. Please note: no overnight luggage storage is available.

DESCRIPTION: All rooms are designated non-smoking. Pets are not permitted at the Walter Gage Residence. Daily housekeeping service is provided for private suites only. Limited housekeeping service is included for shared accommodations.

FOOD, AMENITIES & ATTRACTIONS: There are various food outlets, and other amenities on-campus. Please visit: [Food, Amenities & Attractions at UBC](#) for further information or contact our Reservations Office at (604) 822 1000.

GUEST MESSAGES: All private suites are equipped with telephones that have voicemail capability. Messages for guests staying in suites and studios may be left on their voicemail by calling (604) 822 1000, then by pressing "3" after the prompt. For guests in single rooms that are not equipped with telephones, courtesy phones are available at the front desk.

INTERNET ACCESS: Each guest room is equipped with complimentary wireless internet through the ubcvisitor wireless network, which is also available for use in the Commonsblock and around Campus.

LAUNDRY: Laundry machines are located in each building. The machines are operated by laundry cards which can be obtained at the Front Desk for a \$5.00 deposit. Credit can be added to the card in \$5.00 increments using a machine in the lobby. Balances remaining on laundry cards cannot be refunded. If possible, group members may wish to share cards to minimize the amount of the balances left on cards.

PARKING: Parking is available on-site at an additional cost. Please register your vehicle at the Front Desk to obtain a permit. Overflow and bus parking is also available. If bus parking is required, please inform your Sales Representative prior to arrival.

PRIVACY POLICY: For the safety and security of all our guests, and in compliance with provincial law, the front desk cannot supply room numbers or other information about guests to people inquiring by phone or in person. As well, doors to the residences remain locked at all times. Guests wishing to have people visit them should arrange a location and time to meet and explain this policy to their visitors.

EXPECTING MAIL? Guests wishing to receive mail during their stay can do so; using the address format below. Please note: mail received after check-out will be returned to sender.

Guest's full name, Group's name
c/o Conferences and Accommodation at UBC
5959 Student Union Blvd
Vancouver BC V6T 1K2
Canada

Please observe the following guidelines when shipping items from outside Canada:

1. You are fully responsible for ensuring that the shipment clears Canada Customs. This includes payment of all duties, taxes, and shipping charges.
2. You must clearly indicate the name of the customs broker and contacts clearing the shipment for you.
3. You must list yourself as the consignee. Although you may indicate an on-campus delivery address, you must not include the University's name on the shipment.