



PLACE VANIER RESIDENCE

Conferences & Accommodation at UBC – 1935 Lower Mall, Vancouver BC V6T 1X1

Tel (604) 822 2642 Web www.ubconferences.com

CHECK-IN: Check-in is any time after **3:00 PM** at the Place Vanier Residence Front Desk, located at 1935 Lower Mall. The Front Desk is open 24 hours a day, seven days a week.

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. Any keys not returned will result in a \$92.00 + taxes charge per key. If your group requires luggage storage, please inform your Sales Representative prior to arrival.

DESCRIPTION: Our facilities are designated non-smoking. Pets are not permitted at the Place Vanier Residence. This residence consists of 4-storey buildings that are not equipped with elevators and are not suitable for guests in wheelchairs. Korea House and Tec de Monterrey are both 6-storey buildings equipped with elevators.

Place Vanier Residence has a shared washroom facility. A common washroom is located on each floor (male washrooms on odd numbered floors, female washrooms on even numbered floors). Washroom facilities are shared with up to 25 other guests. Kitchen facilities are not available but lounges are equipped with a fridge, microwave and sink and are located on each floor of every building.

Housekeeping service includes: bed linens folded on bed upon arrival. **Please bring towels and soap.** No linen exchange provided.

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.

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; please follow the address format below:

Guest's full name, Group's name
c/o Conferences and Accommodation at UBC
1935 Lower Mall
Vancouver BC V6T 1X1
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.