

# CSULB

HOUSING & RESIDENTIAL LIFE

SUMMER

CONFERENCE

GUIDE

**SUMMER 2023**

*An informational guide  
to CSU Long Beach  
Conference Services*

**Housing &  
Residential Life**



Conference Services

(562) 985-1601

SummerConferences@csulb.edu

# General Information

Thank you for your interest in booking your conference with California State University, Long Beach. We provide comfortable and convenient accommodations, meeting spaces, and dining services from early June through early August. Please contact us for availability.

## Residence Halls

CSU Long Beach Housing provides approximately 3,000 bed-spaces in our residence halls as well as dining services. All rooms are double occupancy and includes two beds, a micro-fridge, two dressers, two desks/chairs, and WiFi.

### RESIDENTIAL VILLAGES BEDSPACES

PARKSIDE	1008
PARKSIDE NORTH	472
HILLSIDE	412*
BEACHSIDE (off-campus)	572

*For Hillside Village, Los Alamitos and Los Cerritos will be the only halls available for this summer*

## RATES

### STANDARD

Room + 2 keycards

\$154.00

Room + 1 keycard

\$129.00

### PARKSIDE NORTH

Room + 2 keycards

\$180.00

Room + 1 keycard

\$155.00

2-BR Suite (4 keycards)

\$400.00

Parkside North are new/renovated rooms with air conditioning, new furniture, and adjacent study rooms.

Dbl Suite has 2 dbl rooms w/ shared living space & restroom

- Each keycard gives access to buildings/rooms and meals
- Rates include 3 meals per paid day, except for check-in day. There are no charges on the day of check-out. So if first meal is dinner on check-in day, last meal will be lunch on check-out day.
- Meals are mandatory. Rates are not prorated for missed meals.
- Parkside Commons does not have air conditioning.

# CSULB HOUSING MAP



For more information and for a video tour of our rooms and facilities, please visit our [website](http://www.csulb.edu/student-affairs/university-housing-residential-life/university-housing/residential-villages) [www.csulb.edu/student-affairs/university-housing-residential-life/university-housing/residential-villages](http://www.csulb.edu/student-affairs/university-housing-residential-life/university-housing/residential-villages)



Parkside



Hillside



Beachside

## PARKSIDE



Parkside Double

## HILLSIDE



Los Alamitos/Cerritos Double

## BEACHSIDE Off-Campus



Beachside Pacific/Service Center



Parkside Double



Los Alamitos/Cerritos Double



Beachside Double

## PARKSIDE NORTH



PN Double



PN Double



PN Living Room

To find a complete photo gallery, please visit our [Summer Conference website](https://www.csulb.edu/student-affairs/university-housing-residential-life/summer-conference-services)  
You can find our photo tour gallery on the right-hand column of the web page.

<https://www.csulb.edu/student-affairs/university-housing-residential-life/summer-conference-services>

# SERVICE CENTERS

Each college has a central service center operated by student staff called Conference Assistants. Conference Assistants oversee check-in/out process, lost keys, lockouts, and other related services. Conference Assistants also enforce housing policies and conduct room condition reports before and after each stay.

## SERVICE CENTER INFORMATION

PARKSIDE	562.985.4990	8:00am - 10:00pm	1601 Earl Warren Dr, Long Beach, CA 90815
HILLSIDE	562.985.5161	8:00am - 10:00pm	5851 Beach Dr, Long Beach, CA 90815
BEACHSIDE	562.985.3032	*Varies	4835 Pacific Coast Hwy, Long Beach, CA 90804

## After Hours

Conference Assistants are on-call **after service center hours**. If assistance is needed, please call the duty phones.

## On-Call Duty Phone #s

PARKSIDE	562.370.4739 / 562.370.0512
HILLSIDE	562.340.9300 / 562.340.9307
BEACHSIDE	562.340.9308 / 562.340.9304

**Dial 911 for Police, Fire or Medical Emergencies. Non-Emergency Line 562.985.4101.**



Parkside Service Center



Hillside Service Center



Beachside Service Center

# ROOMS & KEYS

- **Earliest Check-In Time is 2:00 PM**
- **Latest Check-Out Time is 12:00 PM**
- We will assign building(s) and spaces based on group size, gender ratios, availability, and other variables. Your preferred buildings/room types are not guaranteed.
- Each guest will receive a key card upon check-in which must be returned at check-out
- For the safety of our guests, building/room doors must be closed at all times

## Important Notes

- Switching rooms is not permitted without prior approval from Housing staff.
- Replacement fee for a lost key card is **\$25** regardless if found later.
- At the conclusion of your conference, each guest must check-out and return their key card individually to the Service Center. Failure to do so will result in an improper vacate fee of \$15 plus \$25 for a lost key (if applicable).

## LINENS & TOILETRIES

- Provided: Bed sheets, blankets, pillows, toilet paper
- Not Provided: Towels, shampoo/conditioner, body soap, laundry detergent
- Optional linen exchange are provided on Wednesdays from 12:30pm-2:30pm

## LAUNDRY

Laundry machines are available for use at each residence hall by downloading *WASH-Connect*, a smartphone app, and loading the app with money. Laundry cards can also be bought as an alternative by using a credit/debit card. Laundry card terminals are located in Parkside's laundry room, Los Alamitos, and Beachside.

- Wash Cycle is \$1.00
- Dryer Cycle is \$0.50



## Dining Hall Services

- Room key cards are used for dining hall access.
- All you can eat with 1-entry (no in and out privileges). Sack lunches for your entire group may be arranged in advanced. Details will be finalized during pre-call.
- Backpacks, purses, or bags are **NOT** permitted in dining hall at any time.



Parkside Dining Hall

### Commuter Meal Card & Guests

- A commuter meal card is a pre-loaded dining access card that can allow commuters/guests in the dining hall. You will only be charged for the amount of meals used and will be applied on the final statement of charges.
- Guests can also get dining access with credit/debit card payment (no cash) for a higher rate without the use of a commuter meal card.



Hillside Dining Hall

HOURS	Breakfast	Lunch	Dinner
PARKSIDE	7:00am - 8:30am	11:30am - 1:30pm	5:30pm - 7:30pm
HILLSIDE	7:00am - 8:30am	11:30am - 1:30pm	5:30pm - 7:30pm
BEACHSIDE	7:00am - 8:30am	11:30am - 1:30pm	5:30pm - 7:30pm

# PARKING

- Parking is enforced 24 hrs a day, 7 days a week including holidays.
- Requests for physical permits must be made 10 days in advance of arrival.
- Unused physical permits cannot be refunded.
- Conference Services is not responsible for citations or lost/stolen permits.

## Parking Permit Rates (Purchased through Conference Services)

Permit 1-Day	\$15	Overnight allowed in designated lots: R1, R2, R3, G2, G9
Monthly Permit	\$55	Includes overnight, by calendar month only (not 30 days)
Processing Fee	\$30	Flat rate fee for processing

# CLASSROOMS & MEETING SPACES

All spaces must be requested in advance and are provided based on availability. Coordination and inquiries must be made through Conference Services two weeks prior to arrival.

## ACADEMIC CLASSROOMS

Rates	per hour	
Classrooms	\$20	Under 50 people
Lecture Halls	\$30	Over 50 people

## RESIDENCE HALL SPACES

Rates	8-hr Rental
Los Alamitos Lawn	\$300
Los Cerritos Classroom	\$300
Parkside North MPR	\$400

Tables and/or chairs incur additional costs

## THE POINTE CONFERENCE CENTER

Please contact Conference Services to check availability.

Rooms	Capacity
Summit	60 Lecture / 40 Banquet
Pacific Sunset	300 Lecture / 192 Banquet

For more info/rates on The Pointe, please visit our [website](#)

More options can be found through the ASI Campus Events Office  
<https://www.asicsulb.org/corporate/discover/campus-events-office>



Liberal Arts Building & Courtyard



Academic Classroom



The Pointe Sunset Room

# POLICIES

*Conference Services agreements are issued based on the assumption that all program participants, regardless of age, will abide by University & Housing guidelines and are expected to display appropriate behavior at all times.*

*The University reserves the right to terminate housing for participants and/or conference groups should they violate housing/campus policies. Refunds will not be provided for early departures as a result.*

## Alcohol, Smoking, Drugs

- The possession or consumption of alcoholic beverages or controlled substances is prohibited anywhere in or around residence halls.
- The University is a smoke free, tobacco free campus. All forms of tobacco use, including e-cigarettes and smokeless tobacco, are prohibited on University grounds.

## Insurance

- A Certificate of Insurance (COI) with an underwriter's additional insured endorsement, is required for review and approval from the University's Risk Management Department.
- Any hired 3rd party vendors/contractors/caterers will require prior approval from Conference Services and will need to submit a COI with endorsement for approval.
- For groups involving minors (under 18 years of age)
  - Will require \$1,000,000 *per occurrence* of Abuse & Molestation in COI
  - Policies for appropriate conduct must be in place
  - Appropriate chaperone to minor ratio must be maintained
  - Screening of employees/volunteers must be utilized as necessary
- Insurance may be purchased through the University's Risk Department if necessary.

***\*Insurance requirements with an example of COI and endorsement can be found on our [website](#)\****



# Residential & Dining Halls

- Amplified sound systems may not be used except by prior approval and arrangement.
- Furnishings should not be moved from their original locations. This includes furniture, trash bins, mattresses, tables, etc.
- Nothing should be fastened, pinned, or hung to interior or exterior walls.
- Residence halls and commons spaces are to be left in good condition. Any damages will be charged to the group in the final statement of charges.
- Excessive trash will result in additional fees.
- It is illegal to tamper with fire alarms and will result in fees if tampered with.
- Candles, fireworks, explosives, pyrotechnics, and all weapons are not permitted.
- Groups are responsible for supervising their participants, including the dining hall.
- Backpacks, purses, bags, etc. are not permitted in dining halls.
- Plates, silverware, cups, etc. must be returned to "Dish Return".
- Meals cannot be taken to-go and must be consumed in dining hall.



Japanese Garden



Walter Pyramid



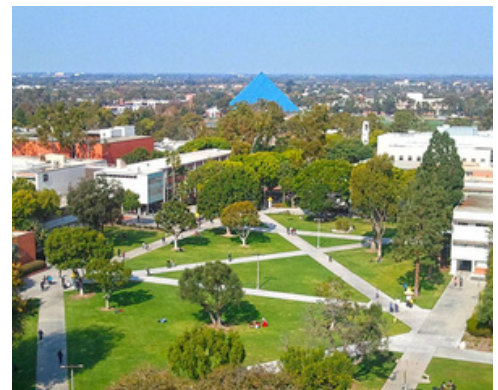
Brotman Hall Fountain



Go Beach Sign



University Student Union



Central Quad

# Numbers & Attrition

**Estimated, Guaranteed,** and **Actual** numbers will determine how charges are calculated at the completion of the Program.

**Estimated** numbers are confirmed at the execution of signed agreement

**Guaranteed** numbers to be confirmed in writing 30 days prior to program start date

**Actual** numbers are counted and finalized at the end of the conference stay

\* Your program will be charged on either the guaranteed or actual number, whichever is higher

\* Estimated numbers will be used if guaranteed numbers are not provided

**90% Attrition** for attendance is required to avoid additional fees. If there is an attendance reduction of more than 10%, a fee of \$20 per person, per night will be incurred. This fee is excluded for groups under 50.

**SAMPLE STATEMENT OF CHARGES CALCULATIONS**

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
<i>Estimated attendance</i>	100	100	100	100	45	100
<i>Guaranteed number</i>	90	not provided	90	60	30	70
<i>Actual number</i>	80	80	110	50	25	70
<b>Amount Billed</b>	<b>90</b>	<b>100</b>	<b>110</b>	<b>60 + fee</b>	<b>30</b>	<b>70 + fee</b>

## Additional Charges

Possible additional charges and estimates are not limited to what is shown below. Charges may vary on severity and discretion of Conference Services.

Lost Room Key	\$ 25.00	General Damages	\$ 50.00 min
Lost Master Key (varies)	\$ 3k - 15k	Carpet, paint, wall, door, window,	
Improper Vacate	\$ 15.00	micro-fridge, restroom, furniture,	
Custodial Clean-Up Fee	\$ 25.00 min	mattress, etc.	
Excessive trash, removal/misplacement of furniture, mattresses, micro-fridge, etc.		Fire Equipment Tampering	\$ 250.00 min
Window Screen/Tag Removal	\$ 50.00	Smoke detector, alarms, extinguishers, etc.	
		Smoking Clean-Up Damage	\$ 250.00 min

Any damages found in rooms, residence halls, and/or public spaces during and/or after the group vacates will incur fees reflected in the final statement.

# PLANNING TIMELINE

## INQUIRY

Please use the [link](#) below to submit a formal request through our portal (if and when the portal is live and we are accepting new requests)

<https://csulb.starrezhousing.com/StarRezPortalXConference/>

The request will ask for the following information:

- General information (contact, conference info, dates)
- Dining accommodations
- Estimated numbers (staff and participants)
- Meeting spaces / classrooms
- Parking / Insurance / etc

*Once completed, please await for confirmation. Should your inquiry be approved, the timeline below serves as a reference guide.*

## 3 - 6 MONTHS IN ADVANCE

After a formal inquiry has been submitted, a contract will be sent via email utilizing DocuSign.

- **Submit signed contract agreement**
  - Due within 14 days of receipt
- **Submit Deposit**
  - Due 14 days after submitted contract
  - The deposit is \$20 per person, per night
- **Submit Insurance Certificate and Endorsement**

## 1 MONTH IN ADVANCE

- **Guaranteed Numbers Due** - See page 10 for more details
- **Full Contracted Balance Due**
- Finalize Classroom and Meeting Spaces requests (if applicable)

*A Rooming List (blank roster) will be sent around this time*

# PLANNING TIMELINE

## 2 WEEKS IN ADVANCE

- Finalize Parking Permit requests
- Submit final Rooming List - room assignments, check-in/out dates, and any early arrivals or late departures

*A Conference Assistant member will reach out to confirm details (check-in/out times, dining numbers, boxed lunches, etc) and to schedule a pre/post-inspection of rooms prior to check-in if desired*

## CHECK-IN

- Arrive and check-in at service center
  - Each participant is required to check-in and initial for their own room key
- Pick-Up conference items (master keys, commuter meal cards, permits)

## CHECK-OUT

- Guests to clear fridge, remove trash and dispose in outside garbage
- Double check belongings, return furniture to original location/position
- **Check-out at Service Center**
  - Each participant is required to check-out and return their key
  - Failure to do so will result in Improper Check-Out / Lost Key Fees
- Return conference items (commuter meal cards)
- Conduct post-inspection of rooms with Conference Assistants (if desired)

## POST CONFERENCE

*A Final Statement of Charges will be sent a week after your check-out date.*

*Any adjustments, fees, and additional charges (lost keys, commuter meals, etc.) will be reflected in the Final Statement of Charges.*

- **Final Payment Due**

Questions? Contact us at 562.985.1601 / SummerConferences@csulb.edu



**PARKING INFORMATION:** [www.csulb.edu/parking](http://www.csulb.edu/parking)  
Phone: (562) 985-4146 Email: [ParkingGeneral@csulb.edu](mailto:ParkingGeneral@csulb.edu)