

Dalhousie Summer Accommodations Guest Expectations – Halifax Campus

Dalhousie Summer Accommodations	1
Guest Expectations – Halifax Campus	1
Section 1: Arrival & Departure Procedures.....	2
A. Check In/Out Times	2
B. Identification Requirements.....	2
C. Deposit Requirements.....	2
D. Cancellation Policy.....	2
E. Final Payment	2
F. Early Arrivals/Late Stays:	3
G. No-Show Policy.....	3
Section 2: Your Stay!	3
H. Visitor Policy	3
I. Parking.....	3
J. Linens & Housekeeping	4
K. Luggage and Storage	4
L. Quiet Hours	4
Section 3: Miscellaneous	4
M. Keys & Building Access	4
N. Lost & Found.....	5
O. Mail.....	5
P. Amenities.....	5
Section 4: Rules, Regulations, and Policies	7
Q. Tobacco and Smoke-Free Campus.....	7
R. Cannabis Policy in Accommodations.....	8
S. Alcohol Policy	8
T. Minors in Accommodations	9
U. Pet and Service Animal Policy	9
V. Public Health Policies	10
W. Prohibited Items	10

Section 1: Arrival & Departure Procedures

A. Check In/Out Times

- **Check-In:** Guests can check in any time after 3:00 p.m. (15:00) on the scheduled arrival day until 11:00 p.m. (23:00) if a single-day reservation or 3:00 p.m. (15:00) the next day if a multi-day reservation to receive keys/cards for their assigned bedroom. Any alternative check-in time agreed upon in the confirmation email will be considered the final confirmed check-in time.
- **Check-Out:** Guests must check out by 10:30 a.m. (10:30) on the scheduled departure day. Failure to do so without prior written approval from the Event & Conference Services Office may result in i) Additional nightly charges, or ii) Removal and storage of all items from the room to prepare for incoming guests.
- Unless specified otherwise, all guests should check in and out at the front desk indicated in their booking confirmation. The front desks operate 24/7, seven (7) days a week. Any changes to these operating hours will be communicated to guests accordingly.
- Any alternative check-out time or location agreed upon in the confirmation email will be considered the final confirmed check-out time/location.

B. Identification Requirements

- Guests are required to present a valid photo identification during check-in. This identification must be available for presentation upon request by any Event & Conference Services staff or Dalhousie Security personnel.
- Students must present a valid student ID upon check-in and must occupy the room themselves to be eligible for the discounted rate.

C. Deposit Requirements

- Full payment is required for all room reservations at the time of booking. Accepted methods of payment include VISA, MasterCard, Discover Card and American Express. No other forms of payment will be accepted.

D. Cancellation Policy

- To cancel a reservation and receive a full refund, written notice must be sent to stay@dal.ca at least forty-eight (48) hours before the scheduled arrival. Cancellations made within forty-eight (48) hours will incur a deduction equivalent to two nights' stay charge from the refund.

E. Final Payment

- Upon arrival, full payment for all reservation durations is required if not previously paid. The following methods of payment are accepted: Debit, American Express, Cash, VISA, Discover Card, and MasterCard. Please note, that personal cheques, money orders, and direct deposits are not accepted as valid payment methods.
- Any modifications to the reservation must be paid for at the time the change is requested.

- If payment is overdue after this time, a late payment charge of twenty-five dollars (\$25) per day will be applied. If payment remains late for three (3) consecutive days, the guest may be asked to vacate the campus accommodation.

F. Early Arrivals/Late Stays:

- The guests must notify the Front Desk if they will be arriving after 11:00 p.m. (23:00) on their scheduled arrival date.
- Early departure or cancellation notice (after checking in): 48-hour advanced notice in writing is required to stay@dal.ca or by speaking to their front desk if the guest wishes to move out before their original scheduled departure date. This may result in a rate change for the previous night's stay, and a balance will be due upon departure.
- The guest may be asked to vacate the residence if they are late paying for their daily, weekly, or monthly room charges, or at the discretion of Dalhousie University Event & Conference Services or Security Services.

G. No-Show Policy

- Dalhousie Event & Conference Services reserves the right to cancel a reservation after the first night's stay if the guest does not arrive as scheduled or make contact. No refund will be issued if no notice of cancellation is received.

Section 2: Your Stay!

H. Visitor Policy

- Visitors are allowed, however, only registered guests may stay overnight.
- Conference cards and bedroom keys are not to be given to visitors for any reason.
- Visitors are welcome to reserve a room to stay overnight and can visit the front desk to check availability. There is a 2-night minimum stay.

I. Parking

- Parking for 1 vehicle per room is included in our rates until 1:00 pm (13:00) on the day of departure. Guests are welcome to park in any lot that is open to general Dalhousie permits.
- Parking information is available at the front desks, please see the campus map for locations: [2025 Summer Guest Parking Map](#).
- Parking is available for visitors at the front desk. Parking is twelve dollars (\$12.00) per vehicle, per day (tax included).
- There are no refunds offered for our parking permits once they have been bought. Lost parking permits cannot be replaced. It is the responsibility of the parking pass holder to ensure proper care and safekeeping.
- If you are looking for short-term parking, it can be purchased via the [HotSpot App](#). More details can be found here: dal.ca/parking.

J. Linens & Housekeeping

- All Summer Accommodation guests manage the removal of personal trash from their assigned bedroom space regularly.
- It is the responsibility of all guests to tidy all areas that they use and to keep their space in an orderly, safe, and sanitary fashion. Failure to keep a tidy space may result in a request to vacate Dalhousie accommodation and/or additional charges.
- Dalhousie housekeeping staff will clean the hallways, communal areas, and lobby areas. Personal belongings are prohibited from being left in communal areas and public spaces. Housekeeping staff will discard all items left in communal areas and public spaces. Guests are financially responsible for damages and added cleaning charges as deemed appropriate by Dalhousie University Event & Conference Services.
- For our guests' convenience, we offer a straightforward bed linen and towel exchange within designated linen rooms in our buildings. The linen rooms have specified opening hours that are available at the front desk.
- Please be aware that our exchange policy follows a 1 for 1 basis, exchanges for towels, face clothes, sheets, and pillowcases only. We are unable to offer exchanges for blankets, mattress protectors, or pillows.
- Should you require an additional blanket or pillow to make your stay more comfortable, please see the front desk with this request.

K. Luggage and Storage

- We offer complimentary luggage storage, subject to availability, for guests who are checking out at or before 10:30 a.m. (10:30), but do not leave until later in the day. Please arrange in advance by visiting your front desk.
- We do not supply safes or offer storage for valuable personal belongings such as passports, laptops, cameras, phones, or money.
- We are not able to accept delivery of medications, nor store them at the front desk. Guests not staying in a suite-style bedroom will be responsible for correctly labeling and storing these in the available communal refrigerators.

L. Quiet Hours

- Quiet hours are from 11:00 p.m. (23:00) to 7:00 a.m. (7:00) every day. Guests are expected to keep their noise to a minimum to be respectful of other guests. Excessive noise levels will not be tolerated.

Section 3: Miscellaneous**M. Keys & Building Access**

- Upon arrival, guests will receive a conference card and a room key. Conference cards allow guests access to exterior doors, which are locked daily from 8 pm to 7 am at Risley Hall, LeMachant Place, and Howe Hall. Exterior doors remain locked 24/7 at Gerard Hall, and Shirreff Hall.
- Guests must always carry their conference card to gain access to their building.

- Guests are prohibited from duplicating keys.
- All keys and cards are property of Dalhousie University Event & Conference Services and must be returned at check-out.
- All lost or stolen keys or access cards should be reported to the front desk at once.
- Dalhousie University Event & Conference Services shall charge a twenty-five-dollar (\$25.00) lock replacement fee for each key/card that is lost, stolen, or otherwise not returned.
- All broken keys will be replaced without added fees.

N. Lost & Found

- If you have misplaced or lost any belongings on campus, please check with the front desk as soon as possible. Any information you supply will be kept confidential and aid us if the item is returned.
- If you find any belongings (driver's license, keys, phone, document, USB, etc.) please return the items to the front desk with as much information as you can remember to help us return the item to its rightful owner.
- Lost and found items outside accommodation buildings may have been turned in at Dalhousie Security Services.
- Dalhousie University offers a lost and found service on a courtesy basis and is not liable for any missing property. Items returned to the front desk will be held for seven (7) days. Perishable items will be disposed of after 24 hours if not claimed.
- If you realize you've lost an item after leaving the campus, please email us at stay@dal.ca with details of the lost item, including your contact information. We will contact you if your item is found. This helps us handle lost and found queries more efficiently and ensures prompt communication.

O. Mail

- Outgoing mail is available at the front desk. Postage must already be affixed.
- Incoming mail is available for in-house guests, upon request.

P. Amenities

i. Room Inventory

- Each single room has one (1) twin bed.
- Each double room has two (2) twin beds.
- Each loft double room has two (2) loft beds.
- All rooms are equipped with a chair, linen, towels, pillow, blanket, desk, closet/wardrobe, garbage can, recycling bin, and a working smoke detector.
- Added charges will be applied for any missing items in the room. To avoid added charges for missing items and/or damage, please report any missing items or damage upon check-in at the front desk.
- Extra mattresses or cots are not allowed or provided by Event & Conference Services.
- Individual bathroom soap will be provided. Added supplies are available upon request by the guest from the front desk.



ii. Internet

- Each guest will receive a username and passcode to access complimentary Wi-Fi access within residence buildings for the duration of their stay.
- Each guest handles their own use of the internet and is prohibited from using or permitting use for a purpose or in a manner that is contrary to the law or University Policy. Abuse of the Dalhousie system may result in termination of the data service and may result in judicial or criminal charges being laid against the guest. Abuse of Wi-Fi may also result in being asked to vacate.

iii. Laundry Facilities

- Laundry offerings are in each building.
- They are coin operated. Front desks can make change for bills \$20 and smaller between the hours of 6:00am (6:00) to 11:00pm (23:00)
- Laundry soap is not included but can be bought from the front desk.
- Fees are approximately \$1.50 per wash and \$1.50 per dry.
- Guests are responsible for all items left unattended in the laundry room.
- Irons are available in the laundry room at no additional charge. They are not to be removed or to be used in bedroom spaces due to fire safety regulations.

iv. Borrowed Items

- Select items are available for sign-out, free of charge.
- For a comprehensive list, please ask our Front Desk Staff.
- Any borrowed items that are not returned will be charged to your account and a replacement fee will be due upon checkout.

v. Washrooms

- Traditional residence buildings (Risley Hall, Howe Hall, Shirreff Hall & Gerard Hall) at Dalhousie University are equipped with shared, gender-neutral washroom facilities. These facilities are easily accessible from residence hallways.
- Each washroom includes individual toilet, and shower stalls, designed to offer a high level of privacy for all users.
- The university is committed to fostering a respectful and inclusive environment. These gender-neutral washrooms provide safe and comfortable facilities for guests of all gender identities and expressions.
- Guests are expected to maintain a respectful and courteous demeanor in these shared spaces.
- For any questions or concerns regarding the washroom facilities, please contact the front desk or email stay@dal.ca for assistance. Our staff is dedicated to ensuring a pleasant and welcoming environment for all guests.

Section 4: Rules, Regulations and Policies

- All persons using Dalhousie residence buildings shall adhere to all policies of Dalhousie, as well as provincial and federal laws concerning health, safety, and public order.
- Workers may need to enter your room to complete work, they will always be announced (in advance when possible) and will be accompanied by a Dalhousie employee. If you have any concerns, please speak to the front desk staff.
- Destruction, vandalism, theft, and moving of Dalhousie University Event & Conference Services property is strictly prohibited, including but not limited to Dalhousie University Event & Conference Services furniture and mattresses.
- Sports and physical activities are not allowed in the hallways/communal areas. Types of activities may include but are not limited to: Throwing objects, Wrestling, Hockey, Boxing, Frisbee, Inline skating, Skateboarding and Bicycling. Due to safety and fire concerns the use of Hoverboards are prohibited from use inside the residence buildings.
- Under no circumstance is an object permitted to be thrown out of a facility window.
- Physical and sexual assault or verbal abuse, threats, intimidation, harassment, coercion, offensive language or conduct which threatens or endangers the health or safety of oneself or another person, is prohibited.
- Trespassing, tampering with, and/or unauthorized entry into or use of, Dalhousie University Event & Conference Services premises or property, including but not limited to roofs, elevators, offices, or balconies, is prohibited.
- All individuals are expected to comply with the request of any Dalhousie official (Dalhousie security staff, building staff, etc.) in performance of their duties.
- Dalhousie University Event & Conference Services may immediately remove from housing, without refund, any person who conducts themselves in a manner deemed unsafe or unacceptable to Dalhousie University Event & Conference Services. Reasons for immediate and permanent removal may include but are not limited to, use of or possession of alcohol, public intoxication (regardless of age), use or possession of drugs and/or drug paraphernalia, offensive language, health and safety violations, vandalism, and unauthorized entry to space.
- Dalhousie University Event & Conference Services will remove any individual who:
 - Commits a violation of Dalhousie University's Guest Expectations or University policy, as defined by Dalhousie University Event & Conference Services.
 - Engages in behavior that Dalhousie University deems unacceptable and warranting removal, including abuse or misuse of facilities.

Q. Tobacco and Smoke-Free Campus

- Dalhousie University is a 100% Tobacco & Smoke-Free campus.

- The use of tobacco and all oral smoking devices will be prohibited on Dalhousie grounds. Dalhousie University is committed to making health and well-being a priority for all.
- Smoking (including the use of vaping devices) inside the residence may face a fine up to two-hundred dollars (\$200) and removal from the residence without refund.

R. Cannabis Policy in Accommodations

- Guests who are nineteen (19) years of age and older may possess a limit of thirty (30) grams (about one ounce) of dried cannabis, or its equivalent in other forms.
- Cannabis and equipment must be stored in a container with clear labels and kept in each guest's individual space.
- The consumption of pre-made edible cannabis products is permissible; however, cooking, baking or otherwise creating cannabis products for consumption in accommodation halls is prohibited.
- When carrying or transporting any cannabis outside of a residence room/floor common lounge, it must be in a closed container. Guests are not permitted to consume cannabis in hallways, stairwells, elevators, bathrooms, study rooms, games rooms, laundry rooms and/or building common rooms.
- Unsafe practices, as defined by the University, related to cannabis whereby problems of misuse and over-consumption occur are not allowed.
- Smoking (including the use of vaping devices) inside the residence may face a fine up to two-hundred dollars (\$200) and removal from the residence without refund.

S. Alcohol Policy

- Guests who are nineteen (19) years of age and older are permitted to have and to consume alcohol in their rooms.
- Kegs or large volume containers of alcohol are not permitted in accommodation halls. Guests who are nineteen (19) years of age and older are permitted to have and to consume alcoholic beverages in common rooms under the following conditions: Only one drink/container per person is permitted.
- A container must be made of plastic or other non-breakable material. Guests are not permitted to consume or have open alcohol in hallways, stairwells, elevators, bathrooms study rooms, games rooms, laundry rooms and/or building common rooms.
- Any activity (e.g., drinking games) that requires alcohol consumption to participate or has intoxication as its main goal or its inevitable goal is not allowed.
- Excessive consumption and public intoxication of alcohol are strictly prohibited regardless of an individual's age.
- Drinking outdoors on university property is not permitted.
- Unsafe practices, as defined by The University, related to alcohol whereby problems of misuse and over-consumption occur are not allowed.

T. Minors in Accommodations

- Minors (those 18 and under) are not permitted to stay without the supervision of a chaperone (an individual 19 years of age or older).
- Minors under the age of 10 are permitted to share a bed with an adult. Minors aged 10 and older are required to have a separate bed.
- Dalhousie reserves the right to refuse accommodation to minors without proper supervision and/or hire Dalhousie Security to chaperone minors and this charge would be applied to guest's account.
- Chaperones must stay in the accommodation facility on the same floor as their underage guests and are responsible for them at all times.
- Chaperones shall ensure that the minors are properly supervised and that all activities undertaken by the minors are safe given the relative age, skill, and experience of the minors under their care.
- Please note, a minimum ratio of at least one chaperone per 8 minors is required. A higher ratio of chaperones to minors is preferred.

U. Pet and Service Animal Policy

- Guests are prohibited from having pets or animals of any kind in residence buildings.
- Service Animals and Service Animals in Training are permitted on campus if the work or task of the animal is related to the guest's disability and the animal has been trained or is being trained to perform the tasks needed to support the person with disability.
- Requirements of Service Animal and Service Animals in Training:
 - Service Animals must be in good health. Any service animal occupying Dalhousie accommodations must have certification of annual vaccinations from a veterinarian.
 - Must wear a valid vaccination and identification tag, as well as: appropriate collar, leash, and vest always.
 - Prohibited from entering the hallway, bathroom, or floor/building communal areas unless in the company of the guest and appropriately secured on a leash.
 - Must be able to behave safely in social settings.
 - All service animals need to demonstrate the ability to:
 - Basic obedience commands such as, "sit, down, stay, come, etc."
 - Promptly return to the guest when called in the presence of high distraction.
- Requirements of the Guest:
 - To always maintain control over the service animal.
 - To secure the service animal in the room (i.e., kennel, crate, etc.) when the guest is not with the service animal for the safety and security of the service animal and Dalhousie University staff members who may enter during emergency situations and/or to complete a work order for facility-related issues.

- Should a Dalhousie University staff member request the service animal not to be present in their workplace for any reason, the guest and the service animal will leave the room/area until the work is completed.
- To assume personal and financial responsibility for any damage caused by the service animal. This includes, but is not limited to extra cleaning for animal waste, replacement of damaged furniture, pest control costs, etc.
- To take the service animal outside to relieve themselves.
- If physically able, to immediately clean up animal waste and properly dispose of it in available garbage rooms. Guests who are not physically able to pick up and dispose of waste are responsible for making necessary arrangements for assistance.
- Any animal left unattended or unrestrained will be removed at the owner's expense to minimize risk to other animals on leashes and members of the University community.
- Please submit a request in writing to stay@dal.ca thirty (30) days in advance along with all supporting documentations for your Service or Support Animal

V. Public Health Policies

- Our community's health and safety are of high importance; therefore, all guests are required to abide by all Dalhousie COVID policies including but not limited to vaccination, masking, screening, training, testing, reporting etc.

W. Prohibited Items

Prohibited items on campus include, but are not limited to:

- Weapons (including toy replicas)
- Explosives and pyrotechnic substances (e.g., fireworks)
- Firearms (including toy replicas)
- Pets (except for approved service animals)
- Appliances and/or any type of heating elements within individual accommodation rooms (e.g., coffee makers, hotplates, toaster ovens, toasters, etc.)
- Halogen lamps (or those needing combustible fuel)
- Lit candles or incense.