Residential Conferences Timeline and Deadlines

Deadlines are in **bold**. Groups are responsible for providing Residential Conferences with the requested information.

**Complete reservation form:** Between October and February, ideally 4+ months prior to arrival.

Whenever possible, we will work with groups requesting accommodations less than four months in advance.

**Follow-up meeting with Residential Conferences Management:** Usually two to four weeks after reservation submittal, beginning in December.

In this meeting, we will gather additional information and specifics about a group’s housing and dining needs and reservation processes, answer questions, and review the agreement and deadlines.

**Agreement sent to Conference Coordinator:** Within two to three weeks after the follow-up meeting.

This Agreement is a legally binding document between the group and Residential Conferences. Outlined in the Agreement are estimated fees, the cancellation policy, and other terms and conditions. The Agreement will be sent electronically via email to the email address provided by the group.

**Signed Agreement and deposit due:** Within 30 days of being sent by UHDS.

*The signed agreement* can be returned via mail or email (uhdsresconf@oregonstate.edu). Email is preferred.

*A deposit* of 10% of the estimated fees must be provided with the signed agreement. This deposit is waived for groups paying with an OSU departmental or program index.

**Final meals and mealtimes due:** April 14, 2017.

Meal counts maybe adjusted within the Estimated Number and Guarantee Number timelines. If you need to modify meals (adding or cancelling) or mealtimes after April 14, please contact us directly and we will work to accommodate your needs.

**Estimated number, additional services, and proof of insurance due:** At least 30 days prior to group’s earliest arrival.

We will call you to confirm your estimated number, meals and meal times, arrival and departure information, front desk needs (if requested), as well as any UHDS space needs you may have. After the phone call, we will email you with a summary of the information we discussed.

*Estimated Number* is the number of persons the group predicts will receive services, housing, and/or meals throughout the duration of a group’s stay.

*General liability insurance* must be obtained by all groups that are not officially affiliated with OSU. A certificate of insurance or a copy of the insurance policy must be filed with OSU, at least 30 days prior to arrival.

**Room block provided to group:** We will email the group’s room block at least fifteen (15) business days prior to arrival.

**Pre-arrival meeting with Residential Conferences Staff:** Generally 5-7 business days prior to a group’s earliest arrival.

During this meeting, our staff will finalize any outstanding details and discuss arrival and departure logistics.

**Guaranteed Number, schedule, and roster due:** At least seven (7) business days prior to group’s earliest arrival.

*Guaranteed Number* is the number of meals and accommodations UHDS will prepare for the conference and the minimum number for which the group will be billed. The Guaranteed Number must be no less than 90% of the Estimated Number. This number must be provided to Residential Conferences in writing via an online survey.

*A schedule* of a group’s general activities and meals must be provided to Residential Conferences.

*Rosters* must include contact information for all chaperones and/or staff.

**Final bill sent:** Sent via email within 30 days of departure.

**Outstanding balance due to Residential Conferences:** Within 30 days of invoice date.