Check-in and Check-out Procedures

It is important to discuss your conference’s check-in and check-out procedure with your Conference Guest Host/Hostess during the planning process. A clear understanding between both parties will enable us to schedule staff for maximum efficiency. Conference Services will work closely with your conference to create arrangements that will meet any special needs.

Check-In
The standard check-in time is after 2:00 PM. There are two check-in options available for conferences. First, there is a Bulk check-in in which the Conference Leader will come to the office and pick up all the keys at once. Secondly, individuals check in at the Conference Services Office, which is managed by professional staff and Saint Mary’s students. Please note that accurate and updated rosters help to ensure smooth running check-ins. Early arriving Conference Leaders are encouraged to review check-in arrangements with your Conference Guest Host/Hostess ahead of time. During the check-in process, Conference Guest Hosts/Hostesses will distribute room keys and key waivers. If you have participants under the age of 18 who will arrive late, a member of your program staff will need to accompany them to the Conference Services Office to check in and get their key.

Room Roster Procedures
If you are making your own room assignments, please note that your roster is due ten (10) days before your conference arrival date. There are room rosters available for each Residential Hall for your convenience. If Saint Mary’s is making your room assignments, your roster is due fifteen (15) days before your conference arrival date. An Updated Roster will be accepted at any time after the initial roster is submitted, but will only be processed if received by 4:30PM the day before your Conference arrives. All last minute roster changes (i.e., changes submitted less than 24 hours in advance of your conference’s scheduled time) will be processed upon conclusion of the check-in. For more information please go to the Roster Procedure form on the Conference Planning Manual.

Early and Late Check-Ins
Early and late check-ins will need to be arranged with your Conference Guest Host/Hostess seven (7) days before your conference arrival date. The participants will need to go to the Conference Services Office to receive their keys. If it is after 10:00 PM participants will need to go to the Public Safety kiosk to receive their keys. If you have participants under the age of 18 who will arrive late, a member of your program staff will need to accompany them to the Conference Services Office or to Public Safety kiosk to check in and get their key.

Check-Out
Standard check-out time is 10 AM. It is especially important to adhere to this time so that we have sufficient time to prepare the residence halls for the next conference. As with check-ins, a check-out can be arranged at the conference’s residence halls. Any requests for changes to the check-out arrangements specified in your contract must be received by your Conference Guest Host/Hostess two weeks prior to your program’s check-out date. Please note that any missing keys will be billed to the conference as lost keys.

Lost Keys
Any lost keys will be charged at a rate of $50 per key for residential halls and will be billed to the conference. If a key is lost during the stay of the conference, a Conference Staff Member will be required to go to the Conference Services Office to obtain a replacement. If a key was not returned at the end of the conference, there will be an automatic charge of $50 per key that is not returned. For more information on keys, please go to the Key Procedure Form on the Conference Planning Manual.