Otterbein University
Summer Conference Planning Guide

Welcome Letter

Otterbein University has made a commitment to provide facilities to various groups during the summer months when the university is not in regular academic session. We know you will find the facilities, services, and competitive prices among the best available on a university campus.

Our residence halls, dining halls, and meeting facilities are well maintained. The quality of food and customer service is excellent. We know that our services and facilities are important for the success of your activities.

In order for everything to happen the way you envision it, the university needs your help and cooperation. This guide will help you plan for your event. Please read it carefully and follow the suggestions.

Though we have tried to include as much information as possible, it is impossible for us to anticipate every question. Each group has its own goals, responsibilities, and needs and must be treated individually. Therefore, you must always be sure to discuss every detail with the coordinator of summer conferences throughout the planning process. The closer we work together, the better the opportunities for mutual success.

Thank you for choosing Otterbein University. We look forward to working with you.

Julie Saker, Summer Conferences Director
Jill McCullough, Summer Conferences Coordinator
614-823-1250 (September through May)
614-823-1860 (June through August)
FACILITIES USE AGREEMENT DESCRIPTION

Every group that uses Otterbein's facilities must sign a facilities use agreement. This contract defines the terms regulating the group's use of the facilities and the services that will be available for the specified fees. A number of important legal and insurance requirements are also discussed in the contract. The contract is sent prior to the summer for which the group reserves space and should be returned within 30 days.

The facilities use agreement includes:

- **Administrative/Facility Fee**
  This fee is for use of space on campus and is a one-time per week fee charged per person for residential camps. Non-residential camps are charged based on space utilized.

- **Guarantee Counts**
  Guaranteed counts are the number of persons for whom services are to be provided by the college and for which the group will be charged.

- **Facilities List**
  The residence halls, various facilities and services to be used by and provided for the group are detailed in your letter.

- **Other Rules and Regulations**
  Liability insurance, disclaimers, and other important rules and regulations regarding the agreement follow the section on facilities. Many of these are important and need to be carefully read and understood.

ORGANIZATION

- **Planning Your Event and Decision-Making: Who's in Charge?**
  Each group needs a small number of individuals who have a specifically designated responsibility for making decisions about the facilities and services that are required. These individuals must know the budgetary parameters of the group and have the authority to make decisions concerning the group's interests. We request that you select one or two conference chairs, coaches, and/or committee chairs to serve as the liaisons to Otterbein summer conference staff. This will enable us to better serve you and respond to any requests.

- **Inform Your Participants**
  Groups should make an agenda and check-in and check-out procedures clear to all their participants. We recommend that you create a group information center that provides a place for members of your group to go with problems, questions, etc. In many cases, a staff members' room may serve this purpose.
PLANNING FOR UNIVERSITY FACILITIES

Otterbein has a variety of facilities available for meetings, socials and recreational activities. With minor alterations, many of the rooms can be adapted to meet almost any need.

Public Buildings

Most of the non-residence hall buildings are public and serve a variety of functions. Though you may have reserved space within a building, other space and access to the building will always be available to others. Also, you will sometimes share a facility with another group. Your scheduled use of a room or facility is therefore very important.

Daily Schedule

Your daily schedule of events (your program) is the primary document used by your group. For any conference, this is the ultimate planning activity. It details when and where the various activities will be held. Only after the university receives this document can we begin planning how to provide you with facilities and services.

You must submit a preliminary schedule before final decisions are made concerning the exact facilities that will be used. We will use the preliminary schedule as a guide and work with you to make final decisions about which facilities you will use and how they will be set.

• 30 Days
  The university must have your preliminary schedule thirty days before you arrive, depending upon the number of meeting spaces required. This gives the university sufficient time to coordinate the various facilities and services. It also provides sufficient time to solve any problems that may develop.

Daily Schedule Content:

• Time
  The basis of a daily schedule is the beginning and ending time of various activities. This should always allow sufficient time for participants to get from one place to another and use the restroom if necessary.

• Type of Meeting
  What do you want to do in the room? Lecture, discussion, informal interaction, recreation, youth activities, art, etc.; you must decide and inform us.

• Number of people
  Sometimes this will only be a best estimate, and sometimes you will have a definite number. You must submit a number.

• Set-ups
  How do you want the furniture arranged if the room is flexible? What special needs do you have?

• Audio-visual
  What audio-visual requirements will you have? Different rooms have different capabilities. It is critical that we know these in advance. Additional fees may apply.

• Authority
  Who on your staff has the authority to make changes?
• **Maximum Efficiency**
  There are three important items we ask you to consider as you plan your facility usage:

  1. Reserve only the space you know you might use.
  2. Do not promise something to your staff or participants without consulting the university in advance.
  3. If the space is not included in your contract, it may not be available. If you have questions, be sure to discuss them with the summer conference director.

**Weekends & Nights**

College staff availability on weekends and at night is based on your schedule as submitted thirty days before your group’s arrival. Though the university will always try to respond to last minute requests, we will not always be able to bring in additional personnel unless we know thirty days before.

Whenever your group has an activity scheduled after regular business hours, a summer conference staff member will be on duty in the Campus Center Office to respond to any problems. Regular business hours are 8:30 a.m. - 4:00 p.m. during the summer.

**MEETING AND CLASSROOM FACILITIES**

Exclusive use of any facility must be included in your letter of agreement. Otherwise, you should not anticipate it will be available.

• **Roush Hall**
  Is an air-conditioned building featuring meeting rooms, classrooms, a computer lab, and a large open lobby for receptions. All rooms are equipped with audio-visual equipment and range in capacity from 12 to 90. Priority in classroom buildings is given to academic classes.

• **Towers Hall**
  Towers Hall is an air-conditioned classroom building. It contains a number of regular classrooms with movable desks, and accommodates multiple groups, including summer school classes. Each room is equipped with screens and chalkboards, and while some have TV-VCR’s, others have video projection equipment for which an additional charge is assessed. Capacity of classrooms ranges from 20 to 70 persons. Priority is given to academic classes.

• **Science Building**
  The Science Building is an air-conditioned building with classrooms. It has three small classrooms with a capacity of approximately 50 persons.

• **Cowan Hall Auditorium**
  Theatre seating for 1,100 people and is air-conditioned. Use of this facility requires two college staff members for technical and front-of-house assistance at an additional cost.

• **Battelle Fine Arts Center**
  This is an air-conditioned building incorporating a lobby, classrooms, and an auditorium seating 265 people.
• Chapel
Sanctuary space is available in our air-conditioned chapel, which seats approximately 100 people. It is equipped with a piano and an altar table.

• Campus Center
The focal point of the summer conference program is the Campus Center, which is air-conditioned and provides a number of private or open meeting rooms and the dining facility. There is a staffed information desk open from 8:30 a.m. to 10:00 p.m. most days. A copier is available for use at a nominal cost. Generous parking is offered adjacent to the Campus Center.

The Otterbein University Bookstore is open from 9:00 a.m. to 4:00 p.m. Monday through Friday.

East Lounge - with comfortable sofas and chairs and a folding wall for space division or semi-privacy. It is excellent for receptions and lectures. It has been used for business meetings and video previewing.

West Lounge - mirrors the east lounge, but without the folding wall. It can be used for many kinds of activities as well as those listed above.

Other - three additional meeting rooms with a total capacity of 114 when dividers are open or 66-12-36 when divided.

• Rike Center
The Rike Center features classrooms, a lounge, locker rooms, and a number of outstanding facilities for recreation (not air-conditioned). There are three tennis courts, three volleyball courts, one varsity basketball court, two racquetball courts and a 1/10-mile indoor track.

The main basketball court has a wood floor and use of that court requires close adherence to the following:

Guidelines

1. No movement of heavy equipment across the floor.

2. Take every precaution not to drop heavy or sharp objects/equipment on the floor.

3. Shoes worn outside, tennis shoes or otherwise, may not be worn on the wood floor. Playing shoes must be carried in and changed into.

4. No high-heeled shoes or hard-soled shoes may be worn on the floor.

5. Care should be taken to prevent scratching, scrapping, or denting the surface of the floor.

NOTE: THE MAIN FLOOR OF THE RIKE CENTER IS NOT AVAILABLE AFTER 8:30 P.M.

The campus also features fields for baseball, soccer, football, tennis courts, and an outdoor 1/4-mile track.

• Residence Hall Lounges
Groups residing in university residence halls have exclusive use of the lounges if they are the only group using the hall. Lounges may be used for a variety of purposes, and lounge furniture can be supplemented with additional tables and chairs if requested in advance.
DINING SERVICES

Meals Are Important

Experience tells us that the quality of food is very important for the success of your conference. Meal time is a time when people relax, discuss activities, and enjoy old and new friends. We want your participants to have the best possible experience!

What We Can Do

The Otterbein Dining Service provides an excellent quality, cafeteria-style service for a reasonable price. There are always two entrees, vegetables, salads, desserts, and beverages available. The Otterbein Dining Service can also provide you with an individually planned banquet or buffet that can range from a relatively simple meal to a gourmet feast. The choice comes down to your budget!

Service

- **Where you eat**
  Meals are served in the Campus Center Cardinal’s Nest. It is comfortable, air conditioned, and has flexible seating arrangements. There are also three private dining rooms that can be reserved by advance reservations through the summer conference director. Participants should sign in at the dining hall front desk and should note any specific seating direction signage.

- **Cafeteria style**
  Basic service at Otterbein is cafeteria style. After picking up their trays and utensils, guests can help themselves to a variety of self-serve islands featuring hot entrees, a deli line, salads, and desserts. After the meal, guests are requested to return trays to the appropriate location.

- **Serving hours for your group**
  Otterbein hosts different groups on campus at the same time; therefore, meal hours are adjusted based on the needs of the groups. **DO NOT PRINT OR SELECT SERVING HOURS WITHOUT FIRST CONFIRMING THEM** with the summer conference director.

- **Participant identification procedures**
  In order to control food costs, we must insure that we are serving only those people who have paid for meals. The most common identification system is badges worn by groups with large numbers of conferees who all stay for the duration and eat all meals here.

- **Special Diets**
  Otterbein Dining Service is capable of meeting many special diets of which it is advised. You must provide this information at least ten days prior to arrival on campus.

Participant Numbers and Guarantees

One of your most important responsibilities is the count you provide the university. Though your letter of agreement specifies the details relating to your group, the following procedures are generally in effect:
- **Two Weeks Prior**
  Two weeks prior to your arrival date, you are required to provide in writing a guaranteed number of persons who will eat each meal during your stay on campus. Your group will be billed for the guaranteed number or the actual number of guests, whichever is greater. If a guaranteed number is not provided by the due date, the last estimate provided will be used as the guarantee number.

- **Cash Service**
  Cash service is not an option for your participants unless included in your letter of agreement.

**Alcoholic Beverages**

Possession or consumption of alcoholic beverages anywhere on the premises of Otterbein University is strictly prohibited. Violation of this policy is grounds for expulsion from the campus.

**Catering Information**

- **What the university will do**
  Otterbein Dining Service can provide catered service for a variety of events. From morning coffee breaks to elegant evening receptions, the choice is yours. In many cases the small charge for these events is well worth the increased camaraderie that develops within the group.

- **Planning**
  By planning in advance, the charges for these events can be built into your overall program cost. All the university needs to know is when you want the event, what you want to serve, how many you want to serve, and where you want it.

- **Deadlines**
  Though some simple coffee breaks can be organized at the last minute, the college requires a two-week notice to guarantee most events. However, the earlier you plan them the better.

- **Costs**
  If you plan your refreshment breaks and receptions prior to negotiating your letter of agreement, we can provide you with a guaranteed *per person* price for all specially catered activities. If, however, you wait until just before you arrive, we will bill you for the service provided.

- **Guest Count**
  A guaranteed number of participants are required at least 10 days prior to your event. Bon Appetit will be prepared to serve 5% above the final guarantee to accommodate last minute guests for buffets and full service menus. This 5% pad is not provided on box lunches, receptions, beverage set-ups, or a la carte items. The client will be billed for the guaranteed number or the actual number of guests, whichever is greater. If a guaranteed number is not provided by the due date, the last estimate provided will be used as the guarantee number.
Otterbein University is proud of its well-maintained residence halls and wants to keep them in good condition. We are confident you will find them comfortable.

Registration Basics

Each group registering its participants agrees to the following:

- Provide Otterbein summer conference director with a list of participants that includes their residence hall assignments.
- Inform participants about policies for keys and key cards.
- Inform participants about when to arrive and what to bring.

The Otterbein University summer conference staff will distribute keys, key cards, and inventory rooms before and after the group's stay.

Registration Procedures

It is important that you follow the procedures outlined below. Also, be sure to check your letter of agreement!

- **Room Assignments**
  Registration includes greeting your participants when they arrive on campus and informing them of their assigned residence hall.

- **Floor Plans**
  The number of lines beside each room number indicates the number of beds in that room. As you assign a room to someone, be sure to be aware of the person's age, sex, and physical condition. Note also the location of the bathroom if that is a factor to be considered. Detailed floor plans will be sent the first of June.

- **Let people know**
  Be sure to inform your registrants of what they will find in their rooms. Each room will have a bed, mattress, desk, dresser and chair. No one likes surprises! This is especially true of linens. If you have not requested bed linens and towels, be sure everyone knows they should bring them. The residence halls are not air-conditioned.

- **Youth**
  For all youths (persons seventeen and under), an emergency contact name, address and number should be in your possession. You should also have a parental permission form, health insurance information, and the appropriate number of adult supervisors.
General Residence Hall Information

Otterbein has approximately 1100 beds available to conference services in the summer. There are no “front desk” operations in the residence halls during the summer.

- **Male/Female**
  Housing can be either single sex or coed by room, floor or hall. The choice is for your group to make. The floor plans clearly indicate where the bathroom is located on a floor. Participants may want to pack a bathrobe and shower shoes.

- **Rooms**
  All rooms are equipped for 2 people with twin bed, dresser, desk, desk chair, and closet for each occupant. Some halls have a limited number of 3 and 4 person rooms. The college recommends that registrants bring a fan for warm summer nights.

  Two of our residence halls have suite-style rooms, in which two double rooms are joined by a bathroom. These are air-conditioned residence halls.

- **Special Needs**
  Otterbein will always do its best to accommodate persons with special needs. Though many of our facilities are already equipped, it is important for us to be informed about persons with handicaps or other special needs as soon as possible.

- **Linens**
  Linens are not available unless specifically requested in advance. Linen packages include two sheets, one pillowcase, one hand towel, two bath towels, and one washcloth. Linen is not the property of Otterbein and is not available on short notice.

- **Housekeeping Services**
  Basic daily service includes the cleaning of all public areas: lounges, bathrooms, and hallways.

- **Lounges**
  Each residence hall has a main lounge that is available for use. For special setups, please inform the summer conference director of your needs at least 24 hours in advance.

- **Problems**
  Occasionally problems with electricity, plumbing or special cleaning develop. If these happen, your registrants should inform a group leader who, in turn, should notify the summer conference staff by leaving a message at the Campus Center Office during working hours. After hours, and in an emergency, you should contact your summer conference assistant in your residence hall.

**Keys**

- **Keys/key cards issued**
  A summer conference staff member will issue keys/key cards during registration unless special arrangements are made with the summer conference director. Otterbein does not require a key deposit.

- **Keys/key cards returned**
  At the end of your stay, keys/key cards will be returned to a summer conference staff member and missing keys will be noted.
• **Lost Key Charge**

The group (as noted in your contract) is responsible for the cost of recoring the lock for each unreturned key. If you wish to pass this responsibility on to individual registrants, we recommend you inform them of the penalty for unreturned keys in all of your preliminary brochures. $40 for lost key ($80 for Suite room keys) and $10 for lost key card.

**Security**

It is important to notify your registrants of the following information:

• **Exterior doors**
  To maintain adequate security the university keeps the exterior doors to all residence halls locked twenty-four hours a day. The doors can be accessed by use of a key card given to each participant at registration unless otherwise requested.

• **Keep locked**
  Though the college attempts to discourage non-registrants from entering the halls, this is difficult to enforce when residence hall doors are propped open. Therefore, registrants should always keep their rooms locked, even while going down the hall to the restroom.

**Disclaimer**

The university is not responsible for damages to personal property of participants or for valuables left in residence hall rooms, lounges, or bathrooms and provides no storage for such items.

**MAIL SERVICE**

**Incoming**

Mail should be addressed as follows:

Participant's name  
GROUP NAME  
Otterbein University  
100 W. Home Street  
Westerville, Ohio 43081

All mail will be delivered to the Campus Center Office each weekday by 3:00 p.m.

**Outgoing**

There is a U. S. mailbox in front of the Campus Center. UPS packages may be sent from the Otterbein Bookstore located in the west lounge of the Campus Center (the hours are 9:00 a.m. to 4:00 p.m.). The Westerville Post Office is located on State Street just south of uptown Westerville.
HEALTH CARE NEEDS

Services

The Otterbein Health Center does not operate during the summer. Routine care can be provided by contacting local physicians or at the emergency room of St. Ann's Hospital. The hospital is located approximately two miles from campus on Cleveland Avenue. The phone numbers are:

**St. Ann's Hospital:**

General Information ............... 614-898-4100

Emergency ............................ 614-898-4040

Youth Groups

All youth groups should make arrangements to have insurance information on their participants and parental or legal guardian permission forms that the local hospital can use if necessary. Without the insurance information, the local hospital will require payment by the group at the time treatment is provided. Also, without the parental permission form, only life-threatening emergencies will be treated.

EMERGENCIES

**On-Campus**

Otterbein Police (24 hours a day) Dial 1222 from any campus phone or pick up an emergency phone located on poles around campus.

**Off-Campus**

Westerville Fire Department Dial 911.

Westerville Emergency Squad Dial 911.

Westerville Police 882-7444

St. Ann’s Hospital Emergency Room 898-4040
Facility Policies

- All beverage and food needs should be arranged through Otterbein Food Service (Bon Appetit). No food is allowed from outside vendors.
- No alcohol is permitted on campus.
- Groups are expected to follow all local, state and federal laws.
- All approved external groups must sign a facilities use agreement/waiver and provide proof of insurance, with Otterbein covered as co-insured during the event.
- Smoking is not permitted in any campus building. Smokers must remain 20 feet from any University owned building.
- Gambling and raffles are not permitted.
- Lighted candles and/or open flames are not to be used on campus unless prior permission has been granted.
- Nails or screws may not be used to fasten anything to the walls. Tape may not be used on the walls unless it is painter’s tape.
- Tape may not be used on carpets or floors.
- All groups should refer to the Event Planning Guide for additional information.

Violators of University policy may have their contract terminated. Depending on the violation, organizations or individuals may be subject to action by the Otterbein University Police Department.

Liability & Facilities Use Agreement

All approved external events must sign a facilities use agreement and provide proof of insurance. Insurance limits should be a minimum of up to $1 million per occurrence and $2 million aggregate, with Otterbein named as co-insured during the rental period.

Cancellation Policy

Cancellation of an event by an external organization must be made prior to 30 days before the scheduled event. Events cancelled less than 30 days before the event will be subject to full rental charges. Failure to cancel an event will result in full rental charges.

Catering

Bon Appetit is the exclusive catering provider for any events on campus. Both internal and external groups must arrange food and beverages with the Bon Appetit catering department. All groups are expected to follow the catering guidelines outlined by Bon Appetit.

Property Damage

All internal and external organizations are responsible for the use of any University facilities or equipment. Costs associated with the repair or replacement of any facility or equipment will be charged directly to the sponsoring organization.