Welcome to Yale! Whether this is your first time working on the Yale Campus in the summer, or your 10th time, we are excited for you to be here.

The months of planning are finally coming to fruition. There are boxes to unpack, name tags to produce, and a million little details to put into action. Yale Conferences & Events (YC&E) is here to assist you every step of the way. As your internal gateway to the Yale community, the YC&E team is dedicated to making your program a success. Your program team is ready and waiting to assist!

This resource guide is specifically geared to help you during your stay on campus. In your initial meeting upon arrival, we will walk through all the decisions made by your organization in the previous months and we will help you put those decisions into action.

Again, welcome to campus and let’s get started!

Kate Vieillard
Deputy Director
Yale Conferences & Events
Yale Conferences & Events is your ACCED-I certified one-stop shop for the planning of your summer program.

Our department has taken the mystery and worry out of planning a summer program on a campus that is as vast and complex as ours. From the initial inquiry, through the budgeting and logistics process to the point of actual execution — we have your back. We will then wrap it all up in one comprehensive invoice that reflects all the work that you have done in the planning of your successful summer.

MANAGE YOUR PROGRAM, CONFERENCE, OR EVENT WITH A SINGLE POINT-OF-CONTACT

You will be assigned a YC&E Program Staff Member, giving you access to an assortment of University resources through a single Point-of-Contact. YC&E will provide you with personal assistance in all stages of your preparation to ensure that you have a successful summer.
YOUR YC&E TEAM

Program Staff
While you will have only one point of contact, rest assured that we have a full team that works on summer all year long. We manage all the details of housing, dining, classrooms and any other needs that you may have. We hope to anticipate any questions and challenges that come up and be ready with a solution that works for you.

Operational Staff
In addition to our staff in the office, YC&E hires a small army of students to help us each summer. These folks are hand selected for their interest in honing their customer service skills in a fun and dynamic environment, while assisting our summer programs to have terrific experience while here on campus. Just think of us as an extension of your staff, here to assist and make your program a great success. We are open 24 hours a day, 7 days per week!

YC&E SUMMER OFFICE
YC&E operates a summer hospitality office which will be open 24-hours a day, seven days a week for the duration of the summer. This office will be your primary contact point during the duration of your stay for troubleshooting, logistics, and residential housing.

Support from this office will be provided via phone, email, or walk-in request, and contact information will be provided upon your arrival. On check-in days YC&E staff will be assigned to a hospitality table in your residential college for on-site assistance; staff will be visible in your residential college, in dining halls and around campus throughout the week wearing YC&E staff shirts and name tags. Please feel free to ask these staff members for assistance.

On-site services:
> Residential Housing – logistics
> Customer Service – room maintenance
> Lost and Found
> Replacement keys and access cards
> Wayfinding
> Lockouts

Contact Information:
Phone: 203-432-4020
Email: ycesummeroffice@yale.edu
Walk-In: 17 Hillhouse, Room 101

OUR SERVICES: AT-A-GLANCE

Housing Options
Meal Plans
Classrooms

Specialty Spaces
Gym Memberships
IT Services
Telecommunications

Parking
Transportation
... and more!
Below are touch points to be aware of prior to, during, and after your program

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CHECK-IN

You must coordinate the date and time of your group's residential housing check-in (including check-in dates and times for staff who may arrive on different days) with your YC&E Program Team at least four weeks prior to arrival. One week prior to check-in, you must assign a staff member to meet with your YC&E Program Team for a pre-program briefing and walkthrough. Upon arrival, your Program Leader must sign off on the Terms and Conditions (Exhibit B).

You must provide at least one staff member on move-in day to coordinate your group’s check-in. Contact information for your check-in coordinator must be provided to YC&E at least 48 hours before check-in begins.

During check-in, YC&E staff will be on-site for up to four hours to distribute access cards, bedroom keys, and meal cards (if applicable). Additional check-in time may be arranged in advance at the rate of $50 per hour beyond the standard four-hour window. Once the scheduled check-in time has ended, any remaining keys and cards will be transferred to the YC&E Summer Office. Participants or staff arriving outside of the scheduled check-in window will be directed to pick up their keys and cards from the summer office.

BEDROOM ASSIGNMENTS

Approximately four weeks prior to the start date of your program, your YC&E Program Team will send you a participant list form and schedule a call to walk through the process of assigning residential housing participants to individual dorm rooms in your assigned residential college. You should return this completed participant list as soon as possible, but no later than 14 days prior to your arrival.

There will be a $250 charge for each day the list is late. Once the list has been sent, any changes to the list will need to be approved by your YC&E Program Team.

If you would prefer not to assign bedrooms yourself, the YC&E staff can assign your participants to individual bedrooms on your behalf, though you still need to complete the participant form.

The following information must be included on the participant form:

- Date of Birth
- ADA needs
- Gender
- Air Conditioners
- First/Last Name
- Computer IDs
- Arrival/Departure date
- Yale Alert, etc.

ACCESS CARDS AND ROOM KEYS

Participants and staff will be supplied with access cards and bedroom keys. Access cards allow entry to designated gates and group areas including the assigned residential college dining halls and classrooms. Replacement cards or keys are $50.00 each.

EARLY ARRIVALS AND EXTENDED STAYS

All early arrival or extended stay requests must be received and approved by your YC&E Program Team before your rooming list can be processed, no later than 14 days prior to the start of the program.
**AIR-CONDITIONERS/FANS**

The suites and bedrooms, in most residential colleges, are not air-conditioned. If desired, participants may bring a fan for their stay. Lower level areas, as well as common areas and dining facilities within the residential colleges, are air-conditioned.

We can provide a limited number of standalone in-room A/C units for an additional charge. If you are interested in having A/C in one or more of your suites or offices, please contact your YC&E Program Team for more information.

**BEDROOM FURNISHINGS**

Each bedroom is furnished with a desk, chair, dresser, armoire or closet, bed, pillow, and blanket. Additionally, some suites will contain Yale student-owned furniture that is stored in the residential colleges over the summer. Take care to respect the student-owned furniture, which should not be moved under any circumstances; whether from room to room, within a suite, or outside of the suite. Groups will be charged for any missing or damaged student furniture. Furniture not left in the original suite at the time of check-out will be considered missing.

**LAUNDRY**

Laundry facilities are located in the basement of each residential location, with washers and dryers for your use. Washers and dryers can be operated using coins or credit card and are activated by the payment machine in the laundry room. The cost per cycle is $1.25 and does not include detergent, which can be purchased at the Yale Bookstore.

**LINENS**

A linen pack can be provided during check-in to participants and staff for a fee. The linen pack includes one twin XL fitted sheet, one flat sheet, one pillowcase, and three towels, and is yours to keep after the program ends. All bedrooms in all residential colleges will contain a pillow and a blanket regardless of whether or not you purchase linens.

**MAIL AND PACKAGES**

> **USPS**

A U.S. Post Office is centrally located on campus at the corner of Elm and High Streets.

> **FedEx**

Deliveries can be sent to the FedEx Office Ship Center at 30 Whitney Avenue. Call (203) 495-9741 for details.

> **UPS**

The UPS Store at 33 Dixwell Avenue provides parcel services and mailbox rentals. Please contact UPS directly if you wish to set up a P.O. Box.

**OFFICE SPACE**

You may rent office space in the residential colleges for a fee. If you require an on-site office, please contact your YC&E Program Team.

**TRASH AND RECYCLING**

Participants are required to bring their own trash and recycling to the basement trash and recycling rooms of their residence halls.
RESIDENTIAL HOUSING FAQ

Are overnight guests allowed?
Only registered participants, staff, and speakers are allowed to attend programs and events, and access residences. No overnight guests are allowed without the express permission of your YC&E Program Team.

What should a participant do if he or she loses a room key?
Replacement bedroom keys and access cards are available from the YC&E Summer Office. A $50.00 fee will be charged to your program for each lost item. The YC&E Summer Office will be opened 24 hours a day, seven days a week and should be your primary point of contact for any lost or damaged keys or access cards.

Will my program be the only one in our assigned Residential College and Dining Hall?
In most cases, your group will share a residential college and dining hall with one or more other programs.

What if one of my participants arrives outside of the check-in window?
At the end of the scheduled check-in window, all keys and access cards will be moved to the YC&E Summer Office. Participants arriving after the scheduled check-in time will need to check-in at the YC&E Summer Office, participants are responsible for their own transportation to their assigned housing.

What if my question is not covered in this FAQ?
If your question is not covered in this guide or FAQ, please contact your YC&E Program Team.
MEAL PLANS
Prepaid dining cards allow participants the opportunity to dine in your program’s designated dining hall for breakfast, lunch, and/or dinner. Guest meal passes are also available. You should arrange meal plans with your YC&E Program Team, who will inform you of scheduled meal times and address any special requests. Accommodations can be made for special dietary needs if requested in advance. Please keep in mind that you will be sharing the dining hall with other groups.

Replacement meal cards for lost or defective cards are available from the dining hall front desk. A $5 fee will be charged to your program for each lost card.

CATERING
YC&E can help with catered events, such as coffee breaks, receptions, and meals for all budgets.

Speak with your YC&E Program Team for more information about available venues, sample menus, and authorized caterers.

RESTAURANTS
These restaurants on and around campus are student favorites:

> Archie Moore’s
> BAR Pizza
> Barcelona
> Basta Trattoria
> Box 63
> Bruegger’s Bagels
> Chipotle
> Claire’s Corner Copia
> Delegana
> Elm City Social
> Five Guys
> Food Carts
> Frank Pepe’s Pizza
> Harvest
> Ivy Wok
> John Davenport’s
> Kitchen Zinc
> L’Orcio
> Louis’ Lunch
> Mamoun’s Falafel
> Miya’s Sushi
> Modern Apizza
> Oaxaca Kitchen
> Olea
> Panera
> Prime 16
> ROIA
> Salsa Fresca
> Shake Shack
> Sushi on Chapel
> Tarry Lodge
> Temple Grill
> Tikkaway Grill
> Union League Café
> Wall Street Pizza
> Yorkshire Pizza
> Zaroka
> Zinc
> Zoi’s
CLASSROOM AND FUNCTION SPACES

OVERVIEW OF CLASSROOMS AND VENUES
Classrooms, laboratories, meeting rooms, lecture halls, recreational facilities, and other specialty venues are available for use during the summer in 5- and 10-hour blocks. Programs are limited to classrooms based on the number of participants in a 1:15 ratio. Please provide a complete program schedule, together with all classroom and specialty space requests, to your YC&E Program Team by February 15th. Classroom assignments will be based on the assigned residential location and your group needs.

You will receive a confirmation of space reservations approximately 30 days prior to start of your program. YC&E will work directly with Yale Security to ensure that your group has access to the assigned spaces.

MEDIA SERVICES
Our classrooms are equipped with basic media equipment (i.e. projector, screen, VGA cabling). Additional equipment and on-site technical support can be booked for a fee. If you have special media requests, please submit them to your YC&E Program Team when they send your classroom confirmation.
COMPUTER ACCESS (“Computer ID”)
YC&E can arrange for access to Yale computer labs located on campus in residential halls, libraries, and other buildings. An individual Computer ID is required to log on to Yale computers. Each individual must have his or her own Computer ID. Computer IDs are $5.00 per person and are valid for the duration of your stay on campus. To request Computer IDs for your group, please note this on your rooming list and include each individuals’ email address. A Computer ID is not needed if a guest is using a personal computer/laptop.

WIRELESS INTERNET
Free wireless internet access for visitors (SSID “Yale Guest”) is available in all academic and residential buildings on campus, as well as in certain public outdoor spaces. Sometimes, the guest access does not have the bandwidth to accomplish all you want to do on campus. You may need to access the Yale Secure Network. To access the Yale Secure Network, you will need a Computer ID.

PRINTING INSTRUCTIONS
With a group Print Account, your program can print using the Yale printers within computer clusters on campus. To use a print account, a user must have a Yale Computer ID. Your group’s print account can be pre-loaded with any monetary amount upon a group’s arrival and any unused funds will be refunded to the group upon departure. Your YC&E Program Team can assist you with setting up a print account for your group.

GYM ACCESS
The Payne Whitney Gymnasium is the second largest gymnasia in the world. It houses numerous exercise rooms and sports facilities in 9 stories, on 12 acres of indoor space. Individual and group memberships are available to summer participants for a fee at: http://www.cvent.com/d/v6qpw1 or if the group is paying, please note on the participant list.

TRANSPORTATION OPTIONS
> Travel Coordination Service
YC&E provides optional travel coordination services to coordinate group or individual travel arrangements, including air, rail and ground service. This service includes 24/7 travel support, personalized travel itineraries, reimbursement processing, and costs $50.00 per person/mode of transportation.

> Local Transportation
Your YC&E Program Team can coordinate your group’s local transportation needs as part of your administrative fee, including transfers to and from nearby airports, train stations and other destinations. Information on other transportation options around campus and office activities in and around New Haven can be found at: https://your.yale.edu/community/public-safety.

> Parking
Metered street parking in downtown New Haven costs $1.50/hour. The City of New Haven’s new Parkmobile service allows motorists to pay for parking via a cell phone: https://parknewhaven.com/go-new-haven-parking-app/.
Street parking spaces may also be temporarily reserved by renting meter bags. Meter bag rentals can be arranged by your YC&E Program Team, at a pass through cost from the city of New Haven.
SAFETY AND SECURITY

CAMPUS SAFETY INFORMATION
Yale is located in downtown New Haven, CT — a vibrant urban setting. Yale makes many security resources available to program participants, including over 400 exterior blue safety phones around campus and a campus escort service. For detailed safety information, please visit publicsafety.yale.edu. YC&E can also arrange a free informational security session for your participants or staff.

EMERGENCY PREPAREDNESS
Emergency Contact Information
> Yale University Police Dispatch (24 Hours): (203) 432- 4400
> Yale University Security Office (24 Hours): (203) 785- 5555
> Police, Fire, Ambulance - Emergency Only: 911 emergency.yale.edu, publicsafety.yale.edu

Automatic External Defibrillators (AEDs)
An AED (automated external defibrillator) is a device that delivers an electric shock to the heart of a person in cardiac arrest and may improve chances of survival from sudden cardiac arrest. A full list of AED locations on Yale Campus is available at https://ehs.yale.edu/aed.

Yale Risk Management Requirements
Yale University requires that each group adhere to the following three requirements:
> Every group leader must sign up for Yale ALERTS, which will notify you of any on-campus emergencies. To do so, simply note it on your rooming list or contact your Program Team.

> Every program must create a plan to communicate Yale emergency alerts to staff and program participants who may not have signed up.

> Every program must create an Emergency Operating Plan (EOP) that covers, at a minimum, the following emergencies: Shelter in Place, Emergency Evacuation, and Medical emergency. Each will be specific to the location of your program, and will typically include your Group Name, Purpose, Scope, Organization, Planning activities, Concept of Operations, and specific Emergency Assembly Point(s). Your EOP must be in place by the time your program begins.

Should any incident(s) occur during the program that involves either physical injury to a person or loss of Staff or Participant property, the incident must be reported promptly to Yale Police and your YC&E Program Team.

Before your program begins, you must verify with your YC&E Program Team that all three steps above have been completed, and that you understand the guidelines outlined here and in the Terms & Conditions (Exhibit B) of your contract. For more information, please see our Emergency Preparedness FAQ on our website at conferencesandevents.yale.edu/forms-info/compliance-faqs, or visit the Yale Emergency Management website at emergency.yale.edu, where you can download the Emergency Management at Yale brochure under “Contractors, visitors, and guests”.

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HEALTHCARE

YC&E can facilitate access to healthcare for program participants and staff for a fee. Available services include medical supervision, development of first aid and illness protocols, and access to ambulatory services at the Yale Health Center. Note that YC&E assumes no liability for facilitating these services. YC&E encourages programs to use the CampDoc electronic health record. Contact your YC&E Program Team for details.

Yale New Haven Hospital’s 24-hour Emergency Department is a designated Level 1 adult and pediatric trauma facility. **In an emergency, please call 911.**

Yale New Haven Hospital  |  20 York Street, New Haven, CT

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Located in downtown New Haven, CT
REGULATORY COMPLIANCE

OVERVIEW
Please see the Compliance FAQs page on our website for more information about Emergency Preparedness as well as sales tax, liability insurance, and youth camp licensing requirements: https://conferencesandevents.yale.edu/forms-info/compliance-faqs.

YALE’S POLICY ON MINORS

Minimum age
Minors under the age of 13 are not permitted to stay overnight in on-campus housing. No program may include participants who are under six years of age on the program start date.

Supervision requirements
YC&E requires a 1:8 adult staff to youth ratio at all times for residential programs. Participants under the age of 18 must have supervision at all times while on campus, including free time and recreational periods in the Residential Colleges. It is the responsibility of the program/client to monitor participants.

For participants ages 13-17 staying overnight, your program must provide one male adult staff member to every eight male participants and one female adult staff member to every eight female participants. For participants who are not staying overnight, your program must maintain a gender-matched ratio of one adult staff member to 12 participants.

Minors in Laboratory Space
No person under the age of 16 may enter a Yale laboratory. Students between the ages of 16 and 18 may enter a Yale laboratory as part of a Yale University approved educational program or an approved individual educational mentorship with a faculty member.

Youth Camp Licensing and Compliance
It is your responsibility to obtain a CT Youth Camp License if any of your participants are under 16 years old, participating in a program lasting 3 days or more. YC&E will provide the Fire Marshal Certificates for the buildings in which the program will be staying, Dining Hall Inspections, and ServSafe documentation for the dining halls in which the program will be eating.

For general questions about the Youth Camp License process, consult the Youth Camp License FAQ on our website at https://conferencesandevents.yale.edu/forms-info/compliance-faqs.

For more information on how to obtain the license through the Connecticut Department of Public Health, please visit: https://beta.ctoec.org/licensing/apply-for-a-new-license/.
Your one-stop-shop for conferences and events at Yale, we pride ourselves on providing a quality service that is as reputable as Yale’s Legacy. Let us help you create your Yale Experience.
DESTINATION: NEW HAVEN

DOWNTOWN NEW HAVEN HAS BEEN HOME TO YALE UNIVERSITY FOR OVER THREE CENTURIES.

As a center for business and a mecca for the arts, New Haven is recognized as a city of innovation, culture and prosperity.

Approximately 20 square miles with nearly 130,000 residents and conveniently located between Boston and New York, New Haven is “large enough to be interesting, yet small enough to be friendly.” Yale Campus and the downtown area’s pedestrian-friendly streets are easily explored on foot.

New Haven is a vibrant and thriving city that abounds with cultural opportunities:

- World-class museums and theaters, galleries, libraries and several symphony orchestras
- More than 120 distinctive restaurants featuring cuisines to tempt every palate
- Major special events and festivals throughout the year, especially during the summer
- Eclectic mix of shops and boutiques, particularly in the city’s three main shopping districts:
  - Historic Chapel Street, Broadway, and Audubon

Request a Welcome Packet from our office or visit www.infonewhaven.com for more information.

HOTELS

Hotels located on or around the Yale campus include:

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<th>Art Lab Living</th>
<th>New Haven Hotel</th>
<th>The Blake</th>
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<tr>
<td>280 Crown Street</td>
<td>229 George Street</td>
<td>9 High Street</td>
</tr>
<tr>
<td>617.849.9568</td>
<td>203.498.3100</td>
<td>203.390.5352</td>
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<table>
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<tr>
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<th>Omni New Haven Hotel at Yale</th>
<th>The Study at Yale</th>
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<tr>
<td><strong>New Haven at Yale</strong></td>
<td><strong>at Yale</strong></td>
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<tr>
<td>30 Whalley Avenue</td>
<td>155 Temple Street</td>
<td>1157 Chapel Street</td>
</tr>
<tr>
<td>800.321.2211</td>
<td>203.772.6664</td>
<td>866.930.1157</td>
</tr>
</tbody>
</table>
GETTING TO NEW HAVEN

Airports

Tweed New Haven Airport (HVN)
5 miles to campus

Bradley International Airport (BLD)
53 miles to campus

LaGuardia International Airport (LGA)
72 miles to campus

John F. Kennedy International Airport (JFK)
80 miles to campus

Newark International Airport (EWR)
92 miles to campus

Rail Service

Union Station
New Haven Station is only a few minutes away from Yale’s campus.

Metro North Railroad
Frequent commuter service from New York City to Southern Connecticut

Amtrak
Train service to New Haven from Vermont, Providence, and Boston to the north, and from Washington, D.C., to the south, at prices that are competitive with air travel.

CT Rail


> Shore Line East – rail service operated daily between New London and New Haven. Convenient connections are available to the New Haven Line at Union Station, New Haven. Free parking is available all train stations (except New London and New Haven).

> Hartford Line – daily rail service between New Haven, Hartford and Springfield, MA. The service is provided with a combination of CTrail and Amtrak trains. Convenient connections are available in New Haven to New Haven line, Amtrak Acela and Northeast Regional and Shore Line East rail services, and a connection is available in Hartford to the CT transit 30-Bradley Flyer to Bradley International Airport and CTfastrak bus rapid transit.

Driving Directions

Route 15 (Wilbur Cross/Merritt Parkways)

Traveling South: Take exit 61. Follow Whitney Ave. south.

Traveling North (Direction: Berlin Tnpk/Meriden): Take the Merritt Parkway to the I-95 exit. Follow I-95 north. Further directions below.

Interstate 91
Take Exit 3 (Trumbull Street)

Interstate 95
Turn off Interstate 95 at the I-91 North (Hartford-Springfield) exit and continue for a short distance on I-91. Take exit 3 (Trumbull Street).
For directions & printable maps, please visit: map.yale.edu
Experience the Yale Legacy

CLOCKWISE FROM LEFT TO RIGHT: CONFERENCE AT THE YALE FARM; THE STACKS, STERLING MEMORIAL LIBRARY; VANDERBILT ENTRYWAY E-OLD CAMPUS.
CHECK-OUT

You must coordinate the date and time of your group’s residential housing check-out (including check-out dates and times for staff who may depart on different days) with your YC&E Program Team at least four weeks prior to arrival. During check-out, YC&E staff will be on-site for up to four hours to collect access cards and bedroom keys. Check-out should be scheduled to end no later than 11:00 a.m. Participants will be responsible for returning their access card and key to the on-site YC&E staff. Failure to complete the check-out process by this deadline will result in a $500 charge. Groups will incur a $50.00 fee per lost, missing, mislabeled, or broken access card or bedroom key. Any items not returned by the end of the scheduled check-out time will be considered lost. YC&E staff will perform an inspection of all accommodations and common areas at the end of the program.

It is strongly encouraged that a staff member be assigned to accompany YC&E staff during this inspection as failure to do so will waive the group’s right to contest damages found during walkthrough.
Yale Conferences & Events