


Procedure Name:	HOTELING SUITE	
Approved By:	President's Council	
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Procedure Holder:	VP Academic, Students, and International	
Operational Lead:	Director, Ancillary Services	
Procedure Number:	FAC-008P	

## HOTELING SUITE PROCEDURE

### 1.00 PURPOSE

- 1.1 Coast Mountain College (CMTN) has created two hoteling suites in Wii Gyemsiiga Siwilaawksat (the student housing building) on the Terrace campus to accommodate guests for short stays so they can support their students. This procedure outlines the process for staying in the hoteling suites.

### 2.00 DEFINITIONS

- 2.1 **Guest:** A person 18 years of age or older who has reserved one of the hoteling suites.
- 2.2 **Hoteling Suite:** A room that affords sleeping accommodations and a mini lounging space to guests and is situated within a CMTN building.
- 2.3 **Minor:** A person under the age of 18 years and who must be accompanied by an adult.

### 3.00 BOOKING PROCEDURES<sup>1</sup>

- 3.1 The minimum stay in the hoteling suites for families and non-registered students is one day.
- 3.2 Reservations are accepted up to six weeks in advance of the planned stay and prioritized as follows:
  - a) 1<sup>st</sup> priority: Family support for current students living in housing.
  - b) 2<sup>nd</sup> priority: Short-term accommodation for new employees to settle them in the area.
  - c) 3<sup>d</sup> priority: Conference accommodation and other uses.
- 3.3 The suites are booked through the Student Housing Coordinator (Ph: 250-635-6511 Ext 5309 OR [residence@coastmountaincollege.ca](mailto:residence@coastmountaincollege.ca)). Applicants must sign the Hoteling Suite application form.
  - a) Rates are posted on the CMTN website. A \$50 deposit is required upon application.

<sup>1</sup> Many of the procedures in this document are based on McMaster University Conference and Event Services' *Guest Expectations* document.

- b) Room rates are quoted in Canadian funds and are subject to municipal, provincial, and federal taxes. Room rates are subject to change.
  - c) Methods of payment include VISA, MasterCard, and American Express. No other methods of payment will be accepted.
  - d) All reservation balances, whether daily or weekly are due before check-in.
  - e) The maximum allowable stay is two weeks. Extensions may be considered; see 28.2 for more information.
- 3.4 Cancellations must be made in writing to [residence@coastmountaincollege.ca](mailto:residence@coastmountaincollege.ca) at least 48 hours before arrival for a full refund, otherwise the deposit will not be refunded.
- 3.5 CMTN may assess an additional \$50 charge for last-minute changes in accommodation arranged less than 48 hours in advance of the scheduled arrival.
- 3.6 The guest must notify the Student Housing Coordinator if they will be arriving after 4:00 pm on their scheduled arrival date. If the guest does not arrive by 4:00 pm and does not notify the Student Housing Coordinator, the reservation may be cancelled.
- 3.7 Early departure or cancellation notice (after checking in):
- a) One night's advanced notice to the Student Housing Coordinator is required if the guest wishes to move out before their originally scheduled departure date. Notice may be given by email, phone call, or verbally in person to the Housing Coordinator. This may result in prorating the amount charged.
- 3.8 The guest may be asked to vacate the suite at the discretion of the Student Housing Coordinator or CMTN Campus Security if there are policy or procedure violations (e.g., smoking, pets, alcohol consumption).
- 3.9 The Student Housing Coordinator reserves the right to cancel a reservation after the first night's stay if the guest does not arrive as scheduled or make contact. The \$50 deposit is non-refundable.
- 4.00 ARRIVAL AND DEPARTURE PROCEDURES
- 4.1 Check-in time is Monday to Friday 8:30 am to 4:00 pm, except holidays, OR the time stated in the confirmation email.
- 4.2 Valid photo identification is required upon check-in.
- 4.3 Departure time and date are to be agreed upon when booking the space. Checking out after the agreed-upon time without written approval by the Student Housing Coordinator may result in:
- a) extra nightly charges
  - b) the removal and storage of all items from the suite.
- 5.00 DURING THE STAY
- 5.1 Number of guests per room:
- a) A maximum of two adults.
  - b) Upon approval by the Student Housing Coordinator, more people may be approved for the stay provided they bring their own supplies (e.g., playpen).

- c) The maximum number of guests cannot exceed four in accordance with fire code restrictions.

6.00 MINORS

- 6.1 Guests under the age of 18 years must be accompanied by an adult. CMTN will not house minors without adults/official guardians being present.
- 6.2 Adults/official guardians are responsible for underage guests at all times.

7.00 KEYS AND BUILDING ACCESS

- 7.1 Upon arrival, guests will receive an access card that can be used for building and room entrance.
- 7.2 Guests are required to carry their access card at all times. It is used to both lock and unlock the hoteling suite and to access the main building.
- 7.3 On request, guests must show their guest ID card and personal ID to CMTN staff members or Campus Security.
- 7.4 Guests are prohibited from duplicating keys.
- 7.5 Guest ID cards are not transferrable and must not be shared with anyone else.
- 7.6 All keys and access cards are the property of CMTN and must be returned at check-out.
  - a) All lost or stolen keys or access cards should immediately be reported to the Student Housing Coordinator.
  - b) CMTN will assess a fee of \$16.81 for each key that is lost, stolen, or otherwise not returned.
  - c) All broken keys will be replaced without additional fees.

8.00 QUIET HOURS

- 8.1 Quiet hours are from 11:00 pm to 8:00 am every day.
- 8.2 Guests are expected to keep noise to a minimum, to be respectful of students and other guests. Excessive noise levels will not be tolerated. Violation may result in removal.

9.00 VISITORS

- 9.1 To ensure the comfort and privacy of all Housing occupants, a maximum of four visitors at a time is permitted in the hoteling suite.
  - a) Gatherings larger than this can be held in the main floor entrance area.
- 9.2 Only registered guests may stay overnight.
- 9.3 Visiting hours are:
  - a) 11 am – 10 pm Sunday
  - b) 3 pm – 10 pm Monday to Thursday
  - c) 1 pm – 12:00 am Friday and Saturday.
- 9.4 Visitors are welcome to reserve a suite for the night and can check with the Student Housing Coordinator to ask about availability.

10.00 PARKING

- 10.1 Parking is free in the CMTN common parking area, close to Student Housing. Parking is NOT permitted in the roundabout in front of Student Housing as this is a fire lane.
- 10.2 Guests are required to register their vehicle with the Student Housing Coordinator.

11.00 HEALTH, SAFETY, AND SANITATION/HOUSEKEEPING

- 11.1 Suites are professionally cleaned prior to guest arrival.
- 11.2 Housekeeping is not included unless the guest wishes to pay for this service.
- 11.3 Guests are responsible for tidying all areas that they use and for maintaining their suite in an orderly, safe, and sanitary fashion.
  - a) Failure to maintain a tidy suite may result in a request to vacate the accommodation and/or additional charges.
- 11.4 Vacuum cleaners are available in the kitchen of each wing and can be used by guests.
- 11.5 Personal belongings must not be left in common areas and public spaces. Janitorial staff will discard all items left in these areas.
- 11.6 Candles and open flames are not permitted in the hoteling suites. With special permission, candles may be used in the cultural space.

12.00 LUGGAGE AND STORAGE

- 12.1 CMTN is unable to offer complimentary luggage storage.
- 12.2 Suites do not have safes or other types of storage for valuable personal belongings such as passports, laptops, cameras, phones, or money.

13.00 ACCESSIBILITY

- 13.1 The hoteling suites are not wheelchair accessible. If special accessibility is required, speak with the Student Housing Coordinator (Ph: 250-635-6511 Ext 5309).

14.00 EMERGENCY CONTACTS

- 14.1 911 for medical, fire, and police emergencies
- 14.2 Terrace Campus Security (250-615-9894)
- 14.3 Student Housing Coordinator (250-635-6511 Ext 5309)
- 14.4 Director, Ancillary Services (250-615-9031)

15.00 LOST AND FOUND

- 15.1 Any misplaced or lost guest belongings should be reported to the Student Housing Coordinator as soon as possible. Any information provided will be kept confidential and could help in retrieving the item.
- 15.2 Any items found by a guest (e.g., driver's licence, keys, phone, document, USB) should be turned in to the Student Housing Coordinator. Any information provided will be kept confidential and could help in returning the item to its rightful owner.
- 15.3 Items lost or found outside Wii Gyemsiga Siwilaawksat may have been turned in to Campus Security. They can be reached at 250-615-9894.

- 15.4 CMTN offers a lost-and-found service on a courtesy basis and is not liable for any missing property.

#### 16.00 ROOM INVENTORY

- 16.1 Each hoteling suite contains one queen-sized bed.
  - a) Extra mattresses or cots are not provided.
- 16.2 Bedding (sheets, pillows, blanket, duvet), towels and face cloths are provided.
- 16.3 Each suite has a mini-lounging space equipped with a couch, easy chair, and a smart TV.
- 16.4 The kitchenettes are equipped with a mini-fridge, coffee maker, microwave, garbage and recycling containers, and a working smoke detector.
  - a) Depending upon availability, guests can request a limited supply of items (e.g., dishes, utensils) from the Student Housing Coordinator to make their stay more comfortable. Guests are responsible for keeping such items clean and reporting any damage.
  - b) Additional charges may be applied for cleaning fridges and microwaves, or disposing of food items left behind.
- 16.5 Guests who wish to cook are welcome to use the common kitchen in the wing where the suite is located, but are asked to be mindful that this is a shared space.
  - a) Guests are expected to clean the communal kitchen after each use.
- 16.6 To avoid additional charges, upon check-in guests are asked to report any missing items or damage to the Student Housing Coordinator. Additional charges will be applied for any missing items in the room.
- 16.7 Individual bathroom soap and shampoo are provided. Depending upon availability, additional supplies can be requested from the Student Housing Coordinator.

#### 17.00 PHONES AND INTERNET

- 17.1 Local calls are free of charge.
- 17.2 Each guest is responsible for their own use of the high-speed, wireless Internet that is available.
- 17.3 Guests are prohibited from using or permitting use of the Internet for a purpose or in a manner that is contrary to the law or CMTN policy.
  - a) Abuse of the Wi-Fi and Internet system may result in termination of the data service and may result in judicial or criminal charges being laid against the guest.
  - b) Abuse of Wi-Fi may result in being asked to vacate the suite.

#### 18.00 LAUNDRY FACILITIES

- 18.1 Laundry machines are located on the main floor and can be used for free.
- 18.2 Guests are responsible for all items left unattended in the laundry room.
- 18.3 Irons are not available.

19.00 MAIL

- 19.1 Outgoing mail can be given to the Student Housing Coordinator and will be forwarded to the Administration Office for mailing. Postage must already be affixed.
- 19.2 Incoming mail is available upon request for guests staying longer than one week.

20.00 PETS AND PLANTS

- 20.1 Pets and plants are not allowed in the hoteling suites.
- 20.2 Fumigation fees will be charged as restitution for cleaning associated with harbouring a pet or an animal of any kind.

21.00 GUIDE DOGS, AND SERVICE DOGS

- 21.1 Licensed guide dogs, service dogs, and service-dogs-in-training are welcome in the CMTN Student Housing community. See [BC Guide Dog and Service Dog Act](#).
- 21.2 Requests for accommodation with guide dogs or service dogs must be made at the time of application. Documentation will be required prior to approval.
- 21.3 The Director, Ancillary Services will review the guide or service dog's certification and keep a copy on file, with the expiry date noted.
- 21.4 Upon approval, the guide or service dog must be with their team member at all times.
- 21.5 At this time CMTN is unable to accommodate other types of support animals.

22.00 ALCOHOL

- 22.1 Consuming alcohol is not allowed on CMTN property, including Student Housing.
- 22.2 Alcoholic beverages should not be transported, or stored in any area within Student Housing.
- 22.3 The Guest must not:
  - a) be intoxicated on site
  - b) have intoxicated guests on site.

23.00 SMOKING

- 23.1 Smoking (including but not limited to tobacco, vaping, and cannabis) is not allowed in the hoteling suites.
- 23.2 Guests who smoke inside the hoteling suite may face a fine up to \$300.00 and removal from the suite without refund.
- 23.3 Smoking outside the suite must be in designated areas. Other than medicinal cannabis, the use of cannabis is prohibited on campus.

24.00 PROHIBITED ITEMS

- 24.1 Items prohibited in the suite and on campus include, but are not limited to:
  - a) weapons (including toy replicas)
  - b) explosives and pyrotechnic substances (including fireworks)
  - c) firearms (including toy replicas)

- d) appliances and/or any type of heating elements other than the microwave that is supplied with the room
- e) halogen lamps (or those requiring combustible fuel)
- f) lit candles or incense.

25.00 COVID-19 AND COMMUNICABLE DISEASE GUIDELINES

- 25.1 All guests of are required to abide by the CMTN [Communicable Disease Plan](#).

26.00 CMTN RULES, REGULATIONS, AND POLICIES

- 26.1 Guests are expected to comply with all CMTN policies, as well as provincial and federal laws concerning health, safety, and public order.
- 26.2 Destruction, vandalism, and theft of CMTN property is strictly prohibited, including but not limited to furniture and mattresses.
- 26.3 Sports and physical activities are not allowed in the hallways and common areas.
- 26.4 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.
- 26.5 Trespassing, tampering with, and/or unauthorized entry into or use of, CMTN premises or property, including but not limited to roofs, elevators, offices, or balconies, is prohibited.
- 26.6 Guests are expected to comply with the request of any CMTN official (security staff, building staff, etc.) in the performance of their duties.

27.00 EVICTION

- 27.1 CMTN will remove any guest who:
- a) commits a violation of CMTN's guest expectations or CMTN policy
  - b) engages in behaviour that CMTN deems unacceptable and that warrants removal, including abuse or misuse of facilities.

28.00 EXCEPTIONAL CIRCUMSTANCES

- 28.1 In exceptional circumstances, CMTN reserves the right to allow stays longer than two weeks.
- 28.2 Longer stays require the approval of either CMTN's President & CEO or the Vice-President, Corporate Services.
- 28.3 Accommodation rates are posted on the CMTN website.
- 28.4 For preapproved monthly rentals, fees are due in full by the first of the month.

29.00 RELATED POLICIES, PROCEDURES, AND SUPPORTING DOCUMENTS

- 29.1 [ADM-003, Freedom of Information and Protection of Privacy](#)
- 29.2 [ADM-004, Student Non-Academic Conduct Policy](#)
- 29.1 [EDU-007, Sexual Violence and Misconduct](#)

- 29.2 [EDU-015, Student Complaints Referral Policy](#)
- 29.3 [FAC-008, Hoteling Suite Policy](#)
- 29.4 [HMR-001, Employee Code of Conduct](#)
- 29.5 [HMR-003, Bullying, Harassment, and Discrimination](#)
- 29.6 [HMR-007, Smoking Policy](#)
- 29.7 [HR-008, Drug, Alcohol, and Impairment Policy](#)
- 29.8 BC [Guide Dog and Service Dog Act, SBC 2015](#)
- 29.9 BC [Tobacco and Vapour Products Control Act](#)
- 29.10 [Cannabis Control and Licensing Act, SBC 2018](#)
- 29.11 [Cannabis Distribution Act, SBC 2018](#)
- 29.12 CMTN [Communicable Disease Plan](#)
- 29.13 [Controlled Drugs and Substances Act](#)
- 29.14 [Hoteling Suite Application Form](#)

30.00 HISTORY

<b>Created/Revised/ Reviewed</b>	<b>Date</b>	<b>Author's Name and Role</b>	<b>Approved By</b>
Created	Apr 11, 2023	L. Lyons, Editor/Writer	President's Council