Service Requests for Clients

Step 4: Planning

KEYS

• **Master Keys**: A master key for opening all rooms in a residential building may be requested provided your program is the only current occupant of that residence. **The key must be picked up from and returned to the Stanford Conferences office.**

• **Kitchen/Kitchenette Keys**: A few residences on the "Row" have kitchens that can be locked. In most Row Houses, arrangements can be made to use the kitchen refrigerator and/or ice machine. **Kitchen keys must be picked up from and returned to the Stanford Conferences office.** There is an additional fee for each key ordered. Please refer to the fee rate sheet for exact pricing.

• **Duplicate Keys**: On occasion, your program may need additional copies of a key (e.g., extra keys for the exterior door, office, or storeroom). Please be advised that there is an additional fee for each duplicate key ordered for your program. Please refer to the fee rate sheet for exact pricing. **All duplicate keys must be picked up and returned to the Stanford Conferences office.**

• **New Locks**: For security reasons, a program may wish to limit access to their building’s common area by changing the locks (e.g., a seminar room used as an office). The cost for this service is listed on our fee rate sheet, and varies based on the existing lock type and location.

• **Charges for Lost Keys:**
  o **Master Keys**: If the key is not returned at the conclusion of your program, your conference assumes the cost of replacing each lock in the affected building. Depending on the number of rooms in a building, the cost for these lock replacements can be quite costly. Please refer to our fee rate sheet for exact pricing.
  o **Undergraduate** rooms in residential buildings must be accessed with a key (for the individual room and an exit key/fob (for access to the building). Residents will be given a key and an exit key/fob together. Failure to return or the loss of either a key or exit key/fob or both will result in a lost key fee which will be billed to the program. Similarly, **Graduate Housing will invoice the program for a lost apartment key.** Please refer to the fee rate sheet for exact pricing.

LINEN PACKS

Linen pack rentals are available for programs that are not taking linen service. Packs include a set of bed linens and bath towels. Quantities of 10 or more packs should be requested in advance through your Conference Coordinator. Linen packs must not be removed from campus and left in room when checking out. Please refer to the fee rate sheet for rental prices on linen packs and for lost linen packs.

STUDENT WORKERS

Stanford Conferences can assist you in recruiting students to provide support to your program. For example, luggage porters aid transporting bags from your designated registration location to the conferee’s rooms. Students can also be hired to provide campus tours for your group with a two hour minimum. The hourly minimum depends on the assignment and varies from two to four hours. Please contact your Conference Coordinator to discuss your needs and refer to the fee rate sheet for exact pricing.