

## Conference Desk

The Geoffroy Conference Desk provides services to the guests of Buchanan and Geoffroy Halls. Geoffroy Hall is located east of Buchanan Hall and both are parallel just south of Lincoln Way. The Geoffroy Conference Desk is in room G312 Geoffroy Hall.



The Conference Desk can be reached at 515-294-6172 (dial 4-6172 if calling from a campus phone). Unless otherwise arranged, desk hours are 7:00 a.m. until 10:00 p.m. every day when guests are living in the area. For after-hours assistance, call 515-294-6172 and follow the recorded instructions.

Conference Staff are eager to help serve the guests in our halls. Stop at the Conference Desk for local area information and maps of Ames and the campus areas.

## ATM

An ATM machine is located in the Maple-Willow-Larch (MWL) Commons on the middle level of the building near the MWL Conference Desk. ATM's are also located within the Memorial Union north of Geoffroy Hall.

## Bus Service

Ames Transit (Cy-Ride) provides fixed-route bus service throughout campus and the city of Ames. Maps and timetables are available at the Conference Desk.

## Check-Out

Before checking out, be sure to remove all personal items from the room, close the window, turn off the lights, and lock the door. Return your keys to Conference Staff at check-out time, or to staff at the Conference Desk.

## Convenience Store (C-Store)

A convenience store called the "West Side Market" is located in the Union Drive Community Center. The West Side Market carries a wide variety of snacks, beverages, bakery items, and personal care products. Hours will vary throughout the summer. To contact the West Side Market,

call 515-294-8330. For other dining options, see the ISU Dining website at <http://www.dining.iastate.edu/>.

## Copies and Faxes

Copy and fax services are available at the Copy Center at the Memorial Union. For information about services and hours, call 515-294-0008.

## Dining Services

A Dining Center called Union Drive Marketplace in the Union Drive Community Center will be open from Monday, May 20 through Friday, June 28. Between Saturday, June 29 through Friday, August 9, the Dining Center called Friley Windows on the east side of Friley Hall will be open.

Guests who have purchased a meal plan will receive meals at these locations; consult with the head of your program for specific information about your location, meal plan, and serving times.

For most conferences, lost meal cards/tickets/wristbands can be replaced at the Conference Desk for \$10.00.

## Emergencies

If you have an emergency such as a fire or immediate safety problem, call 911.

In the event of a tornado warning, proceed to an interior hallway on the lowest floor of your building. Stay away from glass windows and doors.

In case of a fire, please note the exit routes from the building. Use the staircase to exit the building; do not use an elevator in the event of a fire. Predetermine a place away from the building to meet with other members in your party.

## Facilities Problems

For facilities problems, such as a non-functioning air-conditioner, window not closing, etc., you may contact the Department of Residence Service Center at 515-294-3322 for assistance. (Dial 4-3322 if calling from a campus phone.)

## Internet Access

Residence halls have wireless Internet access. All residence hall guest rooms have plug-in access to the Internet using the data jack in each room. ISU has a service that allows

campus visitors access to the Internet to browse the web and check email. To set up guest access follow these steps:

1. Navigate to Network Settings on your wireless device and click "ISU Guest".
2. Iowa State's Network Registration page will automatically open for most devices. If not, please open a web browser and go to <https://netreg.iastate.edu>.
3. Select the specific event you are attending if it is listed and click "Register Here", or if it is not listed click "Guest Registration Here".
4. Enter your local contact information and click "Next".
5. Read the terms and click "I Agree". You will be taken to a registration confirmation page.
6. Shut down your device completely for at least 5 minutes.
7. When you reboot your device you will have access through the ISUguest network.

Initial guest access is 7 days and after the 7-day period, visitors will not be able to re-register for guest access for 90 days. Questions regarding registration for guest access may be directed to the Information Technology Services Solution Center at 515-294-4000.

## Keys

Replacements for lost keys or keycards may be obtained at the Conference Desk.

## Laundry

Laundry facilities are available on the lowest floors in Buchanan and Geoffroy Halls, and are operated with a guest card (or may be free). Guest cards may be purchased at the West Side Market (convenience store) in the Union Drive Community Center. Contact the Conference Desk for additional information.

## Linens

If your conference sponsor selected a linen package for your conference, you will have received a pillow, pillowcase, sheets, towels, washcloth, and soap at check-in. A blanket is also supplied. For conference groups with the Standard Service option, you may exchange your used towels and washcloths daily at the Conference Desk area.

