



Massey College

Summer Residence Programme 2017

416.946.7843 | summerresidence@masseycollege.ca | masseycollege.ca

4 Devonshire Place, Toronto ON, M5S 2E1

Policies and Standards

ROOM DETAILS

Residents' rooms are located in five houses that make up three sides of a quadrangle. The fourth side contains the Master's Lodging and Office, the Robertson Davies Library, the Upper Library, Ondaatje Hall, the Private Dining Room, and the Common Room.

Standard Rooms consist of a bedroom and an adjacent private study. A private bathroom, accessible from the hallway, is shared with one or two other standard rooms. The majority of rooms at Massey College are standard rooms.

Senior Suites are limited in number and consist of a bedroom, a private study with a fireplace, and a private bathroom adjoined to the bedroom.

All rooms have basic furnishings (including a twin bed, linens, a large built in desk, coffee table, work chair and reclining chair) and are serviced by the housekeeping staff. Double occupancy rooms are furnished with two twin beds. Only one internet jack is available in each room.

RULES & REGULATIONS FOR SUMMER RESIDENTS

All summer residents and guests are expected to show respect for their fellow residents and College property. For many summer residents Massey is their home and many are working on their dissertations or on independent research. As such we expect all guests to comport themselves as though they were guests in another's home and act with consideration and care. By making your reservation you are agreeing to the terms and conditions contained herein.

The College reserves the right to terminate any summer residency IMMEDIATELY for failure to adhere to these terms and conditions, nonpayment of summer residence fees, or persistent disruptive behaviour.

INDIVIDUAL RATES & CANCELLATION POLICY

In reserving a room, the purchaser agrees to the following terms: That he/she is responsible for all charges of indebtedness for room reservations and/or services ordered or rendered and any damages caused. The purchaser authorizes and grants Massey College permission to charge the credit card number listed on the reservation for the amount of indebtedness with or without his/her signature. Discount rates apply only to seniors of 65 years or older, and students of a recognized institution holding a current student card (which must be presented to the Summer Residence Manager upon request).

A nonrefundable booking deposit equivalent to one night's stay is required for all reservations, to be applied against accommodation charges and forfeited in all cases of cancellation. For stays of one month or longer, payment is due at the beginning of each month. Payments for all other lengths of stay are due upon arrival. All bills must be fully paid by the departure date or an extra charge of 20% of the total cost of the stay will be

applied. An extra charge of 20% of the difference between the original and new length of the stay will be applied if any portion of the reservation is cancelled with less than 7 days notice.

GROUP RATES (10 ROOMS OR MORE) & CANCELLATION POLICY

The group must be managed and paid by a single person, on behalf of the group. In return, we will apply a 5% discount on the total cost of group bookings. Only Standard Rooms can be booked. Student/Senior rates apply only to students of a recognized institution holding a current student card (which must be presented to the Summer Residence Manager upon arrival), and seniors of 65 years or older.

A nonrefundable booking deposit equivalent to one night's stay for each room reserved is required for all reservations at the time when the booking is made, to be applied against accommodation charges and forfeited in all cases of cancellation. The remaining sum is also nonrefundable and must be paid one month prior to the scheduled date of arrival. Failure to do so will result in cancellation of the group booking. In the event that individual rooms are cancelled within one month of the scheduled day of arrival, an extra charge of 20% of the difference between the original and new length of the stay for each cancelled room will be applied.

MINORS

Minors (under 18) must be accompanied by an adult. The College does not accommodate children under the age of six.

APPLICATION

Completed applications can be emailed, faxed, or sent by post. Upon receipt of an application, the nonrefundable booking deposit is charged to the applicant's credit card. The applicant will then receive an email from the Summer Residence Manager confirming their reservation.

CONTACT INFORMATION

Before May 4, contact us by sending a message to summerresidence@masseycollege.ca. Prior to May 1, the Summer Residence office will not be staffed and phone calls will not be a reliable method of contact; email will be the exclusive method of contact. Effective May 4, your College contact is the Summer Residence Manager. If you have any questions or concerns, please call the College Porter at 416-978-2895 and leave a message, send an email to summerresidence@masseycollege.ca, or drop by the Summer Residence office.

The office is open May 1 – August 28, from 10:00AM – 4:00PM. Mail can be left in the Porter's Lodge in the coinciding slot for the Summer Residence Manager or sent to the following address:

Attn: Summer Residence Manager
Massey College
4 Devonshire Place
Toronto, ON
M5S 2E1

PAYMENT OPTIONS

All payments must be directed to the Summer Residence Office. Massey College accepts personal cheques (payable to Massey College), Debit Card, Visa, or MasterCard. Residents interested in paying their balance with a credit card different from the one listed on their reservation forms must supply the Summer Residence Manager with the alternative credit card information prior to their arrival date. All bills must be fully paid by the departure date.

CHECK-IN

Check In is from 3:00PM - 9:00PM on the date of arrival. All arrivals must check in with the Porter to receive their keys. Only one set of keys will be issued. **In the event of lost keys, a charge of \$100.00 will be levied.**

LATE ARRIVALS

Residents who plan to check-in after 8:00PM on a weekday or after 4:00PM on a weekend must inform the Summer Residence Manager in advance at summerresidence@masseycollege.ca to receive special instruction regarding after-hours entry.

CHECKOUT

Checkout is 11:00AM on the date of departure. All guests are required to check out with the Summer Residence Manager or Porter to ensure full payment of the outstanding summer residence bill before departure. Any guest that checks out of their room after 11:00AM will be required to pay rent for that day.

LOCKOUTS

In the event of a lockout, the order of contact is as follows:

- 1) The Porter (416 978-2895)
- 2) The Summer Residence Manager (416 946-7843)

If the Summer Residence Manager is contacted after hours to respond to a lockout situation, **guests may be subject to a \$50 fee** added to their account.

MEALS

Room rates include daily breakfast. Meal cards (good for five meals) and meal chits (for individual meals) can be purchased at the Porter's Lodge. For breakfast, room keys must be presented to the kitchen staff in lieu of a chit or meal card. Please see Summer Meals for the Summer dining hall schedule and weekly menu.

ADDRESS AND MAIL

Massey College, 4 Devonshire Place, Toronto, Ontario, M5S 2E1.

Incoming mail will be placed in alphabetical slots in the Porter's Lodge. Outgoing postage stamped mail can be left with the Porter. Deliveries will not be accepted at the Porter's Lodge unless instructions and money (if C.O.D.) have been left with the Porter.

PARKING

The College does **not** provide parking space for summer residents. The University of Toronto provides parking in its lots on a daily, first come first served basis, or monthly passes may be available from U of T. For more information contact U of T Parking Services at 416- 978-7275 or see their website: <http://www.parking.utoronto.ca/>

FACILITIES

Please see the Facilities page online.

HOUSEKEEPING

Linens, towels, and housekeeping are provided on a weekly basis. Additional towel bundles (i.e. two bath towels, one facecloth, and one bar of soap) can be provided upon request for a charge of \$5 per bundle. Additional linen bundles (i.e. cover sheet, fitted sheet, cotton sheet, and comforter) are available for the same price. Questions or concerns regarding housekeeping should be directed to the Summer Residence Manager.

WASHROOM ETIQUETTE

Washrooms are shared and guests are expected to leave the room as they found it. Guests should bring necessities into the room for the duration of use and then remove all items not already present afterward; nothing is to be stored in the rooms. While we do have staff to look after the cleanliness of the college, they do not make rounds with the frequency of hotel staff. The reasonableness of our rates is feasible because of the care we ask of our guests; as above, we only ask that you act as though you were a guest in someone's home.

LAUNDRY FACILITIES

Coin operated washers and dryers are located in the basement of Massey College. The cost for both the washer and dryer is \$1 per load. Extra coins can be added for additional time.

COMMUNAL KITCHEN

The communal kitchen is located in the basement of Massey College. It contains a fridge, stove/oven, microwave, kettle, espresso machine, blender, toaster, cupboards and drawers of utensils, measuring cups, bowls, glasses, etc. If you are unsure how to properly use an appliance (especially the espresso machine) please seek the assistance of the Summer Residence Manager. **Summer residents who use the communal kitchen are expected to leave the space as clean as, or cleaner than, it was found.**

THE COLLEGE BAR & ALCOHOLIC BEVERAGES

The College bar is run by the College Steward and staffed throughout the summer. Drink purchases are cash only. The College expects its residents to exercise discretion in the use of alcoholic beverages.

OCCUPANCY OF ROOMS & GUESTS

Single rooms may be occupied only by the person (or a double room by the two persons) to whom it is rented. No summer resident shall occupy a room or change rooms without written permission from the Summer Residence Manager. Guests of summer residents must sign in with the Porter. Summer residents are fully responsible for their guests and are required to pay for any overnight stay and/or meals. In the event of misconduct or inappropriate behaviour by a guest, Massey College reserves the right to demand the departure of said guest and to rescind the accompanying summer resident's guest privileges without refund.

QUIET HOURS & NOISE COMPLAINTS

Evening quiet hours begin at 10:00 p.m. and last until 8:00 a.m. Many residents have heavy academic commitments during the summer session. Summer residents and guests must keep noise within reasonable bounds. If you receive a noise complaint, please act promptly on it.

If you are disrupted by noise in the building, go in person to the source and request reasonable quiet. If this approach does not achieve satisfactory results, report the problem. The order of contact is as follows:

- 1) The Porter (416-978-2895)
- 2) The Summer Residence Manager (416-946-7843)

DAMAGE

Residents are individually responsible for the care and proper use of all College property, including the furniture in their rooms. If the room is not fully furnished on arrival, it should be brought to the attention of the Summer Residence Manager immediately. The College reserves the right to bill occupants for any damage or missing furniture.

REPAIRS

Massey College reserves the right to undertake repairs and minor renovations in resident rooms over the summer.

ELECTRICAL APPLIANCES

The electrical system at the College is not designed to support the extensive use of appliances in the rooms. Excessive use may result in power interruptions or a blown fuse. Toasters, microwaves and other cooking appliances are not allowed in rooms. The College reserves the right to disconnect and remove appliances. In the event of a blown fuse, the order of contact is as follows:

- 1) The Porter (416-978-2895)
- 2) The Summer Residence Manager (416-946-7843)

AIR CONDITIONING

Public areas of the College are air conditioned and fans are provided for rooms upon request.

FIRE SAFETY

Check your area for exits. Always respond to the fire alarm by leaving the building. If you discover a fire, pull the alarm and immediately leave the building. Tampering with fire equipment or exits is a criminal offence and will result in your immediate expulsion from residence.

SMOKING POLICY

Smoking is not permitted inside of the building. Smoking is permitted in the quadrangle, but must be done near one of the ashtrays.

SECURITY

Each summer resident receives a key to the front gate and a key to their room. Room doors are to be locked at all times. The front gate is to be locked from 10:00PM – 8:00AM on weekdays, and all day on weekends and holidays. It is the responsibility of all summer residents to ensure that the front gate is locked during these times. The Porter's Lodge is open from 8:00AM – 10:00PM on weekdays and 10:00AM – 4:00PM on weekends. There are security patrols throughout the College property during the evening.

THEFT

Residents are warned of the possibility of theft. It is highly recommended that all guests keep their doors closed and locked whenever absent from their rooms, regardless of duration. The College accepts no responsibility for losses resulting from theft.

TELEPHONE

Cell phones are recommended as Massey College does not provide telephones or local telephone service.

PETS

Due to past problems with allergies, only service dogs for persons with disabilities are allowed.

INTERNET ACCESS

Internet access is available free on the premises and is included in the room price. Residents must inquire with the Porter or Summer Residence Team upon their arrival for the username and password. This information will not be given out prior to arrival.