



## Massey College Summer Residence Programme

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# Policies and Standards – 2019

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By booking accommodation with Massey College, all summer residents agree to the policies and standards outlined in this document. Should you have any questions about these policies, you can contact the Summer Residence Office via email ([summerresidence@masseycollege.ca](mailto:summerresidence@masseycollege.ca)) or telephone (416-978-7843). **Be advised that the College reserves the right to terminate any summer residency immediately for failure to adhere to any of terms and conditions outlined in this document. Failure to pay summer residence fees or persistent disruptive behaviour may also result in the termination of your residency.** In the case of extreme violations of the policies and standards outlined in this document, summer residents will be issued **one warning**: should the problem persist, Campus Security will be called.

## A. Conduct

### GENERAL CONDUCT & COURTESY

All summer residents are expected to show respect for their fellow residents and for College property. For many summer residents, Massey is their home. Some utilise College facilities to relax and feel comfortable; others are working on their dissertations or other important research. As such, all summer residents are expected to comport themselves as though they were guests in another's home, and to act accordingly, with consideration and care.

### OCCUPANCY OF ROOMS

Single rooms may be occupied **only** by the person (or a double room by the two persons) specified in the booking confirmation, herein referred to as the summer resident. No summer resident shall occupy a room or change rooms without written confirmation from the Summer Residence Manager. Any guests of a summer resident must sign in with the Porter. Summer residents are **fully responsible** for their guests and are **required to pay** for any overnight stays and/or meals as they arise. In the event of misconduct or inappropriate behaviour by your 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.

### SECURITY

When checking in, each summer resident receives two keys: one to the front gate, and one to their room. The College is closed from 10:00 PM – 8:00 AM on weekdays, 5:00 PM – 9:00 AM on weekends, and statutory holidays. During that time, the front and back gates are to remain locked: it is **the responsibility of all summer residents** to ensure that these gates remain closed to any non-residents during these times. There are security cameras at both entrances to the College and, should you allow someone entry to the College after hours (by leaving the gate open, opening it for them, etc.), **you are responsible** for any thefts or damages they may cause. As a result of this arrangement, summer residents are advised to keep their room doors locked at all times. While the Porters are on duty, they conduct frequent security patrols.

# A. Conduct (cont.)

## LATE/OVERNIGHT GUESTS

During the day, all guests must sign in at the Porter's Lodge. When the Porter's Lodge is closed (during the hours listed under "Security" on the previous page), guests are not permitted on College grounds unless their overnight accommodation has been registered with the Summer Residence Manager and already paid for. Summer residents are responsible for the conduct of their guests, and all guests are expected to behave according to the same guidelines given to summer residents. Failure to do so may result in demanding the departure of that guest or even the termination of their host's residency without refund.

## QUIET HOURS

Evening quiet hours begin at 10:00 PM and last until 8:00 AM the following day. Many residents have early-morning commitments during the summer session; summer residents and their guests are thus required to keep noise within reasonable bounds. Please act responsibly and with consideration for your fellow residents. If you receive a noise complaint, please act promptly to correct your behaviour.

## NOISE COMPLAINTS AND OTHER DISTURBANCES

Quiet hours last from 10:00PM until 8:00AM each night. Should you encounter a disturbance, proceed in the following fashion:

- 1) If you are disrupted by noise in the building or other disruptive behaviour, go in person to the source and request reasonable quiet. If this approach does not achieve satisfactory results, report the problem.
- 2) Report the problem to the Porter's Lodge (416-978-2895) or, if the Porter is off-duty, see 3.
- 3) Contact a member of College staff at the Emergency Lockout number (416-875-4383).

Should a member of College staff be contacted about a complaint or disturbance being caused by you, their intervention will consist of one warning and, should the problem persist, a call to Campus Security. **Be advised** that these events may result in the termination of your residency without refund.

## SMOKING POLICY (TOBACCO, CANNABIS, VAPING, ETC.)

In accordance with the University of Toronto's policy, smoking is not permitted anywhere on College property (inside buildings or in the quadrangle). Visit <https://www.utoronto.ca/smoke-free> for details.

## DAMAGE & THEFT

Residents are individually responsible for the care and proper use of all College property, including the furniture in their rooms. The College is committed to ensuring a comfortable experience for all its guests: if your room is not fully furnished on arrival, it should be brought to the attention of the Summer Residence Manager immediately. At the time of a summer resident's departure, the cost of any damaged or missing furniture will be charged to the most recent summer resident to have occupied that room.

## COMMON AREAS

Massey College requests that summer residents not be overly loud or disruptive in the Dining Hall, Upper Library, or Junior Common Room. Cell-phones calls are not permitted in these areas. For obvious reasons, the Lower Library, Carrel Desk Room, and Chapel should be kept silent for studying/worship.

## WASHROOM ETIQUETTE

For Standard Rooms, washrooms are shared and guests are expected to leave the room as they found it. Washrooms receive a thorough cleaning on a weekly basis, and we therefore ask guests to act responsibly.

## B. Procedures

### RESERVATIONS

All reservations for individual bookings must be made online unless otherwise arranged with the Summer Residence Manager. An online reservation is only a booking request; the Manager will review all booking requests on the next available business day. Should any fields be left blank or the Manager have any questions, they will contact the e-mail address provided. Once all relevant information has been provided and if availability exists, the credit card number provided will be charged accordingly. The guest will then receive an email from the Manager confirming the details of their reservation, with subsequent automatic emails reminding the guest of their arrival/departure, check-in/check-out procedures, and this document.

### GROUP RESERVATIONS

In the case of bookings for 6 or more rooms, groups must contact the Summer Residence Manager directly in order to ensure availability and capacity of the College facilities. In the case of group bookings fewer than 6 rooms, reservations may be made online but remain subject to Manager approval. Owing to the occupancy of long-term guests, the College may be unable to accommodate groups of 20 or more rooms. Due to the larger number of rooms required for groups, a 25% non-refundable deposit will be applied as soon as the booking application has been approved. As with individual bookings, payment is due prior to the guests' arrival. Cancellations at least 30 days prior to the date of arrival are refundable for the remaining 75% of the total balance. Cancellations within 30 days of the arrival date are non-refundable. As Massey College is a registered charity, the supply of residential accommodation is tax exempt. However, applicable taxes will be charged on any incidental fees outside of the accommodation rate.

### PAYMENT

All reservations must provide a valid credit card for the purposes of payment. Any reservation extensions, incurred fees, or caused damages will be charged to the credit card on file, with a confirmation email sent to the guest in question. Any outstanding charges must be paid in full prior to the guest's departure.

### MINORS AND CHILDREN

Minors (under 18) must be accompanied by an adult. If availability exists, the adult and minor need not be accommodated in the same room. The College does not accommodate children under the age of 6.

### CHECK-IN

Check-In is available to all summer residents **after 3:00 PM** on the date of their arrival; summer residents may arrive earlier and wait in common areas. **All arrivals** must check in at the Porter's Lodge and **present photo identification** to receive their keys and an information package. Only one set of keys and package will be issued unless otherwise requested; the issue of a second set of keys is subject to the approval of the Porter on duty. Late arrivals who plan to check-in **after 8:00 PM on a weekday** or **after 5:00 PM on a weekend** must inform the Summer Residence Manager in advance, so that the Porter might be notified.

### CHECKOUT

**Checkout is 10:00 AM** on the date of a summer resident's departure. **All guests** are required to check out with the Porter and to ensure full payment of any outstanding fees prior to departure: failure to do so will result in an additional 20% fee. Massey College requires time to prepare each room after a summer resident's departure. As a result, any guest that checks out of their room **after 10:00 AM** will be required to pay for that day's accommodation unless arranged with the Summer Residence Manager in advance.

## **B. Procedures (cont.)**

### **PAYMENT AGREEMENT**

In reserving a room, the purchaser agrees to the following terms: that the credit card provided will only be charged once its booking application has been confirmed by the Summer Residence Manager; that the purchaser is responsible for all charges of indebtedness for room reservations, services rendered, and any damages caused; and that the purchaser therefore authorizes and grants Massey College permission to charge the credit card number listed on the reservation for any and all of the fees listed above.

As Massey College is a registered charity, the supply of residential accommodation is tax exempt. Applicable taxes will be charged on any incidental fees outside of the accommodation rate.

### **PAYMENT PERIODS**

For **stays of one month or longer**, payment equivalent to one month's total is due immediately upon confirmation of the reservation, and additional monthly payments are charged on the first of every month until the balance is fully paid. Payments for **all shorter lengths of stay** are due immediately upon review and confirmation of the reservation. All bills including additional charges must be fully paid by the reservation's departure date or an extra charge of 20% will be applied against the outstanding balance.

### **MEALS AND LAUNDRY**

Room rates include daily breakfast. For weekday lunches, 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 the College website for more information on the Summer dining hall schedule and weekly menus. Coin operated washers and dryers are available in the College basement: the cost for both is \$1 each per load. Extra coins can be added for additional cycles.

### **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. Guests may request that their room be cleaned outside the usual schedule at a cleaning fee of \$200 plus HST. Guests staying in double rooms may request an additional set of keys at no cost. Questions or concerns regarding housekeeping should be directed to the Summer Residence Manager.

### **ADDITIONAL FEES**

Guests will be subject to additional charges should the College rooms or facilities have been damaged during their reservation period. Should keys not be returned upon a guest's departure, they will be subject to a \$50 fee per key lost (typically, each guest is issued with two: a gate key and a room key). Finally, after having contacted the Emergency Lockout telephone number after hours, guests may be subject to additional fees based on the nature of their situation and the resulting overtime labour.

### **CANCELLATIONS (INDIVIDUALS & GROUPS)**

Cancellations for individual or group bookings smaller than 6 rooms are fully refundable if made at least 30 days prior to their arrival date, while cancellations for group bookings of 6 or more rooms are only partially refundable (see: the deposit). All cancellations less than 30 days from arrival are non-refundable.

# C. Facilities

## ROOM DETAILS

**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.

**Suites** are limited in number and consist of a bedroom, a private study more furnished than Standard Rooms, and an ensuite private bathroom adjoined to the bedroom.

All rooms are located around three of the College quadrangle's four sides. 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 weekly by housekeeping staff. Double occupancy rooms contain two twin beds.

## COMMON AREAS

Completing the College quadrangle, the fourth side contains the Common Room, Ondaatje Dining Hall, Coat Room, and Upper Library. Unlike the rest of the College, these spaces are air conditioned. Other areas (including the Robertson Davies Library, communal kitchen, laundry facilities, St. Catherine's Chapel, and Junior Fellow spaces) can be found in the basement hallways that connect the College buildings.

Of these spaces, all are available for guest use provided that their use does not conflict with the operations of College staff, College-sanctioned events, rules of conduct concerning each space, or pre-existing bookings by College constituents. For example: the Robertson Davies Library has strict guidelines for use to preserve its quiet; the Common Room or Ondaatje Hall may be periodically closed for private events; and, in Junior Fellow spaces (e.g. the Chapel Room or "PCR"), Junior Fellows must be given priority access.

## COMMUNAL KITCHEN & LAUNDRY

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.**

Coin operated washers and dryers (\$1 per cycle) are located in the basement, next to the kitchen.

## AIR CONDITIONING

Common areas located in the south wing of the College are air conditioned, but individual rooms are not. Due to the College's older electrical circuits, summer residents are advised against purchasing their own air conditioners. Fans are provided in each room and additional fans may be available upon request.

## TELEPHONE

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

## PETS

Due to past problems with allergies, only licensed service animals for persons with disabilities are allowed inside College facilities. Other animals may be permitted in the Quadrangle subject to Porter approval. Please note that, in either of the above cases, all animals must remain leashed at all times.

## C. Facilities (cont.)

### THE COLLEGE BAR & ALCOHOLIC BEVERAGES

The College bar is run by the College Steward and is staffed throughout the summer. Drink purchases are cash only. The College expects its residents to exercise discretion in the use of alcoholic beverages, and residents are no less liable for any damages or disruptions they or their guests cause following consumption of alcohol. Only alcohol purchased from the College bar may be drunk in its Common Areas.

### PHYSICAL ACCESSIBILITY

Massey College was not designed with physical accessibility in mind, and there are thus a limited number of accessible rooms available. Contact the Summer Residence Manager for more information.

### PARKING

The College does **not** provide parking space for summer residents. Street parking is sometimes (but not reliably) available at the costs listed on their respective parking meters. 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, see the U of T Parking Services website: <http://www.transportation.utoronto.ca/>

### FIRE SAFETY

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

### INTERNET ACCESS

Wireless internet is available everywhere at the College and wider University premises. Access to the wireless internet is included in the room price, but abuse of that internet access may result in fees or an immediate termination of residency. Residents must inquire with the Porter or Summer Residence Manager upon their arrival for the WiFi credentials. This information will not be given out prior to arrival.

### 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. High-load appliances such as air conditioners, toasters, microwaves, and other cooking appliances are not permitted in rooms. The College reserves the right to investigate electrical disruptions and disconnect and remove the devices responsible.

### REPAIRS

Massey College reserves the right to undertake repairs and minor renovations in all rooms over the summer. **College staff are permitted to enter any room during daylight hours given 24-hours notice.**

### PESTS

Residential buildings such as Massey College are occasionally subject to pest outbreaks, including but not limited to bedbugs. If a pest outbreak is suspected, **residents are required to immediately inform the Summer Residence Manager so an inspection can be arranged.** If the presence of pests is confirmed, residents will be required to actively participate in treatment by following the directives of the College and/or professional pest control workers. To reduce the likelihood of spreading pests to unaffected areas, residents will not be relocated. No refund or reduction of fees will be issued to affected guests.

## D. Contact Information and Emergencies

### PRE-SEASON CONTACT INFORMATION

**Prior to April 1**, the Summer Residence Office will not be staffed and phone calls will not be answered. **Please note:** the College **will not** be able to accept individual bookings until after April 1.

**Groups requesting bookings prior to April 1** should be advised that the College **is** able to accept group reservations but will be unable to confirm exact numbers until the beginning of the summer season (April 1) due to annual fluctuations in room availability and price. As a result, “holds” can be placed on a number of rooms between two dates (only one group at a time will be reserved for the same/overlapping dates). Group reservations require a 25% to be confirmed, and the College is not liable for any cancellations. If you are interested in placing a group “hold”, contact us at [summerresidence@masseycollege.ca](mailto:summerresidence@masseycollege.ca)

**After April 1**, the Summer Residence Manager will establish room availability and accommodation rates, contact all outstanding booking requests, and begin to process payments/confirm reservations by email. The online booking tool will be opened as soon as possible: check [www.masseycollege.ca/summer-rentals](http://www.masseycollege.ca/summer-rentals)

### GENERAL CONTACT INFORMATION

From May 1 to August 31, the Summer Residence Office is **open on weekdays from 10:00 AM to 4:00 PM**. Potential, current, and past summer residents are encouraged to contact the Summer Residence Manager in person, by phone (416-978-7843), or by email ([summerresidence@masseycollege.ca](mailto:summerresidence@masseycollege.ca)) should they have any questions or concerns about their reservation at Massey College.

The Porter’s Lodge is **open from 8:00 AM to 10:00 PM on weekdays** and **9:00 AM to 5:00 PM on weekends**. The Porter on duty may be contacted by visiting the Porter’s Lodge in person, by phone (416-978-2895), or by email ([porter@masseycollege.ca](mailto:porter@masseycollege.ca)). The Porter is the first line of security and knowledge at the College, and, in most situations, questions and concerns should first be directed to the Porter.

### EMERGENCY LOCKOUTS

In the event that a summer resident should lock themselves out of their room, the resident should contact a member of College staff in the following order:

- 1) The Porter’s Lodge (416-978-2895)
- 2) The Emergency Lockout Phone (416-875-4383)

If the Porter or Manager is contacted after hours to respond to a lockout situation, **guests will be subject to a lockout fee** (\$58 plus HST) that will be charged to their credit card to account for overtime.

### DISRUPTIVE INCIDENTS & EMERGENCY SITUATIONS

Should you witness any emergency situation or disturbance, you should proceed in the following fashion:

- 1) If you are disrupted by noise in the building or other disruptive behaviour, go in person to the source and request reasonable quiet. If this approach does not achieve satisfactory results, report the problem.
- 2) Report the problem to the Porter’s Lodge (416-978-2895) or, if the Porter is off-duty, see 3.
- 3) Contact a member of College staff at the Emergency Lockout number (416-875-4383).

Should a member of College staff be contacted about a complaint or disturbance being caused by you, their intervention will consist of **one warning** and, should the problem persist, a **call to Campus Security**. **Be advised** that staff are **permitted to enter your room** should they receive reports of an emergency situation taking place. These events may result in the termination of your residency without refund.