

Details of Your Stay at Carleton University

Please review this important information before you arrive.

Residence Reception Desk - Check-In and Check-Out

All guests will check-in at the **Residence Reception Desk** located on the 2nd floor of Teraanga Commons.

- Their phone number is 613-520-5609.
- Check-in time is after **3:00 pm** on your **arrival** date.
- Check-out time is before **11:00 am** on your **departure** date.
- Hours of Operation are daily from 7:00 AM - 11:00 PM Eastern Time (ET). The Reception Desk is ***not open 24 hours a day. If you anticipate arriving after 11pm you must contact us in advance to make special arrangements for your after-hours arrival by emailing stay@carleton.ca or calling 613-520-5611 during business hours, Monday-Friday, 8:30am-4:30pm.***

Directions

How to get to Carleton University - <https://carleton.ca/campus/directions>

Once you arrive on Campus, continue straight on University Drive and turn left on Campus Avenue. **Campus Avenue is a one-way street.**

On your right-hand side is Teraanga Commons building main entrance. Temporary parking, while you check-in, is available across the street from the building.

Wi-Fi

Free Wi-Fi, campus-wide, including within residences:

Network: CU-Wireless

Domain: net.carleton.ca

Username: CarletonGuests

Password: Ravens26!

Room Details

Each guest will receive a key card programmed for access to their assigned building and floor. All rooms are air-conditioned, smoke-free, and pet-free, and include bed linen and towels. Double Traditional Rooms feature two beds and share a washroom with an adjoining room, while Single Traditional Rooms feature one bed and also share a washroom with an adjoining room. Suites include two private bedrooms and a private washroom within the suite. Rooms are prepared with bed linen, one towel, and one face cloth per bed; guests are kindly asked to bring their own toiletries.

Suites are not stocked with utensils or dinnerware, so please plan accordingly.

Cleaning

Housekeeping service is **not** included.

Laundry Facilities

Self-serve laundry facilities are available 24/7. Your Carleton University Access Card must be used to operate the machines.

Wash: \$2.15 per load

Dry: \$1.85 per load

Two wash and dry loads: \$8.00

Please visit the Residence Reception Desk to deposit funds on your card (the minimum deposit is \$5.00). Refunds cannot be issued for any remaining balance on the access card.

Note: acceptable methods of payment are Debit or Credit Card.

Key Card Access and Lost Keys

To access your building and floor, swipe your Carleton University Access Card and enter the last 4 digits of your card and press #. To access your room, tap your Carleton University Access Card on the door lock mechanism.

Lost or damaged key cards will be replaced at a **cost of \$19.00 + HST per card**. Lost cards must be **reported immediately** to the Residence Reception Desk.

The Dining Hall – Meal Rates & Hours of Operation

Meal Rates

Breakfast: \$12.65 + tax per person

Lunch: \$15.45 + tax per person

Dinner: \$18.00 + tax per person

Hours of Operation

Breakfast: 7:00 am - 9:00 am

Lunch: 11:00 am - 2:00 pm

Dinner: 4:30 pm - 7:00 pm

Note: acceptable methods of payment are Debit or Credit Card.

Parking

Daily parking is available in the [P18 parking garage](#) (a 5-minute walk to Teraanga Commons). You must enter your plate information and payment in the pay stations. Payments can alternatively be made through the [Hotspot Mobile App](#) or by scanning Lot QR Codes.

Daily parking resets each morning at 7:00am. The P18 pay station located on Level 1 (Stairwell D) is programmed to accept multi-day payment for up to 7 days.

Parking Rates

**Stat holidays are free in all lots*

Lots	Rate/day (inclusive of tax)
Daily P18 (M-SU)	\$15.00

Smoking

Smoking cannabis and/or tobacco is **not** permitted within any Carleton University facility, as per municipal by-law.

Please be reminded at the time of your reservation you agreed to Carleton University's Terms and Conditions, which you will find attached.

We look forward to your arrival.

Sincerely,

Conference Services