

Violations:

Residence & Conference Services Administration reserves the right to modify this list at our discretion.

The following is **NOT** permitted:

- Removing or sliding open window screens / removing windows
- Unauthorized removal of furniture
- Propping of doors
- Posting of signs / posters without Residence approval stamp
- Practicing / playing sports inside Residence Buildings
- Bringing a pet into Residence
- Failure to exit building during a fire alarm
- Tampering with fire equipment
- Vandalism
- Violence / Physical aggression / Harassment
- Smoking (including e-cigarettes, medical marijuana and hookahs) in Residence buildings & public areas is prohibited. There are designated smoking areas located outside.
- Smoking recreational cannabis is not prohibited anywhere on University property.
- Burning candles, sparklers, incense, firecrackers (including birthday and religious / cultural celebrations)
- Firearms and any other weapon or item that is created / intended to cause harm, or could be seen as intimidating, are strictly prohibited. Examples include but are not limited to: restricted weapons, knives with blades longer than six inches (kitchen knives accepted), paintball guns, bb guns (including soft air), sling shots, bows/arrows, machetes, axes, hatchets, ceremonial or decorative swords, etc.
- There is no alcohol allowed in public areas including common hallways or exterior areas on Lakehead University property. Please note that the drinking age in Ontario is 19. Guests are not permitted to have in their possession or consume alcohol in or from bottles larger than 26 oz (750 mL), or beer/ale/malt liquor/cider in or from any container larger than 473mL. Additionally, the brewing of any alcoholic beverages (beer, wine, etc.) within Residence is prohibited. Clients are permitted to have only one 26oz (750 mL) bottle of wine/liquor/spirits or 24 cans/bottles of beer/ale/malt liquor (355 mL) or 12 cans/bottles of beer/ale/malt liquor (473 mL) (whether empty or full) in their possession at any time.
- Noise: Unacceptable & excessive noise in public areas. This includes electronic equipment systems at a level which disturbs others including the use of excessive bass (sub-woofers). The following quiet hours are observed: Sunday-Thursday from 11:00pm – 9:00am / Friday & Saturday from 1:00am – 9:00am. An individual's right to reasonable quiet supersedes another's right to make noise.
- Bikes or sports equipment are to be stored in designated storage areas.
- Soliciting – one may not operate a business or undergo commercial activities in or from Residence.
- Subletting is not permitted in Residence.
- All overnight guests not registered as the occupant must be reported to the Front Desk.
- Your accommodations must be kept at an acceptable standard of cleanliness. Please dispose of your garbage regularly. The room must be left in the same condition at check out as it was upon check in. Charges will be billed for extra cleaning.

For a detailed list of all Rules & Regulations of Residence please view: <https://www.lakeheadu.ca/current-students/residence/tb/rights-responsibilities>

Services: (807)343-8485

- An active recycling program is ongoing in Residence. Please Recycle.
- Please dispose of your garbage in the nearest large green garbage bins located in designated areas outside of residence.
- Extra linen, towels, calling cards, stamps, laundry soap, fabric softener, garbage bags, vacuum bags and light bulbs are available through the Bartley Front Desk.
- Card access laundry facilities available. Please see the Front Desk. Kiosk to purchase or load a laundry card. Debit and card only accepted..
- Please contact the Front Desk for any maintenance or housekeeping needs.
- ***If emergency services are required after hours please call Security at ext. 8911.***

Phones / Internet Access:

Each room is equipped with a telephone. You can access long distance by using a calling card. Please remember to dial the number 9 and then the number when calling outside of residence. When calling inside of residence use the extension number of the telephone number. Your telephone number in your room will be (807) 343-8888 and then the extension number that is showing on your telephone display. A telephone manual is located in your room for your convenience. Internet access is available via Ethernet cord through the telephone in each unit as well as Wifi. Please call the Front Desk for the Wifi password.

Damages:

Lakehead University Residence & Conference Services keeps an updated record of the conditions of Residence rooms, common areas and meeting space. Any damages, except for normal wear and tear, will become the responsibility of the guest. The organization/individual agrees to pay for the cost of repair or replacement of any damage done to University property. An itemized list of any charges and the damaged items will be forwarded to you. Please note: Weekly inspections in units of stays longer than 7 days.

Inspections:

Please be advised that a Conference Services staff member will be entering your unit to complete a fire and safety inspection monthly. A minimum of 24 hours notice will be given. This inspection is to ensure all units are safe and secure. During the inspection a staff member will be testing smoke detectors and inspecting fire extinguishers to ensure they are present and operating to standard. This inspection is to ensure the safety of all residence occupants. Please note that any items that violate the rules and regulations of Residence will be removed from your unit. **For a detailed list of the fire and safety inspections as outlined in the Residence Fire Safety Protocols please view:** <https://www.lakeheadu.ca/current-students/residence/tb/safety/safety-tips>

Lost Key Policy:

In the event that your keys have been lost, you will be charged for the cost of a lock change. The charges and key replacement will be a minimum of \$150.00.

Lock Out Procedures:

If you are locked out of your room between 8:00 am-12:00 am midnight please go to the Bartley Residence Front Desk for assistance. After hours, please call Security at 343-8569 and ask for the on call conference associate (CA) to be called to your location.

Check-Out Information

Upon your departure, slip your keys in the key envelope provided at check-in and return them to the Bartley Residence Front Desk. If the desk is unattended at the time of check out please drop them into the drop box located just outside Bartley Residence by the courtesy telephone. We hope you enjoyed your stay with us!

Refund Policy

Lakehead University Residence has a no refund / credits or return policy for any unused portion of the reservation received. Guests are encouraged to pay for one day at a time if unsure of the amount of days staying. Guest Services staff members are unable to process refunds. Refunds will only be done with authorization from Management, during regular business hours Mon-Fri, 8:30am-4:30pm. After hours or on weekends, guests will be required to leave their contact information for the Management to be in touch with them the next business day to assess their request. Emergencies are an exception and are at the discretion of Management.