

FREQUENTLY ASKED QUESTIONS

UC San Diego | Hospitality and Conference Services 2019

ABOUT GUEST HOUSING

What is Guest Housing?

Guest Housing is an on-campus housing option available to guests and affiliates of UC San Diego during the summer conference season. Guest Housing features furnished apartment, housekeeping services, towels, bed linens and in-room amenities. Guest Housing rates do not include meals or dining plans.

Who can stay in Guest Housing?

Guests must have a UC Affiliation and/or a verified UC San Diego Department Host in order to be eligible to stay in Guest Housing. These accommodations are intended for individuals, families or small parties engaged in business with the University during their stay. Some examples of eligible guests include UC Alumni, staff and faculty, visiting scholars, researchers, or other guests with a Department Host. Please refer to the "Guest Guidelines" document for detailed eligibility requirements.

When is Guest Housing available?

This summer season, Guest Housing will be available from June 22 through September 2, 2019. All guests must depart on or before the morning of Monday, September 2, 2019. Due to occupation by students during the academic year, these accommodations are only available during the summer conference season.

Where is Guest Housing located?

Guest Housing is located on the north end of the UC San Diego campus at The Village Housing Community. The Village is conveniently located just a short walk from RIMAC, Rady's School of Management, and a few miles from La Jolla's famous beaches, shopping, dining and entertainment.

Can I see maps and pictures of The Village?

- [Photos with sample decor](#)
- [Virtual Tours](#) (Videos)
- [Neighborhood Map](#)
- [Campus Map](#) (The Village can be found in North-West or upper-left corner)

ARRIVAL INFORMATION

Reservation is guaranteed for arrival on your confirmed check-in date only. If you do not check-in on the first day of your reservation and do not alert the Conference Desk in advance, the remaining portion of your reservation will be canceled.

Check-in time: After 4 pm (arrival date)

Check-out time: Before 11 am (departure date)

What if I arrive early or late?

Early Check-in: With advanced notice and space permitting, we will allow an early check-in on the date of your arrival. We require at least three (3) business days advance notice to confirm availability.

Late Check-out: Late check-outs are **not** permitted. Guests who do not check-out by 11 am will be subject to a late fee charge equal to one (1) nights' stay.

Where do I check-in?

You will check-in at [The Village Conference Desk](#) which is located on campus at **2202 Scholars Drive North, La Jolla, CA 92093**. Please visit the website for a neighborhood map and more information. The Village will be your primary source for assistance during your stay.

Once registered, please refer to the Confirmation Letter for additional details about your reservation.

ABOUT THE UC SAN DIEGO CHECK INN PROGRAM

I am a prospective student and will be visiting UC San Diego. May I stay in Guest Housing?

During the summer season, we are pleased to invite prospective students and their families to stay with us through the UC San Diego [Check Inn](#) program.

The Check Inn Program is an on-campus housing option available exclusively to prospective students that have reserved a Triton Tour. Check Inn guests may only stay a maximum of three (3) nights. To learn more, please visit our website to [Check Inn & Check Us Out!](#)

OTHER VISITORS

Will Guest Housing be available during Commencement weekend?

No, we regret that Guest Housing is not available during the academic year or for Commencement weekend. To assist in your housing search you may wish to review the "Alternative Housing Resources" on page 5 of the FAQ.

I am attending/visiting a Summer Camp or Conference Group. May I stay in Guest Housing?

Visitors of Summer Camps or Conference Groups (i.e. parents of a camp participant) may stay in Guest Housing. Please contact the Hospitality and Conference Services office for availability or submit an online reservation.

I have a child who is under 18 years of age. May they stay in Guest Housing without me?

Unaccompanied youth (minors under 18 years of age) are not permitted to stay in Guest Housing. All youth must be accompanied by and supervised by a parent or legal guardian at all times during their stay on campus.

I am a UC San Diego student and want to live on-campus. Can you help me?

We are unable to house current students. UC San Diego students should contact Housing Administrative Services at **858.534.4010** for assistance with Summer Session Housing.

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I am a student from another college/school. May I stay in Guest Housing?

If you are a student from another college/school and have an internship opportunity in the San Diego area, you are eligible for our Summer Internship Housing. Please contact Hospitality and Conference Services for additional information.

If you have any additional questions or would like to discuss special accommodation needs, please contact us for assistance. We are also happy to clarify if you are an eligible guest and/or if your host is an affiliate of UC San Diego. Please see page 5 of FAQ for contact information.

RESERVATIONS

How do I make a reservation for Guest Housing?

We accept reservation requests online. A URL link to the online reservation request form will be posted on the Guest Housing webpage during Spring Quarter. We request that you make your reservation at least two (2) weeks prior to your arrival, as housing is based on availability.

What is needed to complete the online registration form?

An advance payment of one hundred and forty dollars (\$140.00) is required for Guest Housing and Check Inn reservation requests. Guest Housing reservation requests are also required to submit contact information, reason for visit and your department host.

What else is required to complete my registration?

We require all guests to review and sign the "Guest Guidelines", and complete a "Waiver of Liability" for each occupant in the apartments. For your convenience you may upload the signed documents prior to your arrival. Otherwise, please present the completed and signed forms at check-in.

I need accommodations immediately. What should I do?

If you are planning a short notice reservation, where the arrival date is less than three (3) business days away, DO NOT make an online reservation request. Instead, Please call Hospitality and Conference Services to verify availability at **858.534.4220**. We cannot guarantee that short notice reservation requests will be accommodated. Additionally, we DO NOT accept walk-in reservations.

How do I cancel my reservation? Will I get my advance payment back?

Cancellations must be requested no later than twenty one (21) days prior to arrival, and must be requested in writing via email to: guesthousing@ucsd.edu. Any cancellations after that period will result in the loss of the advance payment. Refunds may take up to thirty (30) days to be processed.

Can I change the dates of stay/arrival/departure?

Any changes to reservation dates must be requested a minimum three (3) business days prior to arrival date. Please contact Hospitality and Conferences to make changes and inquire about availability. Requests will be granted based on availability.

RATES & PAYMENT 2019

Private Apartment:

Maximum capacity of five (5) to six (6) guests per apartment. Layout varies.

Regular Rate:

- 1 to 3 guests: \$140.00/night, per apartment
- 4 to 6 guests: \$190.00/night, per apartment

A ten percent (10%) discounted rate is available for extended stays of fourteen (14) or more consecutive nights.

What methods of payment do you accept?

Visa, MasterCard, American Express, Discover Card, Cash, Money Orders, Cashier's Check or Traveler's Check (made payable to "UC Regents" with the reservation number and guest's last name noted in the memo) are acceptable payment methods. We do not accept personal checks.

What is the rebilling policy?

The outstanding balance for each reservation is due no later than one (1) week prior to arrival date. You may log into your online reservation request account to pay the remaining balance. If the outstanding balance is not paid within one (1) week of arrival date, it will be automatically charged to the same credit card used for the advance payment, unless the office is contacted with different payment instructions. If you would like to arrange another payment method, or request a payment plan, please contact Hospitality and Conference Services as soon as possible.

If the reservation is made with less than one (1) week's notice, the full balance is due at the time of reservation. If you would like to arrange another payment method or request a payment plan, please contact Hospitality and Conference Services as soon as possible.

Are payment plans available?

To discuss an alternative payment plan, please contact Hospitality and Conference Services at the earliest opportunity at **858.534.4220**.

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ACCOMMODATIONS

What is in the apartment unit?

All Guest Housing apartment units are furnished and include:

- Bedrooms: beds with mattress, sheets, pillows, blankets, desks & chairs, closet or wardrobe space.
- Each bedroom is typically set up with either two (2) Twin-XL beds or a one (1) Full size bed
- Kitchen: sink, stove, refrigerator, microwave, kitchenware set and coffee maker
- Living Room: dining table with chairs and sofa
- Wastebasket and recycling receptacles

When should I expect housekeeping service?

Please expect housekeeping every other day between 8 am and 4 pm.

INCLUDED/NOT INCLUDED

Do I have Internet Access? Wireless?

Wireless is the primary network, and will be available in most of the housing areas. Once you are connected and open your browser, you will be directed to a Residential Network (ResNet) Authentication website with the option to register as a Guest.

To reduce the amount of time it takes to get connected, make sure you have the following before coming to campus:

- Enabled Firewall
- Updated Anti-virus software
- Updated operating system
- Updated software
(Especially Adobe products and Java)

For wireless internet access on the main campus, the UCSD-GUEST wireless network will only require agreeing to the AUP. For any questions or problems with the network, please call ResNet at **858.246.4357**. Additional information, including steps for the requirements listed above can be found on the ResNet website at resnet.ucsd.edu/conf.

Is there a television in the apartment?

Televisions with limited cable are provided in all Guest Housing apartments.

Are there cooking utensils, pots and pans?

A Kitchenware set is provided in each Guest Housing. Each Kitchenware set includes cookware (pots, pan, baking dish) and dining service (plates, bowls, cups) for four (4) guests. It also includes dishtowels, hot pads, dish rack, flatware and flatware tray, cutting board, place mats, dish soap and dish scrub brush. You are also welcome to bring your own dishes and cookware for use in the kitchen, but please note that dishwashing is not included in the Housekeeping Service. **Please wash any dishes that are used.**

Is there a microwave?

Yes, a microwave is included in all Guest Housing apartment kitchens.

Is there a telephone or radio in the apartment?

No, there are no telephones or radios in any of the apartments.

Is there air conditioning?

There is **no** air conditioning in any of the apartment units. Average high temperatures range between high 60's to low 90's degrees Fahrenheit. Below are the average temperatures for the summer months.

	June	July	August	September
High	76°F	81°F	82°F	81°F
Low	57°F	61°F	62°F	61°F

Where can I work-out? Is there a pool?

Guests may purchase a daily or weekly "Guest Rec Pass" to access recreational facilities on the UC San Diego campus. Facilities include: RIMAC, Canyonview pool and the Main Gym. To purchase a pass or find out more information, please contact UC San Diego Recreation at **858.534.4037** or visit [UC San Diego Recreation](#). You may also visit RIMAC Arena Reception Desk located a short walk from The Village. Please mention that you are staying in the Guest Housing Program at The Village when inquiring/buying a pass.

(Note: Guest Rec Passes are only available to visitors aged 18 years or older.)

Where can I request extra towels?

You may request an extra towel set at The Village Conference Desk.

Who should I contact with a maintenance concern?

Please contact The Village Conference Desk at **858.534.4165** with your concern so that a work order can be placed.

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DINING

Are meals included? Can I add meals to my reservation?

Meal plans are not included in Guest Housing and Check Inn reservations.

Where may I eat?

Guests are welcome to purchase meals or retail items at our [Dining Facilities](#). In addition to dining options on campus, you'll find many restaurants and grocery stores in the surrounding area.

- [Cafe Ventanas](#) (located within the ERC neighborhood)
- [The Village Place & Market](#) (located within The Village neighborhood)
- [Places to eat on campus](#)
- [Westfield UTC mall](#)

GETTING HERE

How do I get to UC San Diego?

Find driving directions, information about public transportation and maps at the links below.

- Driving directions to/on:
 - ◆ [UCSD campus](#)
- [Current traffic conditions](#)
- [UCSD shuttle service](#)
- [Public transportation serving UCSD](#)
- Regional San Diego [trolleys, bus service, trains](#), etc.
- San Diego International Airport [shuttle services](#) (Please use "556CV" as the UCSD group discount code)
- Los Angeles International Airport [ground transportation services](#)
- [Local taxi services](#)
- [Local rental car information](#)

What is my mailing address while staying on-campus?

The Village Conference Desk
[GUEST NAME]
The Village Conference Desk
9450 Gilman Drive
La Jolla, CA 92092-0100

Nearby grocery stores:



8657 Villa La Jolla Dr.
La Jolla, CA 92037
858.597.1550



8825 Villa La Jolla Dr.
La Jolla, CA 92037
858.642.6700



8657 Villa La Jolla Dr.
La Jolla, CA 92037
858.546.8629

Driving Directions to Guest Housing / The Village:

From I-5 South:

- Take exit 29 for Genesee Avenue.
- Keep right at the fork, follow signs for Genesee Avenue W. and merge onto Genesee Avenue. Turn left at N. Torrey Pines Road.
- Turn left at Northpoint Drive.
- Take first right at stop sign at Scholars Drive N. Destination is on the right in Building 3.

From I-5 North:

- Take exit 29 for Genesee Avenue.
- Turn left at Genesee Avenue.
- Turn left at N. Torrey Pines Road.
- Turn left at Northpoint Drive.
- Take first right at stop sign at Scholars Drive N. Destination is on the right in Building 3.

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PARKING

When are parking permits required?

Parking Permits are required on campus from Monday to Friday, 7 am - 11 pm. Parking Permits are not required on weekends. Please refer to [Visitor Parking](#) for the most current information and requirements. Parking spaces are not guaranteed.

Can you tell me about parking at UC San Diego?

Parking at UC San Diego includes both visitor spaces and permit-only parking lots/structures. Please view the parking maps or ask the Conference Desk for information on the closest available parking spots. Space can be limited and visitors are encouraged to use public transportation when possible.

- Parking Map: [Rady P357](#), [Pangea](#) and [Hopkins](#) Parking Structures
- [About Visitor Parking](#)
- [UCSD Parking Maps](#)
- [Parking Reciprocity](#) for visiting UC faculty and staff
- [Accessible Parking](#) for visitors with a Disabled Person placard or license plate

Is parking included with my stay?

No, parking permits are **not** included with Guest Housing. Parking permits may be purchased at the kiosks located at the Conference front desk or at each parking structure, at the [Gilman Parking](#) Office or [online](#) before arrival date.

CONTACT US

For further assistance please contact Hospitality and Conference Services; we are happy to help with any questions or special accommodation needs. Our regular business hours are: Monday to Friday, 8 am - 4:30 pm.

UC San Diego

HOUSING • DINING • HOSPITALITY

Hospitality and Conference Services

UC San Diego Hospitality and Conference Services

Phone: **858.534.4220**

Toll-Free: **866.388.8273**

Email: guesthousing@ucsd.edu

What parking spaces are closest to The Village?

The nearest parking lots include Rady P357, Pangea and Hopkins Parking Structure; parking spaces are not guaranteed. Please refer to [The Village Conference Desk](#) webpage for additional parking information.

Before I park my vehicle, can I drop off luggage or a passenger at the front desk?

There are a limited number of twenty (20) minute Loading Zones located near The Village Conference Desk along Scholars Drive North. You are welcome to use these loading zone spaces for loading purposes, but please be sure to obey the posted time limit.

I got a parking ticket! Can you help me?

Hospitality and Conference Services is unable to assist with parking citations. Parking space designations and posted restrictions are strictly enforced on our campus and violations may result in parking citations. For more information, please visit the Parking & Transportation website [here](#). You may also email them directly at citation@ucsd.edu.

Note: Request for any modification to an existing reservation must be requested in writing and sent via email to Hospitality and Conference Services at: guesthousing@ucsd.edu. Please allow up to three (3) business days for response.

Be sure to include the following information:

- Name of the reservation holder
- Confirmation number
- In the subject of your email, please indicate how we can help:
 - ◆ Add or Remove Additional Guest(s)
 - ◆ Cancellation
 - ◆ Changes to Arrival or Departure Dates
 - ◆ Request Early Arrival
 - ◆ Other (Please specify)

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ALTERNATIVE HOUSING RESOURCES

We understand that Guest Housing may not be the right choice for every visitor; as such we hope the following information may prove helpful in your housing search. Please note this is not an exhaustive list of lodging options and UC San Diego is not responsible for the content of external websites.

[Friends & Visitors of UC San Diego](#) is a great resource for visitors new to our campus.

Hotels nearby UC San Diego:

Bartell Hotels

Various hotel properties

1.800.345.9995

Hilton La Jolla Torrey Pines

10950 North Torrey Pines Road

La Jolla, CA 92037

858.558.1500

Embassy Suites San Diego - La Jolla

4550 La Jolla Village Drive

San Diego, CA 92122

858.453.0400

The Lodge at Torrey Pines

11480 North Torrey Pines Road

La Jolla, CA 92037

858.453.4420

The Clarion Del Mar Inn

720 Camino Del Mar

Del Mar, CA 92014

858.755.9765

Marriott Residence Inn, San Diego - La Jolla

8901 Gilman Drive

La Jolla, CA 92037

858.587.1770

Double Tree San Diego - Del Mar

11915 El Camino Real

San Diego, CA 92130

858.481.5900

Marriott San Diego - La Jolla

4240 La Jolla Village Drive

La Jolla, CA 92037

858.587.1414

Estancia La Jolla Hotel and Spa

9700 N. Torrey Pines Road

La Jolla, CA 92037

858.550.1000

Sheraton La Jolla

3299 Holiday Court

La Jolla, CA 92037

858.453.5500

ADDITIONAL RESOURCES:

- [San Diego Hotels](#) search for additional hotel listings
- [Discover San Diego](#) is the official travel resource for San Diego.
- [Communities of San Diego](#) is a map of communities and neighborhoods.
- [Market Comparison Report](#) lists local apartments in the UTC neighborhood.

Local Classified Advertisements:

- [Craigslist](#)
- [San Diego Reader](#)
- [San Diego Union Tribune](#)
- [UCSD Guardian](#) (campus publication)

UC San Diego affiliates and on-campus housing options:

Some UC San Diego affiliates may be eligible for apartment housing through Graduate and Family Housing. Depending on your affiliation, please contact the appropriate office:

- Graduate and Professional Students:
[Graduate and Family Housing](#)
- Faculty, Staff, Fellows, and Postdoctoral Scholars:
[La Jolla Del Sol](#)

Additional resources for UC San Diego affiliates:

- [UCSD Off-Campus Housing Directory](#)
- [Commuter Student Services](#)
- [Faculty & Staff Housing Resources](#)