

WELCOME!

YOUR STAY AT UCLA
STARTS HERE...

.....

Guest Information | Summer 2023

UCLA Conferences & Catering

FRONT DESK SERVICES

Providing excellent customer service is our number one priority. Please let us know if there is anything we can do to make your stay with us more comfortable and enjoyable.

The Front Desk in each residence hall is open 24 hours to provide you with helpful information and services including:

- Guest Meal Tickets
- Campus Escort Service available by dialing (310) 794-WALK (9255)
- Campus and Local Area Maps
- Maintenance for Your Room
- Change for Vending Machines
- Housekeeping Information and Services
- Information about Local Restaurants, Shops, Theaters, Religious Services, Banking, and Dry Cleaning

ADDRESSES & PHONE NUMBERS

DE NEVE PLAZA & DYKSTRA HALL

351 Charles E. Young Drive West, 131407
Los Angeles, CA 90024
Front Desk: (310) 825-5451
Campus Extension: 55451
Fax: (310) 206-8779

SPOUL COURT & SUNSET VILLAGE

Sproul Hall, Sproul Cove & Sproul Landing

350 De Neve Drive, 131707
Los Angeles, CA 90024
Front Desk: (310) 825-2075
Campus Extension: 52075
Fax: (310) 825-7092

RIEBER COURT

Rieber Hall, Rieber Terrace, Rieber Vista & Saxon Suites

310 De Neve Drive, 131607
Los Angeles, CA 90024
Front Desk: (310) 825-2275
Campus Extension: 52275
Fax: (310) 206-3738



DINING

Dining in one of UCLA's residential restaurants is sure to be an experience you will enjoy. All meals are self-serve and all-you-care-to-eat! (all-you-care-to eat doesn't apply to grab and go restaurants)

You will be dining in the residential restaurant assigned to your group. You will need your room key/ yellow conference card to enter for each meal.

Special note about lunch on your last day: Since you will have already checked out and returned your room key to the front desk, you will be given a "last meal voucher" when you check out if your group is scheduled for lunch. This voucher will allow you entrance into the residential restaurant.

RESTAURANT HOURS

Open daily. Hours of operation are subject to change based on operational needs.*

SPROUL DINING, RIEBER DINING, AND RENDEZVOUS DINING

Breakfast	7:00 a.m. – 10:00 a.m.
Lunch	11:00 a.m. – 3:00 p.m.
Dinner	5:00 p.m. – 9:00 p.m.

INDIVIDUAL MEAL TICKETS
can be purchased
at each front desk



Guests with food allergies or special dietary concerns due to medical conditions are encouraged to ask a dining manager in the residential restaurant for more information on recipes, ingredients, and food preparation methods. Guests can also communicate directly with our Nutrition Education Coordinator at (310) 206-3193.

*Dining locations and hours of operation are subject to change without notice, based on operational needs. Please visit the UCLA Dining Services website at dining.ucla.edu or your front desk for current summer hours of operation.

IN CASE OF AN EMERGENCY

EMERGENCY NUMBERS FROM YOUR ROOM PHONE:

- Police, Fire, Ambulance: **911**
- UCLA Police (non-emergencies): **(310) 825-1491**
- UCLA Medical Center Emergency Room: **(310) 825-2111**

Fire and earthquake safety information is posted on the back of your room door.

RECREATION

All residential guests receive complimentary access to UCLA's recreational facilities. Your room key/yellow conference card allows you entrance into the facilities mentioned below, so be sure to have it with you. Some housing facilities have indoor and outdoor recreational areas. Sunset Canyon Recreation Pool/Lawn Access (SCRC): Individuals or groups up to 10 people can access the lawn/volleyball courts/picnic tables at any time (over 10 requires a reservation). Pool use is restricted to 5 people or less (over 5 requires a reservation). Due to recreation camps, the pool or other areas may not be available for general recreation use.

FITNESS FACILITIES

BRUIN FITNESS CENTER (BFIT)

Located on the street level of Carnesale Commons and is available free of charge to conference guests. BFIT offers a variety of equipment for cardio and strength, day-use lockers, and restrooms. Please call (310) 825-3689 for more information. You need your room key/yellow access card to enter BFit. For hours of operation, visit: recreation.ucla.edu/facilityhours

JOHN WOODEN CENTER (JWC)

This indoor center features facilities for basketball, volleyball, badminton, rock climbing, racquetball, handball, and squash. Weight training and a variety of exercise equipment are also available. Men's and women's locker rooms offer showers and saunas, as well as lockers for rent while using the Center. You need your room key/yellow access card to enter the JWC. Please call (310) 206-8307 for more information.

COURT RESERVATIONS

Court reservations are necessary for basketball, tennis, racquetball, handball, and squash. To make reservations for tennis, please call the SCRC Front Desk at (310) 825-3671. For racquetball, handball, and squash reservations, please call (310) 206-8307. You can also visit the recreation website at recreation.ucla.edu.

All children under 16 years of age must be accompanied by an adult, 18 years of age or older. Please, No food, or beverages. JWC and SCRC hours are subject to change without notice.

SWIMMING POOLS

SUNSET CANYON RECREATION CENTER (SCRC)

This outdoor, park-like facility features two swimming pools. Both pools are surrounded by large grassy areas that are ideal for sunning, Frisbee, and volleyball. You will need your room key/yellow conference card to enter SCRC. Please call (310) 825-3671 for more information. Groups of 10 or more must make a group reservation. Meeting planners need to contact their Conference Sales and Event manager to inquire about reservations and availability.

THE PARK POOL

This 50-meter lap pool with a diving area is open to those 14 years of age or over. Open daily from 10:00 a.m. until 8:00 p.m.

THE FAMILY POOL

This 25-yard long shallow pool with an adjacent diving well is open to all ages. However, each child under 48" must be accompanied, in the water, by an adult. Individual access after 4:30pm (Monday–Friday) for family pool. Groups require reservations.

Please... no pets, glass containers, alcohol, toys, or flotation devices within SCRC. UCLA is a tobacco-free campus, thus, SCRC is a non-smoking facility. Personal stereos may be used with headphones. Dressing rooms with showers and coin-operated lockers are available. You may bring up to four guests into the SCRC facilities for a daily, per-person fee, by showing your room key/yellow conference card to the attendant.

GENERAL INFORMATION

CHECK-OUT TIME

Check-out is 11:00 a.m. To avoid “late check-out charges,” please personally check out and turn in your room key at your Front Desk by 11:00 a.m. If your schedule requires that you stay beyond 11:00 a.m., the Front Desk will provide you with short-term luggage storage arrangements with advanced notice. (See special note under “Dining” about lunch on your last day.)

ACCESS CARDS

The room key/yellow conference card you were given at check-in allows you entry into the residential restaurants. You will need to show the dining attendant your card each time you enter for a meal. This same card also allows you entry, free of charge, to UCLA’s recreational facilities, and needs to be shown to the attendant at the entrance to these facilities. Your card is also necessary for access to residential buildings. **Please take care not to lose or misplace your room key/yellow conference card, as there is a charge if not returned upon check-out.**

HOUSEKEEPING

For groups staying longer than seven days, our housekeeping staff will clean your room on a designated day, once a week. Your room will be vacuumed, dusted, have its trash emptied, and be provided with a new linen pack, unless other arrangements have been made by your group leader. To request fresh towels, please contact the Front Desk staff. The towels will then be delivered to your room at a designated time. Contact your Front Desk for exact times.

PARKING

All vehicles parked on campus are required to be registered, 24 hours a day, seven days a week, to avoid citation. Be sure to register your car for all days during your stay — including your check-out day. You can register your car at a “Pay by Space” kiosk located in campus parking structures, or by using the ParkMobile app on any smartphone, or from your conference organization, if prior arrangements have been made for this option. Please check with your Front Desk if you have any questions about parking.

MEETING ROOM TEMPERATURES

Every effort is made to keep meeting room temperatures as comfortable as possible. However, we recommend layered clothing that can be removed or added, depending on the temperature of your particular meeting room.

VISITOR BRUINCARD

Guests can purchase a Visitor BruinCard and add cash to it (BruinCard Easy Pay) — in increments of \$5 to use on purchases throughout the campus. Any un-used amount cannot be refunded. The Visitor BruinCard is accepted at all dining facilities, vending machines, residential laundry machines, the UCLA Store, and much more! This card does not provide any building or room access privileges. Cards are available for purchase from BruinCard kiosks located in the lobbies of De Neve Plaza, Rieber Hall, Hedrick Hall, and Covell Commons.

LAUNDRY FACILITIES

Laundry equipment is located in each housing facility. A Visitor BruinCard is needed to operate the machines. De Neve Acacia and Birch guests, please contact the De Neve Front Desk for information on how to operate the machines. If you have questions, please contact your Front Desk for further information and the exact location of your laundry room.

VENDING MACHINES

Vending and ice machines are located on the lobby level (either indoors or outside) of each residence hall. Visitor BruinCard, major credit cards, and cash accepted. For any vending questions or concerns, please see your nearest front desk.

NO SMOKING

UCLA is a tobacco-free campus. Smoking or vaping is not permitted anywhere on the campus, including the conference sleeping rooms, meeting rooms, or any outdoor areas. Thank you for your understanding and cooperation.

INTERNET ACCESS

Guest rooms are conveniently wired with high-speed Ethernet connection. In order to use the UCLA network, your operating system and anti-virus software must be up to date with the latest virus definitions and operating system updates.

Your system must meet the following requirements:

- Have an Ethernet network port (may be built-in or removable).

Have an Ethernet network cable (can be purchased at any store).

- Have Windows (7 or higher) or MAC OS-X (10.6 or higher) configured for a DHCP connection.

If your system meets these requirements, **FIRST**, plug your Ethernet cable into one of the Ethernet wall ports (port locations vary, there are generally two in each room, sometimes behind the desks). **NEXT**, open your preferred web browser application (e.g., Internet Explorer, Mozilla Firefox, Google Chrome, etc.), create a guest account with email registration, and enjoy.

If you require technical support, please contact the Covell Business Center at (310) 825-3400.

WIRELESS CONNECTIVITY

UCLA offers wireless Internet connectivity in all the residential and common areas for its guests. Please select one SSID to connect.

UCLA_Web (Public – No login required will need to reconnect every 24 hours)

eduroam (Secure – UCLA login via device settings, once you are connected you will have access for the remainder of your stay)

Note: To login to eduroam you must use your UCLA Logon ID or Guest Network Logon ID with @ucla.edu appended (i.e. UCLALOGONID@ucla.edu and password).

You may request temporary guest network logon IDs (i.e. for campus events, conferences, etc.). Visit www.it.ucla.edu/it-support-center/services/guest-network-logon-ids

For additional help with wireless connectivity, visit housing.ucla.edu/stc or contact the Covell Business Center at (310) 825-3400.

COVELL BUSINESS CENTER

For your convenience, the Covell Business Center offers guests access to its computer lab stations. These computers are free to use and are available for word processing, scanning, Internet browsing, and checking email. Guests also have access to copying, printing, and faxing for an additional charge.

Located in Covell Commons

1st Floor, Covell L-06

Phone: (310) 825-3400

Fax: (310) 206-7753

Hours of Operation

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Closed Saturday & Sunday

Hours are subject to change

UCLA Conferences & Catering

330 De Neve Drive, Suite L-02, Los Angeles, CA 90095-1492

(888) 825-5305 phone • (310) 206-0932 fax

conferences@ha.ucla.edu • conferences.ucla.edu