Your Conference Account Coordinator will work closely with you to determine your conference’s needs, review costs, and to manage the billing process for your program. The following provides an overview of what you can expect:

**1st PAYMENT**
A 20% Deposit Payment/Guarantee to reserve your space is due upon signing your Initial Letter of Agreement (ILOA).

**PLANNING MEETING**
Your Conference Account Coordinator, and representatives from Student Housing and Stanford Dining will meet with you in person to review your program’s specific needs.

Additional services (e.g., telephone lines, golf carts, Event & Labor Services, keys, linen, parking permits) will be arranged through your Conference Coordinator. To avoid rush charges and penalties, please submit your requests before the deadlines specified in this Conference Planning Manual.

**2nd PAYMENT**
A 95% Deposit Payment/Guarantee is due no later than 30 days before the start date of your conference.

**RECONCILIATION MEETING**
Within three days of the conclusion of your conference, your Conference Coordinator and a representative from Stanford Dining will meet with you to compare attendee numbers. This step is crucial in confirming the final housing and dining costs of your conference.

**BILLING AND PAYMENT**
Stanford Conferences will act as your overall resource for billing questions, and track your charges and payments to individual service providers. Please contact your Conference Coordinator if you need hardcopies of the invoices mailed to you. To ensure correct processing, all checks should be made payable to Stanford University (NOT to Stanford Conferences), and mailed to: Stanford Conferences, Attention: Finance, 615 Crothers Way Room 123, Stanford, CA 94305. You will receive all relevant backup with your invoices. Please contact your Conference Coordinator directly if you have any questions.

**ADDITIONAL PAYMENT(S): NET 30 DAYS**
Since your deposits cover only a portion of the expected housing and dining costs for your conference, additional payments are usually required to cover the full amount due. You can expect invoices for the extra services you choose to arrive over a period of weeks and/or months after your conference ends. Additional charges could be for services such as golf carts, telephones, parking permits, work orders submitted for Event & Labor Services, custodial services, recycling, trash, grounds, irrigation, Residential Computing and Stanford Catering. When submitting payment, please include your Customer Number and Account Number on every check to ensure payments are accurately assigned to your account. If your balance is more than 30 days past due, a late fee of $25 per day will be added.

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