

Service Requests for Clients

KEYS

- **Master Keys:** A master key for opening all rooms in a residential building may be requested provided your program is the only current occupant of that residence. **The key must be picked up from and returned to the Stanford Conferences office.**
- **Kitchen/Kitchenette Keys:** A few residences on the "Row" have kitchens that can be locked. In most Row Houses, arrangements can be made to use the kitchen refrigerator and/or ice machine. **Kitchen keys must be picked up from and returned to the Stanford Conferences office.** There is an \$11 charge for each key that is ordered.
- **Duplicate Keys:** On occasion, your program may need additional copies of a key (e.g., extra keys for the exterior door, office, or storeroom). There is an \$11 charge for each duplicate key ordered for your program. **All duplicate keys must be picked up and returned to the Stanford Conferences office.**
- **New Locks:** For security reasons, a program may wish to limit access to their building's common area by changing the locks (e.g., a seminar room used as an office). The cost for this service is approximately \$160 per lock, and varies based on the existing lock type and location.
- **Charges for Lost Keys:**
 - Master Keys: If the key is not returned at the conclusion of your program, your conference assumes the cost of replacing each lock in the affected building. Depending on the number of rooms in a building, the cost for these lock replacements could run as high as \$40,000+.
 - Undergraduate rooms in residential buildings must be accessed with a key (for the individual room and a fob (for access to the building). Residents will be given a key and a fob together. The charge for a lost key is \$120; for a lost fob it is \$65. If both are lost the charge will be \$185. In Graduate housing the charge for a lost key is \$165; for a lost fob it is \$65 and if both are lost it is \$230.

LINEN PACKS

Linen pack rentals are available for programs that are not taking linen service. Packs include a set of bed linens and bath towels. Packs may be rented for \$44 for 7 days or less, or \$56 for 8 days or more. Quantities of 10 or more packs should be requested in advance through your Conference Coordinator. The charge for an unreturned linen pack is \$150.

STUDENT WORKERS

Stanford Conferences can assist you in recruiting students to provide support to your program at the rate of \$25/hour. For example, luggage porters provide assistance transporting bags from your designated registration location to the conferee's rooms. Students can also be hired to provide campus tours for your group with a two hour minimum. The hourly minimum depends on the assignment and varies from two to four hours. Please contact your Conference Coordinator to discuss your needs.