

Conference Desk

The Maple-Willow-Larch (MWL) Conference Desk provides services to the guests of Maple, Willow, Larch, Oak-Elm, and Linden Halls. The Desk is located on the second level of the Maple-Willow-Larch (MWL) Commons.



The Conference Desk can be reached at 515-294-8401 (dial 4-8401 if calling from a campus phone). Unless otherwise arranged, desk hours are 7:00 a.m. until 10:00 p.m. every day when guests are living in the area. For after-hours assistance, call 515-294-8401 and follow the recorded instructions.

Conference Staff are eager to help serve the guests in our halls. Stop at the Conference Desk for local area information and maps of Ames and the campus areas.

ATM

An ATM machine is located in the MWL Commons near the Conference Desk.

Bus Service

Ames Transit (Cy-Ride) provides fixed-route bus service throughout campus and the city of Ames. Maps and timetables are available at the Conference Desk.

Check-Out

Before checking out, be sure to remove all personal items from the room, close the window, turn off the lights, and lock the door. Return your keys to Conference Staff at check-out time, or to staff at the Conference Desk.

Convenience Store (C-Store)

A convenience store called the "East Side Market" is located in the MWL Commons across from the Conference Desk. East Side Market carries a wide variety of snacks, beverages, bakery items, ice, and personal care products. Hours will vary throughout the summer. To contact East Side Market, call 515-294-4934.

Copies

You may ask staff at the Conference Desk to make a small number of photocopies for \$.10 per copy.

Dining Services

A Dining Center called "Seasons Marketplace" is located on the ground level of the MWL Commons. Some guests living in the area who have purchased a meal plan will receive meals at this location; consult with the head of your program for specific information about your meal plan, dining location, and serving times.

For most conferences, lost meal cards/tickets/wristbands can be replaced at the Conference Desk for \$10.00.

Emergencies

If you have an emergency such as a fire or immediate safety problem, call 911.

In the event of a tornado warning, proceed to an interior hallway on the lower floors of your building; stay away from glass windows and doors.

In case of a fire, please note the exit routes from the building. Use the staircase to exit the building; do not use an elevator in the event of a fire. Predetermine a place away from the building to meet with other members in your party.

Facilities Problems

For facilities problems, such as a non-functioning air-conditioner, window not closing, etc., you may contact the Department of Residence Service Center at 515-294-3322 for assistance. (Dial 4-3322 if calling from a campus phone.)

Internet Access

Residence halls have wireless Internet access. All residence hall guest rooms have plug-in access to the Internet using the data jack in each room. ISU has a service that allows campus visitors access to the Internet to browse the web and check email. To set up guest access follow these steps:

1. Open a web browser.
2. Enter "netreg.iastate.edu" into the address bar and press Enter if the ISU NetReg page does not automatically appear.
3. Select the specific event you are attending if it is listed and select "Register Here" or select "Guest Registration Here" if it is not listed.
4. Enter your local contact information and select "Next".
5. Read the terms and select "I Agree".
6. Reboot your computer when instructed to do so (approximately a one-minute wait) to complete your registration process.

Initial guest access is 7 days or the length of the event (if selected from the pull down menu). After expiration, visitors will not be able to re-register for guest access for 20 days. Questions regarding registration for guest access may be directed to the IT Services Solution Center at 515-294-4000.

Keys

Replacements for lost keys or keycards may be obtained at the Conference Desk.

Laundry

Laundry facilities are available on the ground floor of most residence halls and are operated with a guest card. Guest cards may be purchased at the Convenience Store. Contact the Conference Desk for additional information.

Linens

If your conference sponsor selected a linen package for your conference, you will have received a pillow, pillowcase, sheets, towels, washcloth, and soap at check-in. A blanket is also supplied. For conference groups with the Standard Service option, you may exchange your used towels and washcloths daily at the Conference Desk area.

Lost and Found

Lost and found items may be turned in or claimed at the Conference Desk.

Mail and Messages

Mail can be picked up at the window of the Conference Desk. Mail should be addressed:

