

Conference Desk

The Martin Conference Desk provides services to the guests of Martin, Eaton, Friley, and Helser Halls. Martin Hall is located south of Eaton Hall and west of Friley and Helser Halls. The Martin Conference Desk is in room 2104 Martin.



The Conference Desk can be reached at 515-294-7117 (dial 4-7117 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 515-294-7117 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 Union Drive Community Center (located northeast of Martin Hall).

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 "West Side Market" is located in the Union Drive Community Center. The West Side Market carries a wide variety of snacks, beverages, bakery items, ice, and personal care products. Hours will vary throughout the summer. To contact the West Side Market, call 515-294-8330.

Copies and Faxes

Copy and fax services are available at the Union Drive Document Center, which is located on the north side within the Union Drive Community Center. For information about services and hours, call 515-294-1319.

Dining Services

A Dining Center called the "Union Drive Marketplace" is located in the Union Drive Community Center. Most 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 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 lowest floor 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 each floor in Martin and Eaton Hall, the ground floor of Friley Hall (rooms A84 and A175), and Helser Hall (room 0252), and are operated with a guest card. Guest cards may be purchased at the West Side Market (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:

Full Name c/o Conference Name
Conference Services
2419 Friley Hall
212 Beyer Court
Iowa State University
Ames, Iowa 50012-1058

Messages received at the Conference Desk will be conveyed to the rooms periodically throughout the day and evening.

Noise

Noise that can be heard outside a closed residence hall room may be considered too loud by your neighbors. Please help everyone enjoy their stay by maintaining appropriate sound levels. If you need assistance in asking other residents to be quiet, you may contact the Conference Desk.

Parking

Parking in the lots immediately adjacent to Martin, Eaton, Friley, and Helser Halls is allowed only for check-in/check-outs (or pre-arranged limited stays) by displaying a conference guest pass (inquire at the conference desk). Short-term conference guest parking is available in the Ames Intermodal Facility (Lot 60), on Sheldon or Hayward Avenue, one block south of Friley Hall south of Lincoln Way.

Security & Safety

For your own personal safety, remember to keep your room door locked at all times. You should carry your room and keycard with you at all times. Most entry doors are locked 24 hours a day in Friley, Helser, and Eaton; exterior access doors leading to office areas in Friley will be open from approximately 8:00 a.m.-4:00 p.m. Monday-Friday. The outside main access doors in Martin will be locked from approximately 10:00 p.m. to 7:00 a.m.

The Iowa State University Police may be contacted at 515-294-4428.

For safety reasons, do not change the current room furniture set-up (for example, loft or de-loft beds.)

For safety reasons, removal of window screens is prohibited and fines of \$50 per removal will be assessed.

Smoking & Alcohol

ISU is a smoke-free campus. Smoking is prohibited on all university grounds, including parking lots, and in all university-owned or operated buildings, residence halls and apartments. Consumption of alcohol in the halls is prohibited.

Temperature Control

For those guests staying in the air-conditioned sections of Friley Hall (not all of Friley is air-conditioned) or Martin or Eaton Hall, the air-conditioning controls may be adjusted. If you need assistance, call the Conference Desk.

Telephone Service

Telephone lines are not active in guest rooms. Security phones for local calls are located near the main entrances to each residence hall and in the hallway of each floor or "house". Long distance calls will require a calling card. Refer to the following for use of residence hall telephones:

Emergency: Dial 911

Local Call:
On-campus, dial the last five digits of the number
Off-campus, dial 8 + local number

Calling the Operator:
Iowa State University Operator Dial 0
Off-campus Operator Dial 8 + 0

Placing a Collect Call:
Dial 8 + 0 + area code + 7 digit number
Listen for operator assistance

Placing an International Call (calling card required):
Dial 8 + 0

Using a Calling Card:
Dial 8 + 1 + directions on the back of the calling card

Text Telephone (TT) Users:
Relay Iowa provides full telephone accessibility to people who are deaf, hard of hearing or speech impaired.
Dial 8 + 1-800-735-2942 (TTD)
8 + 1-800-735-2943 (Voice)

Vending

Vending machines are located throughout the buildings.

Enjoy your stay!



Information & Services for Conference Desk in Martin Hall

The Conference Desk serving Martin, Eaton, Friley, and Helser Halls is located in 2104 Martin Hall

Telephone Number: 515-294-7117

Hours for Summer 2017
Sunday – Saturday 7:00 a.m. – 10:00 p.m.

Welcome to our residence halls! We have prepared this brochure to provide you with information you will need during your stay in our facilities. It is our goal to make your stay comfortable and enjoyable. Please let us know if we can do anything to make your stay better!