



## SHERATON

Syracuse University  
Hotel And Conference Center

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Dear Students,

We look forward to your upcoming stay at the Sheraton Syracuse University Hotel & Conference Center. We wish all of you the best as you start your year at Syracuse University. As this is a new experience for you, we want to make sure that we all work together to make this housing arrangement a success.

We have set up some provisions to accommodate you. For example, a member of the hotel's housekeeping department will clean your bathroom every 10 days. Cleaning will primarily occur between 10 am & 4 pm, however on certain occasions the day or time may vary due to staffing levels. You may not refuse this service, as the hotel must maintain the cleanliness of the bathroom. Wall and/or door hangings may only be secured using the blue tape provided in your room. Should you require additional blue tape the hotel will be happy to provide it to you. Our engineering staff must also routinely do a scheduled maintenance check in the rooms to make sure all items in the room are in working order.

In the event there is an issue with your room such as plumbing, lighting, electrical shortage, carpet staining, the unforeseen need to have the bathroom serviced, please let us know immediately by contacting the hotel operator. We are here to help and not place blame; we would rather correct the matter and ensure that the room remains in excellent condition for those guests who will occupy the rooms after you depart.

The Sheraton will not differ greatly from the experience you would encounter at a conventional university housing facility. That said, we must address the fact that you are a student being "accommodated" at the Sheraton rather than a traditional guest of the hotel. We would like to make you aware that the following services are NOT available to you, your family or friends:

- The Hotel Shuttle is for use only by our traditional guest and cannot be used by any student whether or not they are being "accommodated" at the hotel. This includes transportation to and from the airport, train station, campus, mall, armory, etc.
- The Parking Garage will not be available for use. Visitors will be responsible for the parking fees they incur with the garage.
- The Link by Sheraton – which is the computer space located in the main lobby by Rachel's restaurant
- Housekeeping Service is limited to bathroom cleaning and carpet stain cleaning as previously stated.



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- The pool and gym are only for you and can not be used by any visitors or guest of yours.

Given the nature of your extended stay, please provide your own bed linens (standard double), pillows, towels, coffee makers, and bathroom products (bath gel, shampoo, conditioner) as the Hotel will not provide these items.

While you are welcome to use the hotel facilities not mentioned above, the ability the charge against your room has been and will remain restricted. You would pay as you utilize the facility.

We are open to suggestion and of course anticipate some changes to occur as we all work together to make this arrangement a success! Thank you for choosing Sheraton, we look forward to serving you soon.

Sincerely,

General Manager



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### **Lost Keys**

In the event you lose your room key, with proper identification shown at the front desk, a member of the hotel can assist you in gaining access to your room. However, we are unable to issue a new room key without causing your roommate's key to become inactive.

Therefore, our policy requires for new keys to be issued, both occupants of the room will need to stop by the front desk and show ID. This practice ensures that no one other than the intended occupants have a key to the room.

### **Guests/Visitors**

Please note that your guests will be directed by the Front Desk to use a house phone to contact you. You will need to come to the lobby of the Hotel to meet your guest. It is considered a security violation to issue elevator access keys to non-hotel guests and is strictly prohibited.

### **Prohibited Items**

- 1) Candles, incense, or any other item designed for combustion
- 2) Firearms, weapons, or fireworks
- 3) Pets
- 4) Halogen lighting (due to extreme operating temperatures)
- 5) Cooking appliances (hot plates, toaster ovens, etc.)
- 6) Nails, screws or adhesives to adhere anything to the walls/doors in the room.  
(The Hotel will provide blue tape for this purpose).
- 7) Any item adhered to or placed in front of the windows in the room.
- 8) Alcohol. No one under the age of 21 shall be in the presence of alcohol.
- 9) The addition of any wiring, TV cable or phone lines is prohibited due to contractual arrangements the Hotel has with vendors.
- 10) Additional refrigerator(s). One refrigerator is provided in your room, or you have the option of renting one refrigerator (per room) from the SU Bookstore.

### **Smoking Policy**

Our hotel is 100% nonsmoking. If there is any evidence of smoking in the room, a \$200.00 cleaning fee will be charged to your room for each infraction.

### **Noise Policy**

This policy simply states that after a complaint has been made and the offending party notified of the complaint, a form is issued and signed. If the guest refuses to sign that complaint it is recorded as such.

We take the comfort of all of our guests seriously and will enforce the ZERO TOLERANCE without hesitation.

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We value all of our customers business but cannot jeopardize the comfort and safety of all the Hotel guests.

Thank you for your anticipated cooperation. Please feel free to contact the front office if you have any questions or concerns regarding this matter.

I have read and understand the information provided to me and agree to meet the expectations set forth above and in the welcome letter.

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Name Printed

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Room Number

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Signature

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Date