

BRODY NEIGHBORHOOD CONFERENCES FACT SHEET

Service Center

- Hours of Operation: The main front desk areas will be open **7am-11pm**, after 11pm the staff member will move to the main entrance of the building. A staff member is *available 24 hours* during your stay, only at different location of the building
- Please visit the Service Center for any of the following: if you lost your access card or key, maintenance concerns, if you need directions, free trash bags
- The Service Center does not have cash/change

Access

- Each guest will receive a conference card. This conference card will grant access to the exterior doors of the building as well as the living wings. If the group has meals included in their stay, meals will directly be loaded to the conference card. If a guest loses or misplaces their conference card, we ask that they **IMEMDIATELY** report it to the Service Center Representative for the card to be deactivated and for the guest to receive a new card
- Each guest will receive two brass keys. The green key is for the guest's room, the key without an identifier is for the community bathroom on the floor. If a guest loses their key/keys, we ask that the **IMMEDIATELY** report it to the Service Center

Fees

- The registered camp or conference will be billed for any lost keys or access cards, or room damage
- Lost conference card: \$10
- Lost bathroom key: \$15
- Lost room key: \$75

General information

- Recycling is available on the main floor of the building behind the Service Center
- Vending is available on the main floor by the Service Center
- The building includes Wi-Fi Internet access in the main lobby areas
- Parking: guests should park in lot 75 free of charge or can elect to pay \$8 per day at the Kellogg Center
 - Lot 75 is located next to University Village on Kalamazoo street, the Kellogg Center is located on Harrison avenue
- Linen exchange can take place at Brody Hall room 104 - *Monday-Friday 8am-5pm*
 - Linens are to remain the room on the beds upon conclusion of the conference
- Green emergency phones are located on each wing. This phone will disupte information in case of emergency and can also be used if guests need attention for an emergency in the building

Contact Information

- A Service Center representative is available 24 hours during your stay
 - Phone number for **Bryan** Service Center: **(517) 355-0721**
- Michigan State University Police Department: **(517) 355-2222**
- Brody Neighborhood Phone Number: **(517) 355-7480** *Monday-Friday 8am-5pm*
- Emergency: **911**