

Guest Accommodations Terms & Conditions

Welcome to McMaster University! We're excited to have you stay with us. This document outlines the key terms and conditions for your accommodation on campus. If you have any questions or need assistance, our Guest Service Centre is available 24/7 at 905-525-9140, ext. 27222, or by email at housing@mcmaster.ca. For additional details about check-in/out times, payment options, special requests, parking, and more, please refer to your confirmation email.

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Check-in & Check Out

Check In: Guests are welcome to check-in at 3:00 pm onwards, unless otherwise specified. Please visit the Guest Service Centre or check-in location based on your booking confirmation email.

Photo Identification: Please bring valid photo identification to present upon check-in.

Check Out: Guests are required to check out before 10:00 AM on the scheduled departure day or at the pre-arranged time. Unauthorized late check-out may result in one of the following: extra nightly charges, or the removal and storage of all items from the room to prepare for incoming guests. If late check-out is approved, the following charges apply:

- 10:00 AM to Noon: Complimentary
- Noon to 2:00 PM: \$25 charge
- After 2:00 PM: Please visit the online reservations portal or Guest Service Centres in person to make a new reservation, as late check-out beyond 2:00 PM is not available.

Cancellation & Change Policy

All conference and event reservations are **prepaid and non-refundable**, unless otherwise specified on your event registration portal.

Changes to existing reservations are subject to a **\$25 administrative fee**. In exceptional cases where a refund is approved, this fee will also apply.

To request a change, please contact reserve@mcmaster.ca at least 48 hours prior to arrival. Requests received within 48 hours of arrival may incur additional charges equivalent to one night's stay plus applicable taxes, in addition to the administrative fee.

No-Shows & Late Arrivals

Guests who do not check in on the scheduled arrival date and fail to notify us in advance will be considered no-shows. No-shows are subject to a penalty of one night's stay plus applicable taxes, and the remainder of the reservation may be released without further notice. If you anticipate a late arrival, please contact us in advance to ensure your reservation is held.

Payment Procedures

Payment Methods: We accept Visa, MasterCard, and American Express as valid forms of payment. Please note that cash, debit cards, personal checks, money orders, and direct deposits are not accepted.

Late Booking Fee: McMaster University may apply an additional fee of fifty dollars (\$50) for accommodations arranged less than 48 hours in advance of the scheduled arrival.

Late Check-In Notification: If you plan to check in after 10:00 PM (22:00), please notify the Service Centre by emailing housing@mcmaster.ca. Failure to do so may result in the cancellation of your room and its reassignment to another guest.

Early Departure Notice: If you plan to check out before the original departure date, please provide at least one (1) night's notice to reserve@mcmaster.ca. This may lead to a rate adjustment for the previous nights stayed, and any remaining balance will be due upon check-out.

Late Payment or Discretionary Eviction: Guests may be asked to vacate the residence if they fail to pay their daily, weekly, or monthly room charges on time, or if deemed necessary by McMaster University Housing & Conference Services or McMaster Campus Safety, at their discretion.

Rules, Regulations and Prohibited Items

General Compliance: All individuals using McMaster residence buildings must adhere to McMaster University's policies, as well as relevant provincial and federal laws concerning health, safety, and public order. Visit: [McMaster Policies](#).

Property Damage: Destruction, vandalism, theft, or unauthorized movement of McMaster University Housing & Conference Services property, including furniture and mattresses, is strictly prohibited.

Sports and Physical Activities: Sports and physical activities are not permitted in hallways or common areas. Prohibited activities include, but are not limited to, throwing objects, wrestling, hockey, boxing, frisbee, inline skating, skateboarding, and bicycling. Hoverboards are also prohibited inside residence buildings due to safety and fire concerns.

Harassment and Abuse: Physical and sexual assault, verbal abuse, threats, intimidation, harassment, coercion, offensive language, or any conduct that endangers the health or safety of oneself or others is prohibited. (Visit: [Discrimination & Harassment Policy](#))

Trespassing and Unauthorized Entry: Trespassing, tampering with, or unauthorized entry into McMaster University Housing & Conference Services premises or property, including roofs, elevators, offices, or balconies, is prohibited.

Compliance with Requests: All individuals must comply with the requests of any McMaster official (including security staff, building staff) in the performance of their duties.

Removal from Housing: McMaster University Housing & Conference Services reserves the right to immediately remove any person from housing without refund if their conduct is deemed unsafe or unacceptable. Grounds for removal include, but are not limited to:

- Use or possession of alcohol (regardless of age), drugs, or drug paraphernalia
- Offensive language or health and safety violations
- Unauthorized entry or behavior that violates McMaster's policies
- Misuse of facilities

Tobacco and Smoke-Free Campus Policy

- Effective January 1, 2018, McMaster University became Ontario's first 100% Tobacco & Smoke-Free campus, and one of the first in Canada to adopt this comprehensive policy. The use of tobacco and all oral smoking devices is strictly prohibited on McMaster grounds. This initiative reflects the University's commitment to promoting the health and well-being of all individuals on campus. Violations of this policy, including smoking inside residence buildings, may result in a fine of up to \$5,000 and removal from the residence without refund. For more details, please refer to the full [Tobacco & Smoke-Free University Policy](#) and consult the [McMaster University Campus Map](#) for information on designated smoke-free areas.
- McMaster acknowledges the unique cultural significance of traditional and sacred medicines in many [Indigenous communities](#). Exemptions to this policy may be granted upon request for Indigenous members of the McMaster University community.

Cannabis Policy in Accommodations

- Guests aged 19 and older are permitted to possess up to 30 grams (about one ounce) of dried cannabis, or its equivalent in other forms, while staying in McMaster accommodations. Violations of this policy, including smoking inside the residence, may result in a fine of up to \$5,000 and removal from the residence

without refund. For more details, please refer to the full [Tobacco & Smoke-Free University Policy](#) and consult the [McMaster University Campus Map](#) for info on designated smoke-free areas.

- Cannabis and related items must be stored in a clearly labeled container and kept within the guest's private room. When transporting cannabis outside of private rooms or common lounges, it must be kept in a sealed container.
- The consumption of pre-made edible cannabis products is allowed; however, cooking, baking, or preparing cannabis products for consumption in accommodations is prohibited. Consumption of cannabis is strictly prohibited in hallways, stairwells, elevators, bathrooms, study rooms, game rooms, laundry rooms, or any other shared spaces within the building.
- Any unsafe practices related to cannabis use, including misuse or over-consumption, are prohibited.

Alcohol Policy

- Guests who are 19 years of age or older may possess and consume alcohol in their rooms. For more information, please refer to the [University Alcohol Policy](#).
- **Large Containers:** Kegs or large-volume containers of alcohol are not allowed in accommodation halls.
- **Common Rooms:** Guests who are 19 years of age or older may consume alcohol in common rooms under the following conditions: 1) Only one drink or container per person is allowed. 2) Containers must be made of plastic or another non-breakable material.
- **Prohibited Areas:** Alcohol consumption is not allowed in hallways, stairwells, elevators, bathrooms, study rooms, game rooms, laundry rooms, or other building common areas.
- **Activities:** Any activity (e.g., drinking games) that encourages or requires alcohol consumption or has intoxication as its primary goal is prohibited.
- **Excessive Consumption:** Excessive consumption and public intoxication are strictly prohibited, regardless of age.
- **Outdoor Drinking:** Drinking on university property is not allowed unless in designated outdoor dining areas.
- **Unsafe Practices:** Unsafe practices related to alcohol use, including misuse or over-consumption, are not permitted.

Minors in Accommodations

- Guests under the age of eighteen (18) must be accompanied by an adult during their stay. The University will not accept reservations, permit check-ins, or allow minors to be housed without a chaperone present. Chaperones are required to stay on the same floor or wing of the accommodation facility as their underage guests and are responsible for them at all times.
- Please note, a **minimum ratio of one chaperone for every ten (10) minors is required**. A higher ratio of chaperones to minors is strongly recommended.

Pet and Service Animal Policy

- Pets and animals are not permitted in residence buildings. However, Service Animals and Service Animals in Training are allowed on campus if their tasks are directly related to the guest's disability and the animal has been trained to perform these tasks.
- **Requirements for Service Animals and Service Animals in Training:** Service Animals must be in good health and have certification of annual vaccinations from a veterinarian. They must wear a valid vaccination and identification tag, as well as an appropriate collar, leash, and vest always. Service animals are not allowed in hallways, bathrooms, or common areas unless secured on a leash and accompanied by the guest. Animals must be well-behaved in social settings and able to demonstrate basic obedience commands (e.g., "sit, down, stay, come") and respond promptly to the guest, even in high-distraction environments.
- **Guest Responsibilities:** The guest must always maintain control of the service animal. The service animal must be secured (e.g., in a kennel or crate) when the guest is not present, for the animal's safety and the safety of McMaster staff. If a staff member requests the animal to be removed from an area during work or emergency situations, the guest must comply. The guest is responsible for any damages caused by the service animal, including cleaning and repairs. The guest must ensure the service animal is taken outside to relieve itself and promptly clean up waste. If unable to do so, the guest must make arrangements for assistance. Unattended or unrestrained animals will be removed at the owner's expense to ensure the safety of the community.
- **Request Procedure:** Please submit a written request, along with all supporting documentation, to reserve@mcmaster.ca at least 30 days in advance to reserve accommodations for a service or support animal.

Prohibited Items

The following items are strictly prohibited on campus:

- Weapons (including toy replicas)
- Explosives and pyrotechnic substances (e.g., fireworks)
- Firearms (including toy replicas)
- Pets (except for approved service animals)
- Appliances or heating elements in individual accommodation rooms (e.g., coffee makers, hotplates, toaster ovens, kettles)
- Halogen lamps or those requiring combustible fuel
- Lit candles or incense