

Queen's University Summer Accommodations - Frequently Asked Questions

What is required to guarantee a reservation?

A valid credit card is required to guarantee all reservations. Payment is not collected until check-in. Please note: this credit card will be used for charging for any no-show reservations as per the cancellation policy.

What is the cancellation policy?

If you wish to cancel your reservation, we must receive notice 24 hours prior to check-in time on scheduled date of arrival. Should this cancellation not reach us before this deadline, a charge for the first night of stay will be applied to the credit card number provided.

What time is check-in / check-out?

Check-in: 3:00pm
Check-out: 11:00am

What is required to check-in to my room?

A valid credit card for full payment is required upon arrival. Minimum check-in age is 18 and valid ID is required at the time of check in. Guests under 18 years of age must be accompanied by a chaperone (ratio 1 adult to 10 minors).

How can I pay for my room?

Full payment for room/unit is due upon arrival by Visa, MasterCard, Cash or debit. We do not accept American Express. Split payment can be accommodated at check-in only. Both parties must be present at time of check in.

What is the chaperone policy?

Guests under 18 years of age must be accompanied by a chaperone (ratio 1 adult to 10 minors).

Can I park on Campus?

Parking is available on campus. The daily rate is \$14 and the weekly rate is \$28. Parking between 5pm and 7 am weekdays and on weekends is free. More information and parking passes are available upon check in. Please be sure to read the posted signs before parking.

Are pets permitted?

Pets are not permitted in Queen's Summer Accommodations. Service Animals with appropriate documentation are welcome.

How often will I receive housekeeping?

Your room will be cleaned every other day between the hours of 9:00 am and 1:00 pm. If your room is unavailable for cleaning during this time, the housekeeping staff will not return until the next scheduled cleaning day.

Is there internet access available?

Free Wi-Fi available in the David C. Smith House and Brant House. All other buildings offer free Internet access with an ethernet cord; please ask for instructions at check-in.

Are there telephones in the guestrooms?

There are not telephones in each guestroom. Telephones are available for local calls in the common areas.

What is the smoking policy?

In accordance with Kingston By-Law No. 2002-231 all Queen's University buildings are 100% smoke free. Smoking must be done outside, 9 meters from the building. This applies to traditional as well as electronic cigarettes. Failure to comply with these rules will result in a charge.

Is bicycle storage available?

Bicycles can be stored in your guestroom.

How do I make a booking for a group of rooms?

Group bookings can be made for groups requiring 10 units or more. Complete the booking request form at <http://eventservices.queensu.ca/accommodations/group-accommodations/group-accommodations-booking-request/>
A member of the team will be in touch within 3 business days.

Groups requiring 9 units or less can make individual reservations online at <https://reservations.eventservices.queensu.ca/> or by contacting the Queen's Event Services main office 613-533-2223 extension 0.

Will all of our groups' rooms be together?

While efforts are made, we cannot guarantee all rooms will be together.