

PARKING & TRANSPORTATION

How far away is Nashville International Airport?

The airport is located 9 miles east of campus. Guests can travel by taxi, shuttle or public transportation. Taxi fare to the airport costs \$25-\$30.

Where do I park?

Guests with a valid Vanderbilt parking permit may park their car or van in the Terrace Place Parking Garage at 2016 Terrace Place.

Bus drivers will receive parking instructions at check-in.

How do I purchase a parking pass?

A Vanderbilt permit is required to park in any space on campus. Parking passes can be purchased online at <http://vanderbi.lt/bingham>. Car or van parking is \$10 and bus parking is \$25.

What city transportation is available to/from campus?

The Nashville MTA has partnered with [Google Transit](#), a public transit trip planning feature of Google Maps. This feature allows you to plan your bus route by entering your starting location (i.e. Vanderbilt University) in the start field and your arrival destination (Wild Horse Saloon) in the end field. Add your destination or arrival time and click 'Get Directions.' Google Maps also provides walking directions to assist you in reaching your destination once you get off a bus. To view the Google Transit tool, click this link <http://www.nashvillemta.org/Nashville-MTA-Trip-Planner.asp>.

RESIDENTIAL

What is in the room?

Vanderbilt provides a twin size bed, a desk, a desk chair, a dresser and a closet for each guest. Each room contains overhead lighting, blinds, a full-length mirror, a trash can, a recycle bin and campus Wi-Fi.

My plane was delayed and I missed the designated check-in time, what do I do?

Just call our 24/7 Conference number (615) 343-8699 and someone will assist you. Whatever your special needs may be, we will be happy to assist in making your stay comfortable and rewarding.

Where do I check-in?

Guests may check-in at the front desk of the Kissam Center. The Kissam Center is located at 2101 West End Ave directly across the street from the Lowes Vanderbilt Hotel.

Where do I check-out?

An express check-out box is at the front desk of every residential hall. Drop your keys, conference card and lanyard in the box. Conference cards and keys that not returned are \$85.

What do I do if lose my key and conference card?

Call the 24 hour Conference Phone Number (615) 343-8699.

Where can my team meet on campus?

Most residential halls have a lobby or conference room on every floor. These common spaces are available to teams at any time of the day. The space is reserved on a first come first serve basis.

Is there Wi-Fi in the residential halls? How do I login?

There is complimentary Wi-Fi in all of the residential halls. You will receive login instructions at check-in. If you need additional assistance, please see the staff member at the front desk of the Kissam Center.

Will I have access to the rec center?

Guests residing on campus will have access to the state of the art [Vanderbilt Recreation and Wellness Center](#). In 2015 the center was ranked by Best College Reviews as the top 25 most amazing student recreation centers that America has to offer. To view the Vanderbilt Recreation and Wellness Center website click this link <http://www.vanderbilt.edu/recreationandwellnesscenter/>

My access card won't work, what do I do?

Wait a minute and try your card again. If that does not work, call the 24 hour Conference phone number at (615) 343-8699. It generally takes 15 minutes to reactive a card.

I have a maintenance problem in my room. What do I do?

Call the 24 hour Conference Phone Number (615) 343-8699.

Who can access the houses and floors?

All houses are secured using a card access system for exterior doors, interior stairwells, and elevators. Guests have card access only to the houses to which they are assigned. From midnight until 8AM, guests can access only their floors.

Are linens provided and, if so, what exactly is provided?

Linens are provided for those groups who request a linen packet in advance for a nominal fee. The linen packets consist of two towels, one washcloth, two sheets and a pillowcase, one pillow and a blanket.

Where can I do my laundry?

Laundry rooms are in each residential halls and located on the first floor or basement floor. Washers and dryers each cost \$1.25 per load.

What do I do if I get locked out of my room?

Call the 24 hour Conference Phone Number (615) 343-8699 and a staff member will meet you within 15 minutes to give you access to your room. Please note that an ID is required.

MEALS

Am I required to have a meal plan?

All guests residing on campus are required to purchase a meal plan.

Accommodations are conveniently located near the dining center. Vanderbilt Campus Dining is highly decorated, winner of many prestigious awards in the food service industry, including Best On-Site Food Service Operation in the Nation, Best Food Service Operator, the prestigious Ivy Award, and many more. Our team also consists of several award-winning, certified chefs.

What is included in the meal plan?

The meal plan includes breakfast, lunch and dinner each day. On Friday, May 27-Sunday, May 29, boxed lunches will be available at Ted Rhodes Park. A meal plan is \$29.05/day and the meal plan will be pre-loaded onto conference cards and distributed at check-in.

What is included in the box lunch?

The lunch box includes a sandwich, chips, apple, dessert and a drink.

When are meal times?

Breakfast will be served from 5:30-8 a.m.
Lunch will be served from 11 a.m. – 1 p.m.
Dinner will be served from 5 – 7 p.m.
The Pub will be open from 6 – 9 p.m.

When are meals not provided?

For guests staying overnight on campus, the meal plan does not cover your check-in and check-out dates. We invite our guests to celebrate at restaurants, bars, brewers, distillers, dessert-makers, and other fine food establishments that make Nashville a premiere culinary destination. For a list of restaurants within walking distance, click [here](#).

Where can I eat on campus?

Guests will eat at the Rand Dining Center in the center of campus.

What is the menu at the Rand Dining Center?

The menu list will be posted in advance of your arrival. For a listing of full menu options please click this link <http://campusdining.vanderbilt.edu/menus/>.

What if I have a special dietary restriction?

We're committed to offering guests dietary choices that fit their needs. There is a place on the online registration form for guests to submit dietary restrictions. Please let us know your dining requirements. We will do our best to accommodate special requests.

MISC.

Is there a payment plan?

A 25% deposit is required to reserve overnight rooms and meal plans. Team organizers can make payments on the balance at any time. The account must be paid in full by April 15, 2016 or reservations will be lost. Please plan accordingly and note the cancellation policy.

What happens if I get sick while on campus?

There is a CVS Pharmacy which has a 'Minute Clinic,' located off 21st Ave on Scarritt Place. Board-certified practitioners are trained to diagnose and treat common illnesses, flu, cold, strep throat, bronchitis, ear, eye and sinus infections. Open 7 days a week. No appointment is necessary, most insurance accepted. An ambulance will be called for all major medical emergencies and injuries.

What does the Office of Conferences do to ensure our safety while on campus?

The Office of Conferences takes your safety very seriously. All buildings are controlled by an access security card system. Cards are pre-programmed specifically for your participants based on zoned areas and where we have agreed to specific areas of access in advance. Reception desks will be staffed and Allied Barton Security personnel will be on duty. Security cameras record all activity at all the entrances and hallways of all residence halls.

The Vanderbilt University Police Department is a professional law enforcement agency dedicated to the protection and security of Vanderbilt University and its diverse community. Non-Emergency - Call (615) 322-2745 or 2-2745 from a campus extension

For emergencies call 911 or (615) 421-1911

Where is the closest ATM?

ATMs are located at Sarratt Student Center, Branscomb Quadrangle, The Vanderbilt Clinic, Medical Center North and the Kissam Center. Sun Trust and Regions Bank have full service branches within walking distance of campus.

BINGHAM CUP FAQ

What is the Smoking Policy?

Smoking is not permitted on Vanderbilt premises, except for special designated areas. At Vanderbilt, smoking paraphernalia includes, but is not limited to, cigarettes, tobacco, and devices such as e-cigarettes, pipes, vaporizers. A map of designated areas is available [here](#), and a copy of the full Smoking Policy is available [here](#).

What is the cancellation policy?

To receive a refund for a room(s), a meal plan purchase(s) and parking pass(es), requests should be emailed to the Vanderbilt Office of Conferences at Conferences@vanderbilt.edu at least 90 days in advance of arrival.

Refunds generally require thirty (30) days for processing and may only be sent to the individual who made the payment to the University. Refunds may be in the form of a credit or reversal to the card the payment originated from or as a University check. The type of refund is at the discretion of the University.

Changes to the reservation and meal plan may not be permitted after April 15, 2016. In the event that a room(s) is cancelled after April 15, 2016, no refunds will be granted to the organizer. Additional cancellation fees are as follows:

February 15 - March 14: Refund 50%

March 15 - April 15 : Refund 25%

April 16 - Arrival Date: No Refund

These fees represent work completed by Vanderbilt Office of Conferences, on behalf of the Organization in advance of the event.