

# WELCOME



We would like to welcome you to your guest suite accommodations and hope that your living experience will be pleasant and comfortable.

Please review this packet as it contains useful information to assist you during your stay. Should you have any questions or concerns, please feel free to contact us.

We look forward to being of great service to you!



**SAN FRANCISCO**  
**STATE UNIVERSITY**

**Conference & Event Services**

**Phone:** (415) 338-3972

**Email:** [confsvcs@sfsu.edu](mailto:confsvcs@sfsu.edu)

# THINGS TO KNOW



We hope the time you spend in your guest suite accommodations will be as comfortable as possible. Please enjoy your stay.

## AMENITIES

### BED LINENS AND TOWELS

Are available to those who purchased weekly Housekeeping services.

### COMPLIMENTARY TOILETRIES

Are provided at check-in. Not replenished for the entire duration of the stay.

## CLEANING

For stays over 10 days, Housekeeping will clean the unit once a week upon request.

## TV & INTERNET SERVICE

Cable television and access to SF State wireless internet are included. To access the internet use the instructions on the getting connected page of this packet.

## MAINTENANCE & HOUSEKEEPING SERVICES

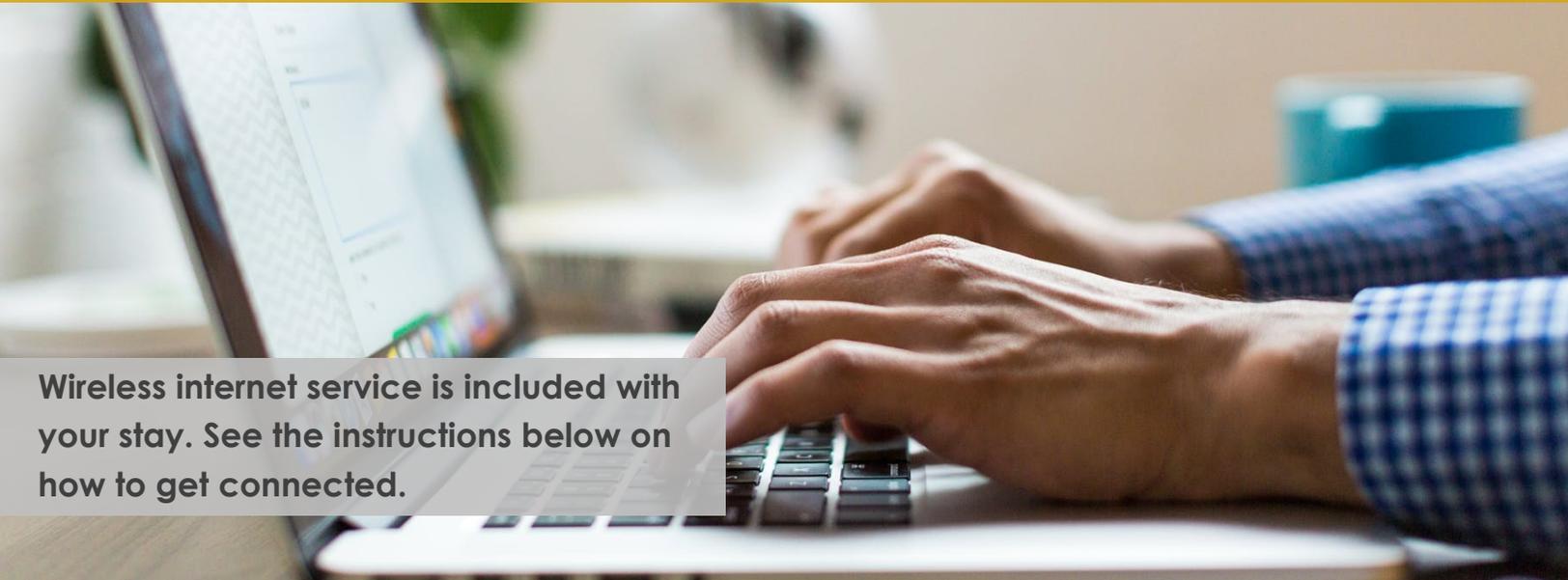
For maintenance assistance or lock-outs contact:

**Facilities Service Center**  
(415) 405-0579

### HOURS

8am—12am | Monday through Friday  
9am—12am | Saturday and Sunday

# GETTING CONNECTED



Wireless internet service is included with your stay. See the instructions below on how to get connected.

## 1 CHOOSE YOUR NETWORK

Internet service for guest suites are provided through two different providers: Apogee and ResNet. The list below shows which internet provider you should connect to.

## 2 LOG-IN TO CONNECT

Open any internet browser and enter your username/password or your voucher code depending on the internet provider you are using. Click "CONNECT".

## 3 RESTART YOUR DEVICE

Once you've logged in, restart your device. You will be connected to the wireless internet service once your device re-boots.

## INTERNET SERVICE PROVIDERS

### UNITS IN 225 & 235 BUCKINGHAM WAY

**Apogee** | Username and password is provided in your guest suite confirmation email.

### UNITS IN 265, 285 OR 325 BUCKINGHAM WAY

**Resnet** | A voucher code is provided in your guest suite confirmation email. The password is "resnetwifi1".

## CONNECTION HELP

**APOGEE** | (888) 478-8864 | 24 hours/day

**RESNET** | Mon—Fri 8am—5pm  
(415)338-1420 or [service@sfsu.edu](mailto:service@sfsu.edu)

**To request a new voucher code contact:**

### CONFERENCE & EVENT SERVICES

Mon—Fri 9am—5pm | (415) 338-3972 or  
[confsvcs@sfsu.edu](mailto:confsvcs@sfsu.edu)

# EVERYDAY LIVING



It is our goal to maintain the highest quality living environment for our guests.

## MAINTAINING YOUR COMFORT

We are located in a high-humidity coastal environment. Therefore, we encourage you to take proper precautions to ensure your comfort.

### VENTILATION AND MOISTURE CONTROL TIPS

- Close windows and doors in damp or rainy weather and keep windows open at all other times whenever possible.
- Try to maintain a room temperature between 50-80° F at all times.
- Clean on a regular basis.
- Wipe down and dry areas where moisture accumulates.
- Ventilate your kitchen when cooking or running the dishwasher. Continue until all excess moisture is removed from the room.
- Do not air-dry clothes inside or allow damp or moist stacks of clothes to lie in piles for extended periods of time.
- Thoroughly wipe and dry spills on carpet or floors.
- Do not overfill closets or storage areas.
- Cross-ventilate your entire apartment for at least 60 minutes a day, twice a day.

**Notify the Facilities Service Desk at (415) 405-0579 immediately of any:**

- Evidence of water leaks or excessive moisture in your apartment, storage room, garage or any other common areas.
- Evidence of mildew growth that cannot be removed by simply applying a common household cleaner or any area of mildew that reappears despite regular cleaning.
- Failure or malfunction with your heating or ventilation systems.
- Inoperable windows or doors.
- Musty odors that you notice in your apartment.

# GETTING AROUND



Navigating San Francisco can be exciting, yet tricky. The following transportation and parking information will help you get around.

## ALTERNATE TRANSPORTATION

### RIDESHARE

#### Zip Car Uni

[www.zipcar.com/universities](http://www.zipcar.com/universities)

#### Uber

[www.uber.com](http://www.uber.com)

#### Lyft

[www.lyft.com](http://www.lyft.com)

#### Lime

[www.limebike.com](http://www.limebike.com) | (888) 546-3345

### CAB COMPANIES

#### Green Cab

(415) 626-4743

#### Yellow Cab

(415) 333-3333

#### Bay Shuttle

(415) 564-3400

### BIKE RENTALS

#### SF Bike Rentals

(415) 229-2000

#### Bay City Bike

(415) 346-2453

## PUBLIC TRANSIT

### MUNI | Bus 18, 28, 29, 57 | Tram M line

MUNI is San Francisco's typical form of transportation used to get around the city. It consists of buses, light rail metro trains, historic streetcars, and iconic cable cars. Guests living in UPN can take the 57 bus to West Portal Station or to Daly City BART/Lakeshore Plaza.

### BART

Daly City BART is only a few miles away and provides regional transit service into Bay Area locations, including direct service to San Francisco International Airport.

### CALTRAIN

Caltrain provides local, limited and Baby Bullet train service between San Francisco and San Jose.

### SAMTRANS | Bus 122

SamTrans provides bus service around Stonestown Galleria, Lake Merced and to Daly City BART.

## PARKING PERMITS

One parking permit per guest suite is available for purchase. Instructions on where to park is included in your check-in packet. The parking permit only allows you to park in the designated parking stall number. Any cars

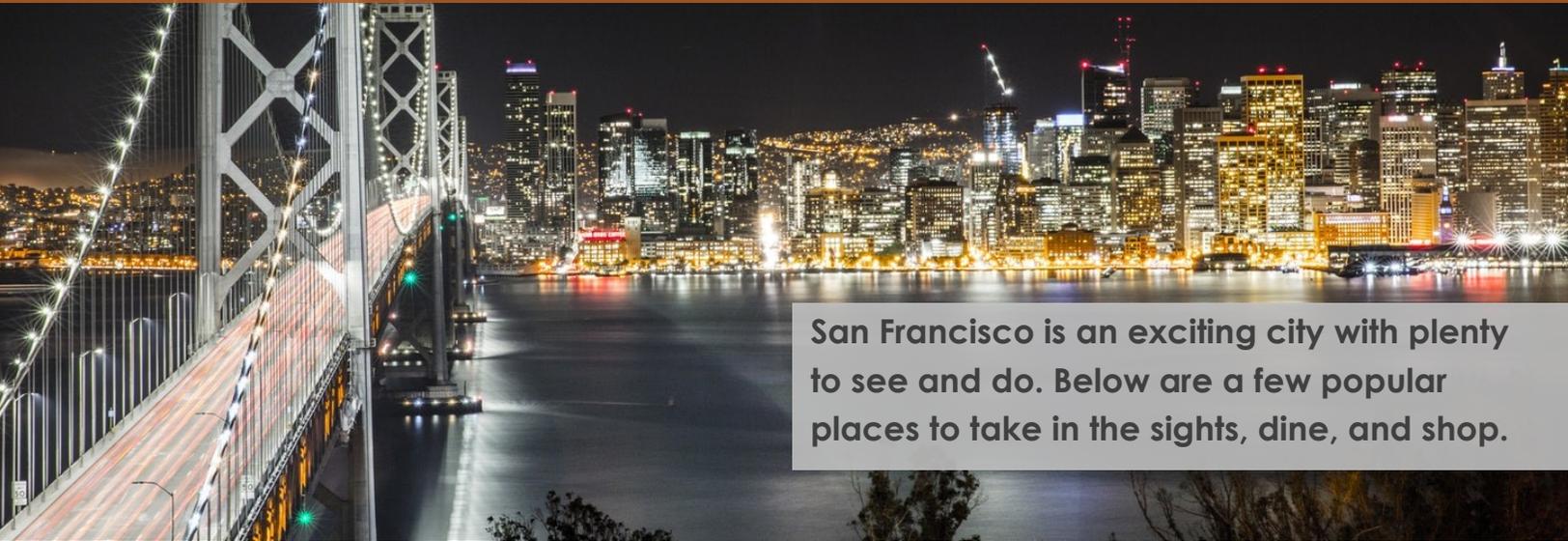
found in parking stalls not associated with the program will be towed at the owner's expense.

### PARKING OR SECURITY CONTACT INFORMATION:

**Campus Parking & Transportation** | (415)338-1441

**University Police Department** | (415)338-7200

# AROUND TOWN



San Francisco is an exciting city with plenty to see and do. Below are a few popular places to take in the sights, dine, and shop.

- DeYoung Art Museum
- California Academy of Sciences
- Palace of Fine Arts
- Museum of Modern Art
- Legion of Honor
- Aquarium of the Bay
- The Exploratorium
- Alcatraz Island
- Coit Tower
- Chinatown
- Pier 39
- Union Square
- Fisherman's Wharf
- Ghiradelli Square
- Japanese Tea Garden
- Golden Gate Bridge
- Golden Gate Park
- Lombard Street
- Cable Cars
- AT&T Park

## RESTAURANTS

### AMERICAN

#### Outlands

4001 Judah St | (415) 661-6140

### MEXICAN

#### Taqueria Dos Charros

55 Cambon Dr | (415) 334-6075

#### Nopalito

1224 9th Ave | (415) 233-9966

### FRENCH

#### Zazie Restaurant

941 Cole St | (415) 564-5332

### CHINESE

#### Hakka Restaurant

4401 Cabrillo St | (415) 876-6898

#### San Tung

1031 Irving St | (415) 242-0828

### HAWAIIAN

#### Poke Kana

65 Cambon Dr | (415) 342-2844

### BURGERS & SANDWICHES

#### Hall of Flame

73 Cambon Dr | (415) 584-4444

#### Grubbin'

1404 Taraval St | (415) 688-7116

### PIZZA

#### Papa John's

69 Cambon Dr | (415) 586-7272

### COFFEE HOUSE

#### Spressa

51 Cambon Dr | (415) 239-1520

#### Peet's Coffee

3251 20th Ave | (415) 213-8380

## SHOPS & MORE

### SHOPPING MALLS

#### Stonestown Galleria

3251 20th Ave | (415) 759-2626

### MARKETS

#### Lucky's

1515 Sloat Blvd | (415) 681-4300

#### Trader Joe's

265 Winston Dr | (415) 665-1835

### PHARMACIES

#### CVS Pharmacy (Inside Target)

233 Winston Dr | (415) 664-1426

#### Walgreens (Open 24 hours)

216 Westlake Center  
(650) 756-4535

### CLEANERS/LAUNDROMATS

#### 19th Avenue Cleaners

4099 19th Ave | (415) 586-1322

#### Wash 'N Dry Laundry

57 Cambon Dr