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!

Conference & Event Services
Phone: (415) 338-3972
Email: confsvcs@sfsu.edu
THINGS TO KNOW

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.

MAINTENANCE & HOUSEKEEPING SERVICES
For maintenance assistance or lock-outs contact:
Facilities Service Center
(415) 405-0579

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.

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

We hope the time you spend in your guest suite accommodations will be as comfortable as possible. Please enjoy your stay.
Wireless internet service is included with your stay. See the instructions below on how to get connected.

**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.

**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”.

**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”.

**RESTART YOUR DEVICE**
Once you’ve logged in, restart your device. You will be connected to the wireless internet service once your device reboots.

**CONNECTION HELP**

- **APOGEE** | (888) 478-8864 | 24 hours/day
- **RESNET** | Mon—Fri 8am—5pm (415)338-1420 or service@sfsu.edu

To request a new voucher code contact:
- **CONFERENCE & EVENT SERVICES**
  Mon—Fri 9am—5pm | (415) 338-3972 or confsvcs@sfsu.edu
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.
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
- Uber
  - www.uber.com
- Lyft
  - www.lyft.com
- Lime
  - 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
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.

**AROUND TOWN**

- 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

- **Tqqueria 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