



Pre-Arrival Information

ARRIVAL INFORMATION: Check-in is between 3pm-5pm on Saturday afternoon. Please note that your room will not be available before 3pm. Our enthusiastic counselors will be there during that time to help you check in and take your luggage to your room. If you arrive later than 5pm, we may not be able to help you move your luggage, although carts are available at the Front Desk of San Rafael Towers. Please note that all vacationers must Check In at the Front Desk. The airport is located approximately five minutes from campus and arrangements should be made in advance for our staff to pick you up at the airport or the train station. Please make note of this on the enclosed Family Info Form.

Enclosed is a map with directions to the Center. There will be Family Vacation Center signs posted as you enter campus. The staff will place a parking permit on your car when you arrive. **It is very important that you keep this permit on your windshield and that you park in the appropriate spaces. Parking laws are strictly enforced and you will receive a ticket if you're parked in the wrong space.**

ACCOMMODATIONS: Families stay in fully furnished suites in the San Rafael Residence Halls. These suites have two to four bedrooms, a private bathroom with shower (no tub), and a living room with a small refrigerator. All bedrooms have twin beds, which may be rearranged. The San Rafael Tower is a seven-story building with elevator and stairs. The San Rafael Clusters are three stories with no elevators.

ACCESS PROVISION: The FVC towers and the first floor of the clusters are accessible to individuals with disabilities. If this affects someone in your family, **please notify us as soon as possible.**

ALCOHOL: The FVC provides complimentary drinks at several sponsored events. We do not sell alcohol at the FVC, but you are welcome to bring your own. Dining commons regulations prohibit alcohol in the commons, so please do not bring bottles of wine to dinner. On Wednesday night, there will be a **FVCBYOWTP (Family Vacation Center Bring-Your-Own-Wine Tasting Party)** in our main lounge. Please bring one bottle of your favorite wine in a brown sack. Each person pours a taste of his or her wine for each participant. Once everyone has tasted your wine, the group tries to guess the kind of wine and, where and when it was made. At the end of the evening, one favorite wine is selected. It's not a serious tasting – just a congenial time to share wine and laughs. This is a great time to share the best from your region – or just your favorite wine.

BICYCLES: Bike riding is very popular at the Family Vacation Center. There are numerous bike paths and mountain biking trails near UCSB and in the surrounding Santa Barbara area. The Family Vacation Center provides a limited bike rental service with just a few children's bikes. **You are encouraged to bring your own bikes and helmets.** FVC bikes are available for rent at \$3.00/hr. Most of the bikes in our fleet are made for short distance riding on flat surfaces. These bikes are not suitable for the SB Bike Ride. If you don't bring a bike and want to participate, you may want to rent one from one of the local bike shops. **Grades 4 and up may ride their bikes to the beach and other outings throughout the week. To ensure that your child will have a bike, we recommend that you bring their bike and a helmet or contact IV Bike Boutique for information on renting a bike at 805-968-3338.**

The Vacation Center cannot take responsibility for bike security. You **must bring a bike lock** and **always keep your bike locked outside.** Please stay on the bike paths and **DO NOT ALLOW CHILDREN TO RIDE ON THE SIDEWALKS BETWEEN BUILDINGS OR IN THE ENTRANCE TO THE DINING COMMONS.**



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CANCELLATIONS: Cancellations for *any* reason are subject to the following:

- All cancellations of confirmed reservations must be in writing.
- Cancellations after 1/15/10 receive a refund, minus full deposit of \$200/person.
- Canceling one individual from your party will result in a full refund for that individual, up until 2 weeks from the start of your vacation, unless as a result you do not meet the minimum number for your suite, at which point the \$450 surcharge will be assessed. If you cancel an individual less than two weeks before the start of your vacation, a 50% refund for that individual will be issued. All cancellations made after the start of your vacation are subject to no refund.
- There will be no penalty for changing the week of your vacation. Changes, however, can only be made if the week you'd like still has availabilities.
- No refunds will be given for cancellations made less than 30 days prior to the start of your vacation.

CHECK OUT: Check out is no later than **10:00 AM SATURDAY MORNING**. It is important that you check out promptly at the FVC Front Desk by 10:00 am. We need to prepare the suites for families arriving that afternoon! We appreciate your cooperation in meeting our move-out deadline. We will also provide all adults with a lanyard on which they can attach their key and nametags. Carts are available at the Front Desk to help you move out. **You will be charged \$60 if all keys are not returned by 10:30am.**

COMPUTERS – PLEASE READ CAREFULLY: The Housing Residential Network (ResNet) offers high-speed WIRELESS internet access ("ResNet-Open") at no charge throughout residence hall rooms and hall common areas. Wired access is also available in individual rooms, but vacationers must provide their own Ethernet cables. For further information, please refer to the ResNet website at www.housing.ucsb.edu.

Vacationers will receive network login/password and instructions at Front Desk upon request.

Computer requirements are as follows:

- Macintosh computer with MacOS X or above (configured for DHCP)
 - PC computer with WindowsXP or Vista (configured for DHCP)
 - A pre-installed Wireless Network Card (most computers have this built in)
 - PC users **MUST** patch their Windows operating system before arrival by going to www.windowsupdate.com and following the instructions on the site for installing "Critical Updates" (operating system security patches)
 - Optional: those who wish to use wired instead of wireless access must provide their own "Category 5" Ethernet cable and have a computer with pre-installed Ethernet card (most computers have this built in)
- NOTE: Personal Wireless Access Points are NOT permitted to be set up in any housing facilities.

UCSB NETWORK SECURITY

The University of California is a research institution and differs from commercial ISPs (Cox, Verizon, AOL, etc.) regarding rules that govern network use. UCSB will terminate the connection of any computer that exhibits signs of vulnerability, infection, or compromise. Many commercial ISPs do not police this type of activity on their network; thus, a computer that works fine on AOL will not necessarily be allowed to connect to the network at UCSB.

We urge you to ensure that any computer you bring to UCSB has the most up-to-date OS patches, latest anti-virus definitions, and is spy ware-free. Please visit www.housing.ucsb.edu/resnet for further information, or ask your IT administrator for a check-up before coming to UCSB. If possible, bring your Operating System CDs in case you are required to have your system cleaned by UCSB technicians before being allowed to access the network.



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COUNSELORS: Counselors are college students from UCSB and other colleges around the country. We encourage you to get to know these wonderful young people personally. They are enthusiastic, wholesome, and make outstanding role models for your children. All FVC Counselors are trained in CPR and First Aid.

CRAFTS: Our Crafts Hut is always a popular feature at the Family Vacation Center. Choose from pinewood derby cars, create-a-teddy bear, lanyards, ceramics and much more.

CURFEW: The curfew for children who are not in the company of their parents/guardian or attending a FVC sponsored function is **10:00 PM**. This is also the hour that we ask vacationers to observe general quiet hours outside their rooms. Consideration of other vacationers is always a priority.

DINING COMMONS: There is a large variety of menu items prepared fresh daily with culinary highlights that include: grade-A ingredients, emphasis on nutrition, vegetarian and vegan options, elaborate salad bars, unlimited seconds, low-fat choices, some foods cooked to order, and breads and desserts that are baked daily on the premises. All meals are served buffet style and there's generally a Mongolian grill, pasta bar, fresh pizza and hot potato bar. Highchairs and booster chairs are also available in the dining commons in the Lookout Mountain View room.

Several meals will not be in the dining commons. These meals are Sunday's BBQ lunch, Sunday Night Adult Dinner at the Faculty Club, and Thursday's picnic lunch at Goleta beach. If you plan to have a guest join you for a meal, guest meal tickets may be purchased at the Front Desk or by credit card at the dining commons. Meal tickets for the Sunday Adult Dinner must be purchased a week in advance by calling our office at 805-893-3123.

Sack lunches can only be ordered for lunches on Wednesday. You must sign up by Tuesday at 11am in order to have these lunches prepared. You can pick your lunch up after breakfast at the front desk but then cannot eat lunch in the dining commons. Participants in Monday's hike will also receive sack lunches.

Adults must wear their nametags to ALL MEALS while children need to wear a wristband, which will be provided in the Welcome Packet. If you go to the dining commons without your nametag, the dining commons staff will not let you enter. We will be sharing some of our meals with conference attendees or freshman orientation students and we may change meal times in order to avoid long lines.

EXTRA MONEY: Your weekly fee covers your food, lodging, and use of recreational facilities and programs. Except for crafts and off-site field trips, most on-site age group activities are covered under the weekly fee. You will need extra money for babysitting, kayaking, surfing, crafts, massages, golfing and any merchandise you purchase.

High Schoolers will need approximately \$50 extra for the different outside activities, for example: movies, ice cream, and snacks. For High School we also charge \$25.00 to your tab for the ropes course. All of the younger Kids Groups will go to the UCSB candy store and will need to bring \$1.00 for a treat that day. We also take each kids group to the craft room throughout the week. We will charge their craft item to your tab if they select one with an additional charge.



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FRONT DESK: The Front Desk is located in the lobby of the San Rafael Tower. It is our Grand Central Station where all questions can be answered and you can check out bikes, board games, and sports equipment. It is also the place to purchase postage stamps, tennis balls, coffee mugs and this year's Vacation Center softball shirts. In the mornings, complimentary coffee will be available.

Sports equipment and games are available on a first come, first serve basis. You need to sign equipment/games in and out. Should equipment/games be lost or broken, you will have to pay to replace them. Use of equipment/games signifies willingness to pay such replacement charges.

GRATUITIES: We do not allow individual tipping. It is very important that our staff work as a team. If you wish to show your appreciation, you will be able to place a gratuity on your bill at the end of the week. We do not suggest an amount to contribute - that is entirely up to you. The average range of tips is from \$50 - \$200. This money is divided equally among the staff at the end of the summer.

HOUSEKEEPING: Our housekeeping staff comes to your room each day between 9am and 3pm. Beds are made and towels are changed daily, with limited service on Sundays. Other daily services include cleaning bathrooms, emptying waste paper cans, refilling supplies and vacuuming carpets. We have instructed staff not to move your personal belongings or toiletries so be sure to pick things up if you want full vacuuming. Please report any problems to the Front desk and we will take care of them as soon as possible.

If you have a child who might wet the bed, please request a plastic mattress cover to protect our mattresses (\$25 steam cleaning charge for wet mattresses)! Please make this request in advance to ensure that enough mattress covers are available.

ICE: Ice can be found in the ice chest in San Rafael lobby near the elevators.

KIDS GROUPS: Each Kids Group has their own counselor and CIT (Counselor in Training) who have planned a variety of exciting activities for the week. Kids Groups programs begin Sunday morning at 9am. We plan activities, games and crafts according to the group's age level. Should you want your child to be moved into a different group, we will take that into consideration and make that change **during the Welcome Show on Saturday night.** All changes must be made through Michelle Cleary, Kids Groups Supervisor and Tiffany Sellars, Small World Supervisor. We take into consideration the number of children in each group and the ratio of boys to girls, before we make any changes. Many times parents of younger children want them to be moved up from Small World to the 3-year-old group. We do not encourage this. Before we even consider this, the child must be fully potty trained and be able to make it a full day without taking naps. Many of the groups go on the same activities together, so we encourage you to try your assigned age group first and then we can make adjustments if needed.

Some of the older groups will need extra spending money for some of their activities throughout the week. You will receive your child's weekly schedule in your arrival packet when you get to the FVC that will tell you the exact amount to bring to kids groups each day. **We also encourage all children to bring a backpack and sunscreen to their group.** Please mark all of your items with your child's name. The groups are divided in the following way unless there are too many or too few in an age group. Please remember that this is the grade your child will be in this fall.



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An age specific schedule for your kid's group will be in your welcome packet when you arrive. The schedule is also posted near the Front Desk.

Small World (0-2 year olds)	First Grade	Fifth Grade
3 Year Olds	Second Grade	Sixth Grade
Pre-Kindergarten (4-5 year olds)	Third Grade	Jr. High
Kindergarten	Fourth Grade	High School

LAUNDRY: Card operated washers and dryers are located in the complex, adjacent to Carrillo Dining Commons. Laundry Cards are available for check out at the Front Desk. Detergent will also be available at the Front Desk for a small charge.

MAIL: Mail is picked up and delivered daily from the Front Desk. Because this goes through the University system, it can take up to two days longer than normal to receive and send mail. Each vacationing family has a mail box located adjacent to the Front Desk. If you need to receive mail, please have your mail addressed to:

YOUR NAME

C/O Family Vacation Center

Mosher Alumni House

Santa Barbara, CA 93106-1120

FOR OVERNIGHT PACKAGES:

San Rafael Residence Hall

Ocean Road, UCSB

Santa Barbara, CA 93106

MEDICAL CARE: The Family Vacation Center does not provide insurance coverage for accidents at the Vacation Center. Vacationers are responsible for their own insurance coverage for accidents and illness. Santa Barbara Foundation Medical Clinic and Goleta Valley Cottage Hospital are located only a few minutes away. A list of emergency telephone numbers and directions to the nearest medical facilities will be in your Welcome Packet and at the Front Desk.

PARKING: The Family Vacation Center provides one parking permit per suite. Your parking permit allows you to park in specific areas only. **We are sorry, but we will not be responsible for payment of parking tickets, failure to display permits, or failure to park in designated areas.** Guests bringing two vehicles can purchase an additional weekly permit at kiosk in the parking lot upon arrival. Day use permits are \$8.00 and may also be purchased at the Parking Kiosks.

PARTIAL STAYS: We are happy to accommodate friends or family that want to join you. If they want to stay in your room and participate in the program, costs are prorated and include meals. **There are no discounts for partial days or because a person does not intend to participate in programs. Babies 12mo. and under will not be able to stay in our Small World Facilities as a partial stay.** The rates are as follows:

	Adults	8-12	4-7	1-3	12mos. & under
Daily Fee	\$225.00	\$208.00	\$200.00	\$165.00	\$100.00

PETS: We love pets, but unfortunately they're not allowed at the Family Vacation Center. See list of pet boarding and animal resort facilities.

RECREATIONAL EQUIPMENT: The Vacation Center provides a variety of recreational equipment. This includes basketballs, footballs, soccer balls, volleyballs, softballs, bats, ping-pong equipment, and Frisbees.



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Also available at the Front Desk are playing cards, chess, checkers, Scrabble, Pictionary, and other board games and videos.

SMOKE FREE FACILITY: The FVC complies with Assembly Bill #291 that prohibits smoking in state owned buildings--including guestrooms and hallways, as well as with County Ordinance 4437, Sec. 37-4 that prohibits smoking within 20 feet of our buildings in order to provide fresh, smoke-free air to our vacationers and staff. We appreciate your cooperation.

THE SNOOPER: Our daily newspaper called THE SNOOPER has gone GREEN. There is a large screen television behind the front desk with all the information you need.

SPA: Our Front Desk staff will guide you to the massage treatment that most suits you. Licensed professionals will leave you feeling pampered and relaxed! Choose from three massage types; the Classic (health enhancing, restorative massage that blends firm pressure and continuous flowing strokes), Barefoot Deeperwork (slow, deep, potent therapy administered by the therapist's foot), and the Stone Massage (heated, smooth, oiled river stones are coursed over your skin and muscles for a sedating and soothing experience). Located on the third floor of the clusters – Room 3905.

SUITE KEYS: **The keys to the main suite door will not open the bedroom doors if they are locked. You have to come to the Front Desk to get a master in order to open bedroom doors.** Please pay special attention when small children are in these rooms with the door closed - we don't want them to lock themselves in. **ALL KEYS MUST BE RETURNED TO THE FRONT DESK PRIOR TO DEPARTURE OR YOU WILL BE CHARGED \$60.00 PER SET.** If you do not return your keys by 10:30am, we have to re-key the room before 3:00pm that day so it doesn't help if you find the keys after you return home.

“SIGN UP” ACTIVITIES: Our philosophy is to provide activities and options which allow you to be active, inactive or anywhere in between. We are fortunate to be located in a community that is one of the most sought after destination resort towns in the world and adds extra dimensions to our program. In order to allow for this variety, we need to know in advance which of these additional activities you would like to participate in. This allows us to make sure we can accommodate as many of you as possible. Charging extra for some of these programs allows us to keep our costs down overall. Final sign ups can be done when you arrive on Saturday afternoon from 3-5pm. Enclosed is a list of those activities and a sign up sheet that you should return as quickly as possible if you want to be included in these activities. **In the event that an activity fills up, priority will be given to vacationers who send in their sign-ups first. By doing sign-ups in advance we hope to accommodate all who wish to participate.**

TABS: Tabs are kept at the Front Desk for any extra expenses you incur during the week (i.e., crafts, merchandise, kayaking, surfing, tips, tours etc.). This will also authorize your children to check out bikes and use the craft room without having to carry cash. You can check your tab anytime at the Front Desk and pay by check or credit card at the end of the week (No cash please). These tabs must be established before you check in your suite. We accept MasterCard and Visa (no American Express or Discover cards). **Items you cannot bill to your tab are: babysitting, massages, and lessons contracted with individual staff members. However, you can add staff gratuities to your tab.**



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TAR: Tar on the beaches is from natural oil seepage. Tar removal packets are available in your room and at the Front Desk. Please remove tar before entering your rooms, and do not use room towels for that purpose.

TELEPHONES AND FAX: *There are no telephones in your suite. We encourage you to bring your cellular phones.* The Family Vacation Center business telephones are not available for personal or business calls, outgoing or incoming. Messages can be left at **805-893-3123** and will be put in your mailbox. Only emergency messages will be delivered to your rooms. Faxes up to 3 pages can be received at the Family Vacation Center without an additional charge. **The FAX number is 805-893-2927.**

WEATHER AND CLOTHING: **PLAN TO BE CASUAL!** Bring shorts, tennis shoes, etc. The weather is usually beautiful during the day with an average temperature of 75 degrees. However, you should bring long pants, sweaters or light jackets for cool evenings and mornings.