



Pre-Arrival Information

ARRIVAL INFORMATION: Check-in is between 3-5pm on Saturday afternoon. Please note that your room will not be available before 3pm. If you will be arriving early or late on Saturday, please contact the FVC office prior to your stay and we will do our best to accommodate. Our enthusiastic counselors will be a helpful resource during check-in to assist you at the Front Desk and taking your luggage to your room. If you arrive later than 5pm, we may or may not be able to help you move your luggage, although large carts are available at the Front Desk. The Santa Barbara airport is located approximately five minutes from campus and arrangements can be made for our staff to pick you up at the airport or the train station.

A map with directions to the FVC can be found on our website. 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 important that you keep a parking permit on your windshield and that you park in the appropriate parking spaces. Parking laws are strictly enforced and you will receive a ticket if you are parked in an unauthorized space.

ACCOMMODATIONS: Families stay in fully-furnished dorm suites in the San Rafael Residence Halls. These suites have two to four bedrooms, a private bathroom with shower (no tub), a living room with a small refrigerator and no TV's. 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. The FVC towers and the first floor of the clusters are accessible to individuals with disabilities.

ALCOHOL: The FVC provides complimentary drinks at several adults-only events. We do not sell alcohol at the FVC, but you are welcome to bring your own. Alcohol consumption is prohibited in the dining commons.

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. 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 do not bring a bike and want to participate, you may want to rent one from one of the local bike shops. Contact IV Bike Boutique for information on renting a bike at 805-968-3338.

The Vacation Center is not responsible for bike security. We highly recommend that you bring a bike lock and always keep your bike locked when not in use. Please do not veer from the bike paths on campus and do not allow children to ride their bikes on the sidewalks between buildings or in front of the entrance to the dining commons.

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

- All cancellations of confirmed reservations must be in writing; an email is suggested.
- Cancellations made prior to 30 days before the start of your vacation will result in a \$100 cancellation fee. Cancellations made within 30 days of your vacation will be subject to a 25% cancellation fee.
- Canceling one individual from your party will result in a full refund for that individual.
- There will be no penalty for changing the week of your vacation. Changes, however, will only be made if the week you would like to switch to still has availabilities.

CHECK-OUT: Check-out is no later than 10am 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



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afternoon. Carts are available at the Front Desk to help you move out. A re-keying fee of \$60 will be charged to your tab if all keys are not returned by 10:00am.

COMPUTERS: The Housing Residential Network (ResNet) offers high-speed WIRELESS Internet access ("ResNet-Open") at no charge throughout residence hall rooms and hall common areas. Vacationers can receive a ResNet login/password and wireless instructions at the Front Desk. Wired access is also available in individual rooms. For further information, please refer to the ResNet website at www.housing.ucsb.edu.

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 a 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 free of spy ware. 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.

COUNSELORS: Counselors are college students (or recent graduates) from UCSB and other colleges around the country. We encourage you to get to know these wonderful young people. 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 Studio is always a popular feature at the Family Vacation Center. Choose from pinewood derby cars, ceramics, tie-dye 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 PM. This is also the hour that we ask vacationers to observe general quiet hours inside and 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, low-fat choices, several foods cooked to order, and breads and desserts that are baked daily on the premises. All meals are served



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buffet-style and there are always many options to choose from. Highchairs and booster chairs are available in the dining commons in the Lookout Mountain View room.

We will be featuring several meals outside dining commons. These meals are Sunday's BBQ lunch, Sunday Adult Dinner at the Faculty Club, and Thursday's BBQ 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. 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 noon in order to have these lunches prepared. You can pick your lunch up after breakfast at the Front Desk. Participants in Monday's hike will also receive sack lunches.

Adults must wear their nametags to all meals while children (3rd grade and under) 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 may not let you enter. If you lose your nametag, replacements are available at the Front Desk.

EXTRA CHARGES: Your weekly fee covers your food, lodging, and use of recreational facilities and programs. Except for some crafts and off-site excursions, most on-site age group activities are covered under the weekly fee. Extra charges will be added to your tab for babysitting, kayaking, surfing, crafts, golfing and any merchandise you purchase.

Children might be asked to bring a small amount of cash with them for some off-site activities, for example (a trip to the candy store).

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 where you can check out bikes, board games, and sports equipment. It is also the place to purchase tennis balls, coffee mugs and FVC merchandise. 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 a replacement fee may be added to your tab.

GRATUITIES: If you wish to show your appreciation to the staff, 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. The gratuity collected throughout the summer is divided equally among the staff.

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 wastebaskets, refilling supplies and vacuuming carpets. We have instructed the housekeeping staff to not move your personal belongings or toiletries; be sure to pick belongings up if you want



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a full cleaning. Please report any housekeeping 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 is available 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, field trips, games and crafts according to the group's age level. Should you wish 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 the Kids Groups Supervisor and/or the Small World Supervisor. Requested changes will be taken into consideration are not guaranteed.

We encourage all children to bring a backpack, sunscreen and light jacket or sweatshirt 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. Your child should be assigned to the grade that they will be in this fall. An age specific schedule for your kid's group will be in your welcome packet when you arrive. The Kids Group schedules are 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.

MAIL: Mail is picked up and delivered daily from the FVC Office. 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.



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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 lots on campus only. We are not 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 a parking kiosk in the parking lot upon arrival. Day use and night/weekend permits may also be purchased at a parking kiosk.

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. 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 are not allowed in the Family Vacation Center facilities.

RECREATIONAL EQUIPMENT: The Vacation Center provides a variety of recreational equipment for guest use. This includes basketballs, footballs, soccer balls, volleyballs, softballs, bats, ping-pong equipment, and Frisbees. Also available at the Front Desk are playing cards, chess, checkers, board games and family friendly films.

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.

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). The SPA is located on the third floor of the clusters – Suite 3905.

SUITE KEYS: The keys to the main suite door will not open the inside bedroom doors if they are locked. If the inside bedroom doors do become locked, please seek assistance at the Front Desk. Please pay special attention when small children are in these rooms with the door closed; we don't want them to lock themselves in. If you do not return your keys by 10am on Saturday, we have to re-key the suite that day and a \$60 charge will be added to your tab.

“SIGN UP” ACTIVITIES: Our philosophy is to provide activities and options which allow you to be active, relaxed 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. In order to allow for variety throughout your vacation, we need to



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know in advance which additional activities you would like to participate in. This allows us to make sure we can accommodate as many of you as possible. Activity sign-ups and changes can be done when you arrive on Saturday. For paid excursions, it is important that if you decide to cancel, you inform the front desk of your cancellation no later than noon the day before the event. Please note that some of the paid events have a strict cancellation fee. Wait lists will be created for all activities that become full.

It is highly recommended that you register for events early through the online FVC Pre-Arrival Form. The Pre-Arrival Form is also available as a PDF and can be printed, completed by hand and sent to the FVC office through fax, mail or email.

TABS: Tabs are kept at the Front Desk for any extra expenses you incur during the week (i.e., crafts, babysitting, merchandise, kayaking, surfing, tours, etc.). We are a no cash business. All charges made throughout the week will be added to a family tab. You can check your tab anytime at the Front Desk and pay by check or credit card at the end of the week. We accept MasterCard and Visa (no American Express or Discover cards).

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. The Family Vacation Center business telephones can only be used for limited personal or business calls. Faxes 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, bathing suits, 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.