

## Colorado State University-Pueblo Group Visit Policy

Thank you for your interest in scheduling a visit with our university! We are excited to have you join us on campus. In order to provide you with the best possible experience, please carefully review our guidelines.

### Reservations:

- Reservations for group visits are required to be made at least 1 week in advance of your intended visit. We ask that your group size does not exceed 50 total guests.
- Please understand we will do our best to accommodate your preferred visit date and time; however, it might not be available. If the date is not available, someone from the Visitor Center will contact you to pick a different date.
- You will receive an email confirmation immediately. If there are any issues with the date you requested, you will be contacted. You will receive your full day's itinerary when you arrive.
- If your group members have any special needs or special requests, please include this in your registration. We will make every effort to accommodate you. If your needs cannot be met, we will notify you immediately.

### During your Visit:

- All campus tours are led by current CSU-Pueblo students. Your group is required to provide one chaperone for every 15 students. Chaperones are expected to accompany the group at all times and address any inappropriate behavior (including texting, listening to music, excessive talking, lagging behind, horseplay, etc.)
- Chaperones should be actively engaged in the visit. They should encourage student participation and monitor student behavior. The tour guides are also responsible for monitoring behavior and will end a tour if inappropriate behavior is not addressed or persists.
- Please encourage your students to ask respectful, appropriate questions while they are on tour.
- Our tours are walking tours, so please make sure your students plan and dress appropriately, particularly if inclement weather is predicted.
- **Please arrive at least 15 minutes prior to your first scheduled appointment.** Groups are responsible for providing transportation to and from campus. Bus parking is available.
- If groups arrive more than 30 minutes after the scheduled appointment start time, we cannot guarantee that tour guides will be available and it may be necessary for us to modify or potentially cancel your visit.

- We typically show various locations around campus including the student recreation center, bookstore, housing common areas, classrooms, and the library. However, depending on the size of your group, time constraints, and ages of the students, some stops may be eliminated from your visit.
- **If you are eating in the Pack Café, all students must be monitored by a chaperone for noise and conduct. After students have finished eating, all trash must be thrown away and dishes must be returned to the conveyor belt.**

### **Cancellation Notice:**

- We ask that groups call at least 48-hours prior to the visit if any cancellations or changes need to be made.
- If school is cancelled for your group due to weather conditions or any other emergency reason, we ask that a cancellation call or e-mail be made at least 1 hour prior to your visit.
- If you cancel your group visit and were planning to eat on campus, either in our Pack Café or through campus catering, you must cancel your visit one week in advance or you will be subjected to meal charges for the amount of students you scheduled to visit.

### **Dining Information:**

- All dining rates are subject to change.
- All groups are required to finalize their method of payment five business days prior to their arrival. Methods of payment include the following:
  - Each student pays individually (only available for the Pack Café).
  - The school is billed and provides a check or credit card following the visit. All payments are due within 30 days of the invoice. If you choose this option, you will be provided with a lunch coupon at the beginning of your visit to give to the employee at the entrance of the café.
- Our Pack Café is all-you-can-eat.
  - Breakfast: \$7.49
  - Lunch: \$8.88
  - Dinner: \$10.05
- We also offer catered meal options. Your group will be charged for the number of students provided to us, regardless of how many actually visit campus. If a final count is not provided five days prior to the visit, your group will be charged for the last recorded number of students.
- Catered meals must be cancelled one week prior to your visit. If cancellation is made less than one week before the visit, your group will be charged the quoted cost.
- The most popular catered options are boxed lunches or pizza.
  - Boxed Lunches:
    - \$8.95 per a person
    - Choice of one sandwich per person and choice of cheese:
      - Smoked Turkey
      - Roast Beef
      - Chicken Salad



- Loaded Vegetable
- Baked Ham
- Tuna Salad
- Egg Salad
- Cheeses: Cheddar, Provolone, Pepper Jack or Swiss
- The meal also includes: your choice of canned soda or water, seasonal whole fruit, a fresh baked cookies, potato chips, mustard, and mayonnaise packets, napkin, and cutlery.
- Pizza:
  - \$11.95 for an 8 slice cheese pizza with each additional topping being \$0.95.
- Beverages:
  - A gallon of water, which serves 16 people, costs \$5.00.
  - The most popular choice is lemonade, with costs \$9.95, but there are other options available.
- Groups can request to bring their own sack lunches; however, we need to be notified at least five days prior.

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Failure to abide by the guidelines outlined in this policy will result in the group being asked to leave Colorado State University-Pueblo's campus early and/or prevent the group from visiting in the future.

If you have any questions, please contact the Visitor Center at 719.549.2424.