

2024 Family Housing FAQs

NC STATE

Conference and Guest Services

Who is eligible for Family Housing?

If you are registered for Family Orientation, you are eligible to stay in our family housing on campus. Your student is responsible for registering for Family Orientation at the same time they register for New Student Orientation. They can find instructions on the [Student Orientation webpage](#).

How much does it cost to stay in Family Housing?

The cost is \$40.00 per room, per night. This does not include linen, but does include one travel size shampoo, conditioner, and soap. Toilet paper is also included in the bathroom.

Where would I stay? What does the room look like?

You would be assigned to dorm room in [Avent Ferry Residence Hall](#) (address hyperlinked). For transparency, this is a basic dorm room with 2 XL twin beds (mattresses normally about 4.5 ft from the ground), 2 desks, 2 wardrobes, and a private bathroom. We like to call this style of room “hotel style” as you have your own bathroom in your room. Take a look at our [virtual tour](#) here to see a good representation of the building. The “sample room” would be an accurate depiction of a room you would be assigned, and you should also be able to view the outside of the building as well to help you get a picture of it’s location on Hillsborough Street.

Can I request linen?

Yes! While we do encourage families to bring their own linen for their stay for their own comfort, we can arrange linen service for your family. It is available for request in your request form, and is \$20 per pack. These need to be requested in advance with your request form. See an example of our linen [here](#).

We are traveling with more than 2 people. Can we book two rooms?

Yes! Unfortunately it cannot be processed in the same form, but you will need to have whomever is the point of contact for your second room (must be over 18) register for an account and fill out another form for the dates needed. If this room is only needed 1 of the 2 nights you plan on staying, this can be requested in the check in/check out dates for this particular room’s request form as well. The price will still remain the same at \$40 per room, per night.

We are arriving a day prior to our Orientation session, and my student is arriving with me. Can they stay with me?

Yes! While we encourage your student to stay with other students for their night in Lee Hall for the night in-between their orientation sessions, your student is welcome to stay with you in family housing if you are arriving a night early.

When can we check in and out?

You may select a check in/check out date surrounding your student's Orientation session. We will have staff scheduled at the Avent Ferry service desk (in the lobby of Swan Quarter Hall) on Sundays-Thursdays surrounding Orientation sessions from 5 pm-10 pm, and between 8am-10am Tuesdays-Fridays for check outs.

We will be arriving after check in hours. Can you accommodate this?

Please note this in your special accommodations section of your application. We may be able to accommodate after hours check ins on a case by case basis.

We need to check out before check out hours. Can you accommodate this?

Yes. If you need to check out before 8 am on the date of your check out, you will be able to place your keys in a drop box in the Avent Ferry lobby before that time. Staff will not be at the desk outside of our assigned check in/check out times. Staff checks the drop box at every shift and will check you out when they get to the desk at 8 am that morning.

Do you have a 24/7 service desk?

We do not. Unfortunately our family housing operation does not function with the same amenities as a hotel, but we are available for any emergencies or facility issues that may arise during your stay! In your confirmation email you will receive a phone number for our after hours on-call number in case you run into any issues during your time on campus. Please be prepared that it may take staff 15-20 minutes to get to you and assist.

We would like to stay more than the allocated 2 nights available surrounding our Orientation session. Can we do that?

Yes. If you would like to stay more than the allocated nights of stay, you may do so, but *your check in day must* still be one of our operating check in days (Sundays-Thursdays from 5-10pm) and you may be asked to use the drop box if your check out day is outside of our operating check out days (Tuesdays-Fridays 8-10am).

Also note- the parking pass that comes with your family orientation registration is only good for *the night before* your students session (arrival at or after 5 pm), and the two days *of* your student's orientation session. *If you are interested in staying on campus an extra day before or after these time frames, you will be responsible for signing up for your own visitor parking pass* for any additional days. This visitor pass will only be good in designated visitor pay lots around campus, and details can be found [here](#) for more information. Parking is enforced on campus Monday-Friday 7am-5pm. If any of the extra days you are interested in staying fall outside of those time frames (Saturday or Sunday) you would not need an additional pass for these days, and you would still be able to park in North lot for your extra days.

How do I pay?

When you make your reservation through our portal, you will be able to pay for your reservation at time of booking.

Can I make modifications to my reservation?

Yes. You will need to contact conference services (guestservices@ncsu.edu or 919-515-9805) to confirm changes can be accommodated.

How will we know when we have been confirmed?

Within a week of your application submission you should receive a confirmation email from our team with all the details you need to know about your check in, and your stay with us on campus this summer!

How far in advance do you recommend making a reservation?

As soon as you know you may need a place to stay, we recommend submitting an application. While we do not fill up too quickly, space is limited, and applications **must be received and confirmed 5 business days prior to your check in day.**

Is parking included?

If you have registered for your Family Orientation parking permit, this permit covers the Avent Ferry Hall lot for both of your session days, and the night before your session (arrival at or after 5:00 pm).

How far away is Avent Ferry from other campus attractions?

Avent Ferry is conveniently located off of Western Blvd, and is walking distance to mission valley shopping center. Most of main campus is about a .5- full mile walk depending on where on campus you are looking to go.

How do I get my student to check in? Is North walking distance to Lee?

Your student will be checking in at [Lee Residence Hall](#), which is about a mile walking distance from Avent Ferry. If you have a car, we suggest driving it to [West lot](#) the morning of your student's check in. Your parking pass is good for both North and West lots.

We look forward to having you on campus this summer, and if you have any other questions or need clarification to any of the responses here, please contact us at:

guestservices@ncsu.edu or 919-515-4398