



Conference Services FAQ

What is included in the price of a conference? Bedrooms, meals and your main conference room. Breakout rooms and audio visual equipment are available to rent upon request. We provide 3 meals each day – for example, if you check in on Thursday evening and pay for 2 nights, we will provide dinner on Thursday, Breakfast, lunch and dinner on Friday, and breakfast and lunch before your departure on Saturday.

What are the conference rooms like? Mercy Center has 2 large conference rooms, (50-120 guests meeting style; up to 200 audience-style) and 10 medium and small conference rooms in various sizes and capacities that will meet your requirements depending on group size and set-up. Photos are available on our website to give you a sense of our ambiance. Meeting room assignment based on availability and group size.

What are the accommodations like at Mercy Center? All of Mercy Center's 85 bedrooms are single-occupancy and very simple and clean. We provide towels and bed linens. Shared single-gender bathrooms are located on all 3 floors. Please note that there is no air conditioning in the bedrooms or conference rooms.

Are handicapped bedrooms available, and is your building handicapped accessible? Yes. Mercy Center does have a very limited number of handicapped accessible rooms. In addition, there is a guest elevator for all floors. The front entrance has a handicapped ramp, and we have several handicapped-designated parking spaces.

What is a commuter? Commuters are day guests who do not receive overnight accommodations. Some commuters have meals, it depends on your group plans, but we will need to know the number of your day guests for each day of your visit to staff and plan for your group.

What are the meals like? We provide well-balanced, locally-sourced meals that include vegetarian options. Guests with dietary restrictions may bring supplemental food items. Kitchenettes with a refrigerator and microwave oven are located on every bedroom floor, but our main kitchen facility *is not available* for guests to prepare their own meals. Meals are provided by Mercy Center.

When are meals served? Meals are served in our Maple Dining Room at the following times: Breakfast 7:30 am–8:30 am; Lunch 12:00 pm–1:00 pm; Dinner 6:00 pm–7:00 pm. In addition, our Willow Dining room is usually available for guests who wish to eat in silence.

Will there be snacks, coffee and tea available? Coffee/tea and ice water are available each morning of your conference. You may bring snacks for your group. We have a guest refrigerator and freezer.

When do I need to pay for the conference? A minimum deposit of 25% is required within 2 weeks of booking your reservation. We prefer full payment on the first day of your event for the balance of your bill

Do I lose any money if I have to cancel? The 25% deposit is non-refundable. In addition, please carefully review your contract to see all deadlines.

Is it possible to stay extra nights before or after a conference? Yes, certainly if space is available. However, meals may not be available.

Can I pay by credit card? Yes. We accept Visa and MasterCard.

Does my group need to provide liability insurance? Yes, please provide a copy of a Certificate of Liability Insurance (event insurance) at least 30 days prior to your arrival.

What time is check-in and check-out from the bedrooms? Bedroom check-in starts at 2pm on your arrive day. Bedroom check-out is 11am on your depart day.

What about computers/electronic equipment? You can request microphones, large screen TV's and LCD projectors. Check our website for current fees. We encourage you to bring your own laptop with adaptors and connectors to ensure compatibility and a stress-free conference. If you have complicated tech needs or any filming being done, we ask that you let us know in your initial planning conversation with us. With enough planning, we can accommodate most technical needs.

Does your center have WiFi? Mercy Center has a guest computer room. Wi-Fi service is available in all of our conference rooms. There will be a minimal charge for Internet and Wi-Fi, based on the size of your group and length of stay. We cannot support downloads of large media files.

Does Mercy Center provide name tags for our conference group? Mercy Center provides generic "Mercy Guest" lanyards. Your group can also certainly provide your own personalized name tags/lanyards. We kindly ask guests to wear name tags during their stay at Mercy Center.

Can I use my cell phone on campus? To ensure the peaceful nature of the Mercy Center environment, we discourage the use of cell phones in bedrooms and common areas. Texting is encouraged as an alternative.

Are animals allowed? Only certified service animals are permitted on Mercy Center's campus.

Can I bring my infant/child? Mercy Center's insurance policy does not allow infants and children to be present in common areas, meeting rooms and dining rooms during conferences and programs. Participants must be at least 18 years of age.

Do you allow alcoholic beverages? Alcohol is permitted on a limited basis in your group's conference room. It is not permitted in common areas, dining rooms, outdoors or bedrooms.

Do you provide charging stations for electric vehicles? Not at this time. However, the City of Burlingame has (2) stations located two miles from Mercy Center.

Does Mercy Center have a chapel? Yes. Our beautiful chapel is available for your group. You can reserve the chapel at no charge. Because the chapel is available on a first come-first serve basis, Reservations are encouraged to be made at least 30 days prior to your event.

What should we tell our group to bring for their stay? The climate is changeable, so bring a variety of loose, comfortable, casual, layered clothing. Outdoor walking shoes to explore the 40-acre campus. Bring hat and sunscreen in the spring/summer and/or rain gear in the fall/winter for outdoor walking. A flashlight is a good idea. To be respectful of some people's allergies and sensitivities, please leave behind any scented products (including "natural" scents).

Can I have a package sent to me? Yes! Please include your name and group name c/o Mercy Center, 2300 Adeline Drive, Burlingame, CA 94010. Please arrange for packages to arrive no earlier than 5 days prior to your event.