

General Policies for Space Reservations and Events in the The University of Akron Jean Hower Taber Student Union

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General Policies for Space Reservations and Events in the The University of Akron Jean Hower Taber Student Union

The Student Union scheduling staff is located in the Jean Hower Taber Student Union administrative offices, Student Union Suite 130 and is responsible for reserving and coordinating the use of all Student Union facilities.

The following policies are set forth to provide a fair opportunity for all constituents to schedule events in the Student Union, as well as to protect and balance the utilization of the facility.

Every person, group or organization making use of the Student Union facilities will be deemed to have read these policies.

Failure to abide by any of these policies may result in additional fees or forfeiture of reservation privileges.

I. Eligibility for Use of Facilities

A. In order to reserve space in The University of Akron Jean Hower Taber Student Union a user must be a member of one of the following categories:

Student Organization: Must be officially recognized by the University and currently registered with the SOuRCe, located in the administrative offices of the Department of Student Life, Student Union Room 133. Currently registered Student Organizations can reserve Student Union and campus facilities for general meeting and programming use.

Student Organizations that have been placed on hold by the Department of Student Life or are not in good standing with the University cannot reserve space until the hold is removed and/or it is in good standing.

Campus-Based Users: Must be officially recognized by the University. A valid UA account number must be provided with each request.

Individual students, faculty, or staff persons are considered to be an external client.

External Client: Any group or individual that does not qualify in any of the foregoing categories. All External Clients must sign a contract to confirm reservation.

Co-Sponsored: An external client may seek sponsorship by a campus-based user or student organization and reserve space at the co-sponsored rate if the following criteria are met:

- A UA department or student organization contact person must be designated and be present at the event.

- A UA designated contact person and External Client contact person are to attend a pre-event meeting with a Student Union scheduling staff representative 30 days before the event. All co-sponsored customers sign a contract to confirm reservation.
- All charges are billed directly to the account of the sponsoring UA department or Student Organization who is responsible for reconciling charges with External Clients unless alternative billing arrangements are agreed upon.
- Arrangements for parking, food service, and police are the responsibility of the UA designated contact. Direction and assistance will be provided by the Department of Student Life.
- All revisions and changes are to be channeled through the designated UA contact person to the Student Life scheduling staff.

Alumni: Alumni requesting space for personal use will be granted the corresponding co-sponsored rate.

B. Fronting Policy

Fronting consists of eligible campus-based users, Student Organizations or individuals reserving space in the Student Union for another person or group. Hiding or concealing the identity of the true client due to non-eligibility for use of facilities, monetary exemptions, or the policies and mission of The University of Akron and the Department of Student Life is not permitted. Fronted events provide an unfair advantage to an otherwise controlled process and create an inability to manage the established method for space reservations and billing. Professional or external organizations are not eligible for University Department or Student Organization rates. **They are considered to be “co-sponsored” and will be assessed the “co-sponsored” rate.** “co-sponsored” events must meet the criteria defined in section I. A. of these policies.

Any event (including information tables) will be considered as being “fronted” if:

- The space is being requested or has been confirmed for an internal user, but the payment is submitted or received from an External Client. This includes local businesses, national branch of the requesting organization, any corporation, private individual, etc.
- Set-up instructions for an internal reservation or request are received from an External Client.
- A campus department/External Client uses the likeness of a Student Organization to schedule an event that is being hosted by said campus department/External Client in order to receive the discounted Student Organization rate.

- An internal request is placed solely for the gain of an external user to gain internal rates.
- The event does not reflect the mission, service, or programmatic goals of the requesting organization/department.
- Student Union scheduling staff will make the determination as to fronting by considering the nature of the event, past experience with respect to similar events, type, and the nature of attendees.

Penalties for violation of the Fronting Policy include the following:

- The user fronting will be charged the maximum applicable rate.
- The user will be subject to the loss of reservation privileges for a period of time to be determined by the Executive Director or a member of the Student Union scheduling staff.

C. Priorities and Timing for Submission of Reservation Requests

In order to serve the University community, priorities and timing for submission of reservation requests are designed to provide a fair opportunity for all constituents to schedule events in the Student Union. First consideration is given to Department of Student Life and Signature University Events (see definition below). All requests submitted in advance are reviewed on first come, first served basis.

1. Signature University Events

- a. Locations for a limited number of Signature University Events may be scheduled up to five years in advance within the Student Union scheduling staff. The determination of which events are considered Signature University Events will be made by the Executive Director of the Student Union or the Executive Director's designee, in consultation with the Vice President of Student Affairs. Signature University Events include those that:
 - Are targeted at potential students in a recruitment effort.
 - Contribute to mission of the University by supporting the academic or career goals of students or are related University tradition. Examples include career fairs, Welcome Week, New Student Orientation, Homecoming.
 - Can only be held at a certain time of the year (academic calendar, cultural, religious or national holidays, etc.).
 - Are traditional events that have been held annually in the past.
- b. Each Student Organization can submit requests for signature events. Such events should be those that are:
 - Open to all students or,

- Necessary to the mission and goals of the organization such as induction ceremonies.
- Events that can only be held at a certain time of the year (academic calendar, cultural, religious or national holidays, etc.).

2. Student Organization Advance Reservations

Student Organizations that are officially recognized by the University and currently registered with the SOuRCe may submit requests for events in the Student Union for upcoming semesters according to the following schedule:

- Requests for the Spring semester may be submitted starting September 1st.
- Requests for the Fall semester may be submitted starting April 1st.
- Requests for the Summer semester may be submitted starting January 1st.
- During the advance reservation period, Student Organizations may submit requests for up to two separate reoccurring meetings.
- Student Organizations can submit a request for a signature event up to 365 days in advance of the event date.

3. Departmental Advance Reservations

University Departments may submit requests for events in the Student Union for upcoming semesters according to the following schedule:

- Requests for any University Department event may be submitted up to 365 days in advance.
- University Departments may submit a request for a maximum of two signature events up to five years in advance.
- During the advance reservation period, University Departments may submit requests for up to two separate reoccurring meetings.

4. External Clients

These groups may reserve space up to two years in advance. Consideration may be given for situations that require a longer scheduling lead time. Set up arrangements and customer needs will be discussed at a pre-event meeting when the contract is reviewed and signed.

D. Tentative Reservations

Facilities may be placed on hold for a reserved date for a maximum of ten (10) business days, after which time the sponsoring group must provide the required information needed to have a confirmed reservation. If not confirmed by the end of the ten (10) business day period, the room(s) will be released.

E. Late Requests, Changes and Transfers

The Student Union scheduling staff may not be able to accommodate late requests or changes made within 24 hours of the event.

If an appropriate space is available, it may be assigned, but special services will not be available. Special services include changes in room arrangements or requests for audio-visual equipment. Major set up changes requested within 48 hours of your event are subject to our discretion and may result in additional charges.

Submit requests for changes to the Student Union scheduling staff by phone or email.

Customers are unable to transfer their scheduled space to another customer.

F. Right to Assign, Reassign or Terminate a Reservation

The Department of Student Life reserves the right to assign, and if necessary, reassign facilities considering the size of the group, type of program, and space available to assure the maximum and most appropriate utilization of space.

The Department of Student Life reserves the right to terminate space for a meeting or event when circumstances demand. Reasonable attempts will be made to accommodate the user in finding alternate space.

G. Cancellations & No Shows

1. Student Organization Users

The Student Union Operations staff reports all no-shows of any Student Union space including Concourse Tables and Student Union policy violations. Failure to cancel a reservation more than two times per semester will result in loss of Student Union space privileges for the remainder of the current semester.

In the event that a confirmed request for space is no longer needed by the user, it is the responsibility of the user to cancel the request. Please contact the Student Union scheduling staff by telephone at (330) 972-7373, or by email to sueventplanning@uakron.edu.

Cancellations must be made at least 24 hours prior to an event and seven (7) days prior to a major event. Cancellations made less than 24 hours or seven (7) days prior to a major event may be assessed a cancellation fee.

2. Campus-Based, Co-Sponsored and External Users:

In the event that a confirmed request for space is no longer needed by the user, it is the responsibility of the user to cancel the request. Please contact the Student Union Reservation line at (330) 972-7373 or the Student Union scheduling staff by email at sueventplanning@uakron.edu.

This may be done at any time prior to a meeting and must be done seven (7) days prior to a major event. Cancellations less than seven (7) days prior to a major event may be assessed a cancellation fee.

Cancellation and No-Show fees will be the value of the space reserved and other expenses accrued up to that point.

H. Charges and Billing

1. Student Organization Users

To confirm facilities, Student Organizations must have the necessary funds in their UAF/SAF account to cover the rental rate of the room(s) they are scheduling as well as any audio visual (equipment and staffing), UAPD, and other charges they may incur. If the necessary funds are not available by the cancellation deadline date the space(s) will be released.

One week prior to the event date, funds adequate to cover the balance of all charges including catering, UAPD and audio/visual services must be secured in the group's account at the SOuRCe office. If the necessary funds are not deposited in the account, the event will be subject to cancellation.

2. Campus-Based Users

A valid UA account number is required at the time the reservation request is received and is required for billing charges. All charges will be billed directly within ten (10) business days post-event.

3. External Clients and Co-Sponsored Users

External Clients must sign a contract, provide proof of insurance and pay a deposit at the time of confirmed booking equal to 50% of the expected costs. A reservation will not be considered confirmed until the deposit is received. **Facilities may be held for up to ten business days after the initial reservation is made.** If the

deposit is not received by the end of the ten-day period, the facility will no longer be considered to be held or reserved and may be reassigned.

If an event is cancelled after the deposit is received, the user may receive a 75% refund of the deposit provided that notice of the cancellation is received 31 days prior to the date of the reservation. There will be no refund if the cancellation is received 30 days or less before the date of the reservation.

An invoice will be issued immediately after the event and must be paid within ten (10) business days. Any additional charges accrued on-site will be included in the invoice.

Charges incurred as a result of unauthorized rearranging of the room setup or damage to the building or equipment resulting from negligence will be assessed. A cleaning fee will be assessed when an excessive amount of cleaning is required as a result of your event.

Events that require extensive set-ups, early opening or late closing which require additional staffing are subject to additional charges.

Some events may require special services which must be arranged through other University departments. When the coordinating University department charges a fee for that service, the fee will then be billed to the user. If the event sponsor is a University organization, then fees will be charged directly to the users account. For External Clients and Co-Sponsored users, the Student Union will bill the user for such charges.

There are three (3) instances in which a Student Organization or campus-based user will be charged for exceptionally significant usage of space:

- Three (3) or more rooms are reserved for the same user and will be used concurrently
- A space is reserved for four (4) or more hours at a time
- Meeting room(s) are requested to accompany a ballroom reservation and will be used concurrently
- Other considerations are at the discretion of the Department of Student Life administration

In the instance that any of these stipulations apply to a reservation, the user will be charged at the rate at which is typically applied to their user category.

Additionally, any event that requires the Department of Student Life staff to open the building early or close the building late will be subject to an approved fee.

II. Use for Academic Classes

The Student Union is not available for classroom use for courses offered by academic departments, or for meetings which are course or degree requirements. Events sponsored by an academic department and publicized as open to the campus community and/or the general public may be scheduled subject to the regular reservation policies of the Student Union.

III. Facilities, Equipment and Services Available

A. Meeting Room Style and Seating Capacities

Usable space in Student Union includes all 3rd Floor meeting rooms - 307 (for student organizations only), 308, 310, 312, 314, 316, 318, 321, 322, 323, 335); the Grand Ballroom, or any combination of Ballroom A, B, C, D, and E.

The Department of Student Life has information on the seating capacities for the rooms based on configuration of setup. It is a violation of applicable fire codes to exceed those limits. Student Union personnel will notify the user if attendance for the event is greater than allowed for the facility selected. If asked to do so, the user must reduce the number in attendance. If the user is unable to reduce the number, Student Union administration may require the user to stop the event.

B. Lounge and open spaces

Lounges and open spaces (First Floor Lounge, First Floor Atrium, Second Floor Concourse, Second Floor Atrium, Piano Lounge, International Lounge, Faculty Staff Lounge, Coffeehouse, Archive Lounge, Third Floor Lounge, Third Floor Concourse, & applicable Dining Areas) within the Student Union are dedicated for public use however these spaces may be reserved upon request. Access will be granted upon the discretion of the Department of Student Life.

C. Occupancy

State and local fire codes dictate the maximum occupancy for rooms and program spaces in the Student Union based on setup style.

D. Roo Lounge

The Roo Lounge may be reserved by user groups for special events. Fees are applicable for user groups. To reserve the Roo Lounge, contact sueventplanning@uakron.edu.

E. Audio-Visual Equipment Usage and Staffing Policies

In order to protect the facility's equipment any audio-visual equipment used in the Student Union must be provided by the Student Union. Exceptions will be granted for equipment which cannot be provided by the Student Union, such as DJ systems, production-quality sound, broadcast or reproduction equipment, and specialized software programs not owned by the Student Union. Such exceptions must be discussed with the Student Union scheduling staff prior to the event to ensure compatibility with the Student Union's equipment.

Clients who bring in their own equipment without prior authorization may be charged by the Student Union for the equivalent Student Union equipment.

External Clients and University academic or administrative departments and organizations will be charged for audio-visual equipment use.

The Student Union reserves the right to substitute equivalent or better equipment to provide the same result. If a substitution is made by the Student Union and the equipment used carries a higher rental fee, then the client will be charged for the original equipment requested, and thus the lower fee.

Student Union audio-visual technicians/event assistants are available when audio visual equipment is used in the Theater and the Grand Ballroom. Technicians/event assistants can also be available in meeting rooms when multiple types of technologies are requested. Technicians/event assistants may be requested for the duration of an event in any other room within the Student Union. Certain types of equipment require that a Student Union audio-visual technician be assigned to operate the equipment. There will be a per hour charge for technicians/event assistants in these situations.

IV. Event Related Policies

A. Reservation Times

When making a reservation with the Student Union please include any necessary pre-access (time for you to set up/decorate) and post-access requests with your initial reservation request. If your reservation time requires the Jean Hower Taber Student Union to be open outside of standard business hours, then a request must be made at least 30 days in advance. If these requests are not made the space will not be available to your group until the stated reservation time on your confirmation.

B. Safety & Security

The Department of Student Life will consult with the University of Akron Police Department to determine the need for security and the number of officers

required. All related fees will be the responsibility of the sponsoring organization/department or client.

Examples for the determination of security include but are not limited to:

- Type of event
- Location, time, and setup of event
- History of sponsoring group or performers
- Number of attendees
- Open or closed event to the non-University community

C. Storage & Shipping

The Department of Student Life will accept shipments related to your event up to three business days prior to your event. The Student Union cannot be held responsible for damaged, lost, stolen or miss-shipped items.

- The Student Union cannot receive shipments of materials without advanced approval from staff for storage arrangements. Items shipped without prior approval will be refused and returned to sender.
- If items are left for pickup longer than three business days after your event, you will be charged a storage fee of \$50 per day.

D. Usage of Loading Dock

Access to the Jean Hower Taber Student Union through the loading dock is for building occupants, deliveries, approved vendors, and authorized physical facilities personnel only. Patrons are prohibited from entering through the loading dock without prior approval. General parking is not permitted in the loading dock area. Arrangements for loading dock use for event needs should be made with the Department of Student Life staff at least one business day prior to the start of the user's event.

E. Directional Signage

Requests for interior directional signs must be submitted at least five business days prior to your event. If you seek to order exterior signage, then please contact Parking and Shuttle Services (parking@uakron.edu). There is a nominal charge for signage. Prices are subject to change.

F. Parking Services

Parking services are available for Student Organizations, Campus-Based Users and External Clients. Special event parking is available, parking fees may apply.

G. Special Services

Special equipment requests may be fulfilled by UA Special Services. Examples of such requests are for tables outside or for equipment demands that exceed the inventory of the Student Union. In these situations, rental charges will be levied in accordance with Special Service's price list.

H. Sound Amplification

Amplified sound is defined as:

- Electronic amplification of any sound by AC or DC power sources.
- Mechanical amplification of sound capable of an 85-decibel volume (i.e., megaphones).
- Percussion instruments capable of an 85-decibel volume, (i.e., drums, cymbals).

Sound amplification equipment generally may not be used in any areas other than the meeting rooms however music in any part of the building must not disturb other functions in the building.

Failure to lower the sound level upon request by a Student Union employee may result in the loss of reservation privileges for a period of time to be determined by Executive Director or his/her designee.

I. Emergency Closings

If the Student Union is unable to perform its obligations for any reason beyond its control, including but not limited to, facility and/or weather emergency, power outage, accident, riot, strikes/labor disputes, restrictions or regulations on commodities or supplies, epidemic, acts of war or terrorism, or act of God, such non-performance is excused and the Student Union will not be liable for any consequential damages of any nature. The Student Union will attempt to reschedule all events to a mutually agreeable and available date and location.

For all customers with questions about University closings or to check if the University is closed, please contact 330-972-7373 or 330-972-4636.

J. Concourse Table Policies

General Policies

- Concourse tables in the Student Union are available to registered Student Organizations and Campus Based Users.
- Cancellations must be made at least 24 hours prior to the table reservation. Repeated failure to cancel a table reservation 24 hours prior to contracted time more than two times in a semester may result in loss of privilege to use table space.
- Failure to comply with concourse table policies (see below) and/or the reasonable requests of Student Union administration may result in cancellation of the current and/or future concourse table reservations.
- All users must check in at the Student Union Information Center prior to setting up their table.
- Posting on walls, columns, and windows is not permitted.

Student Organizations and Campus Based Users using Concourse Tables

- At least one member of the sponsoring organization must be present at the table for the duration of the reservation. An organization may have no more than three representatives at the table at any time. No more than two chairs will be provided for each table. Representatives must stay behind the table or within two feet of the front of the table.
- Distribution of information by means involving shouting, yelling, or physically approaching individuals is prohibited. Interference with the normal business of the Student Union or interruption of the free flow of traffic throughout the Student Union is prohibited.
- Literature, promotional items, or other ‘giveaways’ may only be distributed from concourse tables located in the Student Union. All literature distributed must clearly identify the Student Organization or Campus Based User. All individuals or organizations distributing literature will be held responsible for cleaning up litter resulting from its distribution.
- All Student Organization literature must clearly contain the University of Akron Student Organization Disclaimer.
- Any equipment, supplies, displays or materials must be contained within the designated table space.
- The use of any audio-visual equipment must be approved in advance by the Department of Student Life.
 - The use of audio-visual equipment without sound may be used as space is available.
 - Requests for the use of such equipment must be made no later than one business day before.
 - The use of audio-visual equipment with sound (including TV, VCR, DVD, CD or tape player) may be used upon the discretion of the Department of Student Life.
 - Requests for the use of such equipment must be made no later than one business day before.

- The volume must be kept at a reasonable level as determined by the Department of Student Life.
- Failure to lower the sound level upon request by a Student Union employee may result in the loss of reservation privileges for a period of time to be determined by Executive Director or his/her designee.
- Concourse tables and chairs must remain in designated area.
- Concourse table users may not sell items which are in direct competition with items sold by the service areas of the Student Union. If the item(s) to be sold are considered to be in direct competition, the activity may be subject to additional review by the Department of Student Life.
- Organizations are not permitted to sell food items at concourse tables without prior, written permission from the Department of Student Life.

K. Decoration Policies

- All arrangements for decorations, exhibits and displays must be made prior to the deadline for finalizing arrangements.
- Doorways, hallways, corridors, staircases and fire exits cannot be blocked or obstructed.
- Decorations may not be attached to ceilings, light fixtures, walls, floors, woodwork, draperies, windows, curtains or any painted or papered surface unless approved by the Student Life scheduling staff.
- Special effects equipment, such as smoke, fog and fire machines, sparklers, etc., are **not permitted** in the Student Union.
- Banners and displays made with flammable materials may be used only where no danger of fire exists, as determined by Student Union scheduling staff.
- Groups utilizing decorations, exhibits or displays must arrange for labor to set up and **remove materials**.
- The Student Union is not responsible for the loss of any materials, displays, gifts, favors or other items left in the building.
- Decorations, exhibits, and displays must be removed immediately following the event or activity, unless other arrangements have been approved by the Student Union scheduling staff.
- Candles must be enclosed in glass to prevent a fire hazard.
- The Student Union does not permit sand, confetti, glitter, rice, dance wax, powder or similar materials.
- Any special needs for decorations, exhibits, and displays beyond the scope of this policy must be approved by the Student Union scheduling staff.

L. Student Organization Major Events

- All Major Event space reservations must be scheduled with the Office of University Scheduling at least 30 business days (6 weeks) in advance of the selected date.
- All outstanding balances owed to the Department of Student Life, University of Akron Police Department or University Dining Services, must be paid in full before a Major Event can be scheduled. In addition, the organization must have the financial means necessary to cover all expenses via their EAF/UAF/SAF account.

Student Organization Users are responsible for understanding and following the Major Event Policy in its entirety. To view the Major Event Policy, please visit <https://www.uakron.edu/studentlife/involvement/source/rso-manuals/>

M. Events Involving Alcohol

All events sponsored by registered student organizations or University departments, on or off campus, must comply with University alcohol regulations.

N. Movies and Television Licensing

- Proper license and copyright approval must be obtained and provided to the Department of Student Life prior to showing any movies/television shows.
- Movie showings must clearly identify the sponsoring organization, the name of the film, and the movie rating in all advertisements and promotional efforts.

O. Set-Up Information

Set-up information should be provided as soon as possible prior to an event. Major changes requested within 48 hours may not be accepted if adequate notice is not provided and will be subject to additional charges.

Clients may be contacted to meet with the Student Union scheduling staff to discuss the set-up for an event.

P. Best Use

To preserve the condition of the facility the Department of Student Life reserves the right to determine the “best use” of facilities regarding how a space may be utilized, set-ups available, and movement of existing furniture.

Q. Personal Property

The Jean Hower Taber Student Union is not responsible for loss, theft, or damage of personal property. Guests of the Jean Hower Taber Student Union are to take appropriate care of such items. Thefts should be reported to the Jean Hower Taber Student Union staff and UAPD.

R. Cleaning & Damages

Cleaning

It is the responsibility of the event sponsor to leave all facilities used in their original condition. Facilities that require special cleaning will be cleaned by the Student Union and charged back to the event user.

Special cleaning may include but is not limited to clearing of excessive trash, boxes, pamphlets, and other event supplies, removing flyers, posters, directional signs, anything affixed or attached to windows or doors and cleaning up spills and leftover food.

Damage

It is the responsibility of the event sponsor to leave all facilities used in their original condition. All charges for repairs will be charged back to the event user.

S. Catering

University Catering is the exclusive catering service for the Student Union. Organizations and clients providing any type of food or refreshments for their event must utilize University Catering.

T. Waiver of Policies

These policies may be waived on a case by case basis by the Executive Director or his/her designee when compelling reasons justify the waiver.

A waiver of any of the provisions in these policies for one group or organization does not constitute a waiver for any other group or organization.

U. Reviews and Updates

These policies will be reviewed for updates on a regular basis to be determined by the Student Union scheduling staff.