

**University of West Florida
University Commons and Student Activities
The Big Book: Policy and Procedure Manual**

Topic: Reservations and Conference Services/Production Services Policies and Procedures

Updated: August 20, 2008

The University Commons is equipped to meet the needs of student organizations, university departments, and community businesses and organizations for meeting and special events facilities and services. The Reservations and Conference Services Office is responsible for scheduling facilities and services for use and for customer consultation to determine usage requirements. The Production Services Office is responsible for setting up and striking facilities per customer needs, providing technical support (sound, lighting, audio-visual), and maintaining equipment and the cleanliness and appearance of designated spaces.

Facilities and Services

- The University Commons offers a variety of reservable spaces for meetings and special events.
- In order to maintain general availability for meetings and special events, the University Commons is not available for academic classes or in-class activities, unless such activity is open to the university community or further promotes the university goal of co-curricular activities. Requests for academic use should be referred to the academic space coordinator in the Registrar's office.
- The Commons Auditorium is a general purpose facility suitable for all sorts of activities including comedians and other performances, luncheons or banquets, and exhibits and receptions. The Auditorium features a curtained stage, a large movie screen, stage lighting, a good quality sound system, and two small dressing rooms. The UC Auditorium is primarily intended for special events and large scale programs. Series reservations (i.e. regular weekly meetings) are generally not authorized without the approval of the UCSA Director. Student Government Association's meetings are a standing exception, however they may on occasion be requested to relocate to accommodate some special event or program.
- The Nautilus Chamber (UC 255) is an ideal room for lunch or dinner meetings or other special functions. Overlooking the Great Hall, the Nautilus Chamber, with its high ceiling and upgraded fixtures, is a unique venue.
- The University Commons Meeting Rooms (259, 260, 265, 268, and 272) offer a variety of sizes and set-ups. UC 259 seats 12 and 265 seats 20-24 in a fixed conference table set-up. UC 260 can seat up to 40 with rows of chairs facing a head table. UC 268 will seat 10-12 around a fixed conference table. UC 272 will seat up to 56 with rows of chairs facing a head table. UC 260 and 272 are available for alternate set-ups. Most of these meeting rooms feature dry erase boards, TV's and VCR's, and mounted projection screens. UC Meeting Rooms are primarily intended for routine meetings, workshops, conferences and similar activities. Weekly series reservations are welcomed. To avoid conflict with other scheduled activities/meetings, sound reinforcement equipment generally will not be provided for meeting rooms.
- The Conference Center is intended primarily for conferences, workshops, and other special events and activities. In general, the Conference Center will not be open for non-reserved use, therefore the entire wing will typically be secured when not in use. Series reservations (i.e. regular weekly meetings) are generally not authorized without the approval of the UCSA Director, and when authorized, reservations are subject to change to accommodate events and activities more appropriate to the facility's mission. Reservations for the Conference Center are subject to considerations of how the event or activity will affect other activities already scheduled for the facility and to considerations related to the nature of the activity or event. The Conference Center is subject to the same food service policy as other UC facilities. Please refer to the University Catering Policy.
- UC Concourse (west hall) and UC Argos' concourse table spaces are available for a variety of uses including rentals. Rental customers should contact the UCSA Coordinator, Administrative Services at

474-2406. All other users should contact the Reservations and Conference Services Office. The UC Argos' concourse is also occasionally used for art displays and related activities

- The UC Great Hall is primarily a public use space but is available for reservations for special events and activities. By its nature, the Great Hall is not suitable for events that require privacy or quiet nor for events that generate excessive sound. Private use is guaranteed only after published operating hours. Reservations for the Great Hall are subject to considerations of how the event or activity will affect other activities already scheduled for the facility. Event setup will be dictated by the existing furniture arrangement.
- Argos' Stage (in Argo Galley) is primarily a public use space but is available for reservations for special events and activities. By its nature, Argo Stage is not suitable for events that require privacy or quiet nor for events that generate excessive sound (except for authorized special events). Private use is guaranteed only after published operating hours. Reservations for Argo Stage are subject to considerations for how the event or activity will affect other activities already scheduled for the facility. The Argo Stage is subject to the same food service policy as other UC facilities. Please refer to the University Catering Policy.
- Reservations outside regular operating hours:
 - Reservations for any room in the University Commons that fall partially or entirely outside of established building operating hours or during Spring Break or semester break between terms are subject to review and approval by the Manager of Reservations and Conference Services or the Associate Director for Operations and Services or the UCSA Director. Factors to be considered in reviewing a request for a reservation outside of regular operating hours include (but are not limited to) impact on the University, size and complexity of the event, and the projected likelihood of having sufficient staff to operate and manage the event.
 - Approved reservations are subject to appropriate staffing fees. In the event that the reservation falls only partially outside of established operating hours, only that portion after hours is subject to charge.
 - University departments will be assessed a staffing fee for a building manager M-F before 8 a.m. and after 5 p.m. and on weekends.
 - Student organizations will be assessed staffing fees based on the "**Late Night Events Policy**":
 - In the University Commons no event shall be scheduled past 12 a.m. on Sunday through Thursday nights and past 1 a.m. on Friday and Saturday nights. Exceptions to this rule may be approved by the UCSA Associate Director or Director.
 - Any event scheduled in a large venue (auditorium, Argo Galley, Conference Center, CC Lounge, Nautilus Chamber or Great Hall) after 12 a.m. will be charged a \$15.00 per hour event services fee (billed in 1 hour increments) beginning at 12 a.m.
 - It is recommended that the culmination of an event begin 15 minutes prior to the scheduled ending time. Events extending past the scheduled ending time will be charged an incremental \$15 fee for every 15 minutes (i.e. event scheduled to end at 11:30 p.m., ends at 12:00 a.m. will be assessed a \$30 fee: 11:45 p.m. - \$15; 12:00 a.m.- \$15).

- **Restricted Reservation Periods:** Whereas the University Commons depends primarily on student staff to provide most Production Services and student staff is not normally available during certain major holidays and breaks, no reservations will be accepted for:
 - Wednesday through Sunday of Thanksgiving Break.
 - The Monday following Fall Commencement and ending January 2nd.
 - A period not to exceed one week beginning the last day of Summer term and ending one week prior to the beginning of Fall Term. Only reservations that require no technical equipment, set-up and are within operating hours will be made.
- The University Commons administration reserves the right to reassign scheduled events to other similar facilities to accommodate program and maintenance requirements, inadequate staffing, or other special circumstances. Except in extreme situations, customer consultation and agreement will be sought before any changes are made.

University Commons Reservations and Conference Services

An authorized student representative of a registered student organization can reserve any available space in the University Commons or in most other campus facilities by contacting the Reservations and Conference Services Office. The Reservations and Conference Services Office serves as a one-stop-shop for student groups making reservations, initiating appropriate permission forms, and processing work orders and service requests necessary for the event or activity.

University departments can reserve any available space in the University Commons by contacting the Reservations and Conference Services Office. Generally the Reservations and Conference Services does not assist departments with reservations for facilities other than the University Commons.

Individuals, businesses, and community organizations can reserve any available space in the University Commons or in most other campus facilities by contacting the Reservations and Conference Services Manager or the Coordinator of Conference Services in the Reservations and Conference Services Office. Rental rates are organized into different categories that provide for discounted rates to schools and non-profit entities. Conference Services serves as a one-stop-shop for non-University sponsors making reservations, initiating appropriate permission forms, and processing work orders and service requests necessary for an event or activity. Additionally, the Reservations and Conference Services staff will coordinate contact with the University's catering office.

See the University Facility Use Policy (appended to this policy) for the general policy governing the use of facilities by organizations, departments, and non-University sponsors.

Facility Scheduling

Student Organizations Reservations Procedures

1. The Manager of Reservations and Conference Services is responsible for coordinating reservations and related services for Student Organizations in the University Commons and all other available university facilities including classrooms. The Reservations Coordinator (GA) is responsible for the daily operation of Reservation Services.
2. When the reservation process is initiated, a preliminary confirmation will be sent to the organization.
3. The organization is responsible for providing the Reservations Coordinator and/or Production Services Manager with set-up and technical requirements at least three working days prior to the event. **Requests received less than 3 working days before an event will be assessed a \$20.00 staffing and late fee.**

4. The organization is responsible for completing any required approvals (Event Registration Forms, Request to Serve Alcohol Forms, and Food Service Request Forms) within five working days prior to the event.
5. When all set-up, technical requirements, and approvals are provided a final confirmation will be issued.
6. It is **the responsibility of the customer** to review the final confirmation for accuracy.

Department Reservation Procedure

1. The Manager of Reservations and Conference Services is responsible for coordinating reservations and work-order-related services for University Departments using space in the University Commons only; departments should make reservations for other facilities directly with those facilities managers. The Reservations Coordinator (OPS Student/Graduate Assistant) will be responsible for the daily operation of this area.
2. Departments may make reservations by telephone, in person, by memo, or by e-mail. Departments may send a diagram of the requested set-up.
3. When the reservation process is initiated, a preliminary confirmation will be sent to the department.
4. Each departmental representative is required to provide an account number when initiating a reservation.
5. The department is responsible for completing any required approvals (University Co-Sponsorship Form) within 10 working days prior to the event.
6. The department is responsible for providing the Reservations Coordinator and/or Production Services Manager with set-up and technical requirements at least **3 working days prior to the event. Requests received less than 3 working days before an event will be assessed an \$20.00 staffing fee.**
7. When all set-up and technical requirements are provided a final confirmation will be issued.
8. It is the responsibility of the customer to review the final confirmation for accuracy.

Non-University Sponsor Reservation Procedures

The Manager of Reservations and Conference Services will coordinate reservations and related services for non-University sponsors in the University Commons and all other available university facilities including classrooms and recreational spaces. The Conference Services Coordinator (OPS Student/Graduate Assistant) is responsible for the daily operation of this area.

General Reservations and Conference Services Procedures

1. All reservations and/or setup requests of any kind must be made with the Reservations and Conference Services staff. Printed confirmations will assure access to the facilities.
2. Any cancellation must be done within 24 hours prior to an event. Late cancellation of a reservation requiring a set-up will result in an appropriate labor charge (See fee schedule).

3. For events or meetings co-sponsored by a University department or student organization and any off-campus organization or events sponsored/hosted by a department or student organization for an off-campus entity, the University department or student organization is considered the responsible party. Some fees may be applicable to these events (see Tables 1 and 2).

4. Reservations can generally be made up to one year in advance. Series reservations for student organizations (for example, weekly meetings) will be booked for and during the current semester only and will not be booked between terms without advance approval.

5. All reservations, unless otherwise noted, should be made ten (10) business days in advance of the requested date(s). Final attendance and requirements for set-up are required at least three (3) business days in advance. No event should be advertised until the reservation is confirmed and all approvals are obtained. Reservations made or confirmed later than the above guidelines may not be accommodated or will result in service charges.

6. All reservations, unless otherwise noted, are on a first-come, first-served basis. However, the UCSA management reserves the right to adjust reservations to accommodate maximum utilization of the facility. In addition, certain urgent and high priority events may take precedence over existing reservations.

7. Since the UCSA does not have the resources to service each standard meeting room after each use, those meeting rooms with standard set-ups should be left in the same condition as when the meeting started. If tables and chairs are rearranged by the user, the user is responsible for returning the room to the original set-up. Any damage to the room(s) or loss of equipment will be the responsibility of the sponsoring organization. There will be a clean-up charge for any venue that is not restored to the same condition, as well as a charge to groups leaving food items in a meeting facility (excluding catered events - food service will clean-up food remains) (See fee schedule).

Reservation Cancellation Policy and Procedures for Student Organizations

1. Cancellations must be submitted by a designated representative(s) of the organization.
2. Cancellations must be submitted at least 24 hours in advance of the scheduled reservation.
3. Failure to cancel a scheduled reservation by a student organization may result in one of the following sanctions:
 - a. In the event that the reservation required a special set-up or clean-up, a "No Show" will result in the sponsor being assessed appropriate fees.
 - b. Written notification that future reservations may be canceled cc: Student Involvement Coordinator).
 - c. Written notification and meeting scheduled to discuss problem/situation and inform user about consequence of next "No Show" (cc: Student Involvement Coordinator).
 - d. Cancellation of remainder of semester's reservations. Future reservations are put on hold until all bills are paid and organization meets with the Student Involvement Coordinator to discuss the chronic problem and propose alternatives.

University Commons Production Services

University Commons Production Services provides facility and technical support for special events. Production Services are provided for Student Organizations, Departments (for non-instructional/class events only), and Conference Services customers in all campus facilities. Instructional/class activities requiring audio visual support are serviced by ITS.

For events sponsored exclusively by student organizations there are generally no charges for routine work (access to space, set-up and clean-up services, and basic AV support; minimal charges may be incurred for catered/banquet events). The table below outlines the services and (when applicable) charges for student organizations and designated student service agencies*.

Table 1: Production Services for **Student Organizations** and *Designated Student Service Agencies (DSSA)

Student Organization Schedule of Event Services Fees	Charge
Failure to cancel at least 24 hours in advance a reservation that results in a staffed set-up and strike.	\$20.00 minimum
Providing technical support staff during events after midnight.	\$20.00 per hour
Requests received less than 3 working days before an event will be assessed a staffing fee.	\$20.00
Significant reset required to a standard set-up.	\$20.00 minimum
Excessive clean-up due to food (excluding catered events), decorations, or other activities. *DSSA will be charged the minimum for banquet-type events	\$20.00 minimum
Damage or loss of equipment checked out to group.	Direct cost to repair/replace
Late Night Event (past 12 a.m. in large venue see Section 11.2)	\$15.00 per hour
Student organization is sponsoring or hosting the event for a non-University entity and participants are charged admission or any other fee to participate.	E Rate plus any other applicable costs
Student organization is sponsoring or hosting the event for a non-University entity but no admission or other fees are charged.	50% of E Rate plus any other applicable costs
Event involves only a registered student organization and all participants are charged admission or any other fee to participate.	50% of E Rate plus any other applicable costs
Event involves only a student organization and non-student participants are charged admission or any other fee to participate, while UWF students are free.	No charge
Any charges from other departments (police, facilities management, etc.) will be charged directly to the organization.	Direct costs

*Designated Student Service Agencies are departments/organizations such as Ambassadors, Campus Activity Board, Homecoming, Mentors, Orientation and Student Government that share a unique relationship with Student Affairs and provide free services or programs for students. These groups are recognized in the category of student organizations and charged accordingly.

While the University Commons is primarily funded by student fees, we do receive a limited allocation of E&G funding to support housekeeping and provide basic event services for departments. For events sponsored exclusively by a department during regular business hours (M-F 8 a.m. - 5 p.m.) there are generally minimal charges for routine work (access to space, set-up and clean-up services, and basic AV support). The table below outlines charges applicable to departmental events.

Table 2: Event Services for **University Departments**

Department Schedule of Event Services Fees	Charge
Departmental events occurring outside of regular business hours (M-F 8 a.m. - 5 p.m.) and weekends.	\$10.00 per hour
Failure to cancel at least 24 hours in advance a reservation that results in a staffed set-up and strike.	\$20.00 minimum
Providing technical support staff during events.	\$20.00 per hour
Set-up and tech requests received less than 3 working days before an event will be assessed a staffing fee.	\$20.00
Significant reset required to a standard set-up.	\$20.00 minimum
Excessive clean-up due to food (excluding catered events), decoration removal, or other activities.	\$20.00 minimum
Damage or loss of equipment checked out to group.	Direct cost to repair/replace
Event involves a non-University cosponsor or the department is sponsoring or hosting the event for a non-University entity and participants are charged admission or any other fee to participate. (Ref. University Policy SA-02.00-0601)	E Rate plus any other applicable costs
Event involves a non-University cosponsor or the department is sponsoring or hosting the event for a non-University entity but no admission or other fees are charged. (Ref. University Policy SA-02.00-0601)	50% of E Rate plus any other applicable costs
Event involves only a University department and participants are charged admission or any other fee to participate.	50% of E Rate plus any other applicable costs
Any charges from other departments (police, facilities management, etc.) will be charged directly to the department.	Direct costs

Guidelines for Equipment Usage

The University Commons and Student Activities Office has a limited amount of audio-visual and theatrical equipment available to student organizations, university departments, and off-campus sponsors with a registered event.

1. Technical equipment reserved by a sponsor shall not leave the campus.
2. Most equipment, excluding a limited amount of equipment designated for checkout, must be attended by a member of the technical staff.
3. Cancellations should be made as soon as possible, either by the person originally requesting the equipment, or by an officer of the organization. Event cancellations should be made within 24 hours of the scheduled starting time.
4. The University Commons and Student Activities Office reserves the right to deny services or equipment to any student organization or department not requesting such services/equipment at least three (3) business days prior to the event or when honoring the request is impractical or hazardous to staff or equipment.

Equipment Available

1. Sound systems. Several systems are available to provide for a variety of needs, from a simple set-up for music or public address for a small gathering to limited concert support. Equipment includes speakers, monitors, mixing consoles, mixer/amplifiers, cassette or CD players, microphones, and so forth. Contact the Manager of Production Services for further details. Note: UCSA generally does not provide music or DJ staff for events.
2. Lighting. Lighting systems are available to provide for a variety of needs. Permanent stage lighting is installed above the stage area in the Auditorium, and specialized fixtures (including a mirror ball) are available for dances or theatrical lighting effects within the Auditorium. One follow spotlight is available for use within the University Commons only. Contact the Manager of Production Services for further details.
3. Audio/Visual. Podiums with microphone (for public address), Slide projectors (35mm), LCD projectors, overhead transparency projectors, opaque projectors, cassette players, CD/DVD players, television monitors, VCRs, and other equipment items are available.

Electrical Hook-ups

Extension cords and "quad boxes" (longer, heavy-duty extension cords with 4 outlets) are available. The Production Services Manager will attempt to meet any special electrical needs by consulting with a University electrician.

Teleconferences

Arrangements for teleconferences will be made by consulting with the Reservations and Conference Services Office. A fee for these services may be charged

Telephone/Computer Hook-ups Telephone jacks with voice and data lines are located in the University Commons Auditorium and all meeting rooms. Another telephone jack is available in the Great Hall. Charges may be incurred for the use of these lines.

Standard Practices for use of University Facilities

University facilities are scheduled on a priority basis to serve university needs and, when available, to accommodate non-university groups and the general public. Information about specific facilities and university offices responsible for scheduling them is published in UWF's Meeting Room Directory available from the Office of Facilities Maintenance. Non-university users must contact the Manager of Conference Services, University Commons and Student Activities.

First priority for use of university facilities is the activity normally scheduled for the space as it is officially classified by the University; second is for activities sponsored by university departments and members of the university community.

Individuals responsible for scheduling and using facilities shall ensure that these spaces are used according to State University System and University of West Florida standards and priorities.

University fund-raising activities must be cleared through the Office of Development and Alumni Affairs.

University Use (see University Policy SA-02.00-00601)

University use may take the form of either University sponsorship or co-sponsorship of an event or activity.

- University sponsorship is defined as any event or activity exclusively sponsored by an official unit of the university and does not involve any non-University agency or organization as co-sponsor. Sponsoring departments or organizations are responsible for reserving facilities and processing work requests in a timely fashion. University groups may be assessed costs determined by the special needs of each event.
- On occasion an official unit of the university may agree to co-sponsor an event or activity with a non-university organization. Co-sponsorship is not intended to be a mechanism for non-university users to avoid rental and service charges, therefore University co-sponsorship of an event or activity is subject to the following conditions: (1) the event is initiated by an officially recognized university agency, (2) the university agency is primarily responsible for planning the event, (3) the university agency is primarily responsible for implementing and producing the event, (4) the event has a clear, direct connection and substantial relationship to the purposes of the university agency and (5) the event has logical and demonstrable relationships to the objectives and mission of the University. University co-sponsored events must be approved by the appropriate department or division head. Forms for approval are available from UCSA Conference Services, the UC Service Desk, or other facility reservations coordinators. University offices responsible for scheduling facilities are accountable for confirming approval for co-sponsored events.
 - Revenue Generating Co-Sponsorships. In the event that such co-sponsored use involves generating revenues from ticket sales, registration fees, or other charges, the event will be subject to appropriate usage fees coordinated and collected by UCSA Conference Services. Distribution and accountability for revenue in excess of established Conference Services fees is the responsibility of the host department according to applicable University policies. Sponsoring departments or organizations are responsible for reserving facilities and processing work requests in a timely fashion.

- **Non-Revenue Generating Co-Sponsorships.** In the event that no revenue is generated, only such charges as would routinely be assessed and collected directly by applicable university departments would be applicable. Examples of such charges might include security, special plant operations fees, and damage charges. Sponsoring departments or organizations are responsible for reserving facilities and processing work requests in a timely fashion.

Non-University Use/Facility Rental

The Manager of Conference Services is responsible for administering the rental of University facilities to non-University groups and the general public.

- a. Non-University groups and the general public may request use of facilities through the UCSA Conference Services Manager. The Conference Services Manager will process appropriate facility reservation forms, coordinate necessary services, and assess all fees and charges. All rental contracts will be authorized by the Director of the University Commons and Student Activities.
- b. Use of facilities by non-University groups is generally restricted to special events and limited series. Facilities are not scheduled for frequent, continuing activities.
- c. Rental rates are established in three categories:
 - (1) Standard
 - (2). Non-profit (501-C3 or State of Florida registered)
 - (3) K-12 schools
- d. Additional rental and other service fees for contract youth camps are based on per camper fees established, assessed, and collected by UCSA Conference Services.
- e. With the exception of the Aquatic Center, only UCSA Conference Services is authorized to establish and assess rental charges to non-University Sponsors. This department will collect and deposit rental on behalf of designated facility accounts. The Conference Services Manager will coordinate and bill for services as required: e.g., catering, security, audio-visual, satellite downlink, telephone access, and data link access. Catering and food and beverage concessions are restricted to the University's contract food service vendor. Other costs will be determined by the special needs of the client. All charges are subject to applicable sales tax. Proof of tax exempt status required.
- f. Sponsors may be required to have or obtain \$1 million in general comprehensive liability insurance with the University named as also insured.
- g. Some facilities require additional special staffing. For example, the Center for the Fine and Performing Arts requires a house manager and the HLS facility and Field House may require a Recreation staff attendant. These costs are in addition to rental. In general all set-up and clean-up services are provided by the facilities rental staff. Other departments may provide special services.

Recreation and Athletic Facilities

Except as noted below, Recreation and Athletic facilities are governed by the policies described above.

The first priority for recreation/athletic facility scheduling is for the regular University recreation/athletic programs normally assigned use of those facilities. In the event of conflict among regular University programs, priority will be given to: 1) instructional programs, 2) organized recreation and athletic programs, 3) non-credit programs, 4) special events, and 5) open recreation. The second priority is for activities and events scheduled by University departments or organizations. The third priority is for activities and events scheduled through Recreation and Sports Services or UCSA Conference Services. Rental of the recreational and athletic facilities is not coordinated by UCSA Conference Services except when that rental is part of a more comprehensive rental service or camp program.

Athletic Complex

The Athletic Complex (Varsity Soccer Field, Track, Baseball Field, Varsity Softball Fields) are not available for rental without approval from the authorized athletic designee. In the event that authorization is granted all applicable policies, procedures, and pricing shall apply. The authorized designee shall insure, by frequent visual inspection and consultation with the athletic field caretakers, primary users, and University Landscape Services, that turf areas do not receive excessive wear and tear due to high frequency of use.

Aquatic Center

Aquatic Center scheduling gives priority to recreational and instructional swim periods for the University community on a convenient and regular basis. Group and other special events will be scheduled in advance on a first-come, first-serve basis as time and space permit. As a large multi-purpose facility, the Aquatic Center will often accommodate several scheduled activities at the same time.

Aquatic Center facilities will be available to non-University groups on a space available basis. Rental fee and reservation information is disseminated through the Aquatic Center Office. Rental of the Aquatic Center is not coordinated by UCSA Conference Services except when that rental is part of a more comprehensive rental service or camp program.