

Texas Woman's University
Mary Eleanor Brackenridge Student Union
Operating Manual

Subject: Operating Procedure

Date: April 4, 2002

Updated: March 22, 2013

Re: Room Reservation Policy & Set Up Procedures

- A. Each request for space in the Student Union must be submitted online through the Net simplicity website (www.netsimplicity.student/union.net). Telephone reservations will not be accepted. Reservation confirmation is available upon request. Space is available on a first come-first-serve basis.
- B. Large Event Forms must accompany a reservations request for any event with an anticipated attendance of 90 or more guest. Registered TWU campus organizations must obtain a signature from the Director of the Center for Student Development for each large event form. Understanding the attendance could cause interruptions in your event and possible immediate cancelation. Security officers may be assigned to any special event. An officer will remain on duty during and 1 hour after each event. Rates for security officers may be found in the Student Union Office or DPS.
- C. A building attendant will be assigned to all non-TWU sponsored events at the rate of \$10.00 per hour. Building attendants will be available to answer any questions or meet any needs an individual/group may have during the schedule event. Building attendants may occasionally enter your event to ensure policy compliance and guest safety.
- D. ALCOHOLIC BEVERAGES MAY NOT BE SERVED OR CONSUMED IN THE STUDENT UNION BUILDING.
- E. Rooms 108, 109, 110, & 111 are pre-set rooms. If an event a different set-up in one of these rooms, groups are responsible for returning the room to its pre-set arrangement.
- F. If your set-up requires equipment that we do not have (extra tables/chairs), charges will be accessed. The request should be noted on your reservation form under the section "Additional Information". Room set-ups are not provided for private receptions/parties; however, tables and chairs are provided in the cost of the room rental.
- G. Media equipment and easels are available to checkout for meeting, workshops, and seminars. You may check out equipment and obtain a price list for these items in the Student Union Office during regular hours. All equipment is state property, and it is not intended for personal use. Your student I.D. will reserve the equipment. If the equipment is not returned, an additional charge will be assessed.

- H. Individuals or organizations that need additional equipment from other departments on campus, such as Information Technology Services or Facilities Management, should submit those requests to the Student Union Office two weeks in advance to insure that University equipment is available and may be picked up in a timely manner.
- I. If refreshments are served, all food items must be disposed of or taken with you. If a food service contractor provides refreshments, pre-arrange with the contractor to pick up remaining food/or services items, such as punch bowls, cups, trays, etc.
- J. Since we try to accommodate as many groups as possible, it may be necessary to move your meeting to another room. Prior notification attempts will be made. Please indicate the names and phone numbers of at least two contact persons for your organization. This will insure our ability to reach you if we need to move your function to another space. In the event we are unable to contact a representative from your organization, we will post a notice of the room change outside the room.
- K. If your Department/Organization meeting is cancelled, please contact the Student Union Office at 940-898-3641 at least 24 hours prior to the event. Please remember that work schedules for the Building Attendants are based on the meeting schedule in the building. We can offer better service to you if we know in advance that your plans have changed. No-shows and improper cancellations could result in a loss of privileges.
- L. Deposits are required at the time of making the reservation and are payable in the Student Union Office. The deposit is fully refundable providing the building, equipment, and parking lot are free of damage and the area is clean following your event. Birdseed and/or rice are not permitted inside and/or outside the Student Union. In the event this policy is disregarded during your event, the room deposit is not refundable, and the organization or individual may be billed for additional custodial fees up to \$250.00 and/or loss of property of damages incurred.
 - Deposits are refundable if:
 - a. The tables and chairs are left in an orderly manner without damage to the facility.
 - b. The room is free of any leftover food items and decorations.
 - c. The rooms, the building, and the parking lot must be free of any stains or damage.
- M. **Cancellations:** in the event a reservation is to be canceled, please contact the Student Union Office at (940)-898-3641. Cancellation of reservations should be made at least two weeks prior to the event will forfeit their room deposit. Cancellations made less than 3 business days prior to the event will forfeit their room deposit. Cancellations made less than 3 business days prior to the event will forfeit their deposit and all applicable rental fees. No-shows and improper cancellations will result in a loss of all payments.
- N. More than one event that includes amplified sound or live bands will not be scheduled at the same time in the building. Our policy of first-come first serve will remain in effect.

- O. In accordance with the Texas Woman’s University fire code, doorways, hallways, and stairwells must be clear of all obstacles. Open flames, such as candles, latterns, and sternos are prohibited in the Student Union building.
- P. The Student Union office reserves the right to move groups into more suitable locations and to change the above policies and procedures without prior notice.
- Q. Please remember that the Student Union is a smoke-free facility.
- R. **No Shows:** If your Departmental/Organization fails to show up to his/her event schedule and you have not given us an advance notice of 48 hours, your group will be penalized and will be contracted by our supervisors.

Payment Checklist

Room Deposit (Refundable)	_____
Room Rental	_____
Kitchenette Fee	_____
Building Attendant hours at \$10 per hour	_____
Security Fee hours at \$27 per hour	_____
Media Equipment	_____
Total Due	_____