Campus Booking Policy Manual

This manual outlines the key policies for events in Campus Booking venues.

Welcome to LSU New Orleans Campus Booking. Thank you for your interest in our venues. The information in this manual is presented to guide you on your path to a successful event. If after reviewing this manual, you have questions about the information or how it affects your event, please don't hesitate to contact the Office of Campus Booking at 504-280-BOOK or by emailing campusbooking@uno.edu. Thank you.

Service Level

Our mission is to serve the UNO community, ensuring delightful events in our venues at a reasonable cost for each organizer. As such, we have divided our offerings into two levels of services:

1) Base Service
2) Managed Service

These two levels of service are designed to streamline Campus Booking efforts to ensure each client has a satisfactory event and delightful experience.

Base Service Level

Base Service Level events are event that need less preparation and require the base Campus Booking and Operations resources. Resources provided at the Base Service Level are streamlined to ensure consistent quality for every event and vary by type of venue.

License Fees are waived for University & Co-Sponsored Events at the Base Service Level.

Meeting Rooms & Lobby Activities

These are often small events that need little time for preparation. These events may be a meeting, small group (<40) presentation, or tabling, and take place in set rooms and facilities. This is a low-cost option to allow for space usage on smaller timescales.

The following spaces are available during regular building hours:

- University Center Meeting Rooms (ie. Atchafalaya 208, Vermillion 206, etc.)
- University Center lobby and patios

Events receive these resources for their events (subject to availability):

- Projector and Screen setup (meeting rooms only)
- Building custodial services
- Room-specific setups

Events may be scheduled up to 1 week before your event based upon availability.*

Key policies that apply to these events:

- Events are limited to regular building hours
- Event sponsors are responsible for returning the space to a better condition than their arrival

- Events shall be no longer than 3 hours (2 hours for tabling)
- Events receive 15 minutes to move-in and 15 minutes to move-out
- Events may be relocated to more appropriate venues at the discretion of Campus Booking management
- Exclusive reserved space or university tables and chairs go through the existing booking process. Student Affairs issues the permit under the free-expression policy (AP-SA-02.7). Campus Booking handles the space and furniture for our venues. UPD reviews safety if the crowd is over 100.
- Our venues are different. Tabling by external groups in the University Center, Homer Hitt, The Cove and The Sandbar unless they have an on-campus sponsor.

*Events requested after the booking deadline will be considered on a case-by-case basis and shall be subject to additional fees based on the event request.

Event & Banquet Spaces

Events in our banquet spaces require prior planning and use greater resources. Events may be a luncheon, mid-size to large presentation (45-450 people), or a vibrant party.

The following spaces are available during regular building hours:

- University Center Banquet Rooms
    - Sen. Ted Hickey Ballroom
    - Innsbruck Suite A & B
    - Gallery Lounge
- University Center Lobbies and Patios

Events in these venues receive the following resources:

- Access to built-in Audio/Visual systems
    - Staff assist with initial setup and may help with troubleshooting during your event
- Building custodial services
- Standard table & chair setups scaled to the size of your event

Base service events in our Event & Banquet Spaces must be confirmed 3 weeks in advance of your event.*

Key policies that apply to events in these spaces:

- Events are limited to regular building hours
- Event sponsors are responsible for returning the space to a better condition than their arrival
- Events shall be no longer than 4 hours
- Events receive 2 hours to move-in and 1 hour to move-out
- ABM costs (if any) are passed on to client
- Events may be relocated to more appropriate venues at the discretion of Campus Booking management

*Events requested after the booking deadline will be considered on a case-by-case basis and shall be subject to additional fees based on the event request.

Managed Service Level

The Managed Service Level is designed to accommodate custom events using specialized Campus Booking resources. Events may range from small meetings to large banquets. This service level is for the event sponsor that is looking to host a special, customized event. Events receive dedicated custodial, event support, and hands-on services.

Our Managed Service Level events are typically located in banquet and event spaces. Events that require multiple spaces may qualify for this service level at the discretion of Campus Booking Management.

Managed Service Level events receive these resources:

- Dedicated staff member for duration of event
- Dedicated custodial service
- Custom setups designed in collaboration with event organizer
- Not limited to building hours*

*may be assessed a Building Overtime Fee

Managed Service Level events must be confirmed 4 weeks in advance of your event. Setup details must be confirmed 3 weeks in advance of your event.*

Key policies that apply to Managed Service Level events:

- Events are limited to regular building hours unless otherwise agreed upon
- Event sponsors are responsible for returning the space to a better condition than their arrival
- Events shall be no longer than 4 hours unless otherwise agreed upon
- Events receive 2 hours to move-in and 1 hour to move-out
- Additional ABM costs (if any) are passed on to client

Event characteristics that automatically qualify your event for Managed Service Level:

- Event occurs in the Homer Hitt Alumni Center
- Event is sponsored by a non-University entity
- Event is co-sponsored by a non-University entity and does not qualify for the Base Service Level as outlined in the Co-Sponsored Event Policy
- Event occurs outside regular building hours, requires additional set-up/event time, or requires overtime usage
- Event requires payment or admission costs to attend or has an exchange of fees at the event
- Alcohol is served at event
- Event requires a custom setup
- Event requires dedicated staffing (custodian, A/V, etc.)

*Events requested after the booking deadline will be considered on a case-by-case basis and shall be subject to additional fees based on the event request.

The Office of Campus Booking will do its best to accommodate the needs of your event. These service levels are designed to ensure our campus spaces remain in good condition and ready to serve our University community. We appreciate your compliance with this policy.

Event Types

The type of event is based on the sponsoring/organizing entity. Each event type has its own parameters and qualifications and is designed to ensure University resources are being utilized in an appropriate manner. Event type and sponsor determines the applicable license fees for your event.

University Event

An event is considered a University Event if the event is sponsored solely by a University of New Orleans department, faculty or staff member, or recognized student organization.

Student organizations and campus groups must designate one spokesperson to serve as the primary point of contact for the event. If an organization does not have a designated spokesperson, the organization's president will automatically serve as the primary point of contact.

The organization's president and advisor(s) will be copied on all email correspondence regarding events and reservations booked by their organization.

Student organizations and campus groups must communicate any requested room or setup changes to Campus Booking within **48 hours of their event**. Failure to communicate any of these changes within this timeframe may result in the suspension of future booking privileges.

Additionally, a final setup must be provided to Campus Booking at least **48 hours before the event**. Failure to provide a setup within this timeframe may result in the suspension of future booking privileges.

Any furniture moved or removed from meeting rooms by an organization or campus group **must be** returned to its original location and arrangement at the conclusion of the event.

University Events that target the UNO community as its primary audience are eligible for the Base Service Level if there are no costs to attend and no exchange of fees at the event.

If a University Event requires payments or costs to attend or if there is an exchange of fees at the event, the University event is automatically upgraded to a Managed Service Level event and will be subject to standard reservation fees.

Co-Sponsored Event

A Co-Sponsored Event is an event with two or more organizing parties: a University department or recognized student organization and a non-University organization.

All coordination with the venue must be through the University sponsor, and the University sponsor must be an active participant of the event.

UNO Affiliates (such as: tenants, MOU partners, etc.) are not eligible to be the University host in Co-Sponsored events but are eligible for certain venue accommodations in accordance with their individual agreements.

Co-sponsored events that target the UNO community as its primary audience are eligible for the Base Service Level if there are no costs to attend and no exchange of fees at the event.

External Event

External events are events sponsored and organized by an entity not within or affiliated with the University of New Orleans.

External events are subject to standard rental rates and require contractual agreements along with proof of insurance naming the University as an additional insured.

Cancellation & No-Show Policy

Email campusbooking@uno.edu to cancel or change your reservation. Changes or cancellations of a reservation may be subject to cancellation or additional fees based upon the changes and/or the proximity to the move-in date of the event.

Event space is licensed only for the event stated in the booking and/or stated in the license agreement and only for use by the Event Sponsor. Any misrepresentation by Event Sponsor / Licensee shall be sufficient grounds for cancellation of the booking by the Office of Campus Booking, and the Event Sponsor shall be responsible for 100% of the license fee.

Catering Exclusivity Policy

Chartwells at UNO is the exclusive provider of food & beverage catering in the University Center venues. All events must source their food & beverage from Chartwells at UNO.

Space Use Policy

Cleanup / Post-Event Considerations

Any cleanup costs beyond reasonable wear & tear or other damages associated with an event will be billed directly to the sponsor.

Event organizers shall return the space in the condition it was found upon move-in, including returning furniture if moved, picking up trash, and returning borrowed equipment. Out of respect for fellow community members, we ask all event organizers to leave the reserved space in a condition better than it was found.

Operations & Vendors

Booking space does obligate UNO Dining, the UNO Bookstore, Campus Mail, and other service providers to operate during your event.

Damages

Damage or defacement of facilities or equipment shall be the sole liability of the event sponsor, who by moving into any Campus Booking operated venues, agrees unequivocally to reimburse the University for the cost of repairing damage to facilities or equipment.

Unpaid Fees

Any unpaid fees associated with an event will disqualify the event sponsor from hosting an event in our venues, and future scheduled events may be subject to automatic cancellation.

Smoking

Smoking / vaping is not permitted anywhere on campus, and by extension, is prohibited in our venues.

Decorations

The following items are prohibited:

- Confetti, glitter, and sand
- Open flames
- Fog and smoke/haze machines
- Balloons
- Hanging or Affixing items to ceilings, walls, floors, and all other items unless otherwise approved by Campus Booking management
- Posting signage outside building
- Stages, staging equipment

Capacity and Circulation Space

Campus Booking is committed to providing a safe environment for our guests. We reserve the right to shut down or limit entry to events.

Stairways, corridors, and other circulation spaces may not be used as gathering places or for holding events.

Additional Costs & Fees

UNO Safety & Security

- The Office of Campus Booking and UNO Police reserve the right to require police officers and/or security guards for any event at any time. All security will be scheduled through the Office of Campus Booking on behalf of your event, and the charges will be passed on to your event. UNO Police are required for events serving alcohol and/or where cash is being handled. Further considerations include number of attendees, target audience (public vs. University), time of event, and type of event.
- The hourly rate of UNOPD security officer is based on availability. Quotes are available upon request.

Extra Set-Up/ Event Time:

- Additional time must be requested & confirmed a minimum of three week(s) prior to the event date and will incur an hourly fee. Please note that all events must vacate the venue no later than 12:00am.

Overtime Usage Fee

- All events must end on time and items must be removed from the facility by the move-out time specified in the contract. Events that go beyond the move-out time will be assessed an overtime usage fee to cover the additional expense incurred by Campus Booking.

Building Overtime Fee

- Events outside of regular building hours shall incur a fee of $100 / hour. This fee may be assessed in addition to the Overtime Usage Fee and Extra Set-Up / Event Time Charges.

State Restoration Fee

- This is a state-assessed fee for facility usage to ensure long-standing facility quality. This fee is a flat 4% fee on gross sales for revenue-generating events.

Failure to Cancel/Show Fee

- If a reservation is not cancelled and/or does not show up for their event, the University department, student, organization, or University-affiliate will be responsible for 100% of the University Event license fee.

Catering Policy Violation

- Violations of the Catering Exclusivity Policy will result in the assessment of the corresponding license fee for your event.

Facility Usage Violation

- Violations of the Space Use Policy will result in the assessment of the corresponding license fee for your event.

Scheduling Priority

In scheduling priorities, Campus Booking management may use discretion in booking spaces appropriately.

In the event that scheduling conflicts arise, Campus Booking management will have final decision, based on the scheduling priority schedule.

University Center

FIRST PRIORITY for scheduling space in the University Center is to make dates available to the University of New Orleans and UL System for major academic programs such as convocations, board meetings, and more.

SECOND PRIORITY for scheduling space in the University Center is to provide space for free events run by and open to UNO students and recognized student organizations.

THIRD PRIORITY for scheduling space in the University Center is to provide space for free events run by University departments targeting UNO students and the UNO community.

FOURTH PRIORITY for scheduling space in the University Center is to provide space for revenue-producing events.

FIFTH PRIORITY for scheduling space in the University Center is to provide space for University affiliates, co-sponsored events, and for all other events.

Homer Hitt Alumni Center

FIRST PRIORITY for scheduling the Homer Hitt Alumni Center is to make dates available to the University of New Orleans and UL System for major academic programs such as convocations, UL board meetings, and more.

SECOND PRIORITY for scheduling the Homer Hitt Alumni Center is to make dates available for revenue producing events.

THIRD PRIORITY for scheduling the Homer Hitt Alumni Center is to make dates available for non-revenue producing events and Alumni/Foundation-sponsored events.

Grounds (campus grounds & parking)

FIRST PRIORITY for scheduling the Grounds is to coincide dates with University bookings.

SECOND PRIORITY for scheduling the Grounds is to make dates available for revenue producing events.

THIRD PRIORITY for scheduling the Grounds is to make dates available for non-revenue producing events.

Scheduling

In order to hold a date(s), the licensee must indicate the exact name of the act/activity involved. Substitutions of acts/activities for a date(s) void the hold and/or are subject to additional fees. Campus Booking Management reserves the right to determine which events are in the best interest of the facility when the same dates and/or similar events are being requested by more than one event organizer. Regardless of the hold sequence, the Campus Booking Management may reject a tentative hold after it has been placed.

In the process of scheduling facilities and dates, the following terms and definitions shall apply to scheduling commitments:

Tentative

Hold – Requests for tentative dates that are made inside twelve (12) months of the event are held for two (2) weeks. If the date is not confirmed, within this time period, the Campus Booking management reserves the right to book another event on the date(s) being held, without notification to the potential licensee. Those desiring date(s) to be held more than two (2) weeks without an executed license agreement should make a request to the Campus Booking management and with management's approval, will be granted up to a two (2) week extension.

Requests for dates for events held on an annual basis are held more than 12 months out. However, the same date or time period in future years is not guaranteed and is subject to change or cancellation.

Potential licensees shall not assign or transfer any right or interest in tentative hold dates, including, without limitation, the right to receive any payment, without Campus Booking management's approval of such assignment. Any such assignment without approval of the Campus Booking management shall be null and void and may prevent potential licensee from booking space in the future.

When a license agreement is fully executed and appropriate deposit is received, tentative dates then receive the status of confirmed.

Confirmed

Upon confirmation of a date(s), Campus Booking will prepare the license agreement. The license agreement will be delivered to the event sponsor digitally. From the date of the agreement's delivery, Campus Booking will continue holding the date(s) without a properly executed license agreement for fourteen (14) days. If the properly executed license agreement is not returned within this time limit, Campus Booking management may contract with other parties for the use of the space on the same date(s) without notification to the potential licensee. The license agreement must be signed and returned to the Campus Booking office along with the required deposit. The Campus Booking management will then sign and return the fully executed copy to the licensee.

The properly executed license agreement and insurance certificate must be in the office of the Campus Booking management ten (10) working days prior to the event or Campus Booking management reserves the unqualified right to cancel the events. Persons booking events less than ten working days out must provide the aforementioned materials upon booking the date.

Deposit Schedule

Deposits are required for all activities upon execution of the license agreement. Licensee shall pay to Campus Booking the initial required deposit with the return of the license agreement. The balance of the rent shall be paid thirty (30) calendar days prior to occupancy.