



# UNIVERSITY OF WISCONSIN-LA CROSSE STUDENT ASSOCIATION

235 CARTWRIGHT CENTER 1725 STATE STREET LA CROSSE, WI 54601 (608) 785-8717

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## **SA1516-076: Resolution Approving New Student Center Reservations Policy**

DATE: April 27<sup>th</sup>, 2016

AUTHOR(S): Kaylee Otterbacher, Molly Davies, Spenser Garcia

SPONSOR(S):

WHEREAS; the Student Services and Buildings Committee was charged with creating policies related to the new student center;

WHEREAS; the Student Services and Buildings Committee did not meet quorum on the day they were set to vote on the policies, but the consensus among the group was generally supportive of these policies.

THEREFORE BE IT RESOLVED; that the Student Senate approves the attached reservations policy.

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Handwritten signature of Molly Davies in black ink.

Molly Davies  
President, Student Senate  
Vice-President, Student Association

05-04-2016

Date

Handwritten signature of Kaylee Otterbacher in black ink.

Kaylee Otterbacher  
President, Student Association

05-04-2016

Date

# RESERVATIONS POLICY

DRAFT 11-17-15

## **Policy:**

The Reservation Policy provides a basis for scheduling the Student Center. The policy is done in concert with the University Scheduling Policy and state rules and regulations. These policies are designed to serve the students and the UW-La Crosse community.

## **Hours of Operation\***

Operating hours during Fall/Spring semesters:

Monday - Thursday, 7:30am – 12am

Friday, 7:30am – 2am

Saturday, 9am – 1am

Sunday, 10am – 12am

*Hours vary for holidays, breaks, and summer. Contact University Reservations for details during these times.*

*\*Building may close earlier if there are fewer than 15 people in the building*

## **Special Requests Outside of Building Hours**

A fee is assessed to extend hours or open the building when it would normally be closed. The charges will depend on the type of event and the amount of labor involved to support the event. There is a \$50 minimum fee and a minimum hourly charge of \$30. It is at the discretion of the Cartwright Center administration to determine the feasibility of extending/opening based on the timing of the request, the scope of the event, and staff availability.

## **Room Access**

**Meeting/Conference Rooms:** available when building opens through 1 hour before the building closes (OR, we staff Reservations and IC ½ hour before posted building hours to get rooms ready by the time the building opens)

**Event Spaces:** available ½ hour after building opens through ½ hour before the building closes.

**Event time:** This is the time of the actual meeting or event.

**Reservation time:** This is the time when the reserving group has access to the room for meeting/event preparation. Rooms are generally unlocked 5 minutes before the reservation start time. When catering service is utilized, the time required to set up and take down will be built in to the reservation time.

**Extending the reservation:** Due to other reservations and setup commitments, please inquire with the Reservations Office or the student Building Manager if you would like to get in early, or stay past the reservation time. Permission will be granted if logistics allow. We appreciate your partnership and cooperation if the space needs to be vacated within the reservation time.

## **Rehearsal Space**

Requests for rehearsal space will be handled on an individual basis. Decisions will be based on the requested length of time, number of days, facility, and the historical demand for the facility at the time of year requested. Valhalla will generally be available for one rehearsal night per event.

## Public Area Use

Lounges and other public areas are intended to be for casual use. In general, these spaces may not be reserved or utilized as an extension of a reservation unless prior approval has been granted by the Student Services and Buildings Committee and in consultation with Student Senate.

## Managing Facility Utilization

The University Reservations Office will assist users in finding the appropriate space within the facility to maximize the event attendance while maximizing the use of the facility. The staff will take into consideration all of the following while maximizing facility availability to all groups:

- Expected attendance, crowd management, and any safety/liability issues
- Complexity of setup needs
- Catering
- Timing and duration of event
- Timing of the request

## Customer Priority – Timelines for Reservation Requests

1. Recognized Student Organizations
  - Weekly meeting reservations may be made for the following year beginning the Monday after Spring Break
  - Event reservations can be made up to 18 months away from the event date
2. Large scale all-campus events (Campus Close-up, Registration, Commencement, etc.). Reservation requests are handled on a case-by-case basis.
3. University departments and offices, including emeriti functions (12 months out)
4. Customer Category B - external customers (12 months out)

## Cancellation & No-show

1. A group's reservation contact is the only person who is allowed to cancel a reservation. The reservation contact must contact the Reservations Office to officially cancel, preferably via email.

**Late Cancellation** (within 1 business day of the event): User groups A2 and B will still be responsible for facility and incidental fees. User group A1 may be responsible for incidental fees.

**No-Show:** User groups A2 and B will be responsible for paying 100% of the associated fees. User group A1 will be responsible for paying 100% of the incidental fees (typically setup fees).

**Recurring No-Show:** For any group, office, or department with a pattern of not utilizing reserved facilities, remaining bookings may be cancelled. In extreme cases, reserving privileges may be lost.

**Noise**

Live amplified music is only allowed in the Entertainment Café and 2<sup>nd</sup> floor multipurpose room.

When using the multipurpose room for events that include music, dancing or any type of performance, the entire room will be reserved to avoid possible sound conflicts. Because noise may impact surrounding events, the multipurpose room will only be booked into the ballroom when the entire room is available. This policy applies regardless of how many people are estimated to attend the event.

**Administrative Access**

Cartwright Center Staff (i.e. Building manager and administrative staff) are to have access to all facilities at all times.

**Decorations****Hanging Items in Rooms**

Nothing may be hung, pasted, or affixed in any manner to the facility walls, doors, windows, or floors. Tack strips are available in each meeting space.

**Storing items**

All items brought in for an event should be removed at the conclusion of the event. With advance notice, storage of items for an event will be considered. Long term storage is not available. Contact University Reservations with your request.

Limited short term storage may be requested for major events prior to the event. Storage is limited and will only be approved when space is available and the event would be harmed if the items were not available.

**Room Setups & Equipment**

Reservations staff will assist with your event if you provide information about the event such as a schedule and an agenda in advance. Staff can serve customers better when we are aware of all of the group needs.

Services we offer:

- Consultation for the best setup possible
- Last minute additions of small numbers of tables/chairs
- Slight adjustments to the room setup

For setups involving extraordinary setup time (e.g. transporting portable dividers, dance floor, multi-purpose room), a setup fee will be assessed. Last-minute requests to reset the room or add significant number of tables/chairs will result in additional staff fees. To avoid personal injury and damage to furniture and the facility, please request assistance when furniture or equipment needs to be moved.

Many reservations are planned utilizing the setup information from prior reservations. Each room must be left in the condition in which it was found. Tables, chairs, etc. need to be returned to their original position. This insures any reservations that follow will be properly set up and available on time. If an unforeseen change is made by a customer, leading to a last-minute room reset, staff fees will be added to the reservation. In addition, furniture from other meeting rooms, lounges, and other spaces may not be moved.

All student center property is to be accounted for and left in the condition it was received. Costs related to lost or damaged items and facility damage will be billed to the reserving party.

## **Equipment use**

- Outdoor tables
- AV in-room
- AV for checkout

## **Event signage**

Each day, room assignments are posted outside all reservable rooms and at various locations throughout Cartwright Center. Portable directional signage will be used for larger groups unfamiliar with the building. Groups may utilize the 8 ½ X 11 sign holders adjacent to the room for their own signage, but those should be removed at the end of the reservation time.

A limited number of portable sign holders are available and can be requested during the reservation process. Posting of event/directional signs is not allowed anywhere in the building (e.g. entry/interior doors, hallway walls, etc.).

## **Parking/unloading**

Loading dock areas – delivery only, unload and leave, parking will result in ticket or tow

## **Student Study Rooms**

The rooms in the student center will be primarily used for student organization meetings and events. When facilities are not regularly scheduled, students can reserve facilities for group study sessions.

## **Lost & found**

All found unclaimed property can be turned in to Lost & Found located at the Information Counter. Please check here for any item(s) that may have been left behind while in Cartwright Center. All found/lost items will be logged by the student staff.

1. Items are held for one month before being disposed of with the following exceptions:
  - a. University ID cards are returned to the ID Card Office immediately (when turned in at night/on weekends it will be held at the Information Counter until the next business day);
  - b. University keys are sent to the University locksmith after two days;
  - c. Drivers Licenses and personal keys are sent to University Police after one week; and,
  - d. Bank Cards that are not claimed are destroyed after one week.
2. The Information Counter staff will make every attempt to contact the owner if email, a phone number or address is located on the item.
3. In order to claim a lost item, the owner must describe as closely as possible the lost item. If Lost & Found has the item and ownership is established as well as possible, the owner signs out for the item.
4. A log book is available to customers with missing items. They may list the lost item along with their name, email or phone number, and Information Counter staff will contact them if the item is turned in.

## **Loitering & Solicitation Policy**

### **Access & Loitering**

The Student Centers are not places of unrestricted public access. They are intended for the use of students, faculty, staff, guests of the University, and participants in authorized on-campus activities. Loitering or causing a conflict with this intended use is prohibited, and violators will be required to leave. Failure to comply with a request to leave will result in the staff contacting the University Police Department.

### **Solicitation**

The Student Centers, including outside entrance and seating areas, are solicitation and commercial free zones. Distribution of any type materials (including but not limited to leaflets, fliers, gifts, surveys, brochures, posters, coupons, etc.), or solicitation of any type of goods or services to patrons is strictly prohibited. Furthermore, the passing of petitions, distribution of written information, and picketing are not allowed. Soliciting or interfering with the facilities intended use is prohibited, and violators will be required to leave.

### **Outdoor Space**

#### **Policy**

Outdoor spaces are available to reserve through University Reservations. See [\(link\)](#) for specific information regarding reservation times and logistics, including inclement weather procedures. Reservations for the outdoor spaces will take precedence over informal activities. All reservations for outdoors spaces are available 30 minutes after the opening of the building, and will close 30 minutes before the building closes, unless changes to hours or availability have previously been posted.

#### **Outdoor Space and Fire Pit**

The outdoor green space is available for fairs, concerts, comedians, meet & greets, and small gatherings. The green area and the fire pit are reserved as one outdoor space. Event Sponsors are responsible for the setup, care, and return of University Centers' equipment. Other furniture needs (more tables, chairs, trash cans) for events will need to be reserved through campus facilities. The Sponsor for an outdoor event wanting to use a sound system, staging, and/or lighting, must coordinate any production needs with Event Support.

The fire pit may only be used during the posted business hours. The sponsor of any outdoor event is responsible for clearing all trash or left behind items at the conclusion of the event. To activate the fire pit for any informal get together please see the Building Manager at the information counter.

If reserved the fire pit will be turned on in advance of the reservation and turned off after the conclusion of the reservation time.

Informal gatherings using the fire pit will need to communicate with the Building Manager to have the fire pit turned on and off.

All activities held in the outdoor space shall not deface the grounds and must comply with the University's outdoor event policies.

#### **Patios**

The patios will be open to public. The patio attached to the dining areas is only used when the space is reserved through a dining room reservation. The sponsor for an outdoor event wanting to use a sound system, and/or lighting must coordinate any production needs with Event Support.

## **Recreation Room**

The Recreation Room aims to serve students and the UW- L community by providing a welcoming environment for people to connect, communicate, and have some fun! University Centers, with the approval of the Student Association, has established the following regulations designed to ensure proper usage of the space and equipment, while ensuring the safety of all users. The student employees will enforce these rules and regulations, and are empowered to act on behalf of University Centers.

1. The Recreation Room is open 30 minutes after the opening of the building, and will close 30 minutes before the Cartwright Center closes, unless changes to hours or availability have previously been posted.
2. The Recreation Room can be used by all members of the UW-L community. Community members can utilize the Recreation Room equipment for a fee, and must sign in with staff on duty. Minors must have adult supervision at all times.
3. Gaming equipment (pool cues and balls, air hockey paddles and pucks, etc) is available to be checked out at the information counter. University ID's or credit card will be required to rent equipment.
4. Game room equipment is available to students, faculty, and staff free of charge. Charges will apply for community members.
5. All equipment must remain in the Recreation Room at all times. The recorded name from University ID's or Credit Card will be responsible for the return of the equipment undamaged. If damage occurs, either the credit card or the student account will be billed for the repair or replacement of the equipment.
6. Users are responsible for any and all damages to Recreation Room equipment (pool tables, cues, controllers, monitors, etc).The recorded name with Credit Card or ID number gathered from the equipment check out will be charged for any damaged or missing equipment.
7. All food, beverage and personal items must be left on high top tables surrounding the Recreation area. Any damage from food or drink will be billed to the equipment holder's student account or credit card.
8. Music for the Recreation Room is provided via TouchTunes Music system. Users of the Recreation Room can select songs via purchase. Volume is managed by student staff on duty. Availability may vary due to other events being hosted in University Centers.
9. The Recreation Room is available for reservations. Some rules and conditions may apply. Contact University Centers' Reservations for more information and costs.
10. Use of the Recreation Room will be allowed as part of a facility reservation.
11. All users of the Game Room must comply with all policies, regulations and code of conduct of University Centers and the University of Wisconsin- La Crosse.

## **Display/Student Org Tables**

Student organizations are allowed to reserve tables for fundraising on the first floor of the student center. An area is designated for semi-permanent tables for this purpose. These tables may also be rented to local businesses when they are available. No group may reserve these tables for more than three consecutive days.

The Concessions stand may also be used for fundraisers by student organizations. This area is administered through a separate policy.

## **Rooms with Special Priority Use**

Dining Rooms: There are two private dining rooms which have priority for catering. When not used for Caterings they may be used as meeting rooms.

The Student Senate Chambers is designated for Student Senate meetings and committee meetings, when appropriate. The facility has an automatic voting system, in room technology, and an environment that is conducive for official business. Any university organization may request to use the room if there is a need for this technology. It is preferred to have other student organizations use this facility for official business.

## Facility Rental Fees

Room	½ Day	Daily	Rm	c/proj sm	c/proj lg	pa	setup
Ballroom - A (stage) Includes house AV	275	550	300		75	50	125
Ballroom - B Includes house AV	275	550	300		75	50	125
Ballroom - C Includes house AV	275	550	300		75	50	125
Ballroom - All Includes house AV	825	1,650	900		225	150	375
Dining Room - Sm (up to 15) fixed	35	70	40	TV 30			
Dining Room - Lg (up to 50) semi-fixed	85	170	120	50			
Entertainment Café (Room only) semi-fixed	215	430	300	AV through UES			130
Meeting Rm 1A (700 sq) fixed	65	130	80	50			0
Meeting Rm 1B (700 sq) fixed	65	130	80	50			0
Meeting Rm 1C (700 sq) variable	85	170	80	50			40
Meeting Rm 2 (1130 sq) variable	120	240	110	50		30	50
Meeting Rm 3 (1300 sq) variable	140	280	130	50		30	70
Meeting Rm 4 (2000 sq) variable	200	400	200		80	30	90
Meeting Rm 5 (480 sq) fixed	55	110	60	50			
Meeting Rm 6 (Senate Chamber 2000 sq) fixed	205	410	240		120	30	20
Meeting Rm 7 (400 sq) fixed	50	100	50	50			
Meeting Rm 8 (300 sq) fixed	45	90	40	50			
Theater (180 seats) fixed	200	400	200		100	60	40