

UNIVERSITY CENTRE POLICIES

UC-2 | RESERVATIONS, EVENTS & SERVICES | EFFECTIVE: February 11, 2025

Authorization: University Centre Board

Date: February 11, 2025

GENERAL: The University Centre will make its bookable spaces and equipment available to the University of Guelph community and external (non-University) groups for cultural, social, educational and charitable activities where the use of such facilities will in general be consistent with the aim and objectives of the University Centre.

PURPOSE: To establish guidelines for the usage of University Centre bookable spaces and equipment by for all defined user groups.

SCOPE: All internal and external organizations, groups, and University departments use of any University Centre bookable spaces and equipment that has been designated as "bookable" and is available through the University Centre Services Office.

1.0 DEFINITION OF USER GROUPS

- 1.1 **Recognized Student Organizations (RSOs):** A recognized student organization as defined in the Student Organization Policy. RSOs include, Primary Student Organizations (PSOs), Accredited Student Organizations (ASOs), Affiliated Groups, and Special Status Groups (SSGs). All RSOs must be actively recognized and in good standing with the University.
- 1.2 **INTERNAL GROUPS:** All University departments, colleges, and other organizational units with a defined reporting structure within the University of Guelph and falling under the control of the Board of Governors will be recognized as internal groups.
- 1.3 **SPONSORED GROUPS:** A not-for-profit organization whose aims and objectives have a special or direct relationship to the University Community, usually in an educational, cultural, professional or social service nature. Sponsored groups must identify, and be sponsored by, an internal group as defined in Section 1.2. Criteria and authority for the recognition and sponsorship of such groups rests with the Office of the Vice-President, Finance & Operations or their delegate as per the University of Guelph Policy on the Use of University Facilities Including Audio Video Equipment.
- 1.4 **EXTERNAL GROUPS:** An organization or individual(s) not qualifying as a Recognized Student Organization, Internal Group, or Sponsored group, and do not qualify for

accredited standing will be recognized as an external group. These groups or individuals may be granted affiliated and/or accredited standing at the discretion of the Director, University Centre or their delegate.

2.0 BOOKABLE SPACE TERMS OF USE

- 2.1 GENERAL:** All University Centre public common space, multi-purpose rooms, pub venues, and executive meeting rooms are available to accredited student, internal, sponsored, and external groups for booking and usage. Established space rental rates, where applicable, will be applied based on the duration of the rental period and type of group requesting the space booking.
- 2.2 RESERVATIONS POLICY:** Reservations for all University Centre bookable spaces will be processed and confirmed on a first come, first served basis. To ensure fairness to all user groups, booking requests will be accepted up to six (6) semesters in advance or two (2) calendar years from the start of the current semester.
- i. All requests must include the group's recognized organizational name, contact information including email address and phone number, requested date(s) and timing of booking, anticipated attendance, and detailed purpose of booking and use of space. University Centre Reservations will review requests upon receipt and arrange the booking based on availability of suitable space.
 - ii. University Centre Reservations reserves the right to relocate confirmed reservations at any time in the interest of maximizing the usage of facility space, working with the affected group to ensure the relocation of the reservation is suitable based on the planned usage of space.
 - iii. Meeting room reservation requests will be accepted up to three (3) hours in advance of the start of the reservation based on space availability by contacting University Centre Reservations by phone or attending the UC Services Office in-person during regular office hours, as prescribed in UC-6 Facility Hours of Operation (2024).
 - iv. All multi-purpose rooms, public common spaces, pub venue private bookings, and Peter Clark Hall reservations require a minimum forty-eight (48) hour advance booking request. Exceptions can be made based on availability and type of usage planned for the space with the approval of the Senior Operations Manager, University Centre or their delegate.
 - v. All multi-day or large capacity events (over 150 persons in attendance) may be subject to a non-refundable deposit of fifty (50%) percent of the applicable booking rate, due at least ten (10) days prior to the date of the request. Deposit requirements will be issued and communicated upon confirmation of the reservation request.

- vi. All student accredited bookings require the organization be in good account standing with the University and University Centre Services and be requested by the registered executive member for the organization. Any applicable charges or fees relating to the booking will be the responsibility of the organization and levied against the organization's UC account following Student Organizational Policy (SOP) terms.
- vii. All internal group bookings require the unit's general ledger (GL) coding to confirm reservation bookings. Any applicable charges or fees relating to the booking will be invoiced and charged to the group using the GL Coding provided.
- viii. University Centre Reservations will work with groups to effectively manage reservations and booking of space based on the needs of the group.
- ix. All University Centre bookable spaces, with the exception of Peter Clark Hall, are fully furnished with standard room setup. Most bookable space include basic integrated audio video technology for use as part of the reservation booking. Additional services and custom room setup is available upon request.
- x. Groups will be held responsible for the condition of the bookable space and room amenities resulting from the use of space. Any costs or charges resulting from damage, destruction, lost or stolen items, and/or additional cleaning requirements will be levied against the group booking the space.
- xi. University Centre Services reserves the right to deny a request or cancel a booking at any time should any concerns relating to public safety, security, violation of policies, or university business continuance arise.
- xii. To ensure access to bookable spaces for all user groups, University Centre Services reserves the right to limit the number of bookings per week for any user group to prevent a group from monopolizing bookable space. University Centre Reservations will work with user groups to plan priority bookings and provide recommendations for other bookable spaces where necessary.
- xiii. University Centre Services, in recognizing the University's Freedom of Expression Policies, Student Organizational Policy (SOP), Controversial Student Events Policy, On-Campus Advertising Promotion, Sales & Solicitation Policy, and related University Centre policies, reserves the right to deny a request or cancel a booking should the intended usage of space or purpose of the booking contravene University Centre and/or University of Guelph policies and protocols.
- xiv. All feedback on bookable spaces and services can be provided to the UC Services Team by email to ucservices@uoguelph.ca or attending the UC Services Office in-person during regular office hours, as prescribed in UC-6 Facility Hours of Operation (2024).

- 2.3 USE FOR ACADEMIC PURPOSES:** Consistent with the aim and objectives of the University Centre to provide social, recreational, educational and cultural activities which are not normally offered through the academic curriculum or other University services, it is the general policy of the University Centre not to permit its space, facilities and equipment to be utilized for routine academic purposes associated with credit programs (e.g. regularly scheduled undergraduate/graduate lectures and seminars, midterm and final examinations, registration). This policy is not to discourage academic departments from using University Centre facilities but rather to encourage the development of innovative, non-routine, activities/functions (e.g. special lectures or seminars, exhibitions).

Exceptions to this policy must receive approval from the Director, University Centre or their delegate. All approved requests for use of University Centre space for academic purposes will be levied a charge equal to fifty (50%) percent of the regular rental rate. The Director, University Centre reserves the right to deny a request for special exception should it contravene the aim and objectives of the University Centre.

- 2.4 FOOD SERVICE PROVISIONS:** As per university guidelines, all food and beverage services must be sourced from Hospitality Services, UC Food & Beverage Services (including The Brass Taps Pub; The Lookout: Patio + Lounge; Campus Bakery Co.; and UC Event Catering), or an approved external food supplier. All external food suppliers must be public health inspected and recognized as an approved supplier by Hospitality Services, or approved to provide food and beverage service under an authorized Sales & Solicitation request.

Room bookings where food and beverages will be provided as part of the booking will be subject to a Food & Beverage Service Fee to recover the cost of food service tables, additional room cleaning, and waste removal services associated with the booking. Any food and beverage services booked with UC Food & Beverage Services or Hospitality Services Full-Service Catering will be exempt from the fee as the additional services are included as part of the catering order.

- 2.5 ALCOHOL SERVICE PROVISIONS:** All events and activities in University Centre bookable space where alcohol service is provided under the Alcohol & Gaming Commission of Ontario (AGCO), requires by virtue of the Liquor Sales License granted to the University of Guelph for the purchase, sale, and service of alcohol to be provided by Smart Serve certified university employees only. All requests for alcohol service must comply with the terms of Policy UC-4: High Risk Events & Alcohol Service (2024) and be provided by UC Services or Hospitality Services, as per university guidelines.

Revenues from the sale of alcohol and non-alcohol beverages provided by UC Services will be retained by the department and applied to the costs of the event. Revenues must equal a minimum of all direct costs plus twenty-five (25%) percent with any deficiency being invoiced to the user group.

2.6 ADVERTISING & PROMOTION: All user groups must adhere to University advertising policies and the terms of Policy UC-5: Advertising, Sales, and Solicitation (2025). Advertising and promotion of events in contravention of established advertising policies may result in the cancellation of the booking and a loss of booking privileges in the University Centre.

2.7 HIGH RISK EVENTS & SAFETY PROTOCOLS: All events and activities deemed to be high-risk must comply with the terms of the University of Guelph Alcoholic Beverages Policy – Appendix B and Policy UC-4: High Risk Events & Alcohol Service (2024).

To ensure the safety of attendees and staff and maintain liability control, the Director, University Centre or their delegate, may regulate or require additional safety and/or security measures to be implemented in order to facilitate an event or activity in University Centre bookable spaces.

2.8 COURTYARD BOOKINGS & PUBLIC SALES: All user groups may book space in the University Centre Courtyard to host events, activities, and conduct fundraisers and public sales. All fundraisers and public sales must adhere to the On Campus Advertising Promotion, Sales, and Solicitation Policy (2015) and Policy UC-5: Advertising, Sales, and Solicitation (2025).

- i. All bookings for fundraising activities at no cost must be arranged by an accredited student group, internal, or sponsored group only. The recipient of the funds raised must be a recognized registered charity.
- ii. Generally, the north concourse activity spaces are reserved for accredited student groups to ensure available space for student activities and engagement.
- iii. All user groups booking space within the University Centre with the intent to conduct a public sale or host an event or activity where a charge is applicable for participating (i.e. tradeshow, career fair), a fee for the use of space is applicable to all user groups. The fee for accredited student, internal, and sponsored groups shall be fifty (50%) percent of the regular rental rate. All external groups will be levied the regular rental rate for the space booking.
- iv. To ensure a diverse variety of vendor sales, activities, and programs and open access to space for all user groups, bookings shall generally not exceed two (2) days per week unless it relates to a special initiative, program, or university-sponsored event.

- v. For fundraising and vendor sales, the sale of the same or similar product types by multiple groups at the same time is not permitted out of fairness to all groups. The first group to request and receive a booking confirmation will have the first right to sale. All groups must include the details of the fundraiser or vendor sale as part of the booking request.
- iv. The Director, University Centre or their delegate, reserves the right to limit or deny the sale of specific products or services should they contravene University policies, values, or respective regulations.

2.9 STUDENT DISCOUNT: All accredited student groups will receive a twenty-five (25%) discount on equipment rentals and building services to support student-led events, activities, and programming in the University Centre.

To promote student entrepreneurial initiatives and engagement, registered individual students may book space for the purpose of promotion or public sales. The fee for individual student bookings shall be fifty (50%) percent of the regular rental rate.

2.10 PROPERTY DAMAGE: Any accidental or malicious damage to furniture, equipment, or facility spaces will be charged directly to the user group at cost plus thirty (30%) percent. A user group may be denied the use of University Centre space and equipment as a result of damages incurred, in addition to bearing the cost of repair/replacement.

Any tampering or resulting damage caused to the integrated audio video equipment during a booking will be subject to a service charge equal to the cost of repair plus twenty-five (25%) percent to recover the cost of coordinating the repair.

Any non-payment of levied damage charges after thirty (30) days will result in the loss of University Centre booking privileges until payment is made in full or an established payment plan is arranged with UC Services.

3.0 CANCELLATION POLICY:

3.1 NOTICE PERIODS: The University Centre aims to maximize the availability and usage of all spaces to accommodate as many requests as possible. To ensure spaces are used effectively, the following cancellation periods apply to all reservation bookings.

- i. *Meeting Rooms:* All meeting room bookings require a minimum of twelve (12) hour advanced notice of cancellation. Meeting rooms include, but not limited to, UC004, UC005, UC331, UC332, UC429, and UC444.
- ii. *Multi-purpose Rooms:* Multi-purpose room bookings require a minimum of forty-eight (48) hour advanced notice of cancellation. Multi-purpose rooms include UC001A, UC001B, UC430, UC441, and UC442.

- iii. *Peter Clark Hall*: All bookings for Peter Clark Hall (centre section and entire hall bookings) require a minimum of five (5) calendar days advanced notice of cancellation.
- iv. *Courtyard & Common Spaces*: All activity bookings on the main level of the University Centre require a minimum of five (5) calendar days advanced notice of cancellation. Spaces include UC103, UC123, and UC124.
- v. *Equipment Rentals*: All confirmed equipment rentals require a forty-eight (48) hour advanced notice of cancellation.
- vi. *Service Requests*: All confirmed service requests require a forty-eight (48) hour advanced notice of cancellation.

3.2 LATE-CANCELLATION FEE: A late cancellation fee equal to twenty-five (25%) percent of the regular rental rate for the booking will apply to all groups who fail to provide notice of cancellation within the prescribed cancellation period. Accredited student groups, internal, and sponsored groups may request special consideration to waive late-cancellation fees due to unforeseen circumstances by contacting the University Centre Reservations Office.

3.3 NON-USAGE FEES: In the event a booking is not cancelled and the group fails to arrive for the reservation and use the space, the group will be levied a fee equal to the regular room rate for the booking. For Student accredited groups, internal, and sponsored groups, the fee will be equal to fifty (50%) percent of the regular rental rate for the booking. For External Groups, the fee will be equal to one-hundred (100%) percent of the regular rental rate for the booking.

3.4 EQUIPMENT RENTALS: All equipment rentals must be returned by 9AM on the following day from the last date of confirmed rental. Any rentals returned after 9AM may be subject to a rental late return fee equal to the regular daily rate of rental. The late return fee will be applied based on the number of days overdue.

3.5 FEES IN ARREARS: All cancellation and non-usage fees levied against any group must be paid within thirty (30) days of the invoice date or payment arrangements made with UC Services. Any fee payments in arrears will result in a temporary suspension of booking privileges until payment is received in full.

4.0 VIOLATION OF POLICY: User groups in contravention of this policy may be denied the use of University Centre space, services and equipment at the discretion of the Director, University Centre, or their delegate.

Appeals to the loss of booking privileges by a user group may be made in writing to the Governance & Management Sub-Committee in the University Centre Board.

5.0 **EVALUATION:** The Senior Operations Manager, or their delegate is responsible for the evaluation of this policy whenever deemed necessary or upon five (5) years of effective date. Recommendations for the revision of this policy are to be forwarded to the Governance & Management Sub-Committee of the University Centre Board by the Director, University Centre for review, recommendation, and approval by the University Centre Board.

6.0 REFERENCE

6.1 Student Organizational Policy (SOP)

<https://www.uoguelph.ca/student-affairs/policies/student-organization-policy-sop/#recognition-accountability-sop>

6.2 Use of University Facilities Including Audio Video Equipment Policy

<https://www.uoguelph.ca/finance/policies-procedures/general-policies/use-university-facilities-including-audio-visual-equipment-0>

6.3 University of Guelph Alcoholic Beverages Policy (2015)

<https://www.uoguelph.ca/finance/policies-procedures/general-policies/alcoholic-beverages-policy>

6.4 University of Guelph Sales & Solicitations Policy

<https://www.uoguelph.ca/finance/policies-procedures/general-policies/campus-advertising-promotion-sales-and-solicitations>

6.5 Ontario Liquor License & Control Act (2019)

<https://www.ontario.ca/laws/statute/19l15b>

6.6 UC-4: High Risk Events & Alcohol Service Policy (2024)

6.7 UC-5: Advertising, Sales, and Solicitation Policy (2025)

6.8 UC-6: Facility Hours of Operations Policy (2024)