

***UNIVERSITY OF MASSACHUSETTS
DARTMOUTH***

**CAMPUS SERVICES
RESERVATIONS POLICY AND PROCEDURE**

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SECTION I

INTRODUCTION

The Campus Services facilities of the University of Massachusetts Dartmouth include the Residence Dining Hall, Campus Center, and Main Auditorium. Within those structures are facilities that can be used for special functions and events such as:

- Residents' Dining Hall
- Conference Dining Room
- North Dining Room
- Pub and Ground Floor Conference Room
- Underground Café
- Commuter Cafeteria
- Main Auditorium
- Community Art Gallery
- Faculty Dining Room (Sunset Room)
- Sunset Lounge
- North Alcove
- South Alcove
- Rooms 006 and 007
- Students' Conference Room
- Campus Center Westside outdoor patio
- Residents' Dining Hall Eastside picnic area

This booklet is being provided in an effort to help individuals and organizations use these facilities and services.

The first section of this booklet provides a guide to facilities and services available. The second section is a procedural guide. The third section is a list of policies governing the use of facilities and services.

FACILITIES AND CAPACITY

The following information is provided as a guideline. The exact number of persons that may be accommodated in each facility or room will vary according to the exact nature of the event and services needed.

Facilities and Spaces with Capacities			
	<u>Reception</u>	<u>Dance</u>	<u>Banquet</u>
<u>Campus Center</u>			
Commuter Cafeteria	550	550	450
South Alcove	75	75	50
Faculty Dining Room	100	100	70
Sunset Room Lounge	100	100	70
Underground Café	50	50	n/a
Ground Floor Lounge	90	90	50
West Patio	1000	1000	1000
Students' Conference Room	35	n/a	n/a
<u>Residents' Dining Hall</u>			
Main Dining Area	365	365	300
Conference Dining Room	175	175	100
North Dining Room	75	75	50
Eastside Picnic Area	300	300	175
<u>Main Auditorium</u>			
Orchestra Level	400	n/a	n/a
Balconies	400	n/a	n/a
Individual Balcony Rooms	125	n/a	n/a
Room 006	60	n/a	n/a
Room 007	35	n/a	n/a
Community Art Gallery	200	n/a	125

SERVICES AVAILABLE

The Campus Services Department through the Conference Office can provide a wide range of services for any organization or group making use of the facilities:

1. Food and beverage service with full food service catering
2. Alcoholic Beverage service

3. Audio-Visual services and entertainment equipment
4. Custodial Services
5. Room arrangements
6. Security
7. Ticket Sales
8. Conference organization
9. Cash arrangements (for events in Campus Services Facilities only)
10. Equipment or party rentals (tents, chairs, tables etc.)
11. Theatrical/performance advice and support personnel
12. Entrance Marquee
13. ID services

Additional services coordinated through the Conference Office include:

1. Summer on campus housing
2. Sign making
3. Reserved parking
4. Telephone and fax services
5. Ticket printing
6. Transportation
7. Utilization of Athletic Facilities for summer sessions
8. Grounds
9. Academic building usage for classrooms and conference rooms

The exact nature of each request and arrangement should be made at the time of reservation. Additional time must be allocated for the arrangement of non-departmental services. Full listings of technical specifications, menus, room arrangements, etc. as well as cost projections are all available at the Conference Office.

SECTION II

PROCEDURES

APPLYING FOR SPACE

All reservations must be made at the University Conference Office located in the Ground Floor of the Residence Dining Hall or by calling (508) 999-8143. The Conference Office is open Monday - Friday, 8:00 A.M. – 4:00 P.M., or by special appointment.

Individual contact with service providers is strongly discouraged. As the first step in the reservation process, all individuals and organizations MUST contact the Conference Office.

Some events such as dance recitals, theatrical events, variety and talent shows, major receptions, weddings, fashion shows, symposiums and conferences require additional time for preparation/reservation if the event is to succeed. Please consult the Policy section of this booklet (page 10) for time guidelines and policies.

FILLING OUT THE FORMS

All individuals making a reservation must fill out an Event Reservation Application form. Be prepared to fill in the following:

- NAME OF EVENT
- SPONSORING ORGANIZATION OF EVENT
- EVENT DAY
- ORGANIZATIONAL AGENT
- EVENT DATE(s)
- ADDRESS OF ORGANIZATION OR AGENT
- EXPECTED ATTENDANCE
- TELEPHONE NUMBER OF THE ORGANIZATION OR AGENT
- TIME OF EVENT (BEGINNING AND ENDING)
- SPEED TYPE NUMBER (FOR ON CAMPUS ORGANIZATIONS)
- LOCATION OF EVENT

Give some thought to the types of services you may need to have a successful event. *Do not be hesitant in asking questions about service and cost of the services.*

Dining service arrangements require a specific and guaranteed number of people in your reservation so that a correct amount of food can be prepared for your event. Please discuss the deadlines required by the Conference Office for dining reservations. Also, be aware of what you will be billed if your number of people exceeds or does not meet your reservation confirmation.

If you need *technical services* you will be *required* to fill out a Technical Services Request form. In addition to the items listed above, the Technical Services Request form will ask that you specify what services and/or equipment you may require. A contact person and number must be listed with whom we can review the needs of the event.

If you do not know or are unsure of your technical needs, ask to be contacted by the technical services manager – but make sure you have filled in the top portion of the technical services request form completely. This includes all contact names and telephone numbers. Failure to do so will cause a cancellation in you technical services.

ADDITIONAL SERVICES

Some services such as those listed below, require coordination through the Conference Office. Such arrangements may take additional time and usually involve additional costs. Please allow for both in making your reservation requests.

- SECURITY
- ATHLETIC FACILITIES
- CUSTODIAL SERVICES
- ACADEMIC BUILDINGS
- SUMMER HOUSING
- SPECIAL SIGNAGE
- TICKET PRINTING
- PARTY RENTALS
- TICKET SALES
- CASH HANDLING

CONFIRMATION

Any group or organization with questions concerning their event should contact the Conference Office.

Two weeks before the event, all technical arrangements on Auditorium events should be confirmed directly with the Technical Manager. A complete order of events or programs may be required at this time.

Individuals may be encouraged to contact other service providers directly at this time such that final details may be confirmed. Without a final confirmation contact by the individual or organization, the Conference Office cannot be held responsible for failure to complete final arrangements.

SECTION III

POLICIES

OVERVIEW

In an effort to conform to Federal, State, Town of Dartmouth, and University laws and regulations, a basic outline of policies governing the use of facilities and services under Campus Services purview is hereby provided.

1.The satellite campuses - Advanced Technology and Manufacturing Center - Professional Continuing Education Center - School of Marine Science and Technology - Star Store - each have different missions and program goals relative to their use of space. Thus, each site has a facilities use policy specific to its location and is incorporated in the general University use policy.

2.The primary function of the University of Massachusetts Dartmouth facilities, equipment, and grounds, is to further the educational objectives of the University. Subject to this main objective, the University facilities will be made available for use to the University groups, and non-University groups or individuals.

3.The University facilities, however, will not be made available for uses which interfere, duplicate or directly compete with the ordinary business, services and mission of the University, including but not limited to the offering of credit or non-credit courses.

4.University facilities may not be used in a manner that discriminates on the basis of race, color, gender, religion, creed, age, national origin, disability, or sexual orientation in violation of University policy and applicable law.

5.All uses of University facilities must be in compliance with all federal, state, city, town and/or county rules, regulations, ordinances, and statutes applicable to the University, and all applicable University policies and procedures.

6.The University shall never waive its right to cancel, alter, or change any event to preserve and maintain the health and safety of the attendees, staff, or employees.

7.In addition, the University Conference Office may cancel, alter, or end an event to accommodate any other event judged to be vital to the University. Every effort shall be made to relocate any event so affected, but no guarantees are made relative to relocation. In the event of such a cancellation, alteration, or ending, the University shall adjust the organizations bill to reflect only services received.

8.The list of these policies and regulations is not complete or comprehensive and is subject to change. All individuals and organizations using the facilities and services are encouraged to be familiar with these regulations as they may pertain to their event or function.

A. RESERVATION POLICY

1.The making of reservations through the Conference Office and completing the same in a timely fashion is the responsibility of the individual or organization making the reservation. Conformity to reservation completion deadlines is necessary if the reservation is to be handled by the Conference Office and any subsidiary departments. It is the responsibility of the individual or department making the reservation to meet all deadlines. The following deadlines should be noted:

Type of Event	Advanced Notice Required			
	2 months	1 month	2 weeks	1 week
Dance Parties			x	
Dinners*		x		
Receptions*		x		
Class Room Reservation				x
Conference Room Reservations				x
Breakfasts/Luncheons*			x	
Video and Data Presentations			x	
Lectures/Debates			x	
Memorials/Tributes				x
Seminars			x	
Theatrical Presentations		x		
Dance Recitals		x		
Talent and Variety Shows		x		
Rehearsals without Technical Services				x
Rehearsals with Technical Services		x		
Concerts in Campus Services Facilities		x		
Amphitheater Performances	x			
Athletic Facility Performances	x			
Snacks/Small Food Orders				x

* the final head count for attendees is required 3 business days prior to the event date

Note: For additional services such as ticket printing, sign making, and party rentals, please allow a minimum of one month.

B. RESERVATIONS and GENERAL POLICIES

1.All on-campus organizations that make reservations through the Conference Office must provide a “Speed Type” number as part of the reservation process. The Speed Type number allows the Conference Office to bill the organization

directly for all costs for the event. In addition, the Conference Office may check the financial status of the on-campus organization to ascertain the financial viability of the organization and its reservation request. If the Conference Office determines that the organization does not have enough financial resources for the reservation, the event may be subject to cancellation.

2.All student organizations must be on-campus, active, Student Senate recognized organizations. The viability of the organization may be checked through the Office of Student Activities.

NOTE: All student organizations must be registered with the Office of Student Activities each semester. If the organization is not registered the Office of Student Activities may consider them inactive and so notify the Conference Office. For more information, contact the Office of Student Activities, Campus Center, room 213 A.

3.Organizations on or off-campus with outstanding bills will be denied usage of the facility.

4.A security deposit may be required from organizations on or off-campus by the Department of Campus Services.

5.Organizations with a past history of poor event management may be denied use of the facility. Such determination shall be made by the Department of Campus Services. Appeals may be made through the Vice-Chancellor of Student Affairs.

6.Contracts (which affect the use of facilities or services on campus) made by organizations with off-campus groups, organizations or individuals may not be honored by the University unless the University department affected has had the opportunity to read, and evaluate the contract. All organizations are urged to contact the Conference Office to be directed to the appropriate department for contract evaluation at least one month before the event date. The University cannot and will not be held responsible for any contract signed by an organization or individual without University approval.

7. All organizations with contract possibilities must contact the conference office one-month in advance of the event date.

8.The University has an exclusive contract with the University food vendor. No food or beverage may be brought onto the campus for a special event unless otherwise approved by the Department of Campus Services.

9.Technical properties (radios, DJ equipment, lights, sound equipment etc) may be brought onto the campus for special events by the individual or organization sponsoring the special event. The University takes no responsibility for the care,

protection, use, set-up or takedown of this equipment. All use and liability for personal or leased equipment is the sole responsibility of the individual or organization. The use of such equipment must be cleared in advance with the Conference Office and the University reserves the right to cancel, alter, or stop any event if the equipment is deemed inappropriate for any reason whatsoever by the University official on duty. Said cancellation, alteration, or stopping of the event will not have any negative economic consequences to the University.

10. There is *no smoking* in any University facilities.

11. The University reserves the right to cancel any event at any time for health and safety reasons. In addition, if weather conditions do not permit the use of facilities for classes, the Conference Office may cancel any event. No economic consequences shall impact the University due to such cancellations.

12. The University makes no guarantee of heat or air-conditioning. Every effort shall be made to provide a suitable temperature in all facilities, but no guarantee is implied or intended by the Conference Office. There shall be no economic consequences to the University if an event is cancelled, altered, moved, or ended early because of temperature.

13. All organizations on or off-campus will be solely responsible for any emergency bill generated by security, fire, ambulance, or any other agency connected with the event. The University shall not be responsible to indemnify any second party individuals or organizations that work for an event.

14. Secondary parties who work for an organization or an individual and intend on working at the University for an event must be cleared in advance by the Conference Office or designee. A minimum of two weeks notice is required.

15. *All off-campus individuals or organizations shall be required to sign an Agreement For Use of University Facilities contract.*

C. ALCOHOL POLICIES

The following are *highlights* of the University Alcohol Policies. The complete policy is appended to this document.

1. Massachusetts' law prohibits the sale or serving of alcoholic beverages to persons under the age of 21.
2. All persons being served alcoholic beverages must be able to produce an ID proving that they are 21 or older. Said ID must be a Massachusetts driver's license or a Massachusetts ID card issued by the Commonwealth of Massachusetts.

3. The sale of alcoholic beverages is permitted by the University under the Club License held by SMUSERV, Inc. in the following areas: The Campus Center, all floors; the West Patio of the Campus Center; the Residents Dining Hall; Unity House; area between the Campus Center and Resident Dining Hall; South Patio of the Resident Dining Hall, and Group VI – area adjacent to the Gallery.
4. Special attention to security, insurance needs, and supervision is needed in the sale and / or serving of alcoholic beverages. The sponsoring organization may have to bear the total cost of all arrangements.
5. The serving of hard spirits is not permitted unless the function is a meal or banquet. The Conference Office shall define what is a meal or banquet.
6. The advertising of the sale of alcoholic beverages is prohibited by University policy.
7. All bars shall close no later than 12:30 A.M.
8. Certain practices are prohibited: drinking games; free drinks (at a cash bar); no more than 2 drinks to a person at one time; reduced prices; liquor prizes; serving intoxicated persons; happy hours; removing drinks from the consumption area; and giving drinks (once purchased) to underage individuals.
9. The rules, regulations of the University, laws of the Commonwealth, and laws of the Town of Dartmouth, are part of the Alcohol Policy and this abbreviated policy statement should not be interpreted to exclude such laws, rules, regulations, or policy statements. All organizations and individuals are encouraged to read and understand the University policies relative to the use, sale and serving of alcoholic beverages. Lack of such knowledge shall not constitute a reasonable excuse for policy violation.

D. CAMPUS SERVICES BANQUET/DANCE/RECEPTION POLICY

PLANNING POLICIES

- The sponsoring organization must schedule all events, including the reservation of the venue, through the Conferencing and Functions Office (x8143) in a timely manner. Please refer to Reservations Policy page 10.
- All entertainment hired by the sponsoring group must have a completed and signed University Entertainment contract. A copy of this contract must be submitted to the Student Activities Office two weeks prior to the event. All payments must be made in the form of a University issued check. No cash transactions are allowed.
- Two weeks before the event, the sponsoring organization (with the assistance of the Student Activities Office) maybe required to organize and chair a meeting with: representatives from all sponsoring organizations, a member of the Campus Center staff, a member of the

Student Activities staff, and a representative from the security staff (see below). The agenda for this meeting includes: review event plans, establish designated "in-charge" persons, review protocols, establish roles and responsibilities, review security plans and identify any special needs.

- Failure to adhere to all of the above stated policies could result in cancellation of the event.

CAPACITY

- The capacity for events held in the Campus Services spaces is determined by the type of event and where it is held. The capacities are as follows:

	Facilities and Spaces with Capacities		
	<u>Reception</u>	<u>Dance</u>	<u>Banquet</u>
<u>Campus Center</u>			
Commuter Cafeteria	550	550	450
South Alcove	75	75	50
Faculty Dining Room	100	100	70
Sunset Room Lounge	100	100	70
Underground Café	50	50	n/a
Ground Floor Lounge	90	90	50
West Patio	1000	1000	1000
Students' Conference Room	35	n/a	n/a
<u>Residents' Dining Hall</u>			
Main Dining Area	365	365	300
Conference Dining Room	175	175	100
North Dining Room	75	75	50
Eastside Picnic Area	300	300	175
<u>Main Auditorium</u>			
Orchestra Level	400	n/a	n/a
Balconies	400	n/a	n/a
Individual Balcony Rooms	125	n/a	n/a
Room 006	60	n/a	n/a
Room 007	35	n/a	n/a
Community Art Gallery	200	n/a	125

Additional rooms in the Campus Center are available; if the event organizers plan on using any of those rooms, please consult the Campus Center staff for the capacities of those rooms.

GENERAL INFORMATION

- For all full-capacity events, Campus Services will have two Campus Services Managers onsite. One Manager will be designated to assist with the event.
- Campus Services will provide tickets for each admission price and an attendant to sell tickets at the door for the organization at no cost. Organization members are not permitted to handle cash related to ticket sales at the event.
- At the end of the event, a member of the Campus Services Staff along with a representative of the sponsoring organization will process the revenue from the event.
- All money collected must be deposited into the Night Safe Depository, with the Campus Services Manager. The organization's Treasurer or designee will be provided with a receipt for all deposits made to the Bursar's Office on their behalf by Campus Services. Please allow a minimum of five (5) business days for deposits to be reflected in your account. Campus Services does not maintain records of your accounts. Please contact the Student Senate Treasurer (x8154) to make arrangements for access to information on your accounts.
- Sponsoring organizations will be responsible for labor costs associated with setup, breakdown, management, technical services and cleanup for their event. Further, any costs associated with the rental of special equipment or services associated with the event will be charged to the Sponsoring Organization.
- Sponsors of the event are responsible for the posting of all rules and regulations for the event (i.e. door closings, ticket prices, etc.). They are also responsible for the removal of these postings at the conclusion of the event.
- All university venues are non-smoking facilities and sponsoring organizations must comply.
- In accordance with university policies, the sponsoring organization is responsible for all and any damages that occur at the event.
- Campus Services reserves the right to cancel and event for the purposes of ensuring a safe and healthy environment for patrons. Campus Services is not responsible for any loss of income or financial obligations the sponsoring organization may incur should cancellation be necessary.

Student organizations should expect a charge to be associated with setup, running and breakdown of their event. The costs are as follows:

- a. Student maintenance workers - \$15/hr per person
- b. Student Event Managers - \$20/hr per person

- c. Student Technicians – approx. \$15/hr per person
- d. Technical Consultants – approx. \$25/hr per person
- e. Outsourced workers – at cost
- f. Rented equipment – at cost

Please note that the number of student workers assigned is based on a needs assessment of the event with expected attendance, location, beverages sales etc. influencing these numbers.

E. SECURITY POLICY

UNIVERSITY OF MASSACHUSETTS DARTMOUTH POLICE DEPARTMENT

PURPOSE

The following guidelines have been developed to assist university staff and/or student organizations in sponsoring events, functions, concerts and dances, and to ensure the success and safety of these events. All officers are to make themselves familiar with this policy and review it prior to working any event/function/detail covered by this provision.

The UMass Public Safety Department shall determine the necessary security and/or police staffing for all events held on university property and/or in university facilities where concerns for safety and property exist.

Determination of the need and amount of security and/or police coverage will be made on an event-by-event basis. However, the following circumstances will have a critical factor:

- Type of Event
- Time of Event
- Location of Event
- Attendance Expected and/or Anticipated
- Cash Being Collected
- Alcohol Being Served
- Metal Detectors may be utilized if requested and/or required

GENERAL GUIDELINES

1. The Department of Public Safety will provide security and crowd control inside and outside the event/function.
2. Detail personnel will report 30 minutes prior to the start of the event/function.
3. The Detail Senior Officer and the Evening (4p-12a) Shift Supervisor will meet with the Event Manager and Sponsoring Group Organizer, 30

minutes prior to the start of the event/function, to discuss event policy, special instructions and anticipated needs for the function.

4. The Detail Senior Officer shall acquire the names of the Event Manager and Sponsoring Group Organization and ID checkers working the event and document a Detail Function Form at the end of the event.
5. The event/function/detail Senior Officer and/or shift supervisor shall assign officers to designated posts and locations of the event:

Front door/Cash Counter
Metal Detectors
Upper level

6. Officers shall report to their post and not congregate during the event/function.
7. Officers shall respond to any and all requests for assistance by the Event Manager, University Officials, Student Coordinator, or other staff working the event to address any policy and guideline violations and coordinate any decisions relative to the event.
8. Detail officers will patrol and make periodic checks of the lavatories, exit doors, and office space in the event/function to insure security/safety of patrons and university property.
9. The Night Shift (12a-8a) Supervisor shall meet with the Event Manager and Sponsoring Group Organizer, no later than 30 minutes, after the start of his/her shift, to assess the event status and to discuss any anticipated needs for the function.
10. Additional Public Safety staff, security and/ or shift personnel will patrol external building during and after party functions.

USE OF METAL DETECTORS

In order to provide a reasonable safe and secure environment, the use of freestanding walk through and/or hand-held metal detectors may be used to search persons attending event/function for weapons and illegal drugs.

- The Event Manager will be responsible for posting a “notice” of the use of metal detectors at the entrance(s) of the event.

- Designated trained staff and/or other security representatives will operate metal detectors.
- Any person refusing to be searched will not be admitted to the function

DETAIL FUNCTION FORMS

The Detail senior officer at each detail is required to complete a detail function form upon completing said event/function/detail. The shift supervisor shall be responsible for completing a Detail Function Form in the absent of a Public Safety Senior Detail Officer.

These forms are quite important because they provide information relative to future scheduling of similar details, such as manpower required, etc.

F. POSTER POLICY

The Campus Center, Resident Dining Hall, Residence Halls and academic buildings each has their own poster policy.

The following is the Campus Center Poster Policy

Definition of Campus Center: Shall be defined as the Entire Campus Center Complex including Group 5 and the Auditorium Lobby.

Posters: Anything that advertises an event that can be attached to a bulletin board (subject to the approval of the Office of Student Activities). Posters can be no larger than 11' X 17'. All posters shall be placed on bulletin boards.

Banners: Banners can be up to 3'X6'. All horizontal banners are to be hung on the six banner hanging wires on the lower level of the Commuter Café. They will be hung on Mondays and Wednesdays by the Campus Center Handyman. This will be coordinated by the Office of Student Activities. Vertical banners and a second horizontal banner may be displayed on the balcony over the Commuter Café upper level.

Posters are not permitted:

1. In elevators
2. On doors or windows
3. Over fire doors, exit signs or any electric light fixtures or switches
4. In Restrooms
5. On ceilings or floors
6. On walls
7. In stairwells
8. Around elevator exterior doors and buttons

Approval:

The Office of Student Activities must approve all posters and banners. This includes their size, weight, physical material, and means of securing. The sponsoring organization(s) must be listed on all materials. The Office of Student Activities reserves the right to control content of publicity devices (alcohol, tobacco, and community standards) as well as language on table tents, flyers, posters, and banners. Bring the original flyer or banner to the Office of Student Activities before making copies and it will be stamped and available within 24 hours for duplication and distribution.

Off-Campus Use:

Posters for non-alcohol events held off-campus or sponsored by organizations not recognized by UMD are to be hung on the red pole on the ground floor of the Campus Center only.

Personals Ads:

Personal ads are restricted to the ground floor "Community Bulletin Board".

Time Restrictions:

Posters and banners may remain up no more than two weeks.

Compliance:

Failure to comply with these rules may result in future posting space reservations or possible mandatory fines, loss of privileges, etc.

Exemptions:

Requests for exemption must be submitted in writing to the Office of Student Activities.

Questions:

The Office of Student Activities is located in the Campus Center, room 213A or call 508-999-8127.