

---

## EMS Reservations Office Policies

Revisions 5-09 glj

### Event and Meeting Services Office

#### STATEMENT OF PURPOSE

The purpose of the Phyllis P. Marshall Student Center Event and Meeting Services Office (also referred to as the EMS Office) is to coordinate the activities and events of its clientele. The services offered by the office include, but are not limited to, venue reservation, event review, coordinating sound and light personnel and equipment, furnishing and arrangement of room setups and coordinating event staff, security, EMS, and University Police where indicated.

#### I. CLIENTELE

The clientele of the Marshall Student Center Event and Meeting Services Office are: officially Registered Student Organizations, University Departments, University Sponsored events, and Non-University entities.

#### II. POLICIES

A. The Director of the Marshall Student Center will delegate to an appropriate Marshall Student Center employee the responsibility for administering the use of this public facility; according to all rules, regulations, and procedures set forth by the Marshall Student Center, University, the State of Florida, and the United States Government. This person will be the Associate Director of the Marshall Student Center (also referred to as the AD) who will have direct supervisory oversight of the Event and Meeting Services Office and all its functions.

B. Space in the Marshall Student Center (also referred to as the MSC) and Outdoor MSC areas are available for use by the above mentioned clientele. Other campus locations may be available and require coordination through Academic Space Scheduling, Campus Recreation and Physical Plant.

C. All clients requesting to reserve venues in the MSC or MSC Outdoor areas are required to confirm via email acceptance of reserved space confirmations. The reservation confirmation itemizes venue rental rates, Audio Visual Support and other support requirements. All Non-University entities are required to sign a license agreement in addition to the reservation confirmation for certain events, such as multiple extended use events and as designated by the Office. Insurance may also be required as determined by event review and an option for purchase is from: [www.urmia.bene-marc.com](http://www.urmia.bene-marc.com)

D. Activities generated by students have the first priority for use of the MSC and MSC Outdoor spaces. Activities initiated by University Departments are the second priority for use of the MSC and MSC Outdoor spaces. The AD will extend the privilege of using the Center's venues to clientele that advance the mission of the University, educational and community interests, as well as those events that generate revenues that contribute to financing the MSC's operations. The AD shall have discretionary authority to assign the MSC's venues without compromising student accessibility. Unauthorized use of space within the MSC and MSC Outdoor spaces is prohibited

E. No client shall use the property of the University under the supervision of the EMS office for activities or events unless appropriately authorized through the Reservations Office. Controlled use (i.e., comply with the University's rules, regulations, procedures, and charge schedules) of University property for commercial and non-commercial purposes by client's is allowed for purposes other than budgeted activities provided that such use explicitly contributes to the Mission and Purpose of the University, supports the Mission of the MSC, and does not rival other University programs and services.

F. The AD will determine whether a client's proposed use of MSC facilities meets appropriate criteria. The AD will determine client classification for reservation and billing purposes. The AD's decision will be final -- if necessary, the Director of the Center may be consulted in extenuating circumstances. If a client alleges that a decision rendered by the AD violates University rules, regulations, procedures, and/or State or Federal law the client may appeal the decision to the Director of the Center.

G. All events are subject to event review. Events sponsored by Student Organizations must receive approval from the MSC Event Approval Coordinator and the AD where appropriate. Some student events and events sponsored by University Departments may be reviewed by, but not limited to, at least one of the following individuals or Departments: the Marshall Center Event Approval Coordinator or other EMS office staff as designated by the AD, the AD, the Marshall Center Director, Environmental Health and Safety, University Police, or Student Affairs. Event requests by Non-University groups or individuals will be reviewed by, but not limited to, at least one of the following individuals or Departments, EMS staff as directed by the AD, the AD, Marshall Student Center Director, Environmental Health and Safety, University Police, or Student Affairs. Events that require approval are listed below, but are not limited to these situations:

1. Alcohol is served
2. The event is outdoors
3. 100 or more people will attend
4. Controversial or popular, musicians, films, debates, lectures, etc.
5. Fire, grills, fireworks etc. will be used
6. There can be a risk to people or University property
7. Extended services of the University Police, Custodial, Physical Plant, etc., are required.
8. The organization will sell food or will have food catered in.
9. Events held Outside MSC areas.

H. The reservation and use of University property is a privilege and not a right. AD and/or the Director of the Marshall Center reserves the right to deny or cancel reservation requests by clients that exhibit culpable or reprehensible behavior or have not, or do not, abide by University rules, regulations, and procedures, violates laws, or the terms and conditions of the reservation contract or licensing agreement, promote events that are not appropriate for University venues, request venues that are not suitable for an event, and/or fail to explicitly contribute to the mission of the University.

I. Anyone who does not comply with University rules, regulations, and procedures, or violate laws, or refuse to comply with the lawful orders of MSC Administrators, Event Manager, University Security Staff, or University Police while on University property, will be subject to the University's Trespass and Loitering Rule 6C5-7.008, Florida Administrative Code.

#### SPECIAL POLICY PROVISIONS

A. The University Police (UP) are responsible for supervising security and traffic control for all events on Campus. University traffic rules apply to everyone attending events on University property. When it is determined that the UP lacks sufficient resources to support an event, the force will be augmented with off-campus resources. All costs associated with such additional resources will be borne by the event sponsor.

B. The possession and use of illegal or unsafe items, materials, or processes are strictly prohibited. This includes, but is not limited to, firearms, aircraft, vehicles, explosive devices, mechanical or electrical devices, parachutes, potentially dangerous animals, etc. Any situation that is injurious to life or property, or disrupts any University operation is strictly prohibited. Staff, Building, and Event Managers will immediately notify University Policy of any violations.

C. All EMS clients understand that the Office provides venue scheduling and access, support services, event review and nothing more. Neither the Office nor the University of South Florida is a presenter or promoter of a client's event. The University, as owner of the facilities will, to the extent required by the Americans with Disabilities Act, be responsible for ensuring that campus facilities comply with physical accessibility guidelines. It shall be the client's sole responsibility to insure that any special assistance or other accommodations (i.e., interpreters, attendants, etc.) are provided for its disabled invitees, guests, and their event employees and/or volunteers. The client agrees to indemnify and hold the University and its employees, the Board of Trustees, the State of Florida and their respective officers, employees and agents harmless from and against any and all liability, fines, suits, claims, demands and actions, costs, attorney fees and expenses of any kind or nature whatsoever, for any damages incurred, whether economic, punitive, compensatory or otherwise, which may be sustained by reason, based on, or in any arising from the client's failure to reasonably accommodate any disabled individual who is an invitee, guest, and their own event employees and/or volunteers, and against any orders, judgments and/or

decrees that may be entered. Nothing in this agreement shall be deemed to affect the rights, privileges and immunities afforded the University, the Board of Regents, and the State of Florida by law.

## PROCEDURE POLICY

A. Student Organizations and Departments may submit requests during published time frames via the online request form only. This form is found on the MSC homepage <http://msc.usf.edu/events.htm> or by going directly to: <http://msc.usf.edu/spaceform/spacereq.asp>. Online requests are only accepted if made by authorized representatives of student organizations and department designees with USF email addresses. All requests are tentative until email confirmation is received by the client. If the event requires event review, the client must make an appointment with the Event Review Manager, complete the Event Approval Form, and abide by its provisions. Department Clients must submit a payment option form (<http://msc.usf.edu/doc/ems/payopt.pdf>) when confirming a reservation. Non-University clients must download and submit a request form:

<http://msc.usf.edu/doc/ems/nonusfrq.pdf>. Payments and deposits are made online: <http://usfweb2.usf.edu/ems> Initial dates for acceptance of event requests for each subsequent semester will be promulgated. During the acceptance period processing constraints require:

- 7 business days for any regular meeting requiring no setup or review
- 14 business days for all other events
- 10 business days prior to the event for having an event review completed when needed
- Extended time frames may be required for large or complex requests

B. The EMS Office will arrange for client's various support services (in general: Sound and Lighting, Event Staff and Security). All arrangements for these services must be submitted at least ten working days before an event. The EMS office is unable to guarantee service requests less than ten days before an event. Clients' changes to service work orders must be submitted 72 hours before the event and will be accommodated if possible. The Office reserves the right to deny change requests submitted outside this time frame.

C. Reservation cancellation will be accepted by EMS up to 72 hours before an event. Client's that do not cancel prior to 72 hours will be charged for rental space and support services. Student Organizations that fail to cancel more than two times will be charged setup and AV labor costs for subsequent offenses. Continued offenses will result in loss of reservation privileges for the semester.

D. For Student and Department functions billing for support services, rental fees, and other charges occurs on the day following the event. Payment is due within 30 days of the billing date. For Non-University clients a 50% non-refundable deposit is due with confirmation and payment in full is due 5 business days prior to the event. Any subsequent charges incurred are due on demand.

E. As stated above, priority for space reservation requests for all Marshall Student Center controlled venues are: first; officially Registered Student Organizations, second; University Departments; third; Non-University entities. Exceptions are to be approved by the AD.

## Student Organizations:

Student Organizations may submit requests on the first school day of the 7<sup>th</sup> week of classes each semester for the following semester. Reservation requests will be closed to student organizations on the last day of class until the first day of the following semester. Recurring meetings are limited to one per week in the designated 1:45 hour time blocks. Social events may be scheduled once per 2 weeks in the designated social rooms. The Ballroom (2100) sections A, B, C, or combination and/or Oval Theater (2500) are available to each group once per semester limited to twice per calendar year, subject to availability. Any larger events requested for these two venues may require a more detailed event proposal requiring additional processing time. Only two officers selected by the student organization will be authorized to complete reservation requests. If the officers change, notify the EMS Office and the Organization President shall update the list. Advisors may not submit reservation requests for student organizations. Availability checks for space may be viewed on the EMS online system: <http://msc.usf.edu/spaceform/spacereq.asp> Additional information including meeting room setups, sizes, and inclusions may be found on the Request page: <http://msc.usf.edu/reserve.htm> Each event request submitted online will create a reference number. This is to be used for tracking purposes and needed for any questions submitted to the EMS office by email or phone.

To better serve the students and assist them with event and meeting coordination, it is required that student organization representatives;

1. Visit the EMS Office to verify and sign All Accountable Officers update form each semester (done by organization President) which also reviews office policies.
2. Confirm reservations via email receipt and acknowledgment of approved Space Request Form. All requests are tentative until confirmation and any setup needs are received by the EMS office.
3. If the event requires the Event Approval Coordinator's authorization, student organizations must make an appointment with the Coordinator, complete the Event Approval Form, and abide by its provisions.
4. Reservation cancellation will be accepted by the EMS Office within 72 hours before an event. Student organizations that do not cancel within 72 hours will be charged for support services and/or setup labor. Continued offenses will result in loss of reservation privileges for the semester or Academic year in some circumstances.
5. Per policy issued by the Office of Academic Support Service, the procedure for scheduling academic space by student organizations is as follows: Central Space Office (CSO) will now take space requests for registered student organizations, but with the following provision:

- 1) MSC must not be able to accommodate the organization requesting space
- 2) All space requests must come from our office
- 3) Space will only be assigned in CPR and SOC buildings, **Monday – Friday only**
- 4) Groups of 60 or less will only be accommodated
- 5) All meetings will need to be completed **before 9pm**
- 6) Groups will be responsible for the condition of room assigned, ( desk, chairs and tables must be put back to the original setup)
- 7) Food and drinks will not be permitted in rooms

If any of these conditions are not met, CSO will not honor any more space request from that organization

## University Departments

University Departments: University Departments may submit reservation requests from the last day of class on for the following semester. Requests with direct benefit to the University mission as determined by the AD may be scheduled in advance. All requests will be in time queue to ensure each request is prioritized properly. Departments sponsoring non-university entities must submit a detailed event proposal. Events with less than 75% USF students and staff will be considered University Sponsored for classification and pricing purposes. Reservation cancellation will be accepted by the Reservations Office up to 72 hours before an event. Client's that do not cancel within 72 hours will be charged for rental space and support services. All reservation requests may be subject to an event review and approval by the AD, MSC Director, Office of Student Affairs, other University officials as deemed appropriate, and/or the University Police.

## Non-University entities:

Non-University entities may submit reservation requests on a space available basis. Non-University entities must meet with the AD or designee for event approval. Requests and availability checks for space as well as detailed information on pricing and accommodations is found on the MSC homepage: <http://msc.usf.edu/> All requests will be in time queue to ensure each request is prioritized properly. Non-refundable deposits are required according to the rate schedule. All reservation requests may be subject to event review and approval by the AD, Marshall Student Center Director, Office of Student Affairs, University Offices deemed appropriate, and/or the University Police. Reservation cancellation will be accepted by the Reservations Office up to 72 hours before an event. Client's that do not cancel prior to 72 hours will be charged for rental space and support services. This is in addition to the non-refundable deposits forfeit at any time after confirmation.

## III. FEES AND PRICING

A. Officially Registered Student Organizations are not assessed rental fees for MSC venues if these events are conceptualized, planned, and managed by a registered student organization and which support the mission and objectives of the organization. In addition, members of the Student Organization must be the original requesters, the primary organizers, and coordinators of the event. If the event is composed of less than 75% organization members it is subject to review to determine its status as a student organization event or as a university sponsored event or other classification. Sources of outside funding utilized to pay costs such as catering will be considered in this review. Student organizations will be charged for rented equipment, and event support labor costs. UP and/or MSC security may be required in accordance with University or EMS policies and reflect an additional cost. A complete listing of all service and rental fees is available online.

B. Student organizations are assessed fees in accordance with the Student Organization Fee Schedule. [http://msc.usf.edu/doc/ems/pricing\\_students.pdf](http://msc.usf.edu/doc/ems/pricing_students.pdf) Student Organizations using A&S funding must complete and submit the appropriate Student Government (SG) forms at least ten business days prior to an event. Non-university promoters, University Departments or other individuals or organizations are not allowed solicit sponsorship of a Student Organization for any purpose, nor to make reservation for space and then solicit sponsorship of by student organization. Collaborative efforts are subject to review and final determination by the AD for classification of event purposes.

C. University Departments and University related entities are charged rental, AV, and support service fees per pricing schedules. The MSC offers a variety of support services. Some services may be required, some are optional. Fee schedule are promulgated on the Department price list found on the EMS homepage. [http://msc.usf.edu/doc/ems/pricing\\_univdepts.pdf](http://msc.usf.edu/doc/ems/pricing_univdepts.pdf) University departments are not permitted to make reservation for space and then solicit sponsorship of a Student Organization for any purpose. Depending on availability, it may be necessary to order additional setup equipment from an outside vendor. University departments may sponsor Non-University groups. These requests must be guaranteed payment by the Department and will be classified as University Sponsored if less than 75% of the attendees are students and staff. The University Sponsored pricing schedule will apply. [http://msc.usf.edu/doc/ems/pricing\\_univ-sponsored.pdf](http://msc.usf.edu/doc/ems/pricing_univ-sponsored.pdf) The sponsoring Department will be centrally billed for all fees. It is the responsibility of the sponsoring Department to collect fees from clients they sponsor. If the sponsoring Department decides not to accept responsibility for collecting fees, the client will be charged according to Non-University rates with the 50% deposit policy and prior payment provision applying. These Non-University groups will be eligible for University Sponsored rates for room rental only. Equipment, service orders and personnel costs will be assessed according to the Non-University Pricing schedule. [http://msc.usf.edu/doc/ems/pricing\\_nonuniv.pdf](http://msc.usf.edu/doc/ems/pricing_nonuniv.pdf)