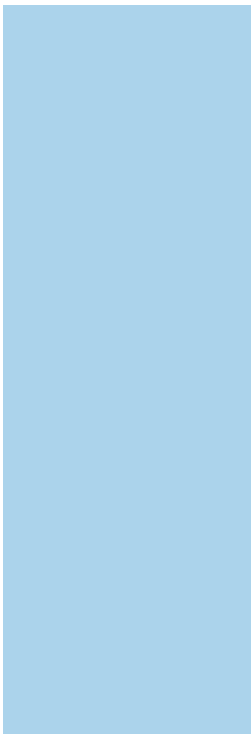


Campus Center
POLICIES & PROTOCOLS
2009-2010





POLICIES AND PROTOCOLS

A. Event Related Space Use Policies

1. Amplified Sound and Events in Open Areas (ex: Terraces, Streets, Atrium, etc.)

Some event spaces in the Campus Center are immediately adjacent to offices and testing areas. Given the open nature of office and work areas, and out of respect to those who work in the building, requests for space along the open streets, terraces, and atriums carry the following restrictions:

- 1) To reduce noise and the assembly of large crowds, events such as table fairs, carnivals, open houses, etc. may not utilize more than 10-6ft tables. The tables must be confined to the east side of the university room terrace.
- 2) Tables may not be placed along the street areas, across from offices or adjacent to the cafeteria opening.
- 3) Amplified sound or AV equipment is not permitted in these areas between the hours of 8:30am-6:00pm M-F
- 4) Student Organizations and departments hosting student-related events may request an exception to this policy on Mondays and Wednesdays from 1:00-5:00pm. Note: *amplified sound or AV equipment may still not be permitted.*

2. Reservations for Classes or Academic Courses

The Campus Center was designed to serve as the “living room” and community center of UMass Boston. While the facility strongly supports the academic mission of the institution, it does not serve as a classroom building. Reservations for academic classes, class series or related study sessions/workshops *will not* be accepted. All classroom/academic space requests must be made via the registrar’s office. However, requests for a special, one-time class project or program related to an academic course will be accepted.

3. Student Organization Ballroom Requests

The Campus Center wants to ensure that student groups receive ballroom space for large weekend events (primarily on Fridays and Saturdays). Therefore, prior to the start of each term the Campus Center office will submit a list of six (6) Friday and Saturday ballroom holds to the Office of Student Activities. Student Activities will be responsible for distributing these dates to Student Groups, and notifying the Campus Center of organizations assigned to these dates. Student Groups wishing to hold events Sunday-Thursday may request the ballroom through the usual space request process.

4. Recurring Events/Meetings

Meeting space in the Campus Center is in high demand. If your meeting occurs on a weekly/bi-weekly/monthly basis at a regularly scheduled time please submit one request for the entire meeting series. To provide fair and reasonable access to meeting space, organizations may not reserve or hold multiple meeting spaces for the same day, except when the meeting is part of a larger program, conference or event. Campus Center space is available for the entire University community to share, a meeting or space request which monopolizes a space on multiple days for extended periods of time may not be accepted.

5. Using Non-university Catering Services

UMass Boston has guidelines related to the use of off-campus caterers. When catering services are provided by a non-university caterer, the caterer is required to:

- 1) Sign a catering contract.
- 2) Provide proof of insurance.
- 3) Tour the venue to gain an understanding of load-in, load-out, trash, water access, space limitations, etc.

These guidelines protect the university from facility damage and food safety, as well as ensuring the health and well-being of students, faculty, staff and guests consuming food/beverage items prepared by non-university food service providers. UMass Boston defines catering as: Non-university caterers/restaurants/food service providers coming on-site to provide hot, prepared food for events, regardless of service-style (buffet, food-drops, bar service and waiter-served meals, etc.)

Pizza/sandwich delivery, deli-tray pick-ups or snack/soda purchases set-up by the department/student group/organization etc., are not considered catering. Please contact the Campus Center for a copy of the Catering Contract and more information on using non-university catering.

6. Americans with Disabilities Act (ADA) Compliance

All events occurring at UMass Boston must be made accessible to all participants. This should include set-up, space access, program delivery and event-related advertisements. All descriptive materials, including advertisements, web pages, invitations, pre-recorded telephone announcements, etc., must contain an ADA Request for Accommodations. Additionally the Campus Center staff can provide you with information on assisted listening devices available in our facility, as well as accessibility information related to the building.

7. Use of Candles or Open Flame

Candles, pyrotechnics or open flame of any kind are not permitted. Open flame is not only a severe fire and safety hazard, but open flame will activate the building’s highly sensitive smoke detectors, triggering the fire alarm system and signaling the Fire Department. Guests are encouraged to use flameless candles.

8. Fixed/Preset Meeting and Dining Rooms

Many rooms in the Campus Center are preset (“ready-to-go”) with a particular set-up style (boardroom, lounge or dining room). These are not intended to be multipurpose rooms and the furniture in these areas is not designed to withstand frequent or regular movement. *Departments, student organizations or non-university groups may be charged a \$50.00 reset fee if they change the room set-up for a fixed meeting room or space.* This fee will be utilized to repair and replace furniture damaged from this type of activity.

9. Event Cancellations Due to Severe Weather or Emergency

Severe weather or other states of emergency may require the shutdown of the University campus. Snow cancellations are routinely announced through the University’s website and via Boston television and radio. When the University is closed, the Campus Center will also be closed and all events will be cancelled. Staff monitor weather conditions routinely and will contact Event Sponsors if we are closed.

10. Space Rental Refunds/Reimbursements Due to Weather

If an event or program is cancelled by the University or the Event Sponsor due to inclement weather or other emergency conditions, the event will be scheduled on a mutually agreeable date. Rescheduling will be based upon availability of space. In lieu of rescheduling, the organization or client may also request a full refund or may choose to cancel their event without any cancellations charge or penalty.

11. Space Rental Refunds for Cancelled Conferences and Events

If an event sponsor has signed a contract for use of space, and the event is cancelled or that date is changed by the Event Sponsor for reasons other than weather or severe emergency, then the *Event Sponsor may be responsible for space rental charges* as outlined below. Cancellations or date changes that occur within 30-60-90 days of an event severely limit the University’s ability to resell the space or utilize the space for other groups.

Date of Cancellation/Change	Charges due to cancellation/Change
0-30 days before event	100%
30-60 days before event	50%
60-90 days before event	25%
90 + days before event	WAIVED

12. Use of the Alumni Lounge – 2nd Floor

The Alumni Lounge is an upscale lounge space on the 2nd Floor of the Campus Center. The space is primarily reserved for special functions, meetings and events. As such, we work to limit its use as a multipurpose room, and in an effort to prevent expedited wear and tear, the room cannot to be used for casual meetings, orientations, banquets, lectures or workshops. It may be used for receptions and gatherings using the *existing lounge-style configuration*. Podiums and food/beverage tables may be added if requested. Exceptions to this policy are made via the Director of the Campus Center. We have many multipurpose spaces in the Campus Center which will also accommodate your event.

B. Event Related Fees and Charges

1. UMass Boston Department Charges for Space Use

It should be understood that 90% of University department and student organization events hosted in the Campus Center carry no charges for space or equipment use. However, some conferences, meetings or special events do meet our sales criteria, and would be charged for space/equipment use. These events would be charged the University Rate, which is generally ½ of the Standard Rate charged to non-university organizations. The Campus Center Office will work with you to review your event and our event criteria to determine if your event would carry charges for space/equipment use. It should be understood that unless a University event or program meets the criteria there is *not a charge to use space in the Campus Center* (some necessary charges may apply for set-up overtime or police). If a University event is charged for space use, charges will also apply for the use of AV equipment, staging, dance floor and other supplies. The Campus Center staff can answer any questions you may have regarding sales criteria or space rental charges.

2. Student Organizations and Charges for Space Use

There will be no fees charged to student organization events when the attendees and sponsors are primarily students. (This includes student organization fundraising-related programs/events). In addition there are no charges for equipment, AV, staging, dance floors, etc. Student Groups may still be charged when:

- 1) The event requires necessary set-up overtime, police detail, AV, etc.
- 2) The group is partnering with a non-university group or offering/providing a non-university organizations/individuals access to space.

3. Non-University Organizations and Charges for Space Use

Groups and organizations from outside the University will be charged the standard rate for space use. The University does offer discounts to non-profit organizations, employees or Alumni who wish to host an event in the Campus Center. Please contact the Campus Center regarding date availability or to request a sales quote.

4. Police and Set-Up Overtime Charges

University departments, student organizations or non-university guests *may* encounter charges for both police and set-up. University policy requires that a police officer be present for all large scale events, events that carry alcohol or special events which may warrant a security presence. The department of Campus Safety reserves the right to decide if function or event requires a police presence. Event staff is present during the week M-F from 7am-5pm; however additional event and set-up staff may be added to your event *if your attendance exceeds 120 individuals and occurs during the weekend or evening*. Most event set-ups occur during normal business hours. Additional set-up charges may be applied if your event is booked adjacent to an event that is already scheduled, and it will require late evening or early morning set-up crews to ensure that both events are setup by the appropriate event time.

5. Vending, Sales, Product Promotion, Sampling and Business Services

Non-university vendors are permitted to set-up a table or a display-area for sales, marketing or promotional services. Vending is defined as the sale of products or services by a non-university person or organization. To obtain space, the vendor must complete a Table Space Request and Agreement Form. Please contact the Campus Center for further information about vending opportunities.

6. Prohibited Vendors and Vending Products

Non-university vendors are permitted to set-up a table or a display-area for sales, marketing or promotional services. Vending is defined as the sale of products or services by a non-university person or organization. The sale or promotion of some products is prohibited. Prohibited products include, but are not limited to; travel services, insurance products, banking or financial services, promotional products, credit cards, utilities, mortgages or other loans, and/or subscriptions to any product or service. In addition, the sale of items already provided by an existing campus vendor, such as books, food, etc. will require special approval. The University of Massachusetts Boston does not endorse or approve the misrepresentation of trademarks, copyrights or advertising by vendors. Any materials distributed should adhere to common sense guidelines of decency and appropriateness for our diverse population.

7. Catering Fees for Non-university Caterers

UMass Boston bears certain costs in providing access to space for contracted catering services (clean-up, staffing, damage, facility maintenance, utilities, etc.). *For these reasons, there is a catering fee of \$1 per head for breakfast, lunches and receptions, and \$2 per head for dinner service.* This fee is billed to the department/organization booking the space and contracting the event. It applies to all non-university catering services for large events, regardless of service-style (buffet, food-drops and waiter-served meals, bar service, etc.) The fee is based upon the head-count and room set-up provided by the department/organization.

Special Note: Many event venues charge outside caterers a commission to serve food in their facility. While UMass Boston's practice is to bill the department/organization for the catering fee, the department/organization may require that their final catering invoice be adjusted to compensate for this fee. University departments and non-university organizations are strongly encouraged to work with their caterer, and ask to have their final bill adjusted to cover fees as described above.

8. Student Organizations and Catering Fees for Non-University Caterers

UMass Boston bears certain costs in providing access to space for contracted catering services (clean-up, staffing, damage, facility maintenance, utilities, etc.). For these reasons, there is a catering fee when student organizations use a non-university caterer to provide food service for their events. This fee mirrors a similar fee charged to Sodexo for catering services at UMass Boston. The student organization will be charged 9% of the total cost of food/beverage provided by the caterer. The fee will be based upon the final food service bill. The Campus Center will request a copy of the food services bill post event. It applies to all non-university catering services for large events, regardless of service-style (buffet, food-drops and waiter-served meals, bar service, etc.) Please also refer to the special note above.

C. Space Request and Confirmation Policies

1. Requesting Space at UMass Boston

Organizations may request space on-line via our electronic Space Request Form. You can access the form and view space availability on the university calendar: <http://site.www.umb.edu/spacerequest/>.

The following protocols govern space requests and confirmations:

- First-come, first-served
 - Requests in all spaces are considered on a first-come, first-served basis.
- Requests requiring set-up, services or equipment
 - To allow for staffing, equipment assignment and proper set-up planning, all space requests that require furniture set-ups, IT connections, audio-visual equipment and special staffing or police details must be received *at least five (5) business days in advance* of the reservation date.
- Requests requiring no set-up, services or equipment
 - These include fixed classrooms, lecture halls, meetings rooms, lounges and dining spaces. Normally, two-to-three (2-3) business days advance notice is required for any of these fixed spaces.
- Reserving spaces for academic classes or courses
 - Reservations for academic classes or related study sessions/workshops may not be requested through this process. All classroom and academic space requests must be made to the registrar's office.
- Specific space and venue assignments

- Specific space requests will be taken into consideration; however, spaces will be scheduled based on priority, the needs of the event, and the most efficient use of space. Each venue or department reserves the right to reassign or cancel space (with the appropriate notice, signage and price changes). Priority will be given to first to:
 - (1) UMass Boston student organizations and University departments.
 - (2) University co-sponsored or affiliated programs.
 - (3) Non-university events.

2. Confirmations for Space Requests

- Responding to space requests
 - Within one (1) business day of submitting your space request, the primary contact person will receive an email acknowledgement that the request was received.
- Receiving your confirmation
 - A confirmation or denial will be made within two-to-three (2-3) business days of the request. Responses may take additional time if the venue has received a large number of requests in a short period of time.
- All space requests are considered tentative
 - Your reservation will be considered incomplete or “tentative” until the venue has received the appropriate account or billing information, and you have met with the venue staff member to confirm all set-up, equipment and services connected to your event/meeting. All pertinent information must be received no later than five (5) business days prior to the date of the event.

3. Event Changes and Cancellations

- Cancellations by the venue
 - Each space reserves the right to cancel and release your reserved space if the billing and set-up information is not received within 5 business days. *If the university is closed due to snow or other inclement weather, all UMass Boston events may be cancelled.* Please call (617) 287-5000 or visit www.umb.edu for closing announcements.
- Cancellations by the guest or organization
 - To cancel an event or a meeting, please provide as much notice as possible so that space can be made available to others. *All cancellations must be received in writing no later than five (5) business days prior to your event. Charges may apply for some cancellations received less than thirty (30) days prior to your event.*
- Changes to existing reservations
 - *All major changes (set-up reconfigured, IT services added, increase in attendance, extra AV, etc.) must be received no later than 5 business days prior to the date of the event.* Changes requested after the required deadline *will not be guaranteed.* This essential protocol allows each venue and the service providers (IT, set-up crews, AV, police, food services, etc.) to order, plan, assign staff and make the appropriate changes.
- Direct all changes to the venue
 - All changes to your event must be directed to the department managing the space. Organizations are asked not to contact support service providers directly. This does not include food service changes. Contacting support service providers directly creates confusion between the space managers, the requestor and the service providers. In many instances this will also affect the accuracy of service, details and billing.

D. Advertising and Marketing

1. Postings and Flyers

There are eight (8) designated posting areas within the building. These boards are located at the primary entrances/exits and on each floor of the Campus Center. Please bring (8) copies of the poster/flier to the Campus Center office and we will have them posted in the building. Posters/flyers *must be approved and stamped first by the Office of Student Life before they will be posted.* Unstamped posters and flyers are removed routinely by the Campus Center staff. Please do not post in undesignated areas. Postings must be related to a university department or student organization function/event/program. If you have a large posting or event flier, please come to the Campus Center Office and we can supply you with easels or temporary sign holders. Non-university posters, flyers and advertisements are not permitted (except on the day of a scheduled conference or event).

2. Advertising with Table Tents

Table tents can be placed on tables in the main cafeteria (130 tables) the Atrium Café Lounge (20 tables) and on 2nd & 3rd floor Streets (30 tables). Tents may be placed in all areas, or a single area. To place tents in all areas, please bring 180 table tents, *stapled and folded*, to the Campus Center office. They will be placed on the tables for your group. A maximum of two weeks is permitted, and no more than two tents are permitted at one time. One department or student group may not have any more than one table tent at one time. Table tents must be related to a university department or student organization function/event/program. Non-University table tents advertisements are not permitted. Although the cleaning staff has been notified NOT to remove or dispose of table tents, the Campus Center is not responsible for table tents that are inadvertently disposed of.

3. Student Organization Banners

Student organizations are encouraged to post banners advertising their group. Banners are hung from the railings, and may be placed in the Atrium Café Lounge, or the University Terrace Area. Banners cannot be hung from the office windows. Only registered student organizations may hang banners and each must include website address or contact information for the club or group. Banners must be professionally created and must not be on a bed sheet, cardboard or other flammable material. They may not be larger than *6ft long and 3ft wide*. Each group may not have any more than one student organization banner at one time. Banners may remain hung permanently as long as the student organization is registered. Please bring banners to the CC office to be hung. The Campus Center is not responsible for potential theft or vandalism. Banners may be removed and re-hung for selected university events and programs.

4. Advertising with Event Banners

Student organizations and departments may post banners advertising specific university-related functions and special events. Banners are hung from the railings, and may be placed in the Atrium Café Lounge, or the University Terrace Area. Space is limited, so only one (1) banner per event may be submitted, and banners may only be posted for (2) two weeks prior to the event. There is no size limit; however it is not recommended that banners be more than 6-8ft long and 3-4ft wide. When possible, event banners must be professionally created and must not be on a bed sheet, cardboard or other flammable material. Banners may not be attached to the front of the Campus Center without permission from the CC Office. The CC will also hang event banners for Non-University groups on day of their event or activity. The Campus Center is not responsible for potential theft or vandalism. Banners will be removed after your event. Materials not picked up within seven (7) working days may be discarded.

5. Display Case Advertising

The Campus Center has one display case located in the Atrium Area near the rear entrance to the Bookstore. University Departments and Student Organizations may reserve the case for a *two (2) week period*. A reservation must be made through the Campus Center Office. All materials must be removed by 2pm on the last day of the reservation to make way for the next scheduled group. To setup your display, come to the Campus Center Office to have the case opened. Materials not removed from the display case by the 2pm deadline will be removed. Campus center administration is not responsible for materials. Materials not picked up within seven (7) working days may be discarded. Display Case content must conform to the Student Code of Conduct and avoid comment that may be considered offensive or discriminatory.

6. UMass Boston TV Advertisements

The Campus Center has two televisions which can display event and service advertisement/promotions. They are located on the 2nd floor at the catwalk entrance and on the UL in the Atrium Lounge. To post events or services contact the office of Instructional Technology at (617) 287-3992. Items posted on these televisions will be displayed on all other UMass Boston TV screens displayed across the campus.

7. Advertising with Sidewalk Chalk

Advertising with chalk can be a unique and creative way to promote your event. Chalking is *only permitted on sidewalks, or on the plaza outside of buildings*. Chalking on staircases, parking lots, and external building walls is not permitted. Chalk advertisements must include the name of the student organization and the date of the program/event. Student groups may only chalk 48 hours before the date of their event/program. Chalk placed earlier than 48 hours may be removed and chalk may be removed after the program concludes. Chalking that contains hate-oriented language or a similar remark is not permitted and will be removed immediately.

8. Foam Core Signs

Many departments and student groups utilize foam-core posters and signs to advertise their program or event. Signs can be placed in the main lobby (upper Level), plaza entrance (level 1), catwalk entrance (level 2), and at the entrance to the food court (level 1). Posters can be displayed for a *maximum of two weeks* prior to the event date. If a longer display period is required, please contact the Campus Center office to inquire about extended placement. Given the high demand for poster placement, a permanent display is not permitted. The Campus Center is an open and accessible building and therefore does not have the ability to police or protect posters. We are not responsible for replacing damaged, missing or stolen posters. Foam core posters left on display after the event date will be recycled. Please bring your poster to the Campus Center Office and we will gladly place it in the location of your choice.

E. Building Operations and Facility Use

1. Posting, Stapling or Taping to Campus Center Walls

Posting, stapling or nailing flyers or materials to the walls or surfaces in the Campus Center is not permitted. This includes public/open spaces as well as dining rooms, conference rooms and meeting rooms. These types of activities will cause damage to paint and wall surfaces. The Campus Center can provide easels, sign-holders and portable panels or other materials to assist with temporary posting needs or presentations. The policy also applies to public office spaces shared by multiple offices and departments. Departments, student organizations and guests may be responsible for damage related to inappropriate postings. Groups may post items for special events if they utilize *blue painters tape only*.

2. Obtaining Campus Center Office and Desk Keys

Requests for all Campus Center office and desk keys are made through the Campus Center by submitting a completed Key Request Form, signed by your department head. Desk keys and workstation keys are generally available to you immediately, however they must be picked up and returned (to the Campus Center Office) in person or by your supervisor upon leaving the University. Should you lose your desk key or if stolen, please notify the Campus Center Office immediately. Lost/stolen keys may incur penalties. Key requests to offices or other physical spaces will be forwarded to the Facilities Department upon receipt of a Key Request Form. Once Facilities cuts the office key, they will notify you that the key is ready for pick-up at the Facilities Office. Keys must be picked up and returned in person upon leaving the University. If you are locked out or need your desk unlocked, a Campus Center staff member can assist upon verifying that you are authorized to enter that space.

3. Obtaining a Campus Center Key Access Cards

Key access cards are requested through the Campus Center Office by submitting a completed Key Request Form, signed by your department head. These cards are available immediately but you must be present, as your photograph will be taken. With the exception of a very few locations, key access cards are used in place of a metal key to access office wings. This access card is also used to access the Campus Center main entry doors if they are locked and if you have the appropriate access level to the building. Since they contain electronics, these cards can be damaged if handled roughly. Please protect your card from rips, bends, tears or excessive heat. If your card is lost, stolen or damaged notify the Campus Center Office immediately and the card will be deactivated and replaced. A replacement fee applies to any lost, stolen or damaged cards.

4. Campus Center Equipment - For Use in the Campus Center Only

Events hosted in the Campus Center require the use of a large and extensive inventory of furniture and equipment. This equipment is tracked by our event scheduling system which makes it difficult to remove or loan for events/activities occurring outside of the Campus Center. For this reason, equipment is not permitted to leave the building and must be used for events held within the facility.

5. Campus Center Audiovisual Equipment Use

The Campus Center has an extensive inventory of audiovisual equipment (portable, as well as AV built-in to several meeting rooms) however the equipment has some limitations. Most of our meeting rooms offer built-in, state-of-the-art AV with equipment. To ensure the longevity of the center's AV equipment inventory, and ensure that the equipment is in working order for the next user, individuals are not permitted to connect personal/rented equipment (other than laptops), change cabling configurations or disconnect cable connections. AV equipment can accommodate standard CDs, laptop presentations, DVDs, and can be used for public address (PA) purposes. Special equipment requests or unique AV

configurations/needs, beyond the standard uses listed above, must be discussed with the Campus Center office. In most cases, the AV equipment is permanently attached to AV Carts or wall/ceiling mounted within a room, and cannot accommodate outside equipment hookups. Users may be charged to reconnect/repair or reconfigure equipment that has been dismantled or damaged.

6. Campus Center Plasma Screen Use

There are multiple plasma televisions throughout the Campus Center, and each serves a different purpose. The plasmas located at the 2nd floor bridge and Atrium Lounge (Upper Level) near the One Stop are used primarily for UMass Boston advertising (UMass Boston-TV) and announcements. A Plasma TV in the Atrium that shows Cable Programming and the channel can be changed by visiting the Campus Center office. The Plasma above the Information Desk plasma is only used to show Campus Center related information and updates. The plasmas located within the Food Court/Cafeteria show MTV-U Channel programming through a special collaboration with MTV – Music Television. During an emergency/crisis, and for major University events, these plasmas may temporarily become part of the University’s UMass Boston-TV network.

Note:

The Policies and Protocols articulated in this document were current as of Fall 2009 and are subject to change.