In an effort to improve the efficiency of the scheduling and servicing of events on campus, the university has implemented an electronic room/space reservation system. As a result of this change, special function forms will become electronic and become an integral part of the room reservation process. Several changes in operational policies and procedures will be required. This document describes the policies and procedures for reserving and servicing special events. Because this process is significantly different from existing procedures, we anticipate frequent updates as we adapt to the new process.

Effective May 12, all reservations for rooms or campus space must be scheduled in Meeting Room Manager. This includes everything from small internal events such as committee meetings to large events for outside groups that require on-site staff support. Meeting Room Manager is the software application on the university's network which will manage room and space reservations. To date, we have trained all employees who have responsibility for scheduling the major meeting areas on campus. In the next few weeks, we will provide training for secretaries and administrative assistants. Eventually, all employees who have an interest will be offered an opportunity to be trained on Meeting Room Manager.

Meeting Room Manager allows the user to

- View the availability of rooms for specific dates and times
- Request that a room or space be reserved for an event
- Request additional event services (tables, chairs, traffic control, etc.)
- Automatically post the event to the university's master electronic calendar

For those of us not trained on Meeting Room Manager, we will need to submit our reservation requests to a space manager, administrative assistant or secretary who is. Reservations must include

- A description of the event (Your text will be used for the master calendar!)
- The time an event begins and ends
- An estimate on setup time (i.e., ‘prep’) and cleanup time after the event

Because of the limited meeting space on campus, reservations should be made only for the time a space is actually needed. Space reserved for a non-GWU event, such as camps, conferences, civic organizations, birthday parties, or church group functions, must be booked through Susan Bowling (2452). All off-campus groups must go through Susan Bowling’s office even if the person making the reservation is a GWU employee. GWU employees may not reserve space on behalf of persons,
church groups or clubs unless they are directly involved in the event themselves. Exceptions are subject to the approval of the Provost.

Special events often require the availability of additional resources and services depending on the size and nature of the event. The remainder of this document describes the resources available to service events at Gardner-Webb University and the fees associated with those services. The fees are consistent with fees that have been charged in recent years for these services, although adjustments have been made in a few cases.
I. Services

A. Table & Chair Inventory

1. Rental Fees for GWU OWNED tables and chairs will no longer be collected for internal events. In an effort to better allocate rental expenses and to better assess for special set up needs, we will now assess charges based on labor resources required to complete the requested event tasks.

a) Availability of GWU tables and chairs is by priority as follows:
   (a) Major University Functions
   (b) Departmental functions (by request date)
   (c) Outside rentals & employee usage booked through Susan Bowling

b) Rental of NON-GWU Table and Chairs – If GWU inventory is not available, you may elect to either change your event time/date to find availability or have the option to rent additional outside tables/chairs/equipment. These options will be listed on the MRM site and your department/event will be assessed the actual rental fees PLUS any delivery, fuel and/or other applicable charges. These items will not be marked up.

c) Regardless of which option or combination of options you choose, you will be charged a one-time set-up/delivery fee for GWU staff to either deliver or coordinate delivery of your chairs and equipment.

   (1) This fee will be a minimum of $25 OR the actual labor charges incurred, whichever is more.
   (2) The minimum fee applies to pickups as well as deliveries.
   (3) This fee may be avoided for small setups by purchasing your own occasional table for departmental events which you maintain on site.

B. Labor

1. Facility Services Labor –

a) The $25 minimum fee can be applied towards labor charges for any event. Please keep in mind that this includes off site loading and prep time along with pick up and return times.

b) If your labor charges exceed $25 you will be billed for the actual number of hours at the standard rate. We make every effort to plan in advance to avoid overtime. If your event requires overtime, however, or callback services they will be billed at time and ½.
c) Technical staff are only provided when specifically requested. Please be specific by providing notes on the MRM system as to exactly what technical services you require and when they are needed. Be sure to add those hours to your request accordingly.

2. **Labor schedules** are set for employees 7 days in advance; thus you must enter your request for services in the system at least 7 days in advance. If you fail to meet this requirement, the system will lock out services for your event. To seek exception from this policy, your respective VP must request the exception directly to the AVP for Operations. Exceptions may require overtime labor which will be billed at time and $\frac{1}{2}$.

3. **Required labor review and facility assignments** – The Provost’s office will review all bookings and determine what labor is required to make certain that events held on the university campus are operated in a safe and professional manner allowing our guests a most positive experience. Further, the Provost may cancel or change your requested facility based on the overall needs and missions of the university. If a change is needed, you should be notified promptly by the Provost’s office once you submit your request. To that end, you should be guided in selecting the following resources when planning your event. If you fail to make the proper selections, they may be added and charged directly to your account.

   a) **Housekeeping** –

      (1) Less than 50 guests – Not required if booking party accepts responsibility for leaving the space as found. If advanced cleaning is needed the booking party must order services on the MRM system. Excess waste must be removed from the space.

      (2) 50 to 200 guests – 1 housekeeper for the duration of the event PLUS 1 hour prep and 1 hour post.

      (3) 200 to 1000 guests – 2 housekeepers for the duration of the event PLUS 1 hour prep and 1 hour post.

      (4) 1000 or more guests 4 housekeepers for the duration of the event PLUS 1 hour prep and 1 hour post.

      (5) If food is being served/offered, the Director of Facility Services may increase these hours based on the details of the function. If changes are required you will be notified and the adjustment automatically made to your request.

   b) **Police / Parking Attendants**

      (1) Less than 200 guests – Only provided if requested

      (Chapel, Ritch, OMG and Blanton Auditorium are exempt provided no other events are taking place simultaneously)
200 to 500 guests – 1 officer will provide parking 1 hour prior to the event and for duration

500 to 1000 – 2 officers 1 hour prior, for duration of event plus 1 hour post; also 2 parking attendants

Over 1000 – Level 3 PLUS 1 additional officer per 1000 guests

c) Event Manager – For large events, the Provost’s office may appoint an event manager. This person is the onsite supervisor for all of the GWU labor resources, hired or contracted, for the event. THE EVENT MANAGER HAS NO RESPONSIBILITY FOR THE CONTENT OF OR PREPARATION FOR THE EVENT, ONLY FOR THE FACILITIES AND FOR ENFORCEMENT OF UNIVERSITY POLICY. Responsibilities are as follows:

1. Final say over what can and cannot take place in the facility
2. Exercise full authority to direct GWU staff related to the event
3. Be present for the event and approve the set up for the event
4. Overall responsibility for the safety, comfort and services for our guests
5. Ensure that the event is in keeping with university mission and values
6. Is NOT responsible for the event, production or set up details but can help the person on site for the event

C. Catering Services – Dining Services maintains a catering section on the MRM system. Most menus are available online. Services must be ordered 72 hours days in advance (7 days for meals and heavy catering). Please list any special instructions under the notes section of the order form. NOTE: Linens and table skirting must be ordered from either dining services or from the rental company even if food is not being served.

D. Meeting Planner Responsibilities – A person must be designated as the “Responsible Person” for the event as the meeting planner. Their duties include:

1. Proper and timely completions of forms and requests
2. Follow up of all requests in ample time to make corrections and/or changes if needed
3. Confirmation of services 24 hours prior to event
4. Inspection of space / services at least 1 hour prior to event or earlier if needed to allow for changes / concerns
5. To be available to direct staff as to details of set up during the time specified for set up
6. To remain after event to make sure space is returned to acceptable condition
7. To be solely responsible for the “content” of the event
8. To be responsible to direct on site labor and act as event manager if one is not employed for the event and to serve as liaison for any Operations Manager that may be assigned to the event.