

Gardner-Webb University
Special Functions Service Offerings
Updated November 2015

All event and space booking information must be ordered and/or referenced in the online Meeting Room Manager system (<http://rooms.gardner-webb.edu/mrm>) or within the notes of an event. This document describes the policies and procedures for reserving and servicing special events.

MRM Policy

- A. 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.
- B. The calendar in MRM is the only official calendar for University space reservations. As all facilities are shared, space showing vacant in MRM is available for booking by both internal departments and external groups through the Director of Event Services. If a space is available on MRM and is booked – the primary department no longer has access to that space. IT IS IMPERATIVE THAT DEPARTMENTS PROPERLY BOOK SPACE IN ADVANCE AS THERE IS NO GUARANTEE THAT SPACE WILL BE AVAILABLE IF NOT PROPERLY RESERVED.
- C. Block bookings – All bookings must be for a specific time and have all relevant information entered into MRM. Any attempt to block book to prevent use of space by others will result in the reservation being removed by MRM administrators.
- D. Any event booked is subject to cancellation or relocation should it be in the best interest of the University. The Director of Event services may relocate bookings as is necessary to make the best use of our facilities and to reduce unnecessary labor and equipment costs. Such conflicts will be resolved by the Director of Event Services and communicated to all impacted parties. Such decisions may be appealed to the Associate VP for Operations.
- E. Event planners are encouraged to meet with catering and event staff, but all booking details must be entered into MRM.
- F. All use of space is subject to inspection for compliance with university policy and any Local, State and Federal laws or policies.
- G. Use of tents (greater than 10'x10'), rigging, structures, concessions, portable service vehicles, or any other modification or use of a facility is prohibited unless specifically approved and may be subject to any applicable permitting and inspection under the University E.O.S or Event Services Office or Local, State or Federal authorities.

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.)
- Provide details to University staff for safety, compliance, publicity, and general informational purposes.

For those not trained on *Meeting Room Manager*, you may submit your reservation requests to a space manager, administrative assistant or secretary who is properly trained. Reservations must include:

- A description of the event (including expected attendance)
- The time an event begins and ends
- An estimate on setup time (i.e., 'prep') and cleanup time after the event
- A department account number for billing purposes
- Other mandatory fields as required

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 conferences, civic organizations, birthday parties, or church group functions, must be booked through Director of Event Services (2232). All off-campus groups must go through this office even if the person making the reservation is a GWU employee. **GWU employees or departments may not reserve space on behalf of persons, church groups, individuals, organizations or clubs.**

Booking Policy and Procedure

University facilities are not available to the general public for weddings, birthday/anniversary celebrations, or other social events. Acceptable usage is defined below.

Internal Events

- Internal Events are defined as functions that are required for official University business, academic instruction specific to GWU students, and student development functions authorized by the Dean of Students. These events may be directly entered by University personnel into MRM. Such bookings are subject to the review and approval of the Director of Event Services, administration and or specific department managers. Applicable charges will be billed to the booking department unless an approved account number has been provided at time of booking.

Personal Bookings (available to Faculty, Staff, and Institutional Leadership)

- Faculty and staff, as a benefit of employment, may reserve certain spaces for personal events and social functions. Such celebrations may only be scheduled when the parties involved are immediate family (employee, spouse, children, grandchildren, parents, siblings). While there are no charges to rent the space, the employee is responsible for a minimum usage fee (\$50) for inspection, cleaning, & setup in addition to any charges for equipment and labor not covered in the minimum fee. Note this is a minimum fee and

additional charges may apply for services requested, cleaning or damages. Events for fundraisers, marketing of any product or service, or political purposes are prohibited under this usage category.

- In keeping with the recent policy changes approved by the Board of Trustees, Gardner-Webb will no longer schedule weddings or wedding-related events (e.g., showers, receptions, etc.) in Dover Chapel or in any other campus buildings or campus space (grounds included).

To reserve a space for this purpose, the employee must:

- Payment - In order to reserve a space, a contract will be generated which requires a credit card deposit for 100% of minimum usage fee with balance in full due 12 operation days prior to your event. DEPOSITS ARE NON-REFUNDABLE – See Terms and Conditions.
- The employee booking the space must be present for the duration of the event (a fee of \$200 will be assessed for abuse or failure to abide by the policy)
- Sign a contract certifying event description and relationship to the family member of the employee
- Sign a payroll deduction form for any damages or additional charges related to the event (a credit card may also be required)
- Spaces available for faculty / staff personal bookings
 - Ritch Banquet Hall (max. capacity – 140)
 - University Clubhouse (capacity - 35)
 - Bulldog Room LYCC
 - Outdoor areas (where restrooms are available and the function does not impair operations, student access, or negatively impact the horticulture)
 - Football Center Team Room (1st Floor)
 - Lindsey Court / LYCC Arena Floor
 - Bost Gym
 - Football Center Presidential Suite (3rd Floor)
 - OMG Patio

(Tucker Student Center and adjoining grounds are not available for personal use)

Alumni of the University

- Alumni wishing to hold an alumni gathering should contact the Director of Event Services to check availability of space and coordinate bookings through the Alumni Office. Facilities are not available to alumni for personal events.

Organizations & Businesses

The University may elect to make space available for select meetings & events for businesses and organizations whose mission and endeavors are not in conflict with that of the University. Such meetings are subject to the approval of the Associate VP for Operations and the booking party must complete a contract. Fees will be negotiated based on facility space and needs of the organization.

For-profit / Large Scale Events / Camps

Events that are ticketed, have registration fees, generate special value, or are large in scale may be subject to additional special terms and conditions, insurances and contracted rates. Failure to disclose such information or usage on the Facility Request Form can subject the reservation to immediate termination. All such applications are subject to review and approval of the Associate VP for Operations. Camps and events are booked directly with the Assistant Director of Business Services (704-406-4299).

Services

D. Table & Chair Inventory

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

1. Availability of GWU tables and chairs is by priority as follows:
 - (a) Major University Functions
 - (b) Departmental functions (by request date)
 - (c) Employee Usage & Outside rentals
2. 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 you have the option to rent additional tables/chairs /equipment from an approved GWU vendor. These options will be listed on the MRM site and your department / event will be assessed the actual rental fees PLUS any other applicable charges. These items will not be marked up.

E. Labor

1. **Facility Services Labor –**
 - a) The minimum usage fee of \$50 covers basic inspection, cleaning, & setup of the rented space.
 - b) If the labor hour charges for your event exceeds \$50 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, however, your event requires overtime or callback services they will be billed at time and half.
 - 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 warn you that your requested services may not be provided. 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 half and ALL LATE REQUESTS WILL BE ASSESSED A LATE FEE OF \$100 in addition to regular expenses.

3. **Required labor review and facility assignments** – The Events Services 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 positive experience. Further, the Director of Event Services 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 25 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) 25 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 (parking attendants bill at officer rate)

- (1) Less than 200 guests – Only provided if requested
(Chapel, Ritch, and Blanton Auditorium are exempt provided no other events are taking place simultaneously)
- (2) 200 to 500 guests – 1 officer will provide parking 1 hour prior to the event and for duration
- (3) 500 to 1000 – 2 officers 1 hour prior, for duration of event plus 1 hour post; also 2 parking attendants
- (4) Over 1000 – Level 3 PLUS 1 additional officer per 1000 guests

c) **Event Manager** – For most events, the Director of Event Services will 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. Event managers may not serve to manage functions within their own departments. Certain events and facilities may require event managers with special training. All event manager assignments are made by the Director of Event Services and are subject approval by the Associate VP for Operations. 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 and to enforce University and facility policy.
- (6) Is NOT responsible for the event, production or set up details but can help the person on site for the event.

d) **Additional labor** - The Director of Event Services may also require additional labor for purposes of safety and security. These may include but are not limited to paramedics, maintenance, safety officers and ushers/attendants and physical barrier requirements. Specifically, the University requires one state and university trained crowd manager (usher) for each 250 persons in attendance at any event (indoors or outdoors). These persons/items will be added to your event planning order on MRM during the planning process.

C. Catering Services – Dining Services maintains a catering section on the MRM system. Most menus are available online. Services must be ordered 72 hours 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 (must be reserved at least 2 weeks in advance of event).

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 (meet with or call event manager to review details)
4. Inspection of space / services at least 3 hours 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 (confirm set up times in advance)
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 coordinator if an event manager is not required for the event.

F. **Contracted Services** – All contracted service providers and vendors must be booked through event services. Such bookings are subject to the following:

1. Must meet all local, state and federal codes and laws and be permitted where required. (Structures, including tents greater than 10’x10’ must be permitted and inspected)
2. Certificates of insurance must be provided to GWU specifications
3. Where applicable, NC 811 locate services and GWU grounds/operations approvals must be met prior to use of vendor connections (See MRM policy letters F & G)
4. Vendor equipment or queues may not block any exits or safety access.