

## General Reservations Guidelines

The Student Center Reservations Department is located in room 1301 on the first floor of the Student Center. Staff is available from 7:45 a.m. – 4:45 p.m., Monday through Friday, to answer questions regarding events.

### **AUDIO/VISUAL REQUIREMENTS**

Customers needing audio/visual assistance must make arrangements with a Reservations Facilitator two (2) business days in advance. Any changes made later than two (2) business days in advance will be subject to additional fees. If any equipment has to be broken down and reset for any group, the original charge will be reassessed. Customers requesting audio/visual equipment will be responsible for any damage or missing equipment incurred during that groups event. Audio/visual prices may vary. Current prices will apply at the time of the customer's event.

Non-University customers needing access to wireless Internet services must make prior arrangements with the Auburn University Student Center Reservations staff.

### **CANCELLATIONS**

Cancellations must be made two (2) business days in advance with the exception of the ballroom. Ballroom cancellations must be made ten (10) business days in advance. Customers failing to cancel an event with a Reservations Facilitator will be charged a no-show fee per room. No exceptions.

### **DAMAGE POLICY**

No tape, nails, glue, glitter/confetti, lighted candles, open flame, pyrotechnics, sand or water pools are to be used in any room at any time including any lobby space. All decorations must be removed at the close of the event. If the decorations are not removed, the group responsible will be charged a cleanup fee. Customers hereby assume full responsibility for the acts of all persons using the facility and hereby agree to reimburse Auburn University for any and all damages done to the Auburn University Student Center property during the time covered by this agreement.

### **OPERATING POLICIES**

Reservations are made on a first come, first serve basis. Tentative Series reservations ("blanket booking") are not allowed. The person reserving the room is responsible for contacting a Reservations Facilitator concerning equipment and setup arrangements

### **RESERVATIONS**

Reservation requests may be made in person by phone (334-844-1320) or by using the online reservations system (<https://ducnt43.auburn.edu/vems/>).

### **EXTERNAL CLIENTS**

External clients have the opportunity to host events through a formal sponsorship process. Prior to submitting a request for use of our space, the external client must secure sponsorship from a recognized Auburn University student organization or an Auburn University academic or administrative unit.

Sponsorship of external clients requires the student organization or campus unit in attendance at the event. Additionally the sponsoring unit or group understands they assume responsibility for any unpaid costs or property damage associated with the event.

**SECURITY POLICY**

Auburn University Student Center reserves the right to require security at certain events.

**SIGNAGE**

All signage in the Auburn University Student Center must be approved by a Reservations Facilitator. No signs taped or otherwise secured to walls, doors, etc.

**OTHER**

In order to gain access to the meeting room, a group representative must sign in at the James E. Foy Information Desk located on the second floor of the Auburn University Student Center prior to the event. Failure to do so may result in a no-show fee being assessed.

Groups are not allowed to change room reservations with other groups. All room reservation changes **MUST** be made by a Reservations Facilitator.

Auburn University Student Center is not responsible for any items left in Student Center spaces after an event has ended.

Failure to comply with Auburn University Student Center policies and procedures could result in termination of meeting privileges. Groups misrepresenting any event will be subject to a fine and loss of privileges.

The Auburn University Student Center is accessible for individuals with disabilities. Requests for assistance in providing special accommodations must be made to a Reservations Facilitator at least one week in advance.

Meeting spaces are assigned to accommodate the tentative attendance indicated at the time a signed contract is received. The Auburn University Student Center reserves the right to make event changes based on the number of participants and the space requirements for your function.