

LATE CHANGES TO EXISTING SPACE RESERVATIONS

Adopted: November 12, 2014

The scheduling of resources needed to support successful events often begins well before the actual event and is based on information given to the Event Services office by each event sponsor. Last minute changes require adjustments to staffing levels, scheduled work hours, work flow, work assignments, or building systems programming. These changes often require additional coordination outside of normal procedures to make sure all information is passed on to the appropriate staff. All changes to an existing reservation should be communicated to the Event Services Office within the timelines outlined below.

For large events taking place in the University Ballroom, Redwood room, or a combination of multiple rooms, all event information should be received by the Event Services office no later than 3 full business days prior to the event start time.

For all other meetings the Event Services office should receive final information no later than 2 full business days prior to the event start time.

We recognize that sometimes minor last minute changes to set-ups cannot be avoided. Minor changes such as the addition of one piece of equipment, a few chairs, or an extra table will be done by Event Services staff on the day of the event at no additional cost.

This policy is not intended to eliminate all changes nor to penalize customers for unforeseen circumstances. It is intended to minimize last minute changes that reasonably could have been made prior to the event and within these standard timelines.

Changes to existing reservations that are requested less than 3 full business days prior to large events or 2 full business days prior to smaller meetings may not be possible.

Fees for Late Changes

Fees assessed for late changes will generally fall within the range of \$50.00 to \$ 300.00 per room.

Fee for Late Changes to Reservations or Diagrams

If late changes are possible, they may incur a late change fee. The fee assessed will be based on the scope of the requested change and the extent of resources needed to complete the task. The following are examples of changes that would incur a fee (this list is not all inclusive):

1. Multiple and/or major changes to room diagrams
2. Providing multiple session titles for input to display screens
3. Complete room setup change from one setup style to another
4. Additions of multiple pieces of audio-visual equipment
5. Addition of food service not previously requested

Fee for Late Changes on Day of Event

Day of event changes may not be possible. If possible, they may incur a late change fee. The fee assessed will be based on the scope of the requested change and the extent of resources needed to complete the task. The following are examples of changes that would incur a fee (this list is not all inclusive):

1. Changing from one room set-up style to another
2. Adding more than two tables or more than 10 chairs to a room
3. Adding more than one piece of audio-visual equipment
4. Changing the orientation of the room to face a different direction

For safety reasons, only employees and volunteers of the University Union are permitted to set up, transport, move, or rearrange furniture and equipment. Furniture that is designated for use in public areas may not be used in meeting spaces without prior approval.

Any requests for changes should be directed to the Event Services office during office hours and to the Building Supervisor on duty anytime the office is closed.