

## UCF STUDENT UNION FAQ

### **How do I reserve space in the Union?**

Request forms can be electronically submitted through the website under the “Event Planning” tab or you may email questions and requests to [unionres@mail.ucf.edu](mailto:unionres@mail.ucf.edu) . Additionally you may phone our office at 407-823-3677 or visit us in room 312. For multiple requests an appointment with an Event Planner is encouraged.

### **Who can reserve a meeting room in the Union?**

Approved officers and/or an advisor within a Registered Student Organization (RSO.) Staff within a UCF department or agency for departmental or agency use. Any person or company that desires to host a meeting or event here, room rental fees apply.

### **Is there a way I can search availability on my own, or see what rooms have already been reserved; prior to submitting a request form?**

Yes, browse [www.virtualems.studentunion.ucf.edu](http://www.virtualems.studentunion.ucf.edu) for a listing of daily, weekly or monthly bookings.

### **How far in advance can I make a room reservation?**

RSO's can book large scale events and banquets one year in advance, from the current semester. Departments and public clients can book two years in advance.

### **I'll be needing food/catering at my event/meeting, what do I do?**

Our website contains a list of all our approved caterers <http://www.ucfsu.com/?p=catering> . Your selections must come from this list, as we do not allow unapproved caterers in the facility. Plan in advance, as your event planner will need your menu selections at least **one week prior** to your event date. Payment will be made to the Student Union, and not the caterer directly.

### **Whom do I contact to reserve other space, outside the Student Union?**

The Student Union Event Services office handles reservations for several other locations on campus.

### **Memory Mall & Reflection Pond**

The Student Union does not provide any furniture, fixtures, or equipment at the Reflection Pond or the Memory Mall. All event needs must be obtained from an outside company at your expense. For power needs, you will need to contact UCF Physical Plant (407-823-2471 or [www.pp.ucf.edu](http://www.pp.ucf.edu)) to schedule a required electrician (fees will be incurred by the organization).

The University Amplified Sound Policy does include coverage at this location. You will need to confirm that your event will not create conflict with this policy or your organization could face penalties up to and including noise violation fees.

For events scheduled at the Reflection Pond and/or the Memory Mall, a SAFE Form is required. A completed safe form must be submitted to the Office of Student Involvement no later than fifteen (15) days prior to the date of the event. You may obtain the SAFE Form at <http://www.getinvolveducf.com/>

Catering orders must be placed through the Student Union Event Services office no later than one (1) week before your event with a final head count. A method of payment must be submitted no later than three (3) business days prior to the event. In the event of cancellation, notice is required three (3) business days prior to the event. If this is not met, you may be held responsible for catering fees.

Fees will be assessed if any damages are incurred during your event. Please contact the UCF Landscape/Physical Plant to arrange for trash removal should your event be large enough to require such services.

### **Ferrell Auditorium:**

A multipurpose facility located on the south end of campus, near the Recreation & Wellness Center, this meeting space is ideal for dance practices, sports clubs use, or general meetings. Seating can be arranged for up to 500 people. For further details, or to reserve space, please contact Tyler Sims at [tsims@mail.ucf.edu](mailto:tsims@mail.ucf.edu) . *Space is limited and advance reservations must be made.*

### **SouthSide BBQ & Pizza:**

All programs and events must consider the space and open dining facility and understand that the space is not limited to just attendees for your particular program, regular dining patrons must be included.

The Office of Student Involvement and its agencies are given priority booking for this venue. Booking by other organizations is allowed as availability permits.

Maximum occupancy for the facility is 245 guests. Fixed seating is provided for 130 guests. The facility features installed sound and lighting. Please speak with an Event Planner for more information regarding your production needs.

Policies enforced at all Student Union controlled facilities also apply in this venue (i.e. No-Show Policy, catering, damages to the facility, etc).

### **What is the RSO Weekly Meeting Room Block Policy?**

Designed to maximize the usage of the facility for RSO's this policy secures space in the Student Union for organizations to hold general meetings. The Student Union will accept requests for these designated spaces no sooner than five business days prior to the start of that semester. ***The organization and approved officers must be in good standing with OSI and have already attended an Orientation session prior to requesting space. This needs to be done each semester.*** Reservations are honored on a first come, first serve basis. The blocks run from Sunday – Wednesday beginning at 4:30pm and meetings can be held up to 1 hour 45 minutes. Rooms come pre-set with chairs, tables a screen, flipchart and LCD projectors. Laptops are not provided. Room reconfiguration is at the clients' discretion, the SU staff will not reset the room. Catering and no show policies apply.

### **Do I need to cancel a reservation made by my organization or department, and if so whom do I contact, and when?**

Cancellations need to be made at least 72 hours in advance. Please contact the reservations Event Coordinator, listed at the upper right hand corner of your confirmation. You may also email [unionres@mail.ucf.edu](mailto:unionres@mail.ucf.edu) or phone 407-823-3677. You will receive a cancellation confirmation as verification that the room(s) have been cancelled. ***If you fail to show for your reservation or do not cancel within the policy timeframe your organization/department will be charged for the unused room. Future room reservation requests will not be processed until payment is made in full.***

### **If before or during my event I would like to speak with the Student Union Staff, how would I get into contact with them?**

The Student Union always has setup personnel as well as a building manager on staff to assist with client's reservations. Should you need to contact them, you can visit the

**What happens if we are running late to our event?**

The building manager will lock the door(s) after ten minutes of the event start time if the client does not show up, and the client loses the room after a half hour. The room is then set for the next event and No-Show fees apply. If you are running late, please call our Information Desk at 407-823-0001 and let us know so you do not lose your room.

**Is it possible to schedule an event outside of the facility operating hours?**

Yes, subject to advance notice, we can extend the facility hours for \$150 per hour, up to two hours.

**What is the SAFE Form and do I need it?**

Safety Action for Event Approval (SAFE) is required for various events on campus. The most common being events involving any of the following: attendance of 200+, a public or affiliate client, beer/wine, potentially hazardous or a location at the Memory Mall or Pegasus Patio. ***Submission of the completed form and approval must be made at least 15 days prior to the event, otherwise the event will be canceled or altered for approval.*** <http://www.getinvolveducf.com/safeform.php>

**Our organization would like to use a sound and lighting company for our event in the Pegasus Ballroom. What do we do?**

All in Production Services (AIPS) 407-423-9090 is the Student Unions' exclusive sound and lighting company. Arrangements would go through them. However, this requires additional planning and setup time for the room. You'll need to make arrangements with your Union Event Planner to ensure the ballroom is available to setup and teardown the necessary equipment, prior to contracting AIPS.

**Our department wants to broadcast a webinar in the Student Union, is this possible?**

Yes, provided you are showing the webinar and not filming the material to be broadcast at an alternate location. We encourage you to test the equipment in advance, and request additional room time to do so. You will need to have the video link (which should be emailed to you from the webinar host) uploaded on your computer equipped with the required software needed to run the program. If you prefer to have our computer specialist handle these needs, he can do so, for a fee of \$50, plus the cost of the laptop rental, \$100. Additionally, rented for a fee, use of an LCD projector, screen, microphones and EON speakers is necessary.

**Our department wants to hold a teleconference in the Student Union, what do we need to do?**

Once you have reserved a room a polycom phone and EON speakers (fee applies) will be added to your reservation and set by our staff. You will be able to dial off campus, long distance calls not permitted.

**My organization would like to collect donations in the Student Union, how do we go about doing that?**

We have custom built a donation box that can be reserved for these purposes. It has a slot in which the Student Union will place a flyer advertising your event. The Student Union will create this flyer. In order to do so, the following information is required:

Hosting Organization Name:

Donations are going to benefit: [Organization

[date]. Types of donations requested:

The donation box area may be reserved up to five times per semester for a duration of up to one week at a time. There must be at least one week in between donation box reservations.

The box will be placed near the information desk on the first floor. It is the responsibility of the sponsoring organization to collect donations frequently. The Student Union is not responsible for item contents within the donation box.