Thank you for your interest in renting space at the University of North Dakota Wellness Center. Please review our policies and procedures regarding facility reservations below. If you have any additional questions regarding our policies, please contact our Assistant Director of Membership & Guest Services at 701-777-4864.

**Priority of Reservation**

Facility reservations are made on a first-come, first-serve basis. However, the highest priority is internal departmental programming which serves the University of North Dakota community. After this primary use has been met, the remaining time and space will be available to outside groups on a rental basis using the following priority list:

1. Recognized Student Organizations
2. University of North Dakota departments/academic units
3. General public

The rental group will have access to their rented space no earlier than at the start time listed on the rental confirmation. Registered Student Organizations may not use open recreation time for their group’s activities. They must complete a facility reservation request if they wish to use space at the Wellness Center.

**Payment**

Billing will typically occur either at or after the event. If the customer wishes to pay in advance, they may do so. A deposit may be requested at the discretion of the Wellness Center staff, pending the nature of the reservation. If payment is not received, the Wellness Center reserves the right to refuse future rentals to that customer. An invoice will be emailed after the event to the contact provided during the initial reservation request. Payments can be made via check payable to University of North Dakota, credit card, or interdepartmental billing (UND departments and student organizations only).

The length of the rental period includes preparation, set-up, and tear-down/clean-up times. Facility rental rates are pro-rated to the ½ hour, and are always rounded up. (i.e. If a reservation ends at 11:15am, the reservation will be charged through 11:30am)

In addition to the rental fee, the rental group is responsible for all direct labor costs incurred by the Wellness Center that are necessary for the proper operation of the event. These costs include, but are not limited to, additional facility and/or guest services staff, paramedics, security and traffic personnel, sport officials, etc. The amount of staff assigned to an event will be determined based on the size and nature of the event. The fee for additional staffing is $10/hour per staff member.

**Conduct**

Parties that reserve space in our facility must also abide by general participant policy guidelines. Failure to abide by these policies, or if unruly behavior is presented, the Wellness Center reserves the right to end a reservation early without refund. Future reservation opportunities would also be revoked.

Please note, if any special cleaning, maintenance or repairs are required as a direct result of the reservation or event, the reserving party would be responsible for covering those costs.
Reservation Requests
To process paperwork and acquire the necessary approvals, we require reservation requests be made a minimum of ten business days prior to the event. Large scale events require a minimum notice of 4 weeks, with Facility Agreement turned in 10 business days prior to the event.

Floor plans and logistics must be finalized no later than five business days prior to the event. There may be additional charges for set-up or logistical changes unless client notifies the Wellness Center at least five (5) business days prior to the event.

Parties may be required to collaborate with other UND departments for their reservation (i.e Facilities, Parking Services, etc...) The Wellness Center takes no responsibility for any of these departments.

Cancellation Policy
The Wellness Center Staff must be notified immediately if the event is canceled. Refunds are based on the amount of advanced notice.

- Seven (7) or more business days in advance: Full Refund
- Less than seven (7) full working days before: No Refund

If the Wellness Center cancels due to unforeseen circumstances, the payment will be refunded in full.

Weather/Rain Date
The Wellness Center will not guarantee alternate facilities or rain dates. However, we will make every effort to find space or alternate dates. Alternate facility space must be reserved within 10 days of event. When reserving an alternate facility for weather purposes client will be charged 25% of the reservation cost. If the alternate facility space is used, the customer will be charged the full room rental and will not be charged for the outdoor space. The Wellness Center reserves the right to mandate the time in which rain calls must be made.

Kiosk Policy
Upon approval, organizations may reserve the kiosk, located in the Wellness Center atrium to promote their organization/event. The kiosk should be staffed at all times and the organization name must be clearly visible. Individuals utilizing the kiosk may not actively approach Wellness Center participants. If conducting academic research, material must be approved through the Wellness & Health Promotion department. All materials distributed must comply with University policy on distribution of information. The Wellness Center does not allow for solicitation or giveaways of consumable products (i.e nutritional supplements, dietary drinks.) All materials left behind will be discarded.

Food Policy
Food is not allowed in reservation areas, with the exception of Classroom 120/121, and the Culinary Corner. The University of North Dakota requires that any food served must be from a licensed food vendor, such as UND Catering.

Prohibited Items
In order to maintain our facility and for the safety of our participants, the following items are not permitted in our facility:
- Open flame candles
- Confetti
- Glitter
- Smoke or fog machines
- Sparklers
- Any other items that Wellness Center staff deem unsafe or potentially damaging to the facility