Memorial Union Facilities Use Policy

OVERVIEW
The Memorial Union manages space associated with two facilities, the Memorial Union and the lower level of Swanson Hall. The Memorial Union partners with approximately 500 groups annually to provide meeting and event space, including assisting with the planning and coordination of these meetings and events. The Memorial Union is committed to providing a quality customer experience for every client for every event. The policies and procedures outlined below are intended to streamline the event planning process, ensure a consistent event experience, create efficiencies to maximize space usage and maintain the integrity of the facilities. Additional resources may be found at the bottom of the document in the Appendix of this document.

General Facilities Policies
Memorial Union patrons are expected to respect the facilities and the rights of other individuals.

1. Patrons of the Memorial Union facilities must abide by University regulations as well as Federal, State, and Local laws.
2. All groups using University space are expected to adhere to the University of North Dakota Policies and Procedures.
3. All students using the facility are expected to abide by the University’s student code of student life.
4. Discrimination in the use of the Memorial Union facility on the basis of race, color, national origin, religion, sexual orientation, gender identity, genetic information (GINA), sex, age, creed, marital status, veteran's status, political belief or affiliation, or physical, mental, or medical disability is prohibited. http://und.edu/affirmative-action/
5. Academic classes are scheduled through the Office of the Registrar.
6. Animals are strictly prohibited inside the Memorial Union, with the exception of service animals (whether in service or in training) or assistance/emotional support animals- if they are a necessary disability accommodation.
7. The Memorial Union’s hours are available on its website. The Memorial Union may also close or have different hours over breaks and during inclement weather. Times are subject to change based on the University Holiday Calendar, as well as special circumstances as determined by the Executive Director of the Memorial Union. Up to date hours will be posted on the Memorial Union website: http://und.edu/student-life/union/hours.php
8. Use of a space for any reason other than the purpose stated on the reservation request is not permitted. Reservations are not transferable. All changes to bookings/reservations must be submitted in writing or via email by an authorized representative of a group, and approved by the MU Service Center.
9. Open flame (candles, burning of sweet grass or sage, oil lamps, etc.) use must be preapproved. Limited access will be provided for open flame within a campus facility and it must be approved by both the Memorial Union administration and the Office of Public Safety.

Effective July 1, 2018
10. Special effects equipment, such as smoke, fog and fire machines are prohibited within the Memorial Union.
11. Leaving the facility in a condition that requires additional cleaning or damaging facilities and/or equipment may result in additional charges.
12. The MU Service Center reserves the right to cancel existing reservations and deny approval of future requests of groups not following the Memorial Union’s Facilities Use Policies and Procedures or other applicable University policies.
13. The Memorial Union reserves the right to change, modify, add or remove portions of these terms at any time without notice at our sole discretion, and, unless otherwise indicated, such changes will become effective immediately.

Terms and Definitions
As used in the MU Facilities Use Policies and Procedures document, unless the context otherwise requires:

• “MU” – refers to the Memorial Union facility.
• “MU Service Center”, refers to the entity responsible for managing space associated with two facilities, the Memorial Union and the lower level of Swanson Hall., and surrounding campus grounds, quick printing, and information services. The MU Service Center is located on the Main Level of the Memorial Union.
• “Recognized Student Organizations” (RSO) – refers to organizations that are currently recognized with the Student Involvement and Parent Programs Department at the University of North Dakota.
• “University Department” – refers to any University of North Dakota administrative or academic department.
• “Sponsored” – refers to a joint event between a student organization, university department and/or off-campus group.
• “Off-Campus Group” – refers to a group or individual requesting space for a non-University meeting or event.
• “Group” – refers to a student organization, university department, or any non-University individual or entity.
• “Third-party entity” – refers to a person or non-University group.
• “Authorized Representative” – refers to a group’s contact person who is the responsible party for a reservation.
• “Reservation” – refers to arrangements for one or multiple bookings of facilities locations by one group where the bookings are linked.
• “Booking” – refers to any unique use or planned use of facilities.

Effective July 1, 2018
• “Regularly Scheduled” – refers to a series of bookings involving the same group for the same purpose at regular intervals over the course of a semester/year.

• “No Show” – refers to an absence from a scheduled facility by a group without prior notification.

• “Admission Fee” – refers to any charge or contribution associated with an event, regardless of label, which is either required or voluntary in nature.

• “Business Day” – refers to weekdays (Monday through Friday) in which the University is officially open for business.

• “Fronting” – an RSO or university department using their rate structure to benefit an outside group.

• “Fiscal Year” – The fiscal year is defined at the University of North Dakota as beginning on July 1st of any given year and ending on June 30th of the following year.

Reservation Policies

1. Requests for use of facilities shall be submitted by online request. Reservations are not guaranteed until a confirmation has been issued. Once a confirmation is received by a customer, changes submitted in writing will also be accepted via email.

2. Reservation requests are processed in the order in which they are received through the online request process. Specific space requests will be assigned with consideration given to anticipated attendance, type of set-up required, and space availability at the time of the request. The MU Service Center reserves the right to assign and, if necessary, reassign facilities to ensure the maximum and most efficient use of facilities.

3. Reservation requests for regular meetings received less than two (2) business days before the event may be declined based on the availability of space and staffing.

4. Reservation requests will not be accepted more than twelve (12) months prior to the date of the event unless a Policy Waiver Request Form has been completed and submitted for review and consideration.

5. If applicable, an Office of Safety Event Approval Form must be completed and approved by the Office of Safety prior to the event. If an event is denied by the Office of Safety, the MU Service Center will cancel the reservation.

6. Space may be not be held for a rain location unless a Policy Waiver Request Form has been completed and submitted for review and consideration.

7. Groups in need of last minute event setup adjustments are required to contact the MU Service Center during regular business hours or a Building Manager (BM) after hours or on weekends for support.

8. The MU Service Center reserves the right to cancel and/or reschedule reservations due to situations beyond the control of the University (i.e. adverse weather conditions/acts of nature, loss of utilities, facility maintenance or repairs, etc.).

9. Memorial Union Facilities may be reserved outside of regular operating hours listed on the website. It is recommended that requests for these exceptions be made at the time of the original reservation request and approval will be based on staff availability. Please refer to the Memorial Union Rate Schedule for information regarding costs for this service.

Effective July 1, 2018
10. Authorized representatives assume full responsibility for information included on the reservation request. Inaccurate/false information may result in event cancellation.

Reservation Requests for Spaces with Special Conditions
1. The Dakota Lounge is a student lounge adjacent to the Ballroom. It may only be reserved in combination with a Ballroom reservation.
2. The Fireside Lounge is a student lounge adjacent to the Ballroom, Badlands, Lecture Bowl and River Valley Rooms. It may only be reserved in combination with a Ballroom, Badlands, Lecture Bowl or River Valley room reservation.
3. The Loading Dock is an informal event space adjacent to the Stomping Grounds Coffee Shop. It may be reserved through the standard reservation request process.
4. All other lobby, corridor, and lounge spaces are areas that may not be used as event spaces without an approved Policy Waiver Request Form.
5. Swanson 17 is a hard-surfaced event space that has been set aside for daytime drop-in use. It may be reserved through the standard reservation request process after 5 pm and on weekends.
6. Circle Drive or Front Lawn may be requested for use through the standard reservation request process, however these locations require additional approvals and logistical support through various campus entities.
7. Display Cases are situated along the wall adjacent to the Office of Student Involvement and Parent Programs and may be reserved for up to 10 days by Recognized Student Organizations and UND Departments.

Event Sponsorship
1. A Sponsorship is defined as a joint programming venture between a Recognized Student Organization (RSO) and/or a university department and an off-campus group and/or individual(s).
2. RSOs or university departments shall not serve as fronts for off-campus groups or individual(s) for the purpose of reserving space at reduced facility use rental rates. Events sponsored by RSOs or university departments discovered to be fronts for any entity will be adjusted to the appropriate facility use rental rate.
3. In order for an event to be eligible for a sponsored rate the following requirements must be met:
   a. The sponsoring group must actively participate in the event by assuming responsibility for all reservation arrangements and charges assessed.
   b. All communications with the MU Service Center must be coordinated by the sponsoring group representative.
   c. A member of the sponsoring group must be present throughout the entire event.
   d. All accumulated charges will be billed to the sponsoring group
4. RSOs or University departments sponsoring an event will be charged to the Sponsored rate.

Effective July 1, 2018
Events with Admission Fees*
1. RSOs holding events with an admission fee* that benefits the RSO membership directly will be assigned to the RSO/Department rate schedule for space usage.
2. RSOs holding events with an admission fee* that benefits a third party entity will be charged the RSO Fund Raising rate.
3. University departments holding events with an admission fee* will be charged the UND Department Billable rate.

*Admission Fee – refers to any charge or contribution associated with an event, regardless of label, which is either required or voluntary in nature

Additional Requirements by Group Type
For specific rental fee rate information refer to the MU Room/Space Rental Fees available on the Memorial Union website at http://und.edu/student-life/union/reservations.php.

Recognized Student Organizations
1. Only organizational representative(s) recognized with the Department of Student Involvement and Parent Programs are authorized to make or cancel reservations on behalf of their student organization.
2. Reservation requests for regularly scheduled meetings may be made in advance for an entire semester.
3. RSOs will be assessed charges associated with extending building hours, special services, special staff or labor.

University Departments
1. University Departments will be assessed charges associated with extending building hours, special services, special staff or labor.
2. Space requested for regularly scheduled academic courses may be referred to the Office of the Registrar.

Off-Campus Groups
1. Off-Campus Groups will be assessed charges associated with room fees, extending building hours, special services, special staff or labor.
2. Off-Campus Groups may be required to provide a Certificate of Insurance for Bodily Injury and Property Damage. The certificate must name the University of North Dakota as additionally insured. Subrogation against the University must be waived.

Effective July 1, 2018
Event Planning Services & Specialized Staff

The MU Service Center is able to provide and arrange for special services (electrician, piano tuning, additional equipment, etc.) for your event. Fees will be determined by the MU Service Center and confirmed with the group in advance.

Audio-Visual Services, Special Event Set-Ups/Room Diagrams, & Additional MU Equipment Services

1. MU Service Center Staff are available for assistance with planning your room diagram/layout.
2. Audio-visual equipment is confirmed on a first-come, first-served basis. The MU Service Center has the ability to rent additional equipment from various vendors. The fees associated with any additional rented equipment will be passed on to the reserving group. The group will be notified of costs prior to ordering.
3. The group is responsible for the securing and maintaining the condition of all the audio-visual equipment during the scheduled meeting time. If equipment is lost, stolen, or removed from its original location or displays damage beyond normal use, the reserving entity will be charged a repair or replacement fee. If the event/meeting concludes before the scheduled time, it is the responsibility of the group to inform the MU Service Center and/or the Building Manager on duty to ensure audio-equipment is secured.

Alcoholic Beverages

Possession, sale, dispensation, use or consumption of alcoholic beverages in the Memorial Union is prohibited in accordance with State Board of Higher Education Policy Section 918. The University President may waive this policy on a case-by-case basis. Groups are responsible for obtaining their own waiver from the President’s Office. The request must describe the nature of the event and the date, time and place where consumption of alcoholic beverages is planned. Confirmation of the President’s approval must be received by the Memorial Union Administrative Office prior to the event.

Tobacco Free Policy

UND is a tobacco free campus. The use of tobacco is prohibited within university buildings, parking structures, walkways, arenas, in university or state fleet vehicles, and on all university-owned and controlled property. This policy applies to all faculty, staff, students, contractors, vendors, and visitors. Additional information regarding the Tobacco Free Policy be found http://und.edu/health-wellness/healthy-und/tobacco-free-und/.

Parking

All parking arrangements for conferences/meetings participants and vendors are the responsibility of the User. University parking policies will be strictly enforced. Visit the UND Parking & Transportation website for more information on visitor and event parking.
Solicitation

The Memorial Union follows the Solicitation Policy outlined in the Code of Student Life and can be referenced at the following location: [http://und.edu/code-of-student-life/university-facilities.cfm](http://und.edu/code-of-student-life/university-facilities.cfm).

Food and Beverage Policies

The Memorial Union Director or his/her designee may establish guidelines regarding food service as it relates to those portions of the building used for meetings or special functions/events (to include Swanson Hall meeting rooms). These guidelines will be coordinated with the Memorial Union, UND Dining Services, and the Office of Safety and will be designed to protect the health of students, the campus community and the general public using the facility.

1. Food/beverages offered at meetings or events that are advertised/open to the general campus population must be provided by UND University Catering or obtained from a licensed food service provider.
2. Special arrangements for the use of food/beverages not obtained from UND Dining Services must be coordinated with the Memorial Union’s Administrative Office prior to the event.
3. The Memorial Union’s Administrative Office will coordinate with UND Dining Services to validate the food’s origin and the sponsoring entities ability to comply with proper sanitary guidelines.
4. If compliance with safety and sanitary guidelines are in doubt, the request for the food/beverage activity may be denied.
5. Off-campus groups or organizations not affiliated with the University wishing to reserve/use space or vendor tables at the Memorial Union must arrange their food/beverage service activity through UND University Catering regardless of whether or not they are sponsored by a UND recognized student organization or University department.
6. Off-campus groups or individuals may not reserve/use space or vendor tables at the Memorial Union for the purpose of selling food/beverages.
7. The Memorial Union’s Administrative Office may approve the sale of commercially-packaged food items in the Memorial Union for certain instances such as (to include but not limited to) fund-raising activities by UND recognized student organizations, sale of Girl Scout cookies, etc.
8. Bake sales or giveaways of home-baked items are prohibited in the Memorial Union.

Additional information regarding UND University Catering can be found [http://und.edu/student-life/dining/catering.cfm](http://und.edu/student-life/dining/catering.cfm)

Payment Policies and Procedures

1. Absent prior arrangements, all payments should be made immediately following the event. Accounts outstanding for more than thirty (30) days may be restricted from further use of the Memorial Union.
2. RSOs and University Departments with on-campus accounts are able to pay room rental charges and service fees via a transfer of departmental funding.

Effective July 1, 2018
3. Accepted forms of payment include cash, money orders, cashier’s checks and personal/business checks, and credit cards. Checks must be made payable to "University of North Dakota". The Memorial Union reserves the right to refuse starter or non-printed checks.

4. All applicable refunds will be initiated within ten (10) business days of receiving all necessary documentation which includes a completed Vendor Set-Up Form. All necessary documentation must be provided within 30 days of the MU Service Center request for documentation or the refund will be forfeited.

5. Groups with outstanding debts to the University of North Dakota may be refused future reservations and all current reservations may be suspended pending full payment or until proof of payment is submitted to the MU Service Center. Bad debts processing fees may be charged to the reserving group.

6. If payments are made by a credit card and a refund is due the refund must be made to the same credit card that was used to make the payment. If the credit card is not available then the refund will be made by check. Payments made by check must be refunded by check. Please allow 4-8 weeks for processing.

Reservation Cancellations and No-Shows

Recognized Student Organizations

1. Cancellations must be received in writing or by email a minimum of one (1) business day in advance of the event by an authorized representative. If the reservation is categorized as a Sponsored event with an off-campus group, and the cancellation is requested less than one business day in advance of the event, the Sponsored rental rate will apply.

2. If a student organization fails to show up for a reserved event or “No Show”s, they will be issued an initial warning notification. After a second “No Show”, they will be issued a second warning notification. After a third “No Show” in the same fiscal year, the student organization’s reservations privileges may be suspended for the rest of the fiscal year and all remaining reservations for the rest of the fiscal year will be cancelled.

University Departments

1. Cancellations must be received in writing or by email a minimum of one (1) business day in advance of the event by an authorized representative. If the reservation is categorized as a “Sponsored” event, with an off-campus group, the Sponsored rental rate will apply.

2. If a University department fails to show up for a reserved event or “No Show”s, they will be issued an initial warning notification. After a second “No Show”, they will be issued a second warning notification. After a third “No Show” in the same fiscal year, the University department’s reservations privileges may be suspended for the rest of the fiscal year and all remaining reservations for the rest of the fiscal year will be cancelled.

Off-Campus Groups

1. Reservation cancellations must be received in writing or by email a minimum of five (5) business days in advance of the event by an authorized representative. If cancellation is made less than five (5) calendar days prior to the first scheduled date of the event, the off-campus group and/or
individual will be responsible for the full room rental rate and other service charges that have been applied.

2. If an off-campus group or individual fails to show up for a reserved meeting room/facility, they will be issued a warning notification and will be charged the full room rental rate and other service charges. After a second “No Show”, they will be issued a second warning notification, they will be charged the full room rental rate and other service charges and charged an additional thirty-five ($35) service fee. After a third “No Show” in the same fiscal year, the off-campus group’s and/or individual’s reservations privileges will be suspended for the rest of the fiscal year and all remaining reservations for that fiscal year will be cancelled.

Additional Resources

Memorial Union

The MU Service Center is located in Room 101 of the Memorial Union.

Website: http://und.edu/student-life/union/

Hours of Operation: http://und.edu/student-life/union/hours.php

Walk-Up reservation requests

MU Service Center Phone: (701) 777-4321.

MU Building Manager Cell: (701) 314-7061.

UND Policy Links

http://und.edu/finance-operations/policy-office/a-z-index.cfm


UND Code of Student Life

http://und.edu/code-of-student-life/

UND Parking and Transportation

http://und.edu/finance-operations/parking-transportation/