

## UC Merced Conference and Meeting Policies

### **Hospitality Services Operating Hours**

#### Sales Office

9 a.m. to 5 p.m. Monday through Friday

#### Event Operations

7 a.m. to 11:30 p.m. Monday through Sunday

Weekend event services must be approved.

#### Catering Operations

7 a.m. to 7 p.m. Monday through Friday

Weekend catering services must be approved.

Hospitality Services will be closed on observed campus holidays and closures.

### **Reservation Scheduling Priority**

The facilities of University of California Merced and UC Merced Auxiliary Services and Fiscal Innovation are available primarily for the purpose of conducting the University's instructional programs. Time, place and manner of non-instructional events and activities shall be determined by the University in accordance with relevant statutes, policies and procedures. UC Merced Hospitality Services is responsible for scheduling facilities for non-instructional events and coordinating services in the best interest of the University, as well as serving our primary populations — students and the campus community.

### **Reservation Procedures**

All requests must be made a minimum of three weeks in advance of the event date.

To serve the greatest number of organizations, Hospitality Services reserves the right to change any room assignment if necessary, to accommodate as many reservations as possible. This change will be made based on information provided about the scheduled event and setup needs.

Hospitality Services may cancel any event or modify the extent of services provided in the event of utility interruptions, campus emergencies, threat of imminent danger, in the interest of public safety or acts of nature.

Academic space (computer labs and classrooms) reservations are made through the Office of the Registrar's online reservation system, Astra. Hospitality Services will facilitate reservations for academic locations for all external clients.

Recognized student clubs and organizations may submit reservation requests up to six months in advance. Events are not considered confirmed in the EMS room reservation system until events are approved by the Office of Student Involvement (OSI) and CatLife. Student organizations must start the event approval process with OSI.

Campus groups may submit reservation requests up to 12 months in advance of the date of the event with the assistance of a sales manager in Hospitality Services.

External clients may submit reservation requests through the Hospitality Services office up to six months in advance of the date of the event.

Hospitality Services' summer conference department has priority over scheduling during the summer months.

All UC Merced staff, faculty and recognized student organizations may reserve outdoor space through EMS. External clients must work with Hospitality Services to reserve any space on campus.

Considerable planning must be conducted prior to organizing outdoor events to ensure compliance with codes, protocols and policies. Groups requesting outdoor space will work with the public events manager in Hospitality Services to ensure the event complies with UC Merced policies. The event manager will help facilitate event parking, directional signage, catering/outside food, tents, tables, chairs, barricades, staging, electrical requirements, facility requests, environmental health and safety, trash and recycling, public safety, fire marshal approval, etc.

**For events spanning multiple months and/or calendar years:**

**Monthly Recurrence:** Requests should be submitted for the current semester only. Requests for meetings throughout the academic year will need to be reviewed and confirmed by Hospitality Services. Requests are not to be submitted in different academic years. Requests that do not follow these guidelines will be denied, and the client will be asked to submit a new request.

**Yearly Recurrence:** Events with dates spanning two academic years (July 1 to June 30) should be submitted by year, including if your event takes place on the same day of each academic year in the same room at the same time. It is required that the events be submitted separately (i.e.: submit 2020 events on one reservation, 2021 events on another reservation, etc.). Requests that do not follow these guidelines will be denied, and the client will be asked to submit a new request.

Space rental and event-related fees are based on the client's user category, venue selected, the length of time it is reserved and additional services requested or needed.

**Sponsorship Reservations:** Depending on the nature of the relationship, a campus group sponsoring an external client's event may be eligible to receive the discounted campus group rate. Departments who decide to sponsor an external group must accept full responsibility for the event, be the point of contact for Hospitality Services and pay using a Full Accounting Unit (FAU).

### **Function Location Assignments**

The University reserves the right to make the final decision concerning the suitability of holding a function outdoors or relocating to an indoor space due to inclement weather. In the event a function is moved, the University agrees to provide adequate notice (whenever possible), direction and assistance.

### **Change Fees for Meeting/Event Spaces**

The scheduling of resources needed to support successful events often begins well before the actual event and is based on information provided to Hospitality Services by the client. Last minute changes often require changes to staffing levels, scheduled work hours, workflow, work assignments or building systems programming. These changes require additional coordination outside of normal procedures to make sure all information is passed on to appropriate staff. Therefore, it is important that any changes to an existing reservation be communicated to Hospitality Services staff within the timelines outlined below.

Changes can be made up until five business days before an event. Any change(s) made after this deadline will incur a change fee plus the cost of requested items. Changes to existing reservations that are requested less than five business days prior to event may not be possible. Some changes may require additional staff or work hours that might not be available within the requested time frame.

Types of changes that will incur a fee if requested less than five business days before the event include, but are not limited to, substantial room-setup style changes and addition of any service and/or equipment not previously requested.

## **Payment Policy**

All payments must be processed in one of the following manners:

- Full Accounting Unit (FAU) - Recognized student organizations and campus departments
- Debit or credit cards via UC Merced Hospitality Services secure online payment system
- Check made payable to UC Regents

**Recognized student organizations and campus departments:** Client is to return a signed event contract within 10 business days of receipt and provide an FAU number and contact for authorization. Payment in full will be charged at the end of event.

Student organizations which are paying with an FAU must confirm that adequate funds are in their account with the Office of Student Involvement. Clubs and organizations using a credit or debit card must pay through Hospitality Service's online payment link.

**Campus group:** At the discretion of Hospitality Services, events determined to be of high risk must acquire special event insurance.

**External clients:** To request a reservation, contact our Hospitality Services office, and one of our sales managers will assist you.

A deposit of 25 percent of total estimated charges is due within 10 business days of receipt of the agreement, along with signature on agreement. An additional payment of 50 percent of total estimated charges is due 30 business days prior to an event. Non-payment may result in the loss of the reservation.

The remaining unpaid balance is due seven business days prior to an event. Variable and additional charges will be billed immediately following the event and must be paid within 30 days of the invoice date.

External Clients will be required to provide proof of liability insurance to rent facilities. The insurance coverage must indicate:

- The Regents of the University of California specifically named as additionally insured
- Policy dates covering the period of your event
- Minimum coverage as specified in your UC Merced Hospitality Services contract

### **Cancellation**

All events are subject to the policies, procedures and guidelines set by the University. All catered events billed to the master account are subject to the 7.75 percent California Sales Tax (or the prevailing percentage). With proof of sales tax exemption, catered events may be tax exempt.

UC Merced Hospitality Services must be notified in writing or via EMS at least 30 business days prior to the event start date of any meeting space cancellations in order to avoid meeting space cancellation charges.

Meeting spaces canceled less than 30 business days prior to arrival are subject to the following cancellation charges:

- ***Upon execution of the agreement and up to 30 business days prior to event date – 25 percent of meeting room rental***
- ***Less than 30 business days prior to event date – 50 percent of meeting room rental***
- ***Less than 15 days prior to event date – 75 percent of meeting room rental***
- ***Less than seven days prior to event date – 100 percent of meeting room rental***

### **Audio Visual**

Meeting rooms have built-in projectors and screens, and all rooms have built-in microphone capabilities, except for Crescent Arch and Alpine rooms. Hospitality Services will coordinate with clients to facilitate all in-room technology. Complex events requiring A/V support will be charged the hourly rate for the support staff with a two-hour minimum. Please work with your sales manager to detail you're a/V needs.

Clients who choose to bring in outside vendors to supplement built-in technology must notify their sales manager at least 15 business days in advance of the event. Equipment tests and A/V rehearsals are mandatory for complex events and must be scheduled with your sales manager to ensure compatibility. Hospitality Services is not liable for any theft or malfunctioning of outside A/V equipment brought in for an event.

### **Decorations**

All décor must be constructed of non-flammable materials. To ensure safety and guard against property damage and/or personal injury, decorations may not obstruct entrances and exits and must allow for emergency egress at all times. Decorations cannot cover emergency signs, fire lanes or exits or be posted in elevators or stairwells.

Posters and signs may not be placed on facilities or campus grounds without prior permission from Hospitality Services. Painters tape is the only accepted fastening material. Scotch tape, nails, pushpins or potentially damaging fasteners like staple guns may not be used to hang signs or other materials. Confetti, glitter, rice and shredded tinsel are not permitted. Use of these materials will result in cost recovery for excessive cleaning.

### **Packages**

The group will need to inform the University of any materials being shipped to the conference facilities in order to coordinate receipt of packages. All shipping labels must have the following information in addition to the designated mailing address for proper handling:

ATTN: HOSPITALITY SERVICES  
<EVENT NAME HERE>  
<EVENT DATES HERE>  
5200 NORTH LAKE ROAD CONFERENCE CENTER  
MERCED, CA 95340

Please do not send materials **more than three business days prior to event start date**, as UC Merced has limited storage space. Charges may be assessed for storing or moving these materials. At the group's own expense, arrangements must be made for the return shipping of any surplus materials. The University reserves the right to discard any materials not removed **within two business days after the end of the event**. The University is not responsible for any lost or damaged items left at UC Merced.

### **Event and Conference Services Staff**

Hospitality Services may require, and will arrange for, staff to support any event hosted within our facilities and external locations on campus. This includes audio visual, operations, event coordination and/ or event support staff. Due to the nature and complexity of an event, or if required based on the facility, staff may be required as an additional labor cost to the client. Hospitality Services staff are scheduled to the event one hour prior to the event access time until one hour after the scheduled end of the event or the time the last person leaves in order to secure the facility. Please contact your sales manager for more information.

For events scheduled outside of regular facility hours, Hospitality Services staff are scheduled and charged to the event starting one hour prior to the event access time until one hour after the

scheduled end of the event or the time the last person leaves the facility. The client is responsible for all costs of the extra hours of operations, including labor, utilities, and supplies in addition to any charges for facilities or services rendered.

### **Custodial Services and Excessive Cleaning**

Hospitality Services provides basic custodial cleaning services in both the public and private access areas of our facilities. Cost recovery for excessive cleaning may be assessed if the facility and/or its contents are left in a manner other than how it was provided to the client. The client is responsible for reasonable cleanup of the facility after the use of food, beverages and/ or other materials. Excessive cleaning includes but is not limited to: clearing of excessive trash or boxes, removing flyers or directional signs and cleaning up spills or leftover food. Cost recovery for excessive cleaning may be assessed in advance of the event if extra cleaning or maintenance is anticipated. Hospitality Services reserves the right to charge all expenses to the client for all cleaning situations deemed as being excessive.

### **Damages**

Hospitality Services reserves the right to ensure the facilities and/or equipment are used and maintained properly. Accidental damages to facilities and/or equipment will be handled on an individual case basis. For intentional damages to facilities and/or equipment, individuals responsible for such damages will be responsible for all replacement costs including materials and labor associated with returning an item back to its original state.

### **Security**

Hospitality Services, in consultation with the UC Merced Police Department, reserves the right to require community service officers and/or private security for your event depending on factors such as the nature of the event, duration of the event, expected attendance and/ or presence of alcohol. A client is responsible for all direct staffing costs associated with the use of security. A client may make separate arrangements for security, pending UC Merced Police Department approval. Please contact your sales manager for further details.

## **Parking**

### **Parking Permits**

Parking permits are always required for all vehicles parked on campus. The group may purchase parking permits and arrange parking services in advance and no later than 15 business days prior to the event start date. Please contact your events manager for current pricing set at the discretion of UC Merced Transportation and Parking Services. The University will request parking lot assignments closest to the conference facility where most of the meeting spaces are reserved.

### **Violations**

Vehicles not visibly displaying parking permits, parked illegally or parked in a location not designated on the permit are subject to ticketing and towing. UC Merced Hospitality Services is not responsible for any violations or fines. Local, state and federal regulations govern the citation office, and all citations are handled according to city laws. More information can be found at [taps.ucmerced.edu/citations](https://taps.ucmerced.edu/citations). Any parking violations given to UC Merced Hospitality Services without the event manager's prior knowledge will be returned to the group.

### **Parking Structures**

With the ever-changing landscape of parking on campus, your events manager will inform you of the best plan and location for your guest parking.

## **Marketing Materials**

### **Brochures/Flyers/Posters**

The group may distribute to attendees, free of charge, non-commercial literature and relevant conference/program materials within reserved meeting spaces. For posting, the group must receive approval from the University. **No unapproved flyers, posters or other promotional material, including directional signs, may be posted on any walls, pillars, garages, elevators or any other surfaces throughout the conference facilities.**

Materials may not be presented in any manner which promote degrading or demeaning social stereotypes based on race, ethnicity, culture, religion, gender or sexual orientation. Also, materials may not contain direct or indirect references to alcoholic beverages or illegal drugs, lewd or sexually explicit conduct or criminal activity. A charge of \$10 per poster removal will be assessed for unauthorized posting.

### **Promotions**

Selling of materials (such as T-shirts, memorabilia, etc.) during the event **must be preapproved by the University 15 business days prior to the event start date.**

### **UC Merced Name**

Unauthorized use of the name "University of California, Merced," in any form, including the term "UC Merced," is prohibited. All promotional materials for the group's conference/program must be submitted to the University for approval. The following constitute uses by the group of the name "University of California, Merced" or "UC Merced" that are acceptable to UC Merced for the purpose of citing the location of the event to be held on the campus of UC Merced. Any references to the "University of California Merced" and to "UC Merced" as to the site of the conference/program must meet with the language below:

<Event Name> at UC Merced [or "at the University of California, Merced"]

<Event Name> will take place in Merced at the conference facilities on the University of California, Merced campus (UC Merced).

## **Food and Beverage**

To maintain the highest standards for quality and to comply with environmental health safety, state and local health regulations, perishable food may not be removed from an event. Lakeside Catering is the exclusive provider of food and beverage for the California, Crescent Arch, Alpine, Blue & Gold meeting rooms, the conference center and the private dining rooms in the Yablokoff-Wallace and Pavilion dining centers.

No outside catering will be permitted in the meeting rooms, but groups may request to bring in their own food. All requests must be approved by the Hospitality Services office, and a signed food waiver of liability form must be signed and on file prior to the event. Groups who bring in their own food and beverage, must handle their own trash and return the room to the same condition as prior to the start of their event. No open flame is allowed in any meeting facilities. Chaffers and Sterno provided by Lakeside Catering must be attended to by catering waitstaff. No unattended lit chaffers will be allowed in meeting facilities.

**Outside catering and food requests will not be allowed in the private dining rooms and conference center.**

### **Guarantee of Attendance**

The last day to lower the guarantee of attendance is seven days prior to the event start date. The guarantee of attendance given on this date is not subject to reduction. Increases to your guarantee after this date are subject to approval.

### **Alcohol**

Any alcohol dispensed in the conference facilities, such as outdoor areas and/or meeting rooms, must be by a licensed bartending service or by UC Merced Lakeside Catering and must be in accordance with UC Merced guidelines and applicable state law.

Alcohol consumption must take place within the assigned event area, and additional supervision such as that by UC Merced Police Department may be required to control access for large functions.

University policy states that alcohol may not be served at any event where most attendees are younger than 21 years of age. We will request proper identification from any person of questionable age and refuse alcoholic beverage service to minors or those who cannot provide valid proof that they are of legal drinking age.

We reserve the right to refuse alcoholic beverage service to any person, who in Hospitality Service's judgement, appears to be intoxicated. We reserve the right to refuse service of alcohol to any individual. Additional insurance is required if the group is serving alcoholic beverages.

UC Merced's Hospitality Services is prohibited from any purchasing or selling of alcoholic beverages. Your event manager will gladly facilitate the coordination of your provided beer and/or wine.

### **Cancellation of Campus Catering Services**

UC Merced Hospitality Services must be notified in writing of catering order cancellations to avoid cancellation charges. Events cancelled will be subject to the following charge:

- Within five business days prior to the event date – 25 percent of total catering revenue
- Within three business days prior to the event date – 50 percent of total catering revenue
- Less than three business days prior to the event date – 75 percent of total catering revenue
- Less than 24 hours prior to the event date – 100 percent of total catering revenue