



UNIVERSITY OF CENTRAL FLORIDA

Student Union Policy Manual

The UCF Student Union reserves the right to make any changes to this policy manual at any time. The most current version of this manual will always be available online at studentunion.ucf.edu.

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THE HEART OF CAMPUS

Known as the “Heart of Campus,” the Student Union sits at the center of the University of Central Florida’s Orlando Campus. Here at the Union we provide space for students and members of the UCF community to study, socialize, eat, host events, attend meetings, and engage in campus life. Our facility provides a home to many vibrant university departments, access to key student services, and collaborative spaces for students to connect on campus. In addition, the Union offers over 26,000 square feet of meeting and event space, with the ability to host a variety of campus events, seminars, conferences, banquets, and various other functions.

The Student Union has grown to more than just a building at the center of UCF’s campus. Our team is committed to providing quality spaces at all ends of campus. As we continue to grow, we strive to deliver high quality service and inclusive, trendsetting spaces.

Here at the Student Union we are always learning and growing. We look to strategically deliver new services that add value to the overall UCF experience. Our team is continuously looking to engage in new discussions and explore new ideas. If you have one, reach out and be a part of the conversation here at the Heart of Campus. All members of our team are always happy to meet with students and campus departments to discuss how we can better serve the UCF community.

OUR MISSION

The UCF Student Union strives to create an innovative and inclusive environment acting as a catalyst for campus engagement. We are committed to building community by providing programs and experiences that foster student development within quality facilities.

CONTACT US

University of Central Florida
Student Union
12715 Pegasus Dr.
Suite 312
Orlando, FL 32816

Office Hours
Monday through Friday
8:00 AM – 5:00 PM

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FACILITIES & SERVICES

- **General Building Guidelines**

The Student Union is dedicated to maintaining a safe and secure environment for all visitors to our building. Adherence to the building policies below is essential for the protection and well-being of our campus community and facilities. Enforcement of these policies may involve student conduct and/or university police.

- **Physical Projectiles and Throwing of Any Objects**

Patrons of the Student Union are prohibited from throwing, tossing, or physical projection of items anywhere within the building. Projectiles include, but not limited to, flags, rifles/sabres, balls, and frisbees. Those looking for a safe space for such activities are encouraged to discuss acquiring a reservation for outdoor spaces with our Event Services team. Indoor space reservations may be considered with prior approval from UCFSU Director or Designee and provided appropriate safety measures are implemented.

- **Use of Alternative Transportation Devices**

The use of scooters, bicycles, rollerblades, skateboards, and similar devices inside the UCF Student is prohibited, except when utilized by individuals with disabilities as a necessary means of mobility assistance.

- **Reporting and Filming in the UCFSU**

The Student Union welcomes media to film in the exterior and public areas of the building provided it does not interfere with building operations. All members of the media, however, are encouraged to contact [UCF Communications](#) at 407-823-5828 before filming or photographing on campus.

Prior clearance is required to film or photograph in any of the restricted areas of the Student Union (reservable meeting/event spaces, back of house areas, etc.) Please reach out via email to unionres@ucf.edu for further instruction.

The UCF Student Union Event Team works hard to help our students, university staff, and campus partners reserve space within our building and other key locations on campus. The goal of this policy manual is to increase understanding and usage of processes to ensure a safe and successful experience.

Assignment of space will be made as requested whenever possible. However, flexibility is key and means we can better accommodate our UCF community. The Student Union staff reserves the right to assign space based on needs, rather than preference, in order to maximize the utility of the building to all constituencies. The staff also reserves the right to determine the "best use" of facilities including how a space may be utilized, setups available, and movement of existing furnishings.

Please note that the UCF Student Union is designated as a non-academic facility that is supported by the Activity & Service Fee. Therefore, classes for university credit are not permitted in the building. The following locations are Student Union controlled facilities:

- Student Union
- Live Oak Event Center
- Memory Mall
- Reflecting Pond

The facilities in the UCF Student Union are available to:

- **Agencies**

Any large organization geared towards the UCF student body that are created, maintained and funded by the Student Government Association (SGA) and the Office of Student Involvement (OSI).

Agencies may make reservations 3 years in advance for large-scale, recurring events (ex: Mr & Miss UCF, Symphony under the Stars, Fright Knight). Committee events (ex: Speaker Events, Special Events, Large Volunteer Meetings) may be reserved 18 months in advance. Agencies may also begin to make reservations for room blocks, patio stage, patio table, and banner spaces on the first Monday of August for the Fall semester and on the first Monday of December for the Spring semester.

- **Registered Student Organizations (RSO)**

Any registered student organization at the University of Central Florida that has completed all the requirements for

recognition by UCF's Office of Student Involvement (OSI).

RSOs may make reservations 1 year in advance for special/one-time events in the Union or on Memory Mall. RSOs may also begin to make reservations for room blocks, patio stage, patio table, and banner spaces on the first Monday of August for the Fall semester and on the first Monday of December for the Spring semester.

- **Department**

Any recognized university department, including any recognized departmental programs or committees.

Departments may make reservations 2 years in advance for events in the Union or on Memory Mall. They may also begin to make reservations for patio tables (not applicable on Wednesdays) and banner space on the first Monday of August for the Fall semester and on the first Monday of December for the Spring semester.

- **Affiliate**

An outside group or organization that has a recognized relationship with a University department, not an individual employee. Students that are currently enrolled at the university are considered affiliate. Affiliated clients may make reservations 3 years in advance.

- **Non-University**

Any non-affiliated outside group, organization or individual that does not have a continued, recognized relationship with the university (UCF Alumni are considered non-university).

Non-university clients may make reservations 3 years in advance.

RESERVATIONS & EVENTS

Please submit the appropriate reservation form online and a member of our team will contact you. Should you have any questions regarding the reservation process, please contact the Event Services office. A member of our event planning team would be happy to walk you through the process or answer your questions.

- **Event Services Staff**

The Student Union Events Team works hard to help our students, university staff and campus partners host successful events in our building and other reservable campus facilities that we oversee. Once you have an event reservation, you will then be assigned an event coordinator in our office that will assist with your planning needs. From audio/ visual requirements to catering to room setup – our event coordinators will work with you to ensure your reservation meets your expectations. You can contact our event coordinators via email at unionres@ucf.edu , by calling our office (407) 823-3677 or stop by Suite 312 during regular business hours.

On the day of your event, our Event Manager (EM) on duty will be your point of contact. EMs can help assist with any last minute needs or reservation adjustments. The EM is accessible via the Information Desk located on the first floor of the Student Union or (407) 823-0001, or via cell phone at (321) 228-9355.

- **Event Planning Resources**

Please visit our website to access resources you may find helpful in your event planning process including:

- Room Capacity Chart, Room Dimensions, Room Rates <https://studentunion.ucf.edu/wp-content/uploads/sites/39/2021/07/Room-Rates-Capacities-2021.pdf>
- Equipment Price List <https://studentunion.ucf.edu/wp-content/uploads/sites/39/2021/07/Equipment-Prices-revised-6.2.21.pdf>
- Student Union Food and Beverage Guide <https://studentunion.ucf.edu/wp-content/uploads/sites/39/2023/10/SU-Food-and-Beverage-Guide-Updated-10.18.23.pdf>
- iPlan Room Layout Planning Software <https://diagramming.amadeus-hospitality.com/Apps/Start/UNMCOCL/en/imperial/default>

- **Accessible Meetings & Events**

When planning an event at the Student Union, be sure to keep guests with differing abilities in mind. Please ask your Event Coordinator about what offerings the Student Union has to help create an inclusive event experience for all guests. Additionally, please visit UCF's Student Accessibility Services resource website for more information: <http://sas.sdes.ucf.edu/>

- **Deadlines**

- In an effort to provide the Office of Student Involvement time to approve the form, events requiring a SAFE Form must be submitted to the Event Services Office no later than twenty (20) days prior to the date of the event.
- Room set-up details must be given to your SU Event Coordinator no later than 5 business days before your event. Face-to-face meetings with your event coordinator are possible. Please contact your SU Event Coordinator to schedule an appointment.
- Payment for any facility and/or catering charges must be provided to your event coordinator at least 3 business days prior to your event. Failure to do so may result and service and equipment not being available for your function.

- **Room Access for Event Set-Up**

Room reservation start/end times do not take into account your personal setup/teardown time. If access to a room is desired before the event start time or after event end time, please alert your event coordinator to see if the room will be available. Communicate any setup needs for outside vendors (i.e. lighting, audio/visual, production equipment, foliage, etc) as soon as the information is known. Please note that early access to rooms and/or equipment cannot be guaranteed due to high demand of SU facilities.

- **Event Date Holds**

Due to high campus demand for meeting space, the Student Union will not allow multiple dates to be held for a single event. RSOs, Departments and Agencies may request a single preferred date to be reserved under a confirmed status. Any other date that is up for consideration to host the event on will be reserved under a waitlisted status and is thereby not guaranteed.

- **Reassignment of Space**

Your organization does not reserve the right to re-assign any bookings. Such reassignments must be approved and conducted by your Event Coordinator and is not guaranteed as other organizations may be in queue for your event location.

- **Cancellations/No-Show**

Due to high campus demand for meeting space, there will be consequences for customers who fail to cancel their reserved space or do not show up to their reservation. Cancellations of reservations in the Student Union, with the exception of the Pegasus Ballroom, must occur at least 14 calendar days prior to the reservation. Cancellations must be made via the Cancellation Request Form located here: <https://studentunion.ucf.edu/event-cancellation-form/>

Reservations in the Pegasus Ballroom must be cancelled 60 calendar days prior to the event. Reservations for the Pegasus Ballroom cancelled after the 60-day notice will be charged a fee of \$250. Events scheduled in the Pegasus Ballroom are expected to match the estimated attendee count or warrant use of the ballroom based on the event layout listed on the original request for the space. If the scope and size of the event fails to meet those expectations, the \$250 cancellation fee may also apply since the space could not be utilized for another event that may require use of the grand ballroom. RSOs and agencies are not exempt from paying the Pegasus cancellation fee if proper protocol is not followed.

For the cancellation of reservations in the Live Oak Event Center, please see the Live Oak Event Center section of this policy manual.

- **Donation Box**

Registered student organizations in good standing may request to host a donation box in the Student Union. Donations collected for philanthropies and charities may only be accepted by RSOs with prior approval from the Event Services office and groups must adhere to the following guidelines. The SU will request the following information from you to reserve the space: hosting organization name, who the donations will benefit, the dates donations will be collected during, and the types of donations requested.

- Groups reserving the donation box area near the Student Union's Guest Services Desk may reserve the space up to three times per semester for the duration of up to one week at a time.
- There must be at least one week in between donation box reservations.
- The group's donation box will be placed next to the Student Union Information Desk (first floor) by Student Union staff, and it may not be moved.
- The Student Union is not responsible for lost, missing, damaged, or stolen items.
- The group must collect donations throughout the duration of their reservation as necessary to maintain the appearance of their donation box.
- Groups must provide their own box as the Student Union will not provide a box to be utilized. The box must be in good condition and clearly identify the donation cause.

- The Student Union Event Services staff, located on the third floor, will attach a label to your donation box, which will list your reservation number, contact information, and start/end date of your reservation.

- **Client Provided Audio/Visual Equipment**

Clients are able to provide their own audio/visual equipment. However, the SU staff is trained exclusively on the setup of equipment available in the SU inventory. SU staff will assist when available and able, but the guarantee of operational outside equipment is the responsibility of the client.

Client provided laptops can be connected to SU projectors through the HDMI port. Please bring adapters as necessary. If you have questions regarding the compatibility of your equipment, please contact your SU Event Coordinator at least 5 business days prior to the event.

- **Consequences for Failure to Follow Policies**

Failure to follow the policies outlined in this policy manual will be met with consequences such as corresponding fees, warning status, and/or restricted status.

- Warning Status provides a formal notice of violation and reprimand. Lasting a minimum of 90 days, organizations are reminded to become familiar with and follow all of the policies outlined in the Student Union's policy manual. A second occurrence of policy violation during the Warning Status period will result in corresponding fees and an escalation to Restricted Status for at least 2 semesters.
- Restricted Status eliminates an organization's ability to make reservations with any Student Union managed facility for a minimum of 2 semesters. After the Restricted Status period has passed, the restricted status will be lifted only if any outstanding balances on the organization's account have been paid in full.

FOOD & BEVERAGE

To reduce liability, the Student Union only allows catering from our approved vendors. Clients who wish to have food and beverage present during their reservation in any Student Union controlled facility may only order catering through a Student Union Approved Vendor or by taking advantage of our Food & Beverage Exemptions. Home cooked goods, store bought food or drinks, and outside catering are not permitted. A list of approved vendors can be found on the Student Union's website.

- **Deadlines for Departments & Non-University Affiliated Clients**

Catering orders are to be placed and paid for directly with the approved vendor of your choosing and notice of your food and beverage plans must be provided to your Student Union Event Coordinator no later than 5 business days prior to the event.

- **Deadlines for Registered Student Organizations & Agencies Only**

Catering orders are to be placed and paid for directly with the approved vendor of your choosing and notice of your food and beverage plans must be provided to your Student Union Event Coordinator no later than 5 business days prior to the event.

- **Food and Beverage Exemptions**

Clients are requested to utilize the UCF Student Union's approved catering vendors, however, to support student organizations' endeavors, the Student Union makes the following exceptions:

- *\$100 Prepackaged Exception*
Coca-Cola brand beverages and store bought, pre-packaged, nonperishable, personal sized, individually wrapped items (such as candy bars or granola bars) totaling less than one-hundred dollars (\$100) are permitted provided prior approval is obtained from an event coordinator and it is listed on your reservation confirmation.
- *Cultural/Ethnic/Religious Exception*
Organizations that are requesting cuisine that our approved vendors cannot provide may be granted an exception provided prior approval is obtained from their assigned event coordinator. The organization must submit a request for this exception at least 30 days prior to the event date or an exception will not be considered. Additionally, the organization must submit a SAFE form with a Certificate of Liability Insurance and additional insured endorsement from the vendor at least 20 days prior to the event. The organization and/or caterer will be responsible for cleanup, utensils, plates, etc.
- *Donated Food*
If an organization is receiving donated food from an outside vendor for their event, a written document on company letterhead from the vendor specifying what they are donating must be provided to the event coordinator at least 20 days prior to the event date. The RSO and/or caterer will be responsible for cleanup, utensils, plates, etc.

The organization must submit a Certificate of Liability with additional insured endorsement from the vendor with their SAFE form at least 20 days prior to their event. Please contact your event coordinator to receive a sample of this form.

- **Pre-Paid Knight Cash Catering Cards**

As an alternative to traditional catering, Knight Cash gives event attendees the option to choose from several food offerings available at the Student Union and throughout campus. Knight Cash is a pre-loaded card that can be used at any UCF location that accepts Knight Cash. Unused Knight Cash cards and/or unused balances are non-refundable. To place an order for Knight Cash Catering Cards, please submit a request on the Student Union's website.

- **Events with Alcohol**

Before hosting events with alcohol, groups must get approval from the Student Union. An Alcohol Acknowledgement Form must be signed along with the SAFE Form and submitted at least 20 days prior to your event. No alcoholic beverages

may be brought into the Student Union from outside sources. All liquor must be confined to your reserved function space. See the Golden Rule (Alcohol and Other Drug section, Office of Student Conduct section, and Office of Student Involvement section) for information on campus functions with alcohol.

The alcohol acknowledgement form can be found online at the UCF Environmental Health & Safety website or by following this link: <http://www.ehs.ucf.edu/eventsafety/AlcoholAcknowlegmentForm.pdf>

With advance notice, exceptions may be made for religious functions.

FINANCIAL & FORMS

- **Payments**

Payments can be made in the form of credit cards, checks made payable to UCF Student Union, money orders, or cashier's checks. We do not accept cash payments. For your convenience, credit card payments can be made over the phone by calling 407-823-2256 during office hours. We also accept payments in person in Suite 312 in the Student Union or mailed to:

UCF Student Union
Suite 312
P.O. Box 163250
Orlando, FL 32816

- **Discounts**

At this time, the Student Union does not offer room rental discounts to UCF Alumni. We also do not offer room rental discounts for multi-day conferences.

- **Tax Exemptions**

If your event is being paid for by a tax exempt entity, please submit a copy of your Certificate of Exemption to your SU Event Coordinator.

RSOs cannot use UCF's exemption to purchase goods or food (including on-campus catering) without state sales tax. According to the Florida Department of Revenue, RSOs cannot apply to receive state sales tax-exemption unless they have applied for and been granted federal tax-exempt status under Internal Revenue Code Section 501(c)(3).

Please note, co-sponsorships may impact tax exemption status. Resource links are listed below:

<http://osi.ucf.edu/blog/rso-info/taxes-and-tax-exemption/> http://dor.myflorida.com/dor/taxes/sales_tax.html

- **Co-Sponsorships**

We recognize that events are sometimes co-sponsored by multiple organizations or entities; however, we ask that our clients not use RSO or departmental benefits inappropriately in order to avoid or reduce expenses. Organizations are not permitted to reserve space for events, which they are not directly involved in, and present at. Any instances of pseudo co-sponsorships will result in an adjustment of all related fees and may result in the loss of reservation privileges.

UCF Departments wishing to co-sponsor a RSOs event in the Student Union will not additionally receive equipment discounts applicable to RSOs only.

- **Events Charging Admission or Event Participation Fees**

Because RSOs and UCF departments receive free use of Student Union facilities from SG funding, RSOs and UCF departments may not charge an admission fee for events held in any Student Union controlled facility. If these parties want to charge an admission, they will be charged the affiliate rate for Student Union reservations.

- **Events Soliciting Donations**

RSOs and UCF departments may accept, but cannot require, donations. Required donations are considered entry fees, which are only permitted if the host alerts their event coordinator and pays the affiliate room rate. Even if an individual does not give a donation, anyone should be allowed to participate. RSOs and UCF departments also may not set a suggested donation price.

- **SAFE Forms**

The purpose of this form is to enforce policies for events or activities that could possibly result in some degree of harm to persons or in some amount of defacement or damage to public or private property (deemed to be potentially hazardous). The form can be found at: <http://safe.sdes.ucf.edu/>

The Student Union requires a SAFE form for the following:

- Events with alcohol, outside entities, or vendors utilized
- Events with an anticipated attendance of 400 or more
- Reflecting Pond
- Memory Mall
- Non-university clients

- **Insurance**

A Certificate of Insurance provides needed proof of insurance for off campus, non-University affiliated organizations, and/or unapproved vendors who will stage events, or provide products or services on campus. These groups or businesses will need to provide a current Certificate of Insurance indicating minimum General Liability coverage in the amount of \$1 million per occurrence, listing UCF Board of Trustees as “Additional Insured” and UCF Insurance Coordinator as “Certificate holder.” See further details and a sample certificate at <https://compliance.ucf.edu/enterprise-risk-management/event-safety/> .

- **Film/Movie Screening Policy**

In order to screen a film on campus for public viewing, please refer to the guidelines set forth by the Office of Student Involvement.

EVENT DETAILS

- **Overtime Use**

Organizations wishing to hold events beyond the normal hours will be assessed an overtime charge. Any group using the facility outside of scheduled event hours will be charged \$150 per hour. Dates and hours are subject to change based upon the academic calendar and holiday breaks.

- **Decorations**

Please consult the Event Services Office for assistance and approval of the display of all materials and additional décor items. The Student Union does not allow the following:

- Affixing anything to the walls, floor, or ceiling with nails, staples, tape, or other means
- Fog Machines (or similar devices emitting visible gas vapors)
- Nuisance materials such as glitter or confetti
- Balloons that are not weighted or tied down (any balloons that may become loose might incur fees)
- Candles (battery powered LED “candles” are recommended as an alternative)

Each event and meeting space does have some basic foliage that is not permitted to be lifted or moved throughout the room. Additional foliage/greenery may be brought via an outside vendor. Please alert your Event Coordinator so they may recommend foliage companies and advise about sufficient setup time required.

Please leave your event location in the manner it was found. Violation of any of these decoration policies may result in suspension of facility reservation privileges. Additionally, any damages done will be repaired by the Student Union and the client will be billed for all costs incurred on the basis of materials required and staff time. Similarly, excessive cleaning charges will be billed to the client.

- **Lighting**

The Student Union offers LED uplights that can be placed in your event space and can be programmed in an array of colors. For pricing, please see our Equipment Pricing Sheet.

Our Pegasus Ballroom features an LED lighting system that is integrated within the ballroom ceiling and can provide a custom color effect for your event. Please alert your Event Coordinator in advance if you wish to use the LED lighting.

If your event requires more advanced lighting options than the Student Union can provide, you may be required to contact an outside production company. If so, please alert your Event Coordinator and they can make recommendations for production companies and plan for sufficient setup time, especially for truss lighting.

- **House Sound & Singing**

For entertainment that includes live vocals, production quality audio, and/or music levels higher than light background music, please notify your Event Coordinator beforehand to reserve additional equipment and ensure you are in an appropriate space within our facility.

The installed ballroom audio systems (House Sound) is configured and equalized for emcee and guest speaker engagements only. Additional systems such as our JBL Portable EON system and JBL Performance Audio System (installed in the Pegasus Ballroom) are advanced audio systems that allow custom equalization of the audio for your event. These speakers offer clearer audio and richer bass to best suit your function. These systems can be both utilized with our wired or wireless mic systems.

For events that require concert level volume and performance level bass (live bands, DJ sets, etc.) you may be required to secure an outside vendor for these specific audio needs as our systems are not capable of delivering the audio levels for such events. Your event coordinator will be able to provide recommendations of preferred audio vendors. Events utilizing services from outside vendors will be required to submit a SAFE form and liability insurance.

- **Inflatables**

The use of inflatables for your event is subject to approval. Indoor inflatables will need the flame spread information on the composite material and a scaled floor plan showing location, protected cord runs, and elevation of any area overhead

features. Outdoor inflatables need to consider placement and may not block fire lanes or fire hydrants. Inflatables need stability for tipping and winds and a plan for power and cords. Water amusements that run continuously and wastewater are not approved for use due to water run-off and conservation means. Furthermore, the process is dependent on the submission of the following paperwork at least 20 days prior to the event date:

- SAFE Form
- Certificate of Flammability indicating compliance with NFPA 701
- Certificate of Liability Insurance from vendor supplying inflatables.

- **A-Frames, Flyers, and other Physical Signage**

- All A-frames and Departmental Digital Signage need to remain within 5 feet of your main doors.
 - An exception would be if you have an event booked in our spaces: Atrium or Ballroom, and then you can have the signs in your reserved Pre-Function/Atrium area.
- Egress pathways must remain clear of signage and other items at all times.
- All signage in non-approved areas will be moved to the Information Desk. We will do our best to contact the proper department to come pick up their signage. All unclaimed items will follow our traditional Lost and Found process.
- Flyering in or around the building is not permitted, however you can request to use our digital signage towers via a reservation on the "Reservation Tab" under "Digital Signage".

- **Storage**

The Student Union is not responsible for items left in the building, and storage space is not normally available for materials or equipment used in association with an event. Such items are the sole responsibility of the organization. A lost and found is located at the Guest Services desk on the first floor of the Student Union.

- **Wireless Internet for UCF Guests**

Wireless internet access is available throughout the building. If your event guests (non-students) require access, they can connect to the "UCF_Guest" for wireless service.

- **Parking**

Guests of events held in the Student Union must refer to the visitor parking policies found at UCF Parking Services website at: <https://parking.ucf.edu/permits/visitor-permits/>

With advance notice, you may be able to purchase discounted parking passes from the Event Services Office. Discount passes are only permitted for non-student use and must be linked to a Student Union event. Discounted passes cannot be guaranteed on days that the campus or CFE Arena is hosting large, special events as parking facilities are not owned or operated by the Student Union.

MEMORY MALL & REFLECTING POND

- **General Policies**

- The UCF Student Union does not provide any furniture, fixtures or equipment at these locations. All event equipment must be obtained from an outside company at the expense of the organization.
- A facility rental fee is incurred by any organization that should charge an admission and/or registration fees to any attendee.
- The Student Union Sound Policy is applied to events held at these locations. Organizations are responsible for ensuring the scheduled events do not conflict with policy. If a conflict arises, the organization could face penalties up to and including noise violation fees.
- A SAFE Form is required for all events at Memory Mall or the Reflecting Pond. The SAFE Form is due no later than twenty (20) calendar days prior to the event. The form can be found at: <http://safe.sdes.ucf.edu/>.
- Event liability insurance must be submitted with the SAFE form. The university's insurance requirements can be found at: <http://www.ehs.ucf.edu/eventsafety.html>.

- **Reservations, Planning, & Payment**

- Reservation details must be submitted to your event coordinator no later than 14 calendar days prior to the event.
- For information regarding food and beverage at Memory Mall or Reflecting Pond, please adhere to the Student Union food and beverage policies as referenced in the "Food & Beverage" section of this manual.
- For public clients, a deposit of fifty (50) percent of the facility rental charge is due at the time of booking. The Student Union cannot reserve the space without the required deposit.
- Payment for any facility/catering charges must be provided to the Student Union at least three (3) business days prior to the event. Failure to do so may result in service or equipment not being available for your event.

- **Facility & Location Information**

- For power, water and trash removal requests, organizations will need to submit a work order to UCF Facilities Operations. This can be done online through the Facilities Operations website. These services are separate from your reservation and may incur charges to your organization.
- For sprinkler requests, organizations will need to contact UCF Landscape and Natural Resources.
- Staked tents and vehicles are not permitted on the grass at any time.

- **Tent & Temporary Structure Permit Procedure**

Any event that has a tent (larger than 10'x10') or temporary structure must follow the guidelines of the Tent and Temporary Structure Permit Procedure, set forth by the Environmental Health and Safety. All tents and temporary structures should be installed in accordance with all applicable university standards, rules, regulations and the Tent and Temporary Structure Procedures.

- **Amplified Sound Policy**

These policies are designed to create an environment that does not interfere with the normal actions of the campus community but still allows for a maximization of facility usage for the campus community. The policies are intended to control sound levels for set durations of time on Student Union property, including the Student Union Stage, Reflecting Pond, Memory Mall, and Student Union North & South Patios.

1. All events must be scheduled through the proper department:
 - a. Student Union SU Event Services 823-3677
 - b. Ferrell Courtyard/Greens SU Event Services 823-3677

- c. Memory Mall SU Event Services 823-3677
 - d. Reflecting Pond SU Event Services 823-3677
2. Sound amplification includes but is not limited to the use of microphones, bullhorns, stereo equipment or radios, and musical instruments - and can be tested at any time. Under the discretion of the Student Union Director or designee (designated official), sound shall be terminated for violation of this policy.
 3. Sound checks may begin before the scheduled start of the event as directed by the designated official for managing the event.
 4. Determination of sound levels and sound intrusiveness will be the sole discretion of the designated official
 5. For events during regular business hours, the sound may not be greater than 80 decibels; a level that is necessary to reach the captive audience; it must not be of such a volume that would excessively and unnecessarily interfere with the actions of members of the UCF community or those neighborhoods surrounding the campus.
 6. For large scale (expecting attendance over 400 persons) events, all amplifiers and sound equipment, if possible, shall be arranged so as to channel the sound away from the outskirts of campus. Large scale events must direct sound into the center of campus. Sound directed into the center of campus is still not permitted to violate other sections of these policies.
 7. Scheduled times for events requesting amplified sound shall adhere to the Event Times and Locations Schedule. Only under special circumstances shall exceptions be made regarding the schedule.

Standard Event Time and Locations Schedule (*any requests for amplification outside these hours must be individually approved by the Student Union Director or designee)

Location	Weekdays	Weekends
Pegasus Circle (Union)	Mon-Fri 12:00pm-2:00pm Fri 4:30pm-11:30pm	Sat 12:00pm-11:30pm Sun 3:00pm-7:00pm
The Mall	Mon-Thu 5:00pm-11:00pm Fri 5:00pm-1:00am	Sat 12:00pm-1:00am Sun 12:00pm-11:00pm
Reflecting Pond & Ferrell	Requires special approval - Check with Student Union designee	

- **Cancellation & No Show Information**

- Fees will be assessed for spaces reserved and unutilized.
- Cancellations must occur at least fourteen (14) calendar days prior to the reservation. Cancellations must be made via the Cancellation Form on the UCFSU website: <https://studentunion.ucf.edu/event-cancellation-form/>
- Failure to cancel within the deadline will result in the full forfeiture of any deposits paid.

- **Candlelight Vigils**

Organizations wishing to hold a candlelight vigil at one of our outdoor locations must receive prior approval from our event coordinators. A SAFE Form will be required and an exception to the regular submission deadline of 20 days prior may be made. Additionally, organizations are required to adhere to the guidelines established by Environmental Health & Safety to ensure a safe event.

<http://www.ehs.ucf.edu/sites/default/files/eventsafety/CandleVigilGuidelines.pdf>

- **Maintenance Holds on Memory Mall**

Per UCF Landscape and Natural Resources request, Memory Mall is blocked off for a week after any and all home football games to allow for grass to recover. Exact schedule will not be determined until the football schedule is released. Additionally, reservations are not available in the summer months due to the summer grass treatment schedule put in place by UCF Landscape and Natural Resources.



PATIO SPACE & STAGE RESERVATIONS

Patio space requests are accepted on the first Monday of August for the Fall semester and on the first Monday of December for the Spring semester. Organizations must have a reservation to utilize the South Patio. RSOs, student government, and SG agencies are permitted to reserve patio space Monday through Friday. UCF departments are permitted to reserve patio space Monday, Tuesday, Thursday, and Friday. Patio tables are claimed on a first come, first served basis. Tables are available at the time listed in your reservation. A representative from your organization must check in with a patio services representative during your reservation. Failure to check in may result in tabling privileges being revoked. The patio table request form and applicable information can be found at: <https://studentunion.ucf.edu/student-org-tabling/>.

- **General Patio Space Policies**

- Patio space reservations include: 1 – 10'x10' space, 1 – 6x30 Table, 2 – Outdoor Chairs
- Tents are not included with Patio Space reservations. Tents are reserved by The Hub, overseen by the Office of Student Involvement. Please submit a reservation on The Hub's KnightConnect page. <https://ucf.collegiatelink.net/organization/hub>
- Organizations must stay within their 10'x10' space when promoting their organization and/or event. The continuous violation of this policy will result in the organization losing their ability to reserve space on the patio
- A SAFE Form is required for all events at Memory Mall or the Reflecting Pond. The SAFE Form is due no later than twenty (20) calendar days prior to the event. The form can be found at: <http://safe.sdes.ucf.edu/>.
- Organizations and departments wishing to partner with outside organizations must be present for the entirety of the patio table reservation and must abide by all Student Union patio policies. Organizations and departments are not permitted to reserve a patio space to solely be used by a third party (Vendor, Business, Politician, etc.). Attempting to circumvent Market Day policies will result in the cancellation of future reservations.
- A representative from your organization must check in with a patio services representative during your reservation. They must physically sign the check-in sheet for the day to be counted as present for the reservation.
 - Check ins are typically done on an hourly basis by the Event Services team, however, it is the responsibility of the organization to ensure they are checked in for the day.
 - If your organization has not been checked in for the day, please feel free to call the Event Services office so we can send a member of our team down to check you in for your reservation.
 - Check in on Wednesdays will take place at the Market Day Check In Tent from 8:30am - 12pm. If you are present outside of those hours, an Event Services team member will conduct check ins on an hourly basis.

- **Reservation Requests**

Reservation requests for patio space and the patio stage must be submitted at least (7) business days prior to the requested date. The Student Union does not permit same-day patio requests.

- **Cancellations**

Cancellations must be made through the Cancellation Form at least (3) business days prior to the patio space or patio stage reservation for the organization to remain in good standing. The Cancellation Form can be found on our website: [Student Union Cancellation Form](#).

- **Selling Goods & Donations**

Sales are not permitted as a part of the patio space reservations. Selling items requires a Market Day Reservation, which occurs on Wednesdays and requires a fee. Groups are permitted to solicit donations as long as they do so within their 10'x10' space. Fees can be waived for limited RSOs and agencies based on space availability, revenue being directly applied to the mission of said organization, and with Student Union Director or designee approval.

- **Food & Beverage on the Patio**

If you would like to have food and/or beverage during your patio reservation, please adhere to the Student Union Food & Beverage policies as referenced in the "Food & Beverage" section of this manual. The Student Union Food and Beverage Guide can be located on [our website](#). Bake sales and home cooked goods are not permitted on the Student Union's patio. All food and/or beverage must be approved by the Outdoor Events Coordinator.

- **Vehicles on the Patio**

Due to traffic flow concerns, organizations must receive prior approval to showcase vehicles on the patio from an event coordinator. An approved event will be required to submit a SAFE form.

- **General Patio Stage Policies**

- Organizations must have a reservation to utilize the South Patio Stage.
- With advanced notice, the Student Union will provide an outside amplification systems with microphones to be used between 12PM-2PM.
- RSOs are permitted to reserve the patio stage up to 4 times per semester and only 1 Wednesday.
- Student Government and SG Agencies are permitted to reserve the patio stage up to 5 times per semester and only 1 Wednesday.
- UCF Departments are not permitted to reserve the patio stage on Wednesdays, but may reserve the stage up to 5 times per semester.
- Organizations must stay within 10 feet of the patio stage when promoting their organization and/or event. The continuous violation of this policy will result in the organization losing their ability to reserve space on the patio.

- **Amplified Sound Policy for Patio Stage**

Amplified sound is limited to the hours of 12PM to 2PM on weekdays only. Additional sound policies may be referenced in the Memory Mall section of this manual.

STUDENT UNION ATRIUM

Due to the impact of the newly expanded Student Union, requests for atrium events are being assessed on a case-by-case basis.

The primary purpose of the atrium is to allow for the safe traffic flow of students through the Student Union. The mission of the designated Atrium programming space is to create an engaging environment through intentional events design for students entering the heart of campus.

- **Reservation Requirements**

- In order to best meet the needs of our diverse UCF community and maximize utilization of the space, atrium events are managed differently from other Student Union event spaces.
- Reservations in the atrium are limited to Student Government and SGA Agencies. UCF departments and offices may submit requests and will be permitted on a case by case basis.
- Reservations are allotted a maximum of 4 hours and may be extended based on availability and approval.
- In effort to offer the UCF community variety in atrium programming, requests to host a recurring event on the same day of the week for multiple weeks will be granted on a case by case basis. Alternate date(s) may be offered based on availability.
- All atrium events must meet the following requirements at the discretion of the Student Unionstaff:
 - Setup of the event must be designed to exist in the unique Atrium reservable space.
 - Programming details are required prior to booking and must fulfill one of the following:
 - **Promoting** a student event or initiative in a unique and engaging way.
 - **Activity** that is experiential in nature and adds to the environment of the building.
 - **Educational** initiative that is relevant to the UCF student body.
- Any misrepresentation of an event will result in the cancellation of all Atrium event(s) and/or the loss of future Atrium reservation privileges.

- **Reservation Process**

- If you believe your organization and event programming uphold these requirements, a request for the atrium reservation form may be emailed to unionres@ucf.edu.
- Completed atrium reservation forms may be submitted to unionres@ucf.edu beginning the first Monday of August for the following school year. Exceptions for reserving traditional or annual events beyond the fiscal year is determined by the Student Union event coordinator.
- Food and/or beverage in the atrium must be approved in advance by the Student Union event coordinator and follows standard catering policies and deadlines.
- Final reservation details must be submitted no later than five (5) business days prior to your event date.
- Additional requests on the day of your event may not be accommodated. Reviewing the event details in your reservation confirmation is highly encouraged.

- **Cancellation and No Shows**

- Cancellations must occur at least fourteen (14) calendar days prior to the reservation. Cancellations must be made via the Cancellation Form on the UCFSU website: <https://studentunion.ucf.edu/event-cancellation-form/>
- Failure to show thirty (30) minutes after your reservation start time will be deemed a No Show. More than one (1) No Shows will result in the cancellation of all Atrium event(s) and/or the loss of future Atrium reservation privileges.

- **Event Restrictions**

- No event can charge an admission and/or registration fees to any attendee. Soliciting is not permitted. This includes selling food.

- The space should be left in the same manner it was found at arrival, including removal of decorations, supplies, and equipment.
- Sound from events in the Atrium impact the entire building and must be kept at an acceptable level as determined by Student Union staff.
- Tape may not be applied to any walls, fixtures or flooring. Tape will damage the wax on the Terrazzo flooring. Damage will incur fees to your organization.
- Any wires will need to be routed in a way to not cause an obstruction or trip hazard. Where this is unavoidable, please be sure to request a rubber mat to secure loose wires.
- No drones or aerial photography are permitted in the atrium.

MARKET DAY

Market Day at the Student Union is UCF's opportunity to invite businesses to the "Heart of Campus" to showcase their products and services to the student body. For vendors, this is the perfect event to promote their business or organization in a unique and interactive way and to connect with the 65,000+ members of the UCF community.

- **General Policies**

- Market Day reservations include 1- 10'x10' space, 1 - 6x30 table & 2 - standard outdoor chairs.
- Booking Timeline – The last day to book a Market Day space is the Thursday prior to the following Market Day.
- Daily parking passes can be purchased through the Market Day Coordinator for \$3 per pass. These can be used in any of the "green" visitor lots or garages on campus for the day of the event.
- Vendors are reserving a 10'x10' space and may only solicit within that space. Vendors may not solicit in any other areas, nor may they impede traffic flow of the Student Union.
- Tents are not included with the reservation and are not available for Market Day vendors. Vendors may provide their own 10"x10" tent. Any vendor reserving multiple spaces with the intention of setting up a tent larger than 10'x10' must adhere to the "Tent and Temporary Structure Permit Procedure" located under the Memory Mall/ Reflecting Pond Reservation section of this manual. **If vendor provides a tent, it must be secured by weights.**
- Market Day spaces are available on a first come, first served basis, with the exception of the Prime Locations. If the client is requesting a Prime Location, please consult with the Market Day event coordinator to secure a space.
- Market Day check-in begins at 8:15am on the Student Union patio. During check-in, the Market Day Coordinator will direct vendors where they may set up, as well as distribute the vendor parking passes, if applicable.
- Unloading: Vendors may temporarily park in Loading Dock 2 of the Student Union for the purpose of loading/unloading their equipment/merchandise. Vehicles parking along the curbside area may be ticketed by University Police.
- Generators are not permitted.

- **Insurance Requirements for Market Day Vendors**

Vendors may be subject to provide a Certificate of Liability Insurance with additional insured endorsement. The Market Day coordinator will inform you if this is required for your reservation. A copy of the certificate needs to be submitted to the Market Day coordinator, in addition to a completed agreement. Please refer to the sample copy located at <https://compliance.ucf.edu/files/2020/09/SampleCertificate-UCF-BOT.pdf>.

- **Non-Profit Vendors**

- There is only one Non-Profit Vendor space per Market Day.
- Only two reservations per semester by the same non-profit group are permitted.
- Proof of Organization Insurance as well as legitimacy of tax exempt status may be required, in addition to a COI, endorsement page and agreement.

- **Food Vendors**

Food sales generally not approved. Only certain food concepts will be accepted and must submit additional paperwork, in conjunction with the Certificate of Liability Insurance with additional insured endorsement, and agreement for approval prior to receiving a reservation. These documents must be submitted no later than 10 days prior to the event for approval. Once these documents are approved by the Student Union and the Health Department, the reservation request can be processed.

- Vendor must submit a Temporary Event Permit for Health Department approval. This document can be obtained from your SU event coordinator.

- Vendor must submit current Department of Agriculture or Department of Business licensing for Health Department approval.

- **Payment**

- Full payment is due 3 business days from receiving waitlist confirmation from the Market Day Coordinator.
- Acceptable forms of payment include credit card and business checks only. Credit card payments can be made over the phone at (407) 823- 2256 or in person in Suite 312 of the Student Union.

- **Inclement Weather Policy**

- In case of wind, vendors are required to either secure their tents with sandbags or take down their tent. Vendors are responsible for bringing their own sandbags, however, sandbags may be available for rent from the Student Union on a case by case basis. Rented sandbags are to be turned in to the Information Desk, on the first floor of the Student Union, upon vendor departure.
- In occurrence of heavy rain occurring before 12pm on Market Day, and if deemed disruptive of productive business by the Market Day Coordinator, a vendor may receive a complimentary Market Day scheduled through the Market Day Coordinator.
 - It is the vendor's responsibility to reach out to the Market Day Coordinator to book their reservation when offered a complimentary date.
 - Vendors must reach out to the Market Day Coordinator within three business days to rebook their reservation. Failure to request the credited date within this time frame will result in a forfeit of the reservation credit.

- **Cancellation and No Show Information**

- Spaces reserved and unutilized will result in a full forfeit of the Market Day payment.
- All Cancellation or rescheduling requests must be emailed to marketday@ucf.edu by 4:00pm the Wednesday prior to the Market Day reservation. Any requests received after 4:00pm the Wednesday prior to the Market Day reservation will result in the forfeit of the full payment, and you will not be able to reschedule or transfer payment to a new booking.

ROOM BLOCKS

Room block reservations allow the Student Union to efficiently provide recurring meeting space to RSOs. Reservations are for set times and consistent room configurations between 4:30PM and 11PM, Monday through Wednesday.

Room block requests are accepted on the first Monday of August for the Fall semester and on the first Monday of December for the Spring semester. Requests must be submitted through the Student Union website. Only authorized officers of RSOs in "active" status with the Office of Student Involvement may submit a request. Organizations are only permitted to have one room block reservation per semester.

Requests are handled on a first come, first served basis. Rooms are assigned based on room size and room availability. One month past the opening date of room block requests, unclaimed room blocks will become available for general reservations. The following time frames are offered in the second floor meeting rooms as a part of the room block program:

4:30 PM - 6:15 PM	5:00 PM - 6:45 PM	8:30 PM - 10:15 PM
7:00 PM - 8:45 PM	6:30 PM - 8:15 PM	9:00 PM - 10:45 PM

- **Room Block Setups**

- All room blocks come the same setup and equipment.
 - Chairs set to the maximum capacity in a theater style or boardroom
 - 1 – 6'x30" table at the front of the room
 - 1 – AV cart
 - 1 – LCD Projector w/ Screen or LCD TV
 - Access to House Sound System
- Laptops and microphones are not provided for room block reservations.
- Organizations are **not** permitted to adjust the furniture layout of the following rooms:
 - Sand Key 220
 - Cedar Key 223
 - Egmont Key 224
 - Sanibel Boardroom 219
 - Pensacola Boardroom 222
 - Siesta Key Boardroom 225
- For all other rooms, groups must ensure that the room is reset to its original setup prior to the group's departure.
- The Student Union will not provide any additional furniture or equipment for room block reservations.

- **Food and Beverage**

If you would like to have food and/or beverage during a room block meeting, please adhere to the Student Union Food & Beverage policies as referenced in the "Food & Beverage" section of this manual. The Student Union Food and Beverage Guide can be located on our website: <https://studentunion.ucf.edu/wp-content/uploads/sites/39/2021/06/JCFSU-Food-and-Beverage-Guide-6.1.21.pdf> .

LIVE OAK EVENT CENTER

Reservations at the Live Oak Event Center are subject to all of the policies found in this manual as these locations are Student Union controlled facilities.

- **General Policies**

- Due to scheduling logistics, reservations for the Live Oak Event Center must be submitted no later than 3 weeks prior to the requested event date.
- For catering at the Live Oak Event Center, please adhere to the Student Union food & beverage policies as referenced in the "Food & Beverage" section of this manual.
- Events cancelled within 30 calendar days of the event will result in total forfeiture of the deposit. Events cancelled outside of 30 calendar days of the event will result in a 50% forfeiture of the deposit.

- **Non-University Public Clients**

- A deposit of 50% of the room rental fee is required to hold a date.
- Events cancelled within 30 calendar days of the event will result in total forfeiture of the deposit. Events cancelled outside of 30 calendar days of the event will result in a 50% forfeiture of the deposit.
- The rental fee includes:
 - A rental duration of 6 hours (If available, additional time may be permitted at a charge of \$50 per hour.)
 - An on-site event coordinator to assist with venue related questions
 - Banquet chairs & tables for your requested floor plan (round or rectangle tables available)

- **UCF Departments & RSO Reservations**

- For UCF Departments or RSOs, room rental fees for reservations at the Live Oak Event Center are 100% discounted for events that are not charging admission.
- Events that are charging admission will incur a room rental fee.

ADVERTISING

- **Atrium Banners**

To advertise upcoming events being held in the Student Union, banners may be hung in the Atrium of the building. Further information pertaining to acceptable banner sizes, appropriate content, and reservation restrictions can be found at: <https://studentunion.ucf.edu/student-org-banners/>

- **Flyers**

RSOs may bring 4 quarter-page flyers to the Office of Student Involvement, on the second floor of the Union, which will post them on OSI bulletin boards in the Student Union. Any postings in unauthorized areas will be removed and discarded.

- **Sandwich Boards & Lawn Signs**

Permission to place boards outside in approved locations near the Student Union may be granted by the Office of Student Involvement. Please see the OSI policy website at: <http://osi.ucf.edu/blog/rso-info/publicity-and-promotion/>

- **Tabling**

Utilize the consistent traffic and high visibility of the Student Union to spread the word about your event. Authorized officers of an RSO can reserve a patio space, which includes a table and 2 chairs for your use. More information on the general tabling policies and the patio table reservation request form, can be found at: <https://studentunion.ucf.edu/student-org-tabling/>