

*University of Memphis*

**Maxine A. Smith  
University Center &  
Michael D. Rose Theatre  
Policy Manual**

**2021-22**

## Contents

WELCOME TO THE UNIVERSITY CENTER .....	3
University Center Mission .....	3
Business and Finance Mission, Vision, Values .....	3
Our Facilities and Services .....	4
University Center & Scheduling Office Staff Directory.....	5
University Center Offices and Services Directory .....	6
THE ROLE OF THE COLLEGE UNION .....	7
ACUI Role Statement .....	7
GENERAL FACILITIES POLICIES .....	8
Accessibility.....	8
Alcohol.....	8
Animals .....	8
Banners and Digital Signage .....	8
Building Access .....	9
Building Hours .....	9
Civility .....	10
Children.....	10
Emergencies.....	10
Firearms and Weapons .....	11
Gambling.....	11
Lost and Found .....	11
Safety and Security .....	11
Signs, Banners, and Posting.....	12
Skates, Skateboarding, Bicycles, Hover boards and Scooters .....	12
Smoking/Vaping .....	12
Technology Hub .....	13
MEETING AND EVENT POLICIES .....	14
Audio/Visual Services .....	14
Cancellations and “No-Shows” .....	15
Cash.....	15
Contact Tables.....	16

Co-sponsorships and “Fronting” .....	16
Deadlines for Requests.....	17
Damages and Cleaning Fees .....	17
Decorations.....	18
Eligibility for Space Usage (On-campus) .....	20
Eligibility for Space Usage (External Use) .....	20
Extra Hours.....	20
Fees.....	21
Food Service.....	21
Inclement Weather .....	22
Outdoor Activities.....	23
Outdoor Amplification.....	23
Parking .....	24
Practice Spaces.....	24
Scheduling Priorities .....	25
Special Security.....	25
Ticketing.....	26
Appendix I Designated Smoking Areas .....	27
Appendix II Ticketing .....	28
Appendix III Banners.....	29
Appendix IV Digital Signage .....	30

# WELCOME TO THE UNIVERSITY CENTER

## University Center Mission

The Maxine A. Smith University Center and the Michael D. Rose Theatre support the educational mission of the University of Memphis by providing high-quality facilities, equipment, services, and student employment opportunities.

## Business and Finance Mission, Vision, Values

### *Vision*

The vision of Business & Finance is to be the leader in managing financial, physical and human resources for the University community through exemplary business practices.

### *Mission*

The mission of Business & Finance is to advance the educational and research vision of the University of Memphis through operational & service excellence and responsible stewardship of University resources.

### *Values*

- Integrity
- Respect
- Collaboration
- Excellence
- Innovation

## **Our Facilities and Services**

The \$50 million Maxine A. Smith University Center opened on March 15, 2010. Together with its sister facility, the Michael D. Rose Theatre, the University Center forms the cultural heart of campus. Consisting of more than 210,000 square feet, the facilities provide space for campus and community events ranging from six to 1,000 participants; as well as offices for student organizations and University departments, a variety of food service options, and much more.

Some of the exciting features and services you will find in the University Center and Rose Theatre:

- Spectacular, sky-lit atrium
- Dividable, grand ballroom that can seat up to 420 for a meal or 800 theatre-style
- Two theatres that seat 330 and 930 respectively
- A variety of exciting meeting and conference spaces
- Offices for student organizations and University departments
- Computer lab called the Technology Hub (student, faculty, staff use only)
- United States Postal Station and campus Post Office boxes
- Information Center
- Dining options featuring:
  - Chick-Fil-A
  - Panda Express
  - Create
  - Smoked
  - Tigers of Memphis Restaurant
  - Grind City Coffee

## **University Center & Scheduling Office Staff Directory**

*Director*

**Courtney Shelton 901-678-5602**

*Associate Director*

**Lauren Shelley 901-678-3960**

*Manager, Event Support & Services*

**Elizabeth Fudge 901-678-3091**

*Coordinator, Scheduling & Events*

**Vacant**

*Production Coordinator*

**Vacant**

*Building Activities Attendant II*

**Nick Conway 901-678-4572**

*Office Coordinator*

**Vacant**

## **University Center Offices and Services Directory**

*Campus Postal Station (UC259)*

**901-678-2380**

*Catering & Dining Services (UC 110)*

**901-678-2046**

*Center for Service Learning and Volunteerism (UC 243)*

**901-678-2644**

*Dean of Students (UC 359)*

**901-678-2187**

*Information Desk (Atrium)*

**901-678-2041**

*LEAD Center (UC 210)*

**901-678-8679**

*Multicultural Affairs (UC 223)*

**901-678-2054**

*Multicultural Student Organizations (UC 218)*

**901-678-2054**

*Office of Student Accountability, Outreach and Support (UC 359)*

**901-678-2298**

*Scheduling & Events (UC 255)*

**901-678-2042**

*Student Activities Council (UC 275)*

**901-678-8679**

*Student Government Association (UC 214)*

**901-678-2051**

*Student Leadership & Involvement (UC 211)*

**901-678-8679**

*Technology Hub (UC 265)*

**901-678-3323**

*Tiger Pantry (UC 343)*

**901-678-2298**

*Veterans and Military Student Services (UC 222)*

**901-678-4269**

## **THE ROLE OF THE COLLEGE UNION**

The University of Memphis–University Center is a member of the Association of College Unions International.

### **ACUI Role Statement**

By whatever form or name, a college union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college.

The union is an integral part of the educational mission of the college.

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.
- The union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.
- In all its processes, the union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

The union's goal is the development of persons as well as intellects.

Traditionally considered the “hearthstone” or “living room” of the campus, today's union is the gathering place of the college. The union provides services and conveniences that members of the college community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

The union serves as a unifying force that honors each individual and values diversity. The union fosters a sense of community that cultivates enduring loyalty to the college.

*Adopted by the ACUI general membership in 1996, this statement is based on the Role of the College Union statement, 1956.*



## **GENERAL FACILITIES POLICIES**

### **Accessibility**

The University Center and Rose Theatre staff is committed to providing appropriate and reasonable disability-related access to all programs and activities. If you need disability-related accommodation for a program you are planning or attending, please contact the University Center Scheduling Office (UC 255) at 901-678-2041 as far in advance as possible.

*For more information on campus accessibility, please see the website of Disability Resources for Students, located online at: <https://www.memphis.edu/drs/>*

### **Alcohol**

The University of Memphis is a “dry” campus. Exceptions for serving alcohol at events are not considered in either the University Center or Rose Theatre because these facilities are funded with designated student fees. The manufacture, distribution, dispensation, possession, and use of controlled substances is also prohibited on campus property. Any person observed to be under the influence of any intoxicating substance in the University Center or Rose Theatre will be asked to leave and may face legal and/or campus disciplinary charges.

*For more information, please see the University's Drug-Free Campus and Alcohol Abuse Prevention Policy, located online at:*

<https://memphis.policytech.com/dotNet/documents/?docid=555&public=true>

### **Animals**

With the exception of service animals, animals are prohibited from the premises of the University Center and Rose Theatre without the express, written permission of the Director or his/her designee. A "service animal" is defined as an animal as allowed by law (i.e. dog, miniature horse) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

### **Banners, Digital Signage and Fliers**

#### **Banners**

The UC offers banner hanging spaces for student organizations and University departments to utilize. Banner requests can be made via VEMS least two (2) business days prior to the start date. Banners will be installed and removed by UC staff only. Banners must be delivered to UC 255 no later than 2 days prior to display and must be picked up within one week of the reservation's expiration date. If a banner is not picked up the banner will be discarded. The UC reserves the right to deny any banner request without justification. See Appendix III for information regarding banner size and requirements.

### **Digital Signage**

A request for digital signage posting can be made by emailing [ucmedia@memphis.edu](mailto:ucmedia@memphis.edu) at least two (2) business days prior to the start date for the advertising and include digital files with submission. See Appendix IV for formatting requirements. Ads must identify the sponsoring registered student organization and the name, date and time of the event. Ads will not contain obscene words or promote unlawful activity. A one-page advertisement or notice may run for five (5) business days prior to the event. The UC reserves the right to deny any digital signage request without justification.

### **Fliers**

All posters and fliers must be submitted to the UC255 office for posting. No flier or poster should be posted on the UC bulletin boards by a sponsor. The UC will post one poster per event or meeting. Each poster will remain on the bulletin board for two weeks, or until the date of the event, whichever comes first.

### **Building Access**

The University Center and Rose Theatre are intended for the use of University of Memphis students, faculty, staff, alumni, guests, and attendees of events hosted in our facilities. Other individuals may be asked to leave the premises. The Technology Hub has limited hours within the UC hours. Campus Post Offices boxes are accessible 24 hours a day (when classes are in session) to students holding a current, valid University of Memphis ID card. Students desiring access the Post Office boxes when the rest of the building is closed must use one of two designated entrances on the east side of the building:

- First-floor entrance located under the clock-tower entrance, or
- Second-floor entrance located on the clock-tower bridge.

At either entrance the student must scan his or her ID at the card reader located to the right of the door, wait for a green light, and enter before the light turns red again. Individuals who cause disturbances, prop the door(s) open, or allow non-students to enter may lose their privilege to enter the building during times when it is closed and/or may face campus disciplinary charges.

### **Building Hours**

When fall and spring classes are in session, the University Center and Rose Theatre will operate on the following schedule but all meetings and events must end by 10:00pm:

<b>Monday-Friday</b>	<b>7:00am - 11:00pm</b>
<b>Saturday</b>	<b>9:00am - 11:00pm</b>
<b>Sunday</b>	<b>11:00am - 11:00pm</b>

The University Center and Rose Theatre will be closed on recognized University holidays. During summer sessions and non-holiday break periods, the UC will operate on the following schedule:

<b>Monday - Thursday</b>	<b>7:00am - 5:00pm</b>
<b>Friday</b>	<b>7:00am - 5:00pm</b>
<b>Saturday - Sunday</b>	<b>Closed</b>

Exceptions will be posted. Events may be scheduled during hours when the building is closed at the discretion of the UC Director's Office. Extra labor charges and other fees will apply. Rose Theatre is only open when there are events scheduled in that venue.

## **Civility**

All individuals using the University Center and Rose Theatre are expected to behave in a way that is consistent with participation in a community of scholars. Public disturbances, harassment of individuals, and loud vulgar or obscene language are not permitted. Special rules apply to behavior in the Technology Hub.

*For a complete list of computer lab rules and regulations, please see the TigerLAN Guidelines, available online at:*

<https://memphis.policytech.com/dotNet/documents/?docid=593&public=true>

## **Children**

University Policy prohibits unsupervised children from playing on campus, roaming buildings, or even sitting unaccompanied in campus buildings or grounds. In addition, children are prohibited from (among other things) entering student computer labs, such as the Technology Hub, or playing in the fountain on the Student Plaza, regardless of adult supervision.

*For more information, please see the University's Children on Campus Policy, available online at: <https://memphis.policytech.com/dotNet/documents/?docid=558>*

## **Emergencies**

The University Center and Rose Theatre staff are committed to protecting the safety and security of building users.

*For assistance in an emergency contact University of **Memphis Police Services at 678-4357 (HELP) or dial 911.***

## **Tornado Warnings**

In the event that the National Weather Service declares a tornado warning within Shelby County, Tennessee: all events will be suspended and all persons should move quickly to safe locations within the building. Designated shelter locations in the University Center are located on each floor and include the restrooms, interior hallways and offices, Ballroom, UC Theatre, and the Post Office Box area. The designated shelter locations for events in Rose Theatre are the green room, dressing rooms, and adjacent hallway, and the basement of the Elma Roane Field House.

## **Fire**

In the event of a fire or the activation of the fire safety systems, all events will cease and all individuals must evacuate the building to a safe distance. Office managers should make an accounting of all office occupants.

## **Personal Safety or Security**

In the event of any personal safety, security threat, or violation of Local, State or Federal Law, University of Memphis Police Services will be notified and appropriate action will be taken.

## **Power Outages**

In the event of power outage, the University Center and Rose Theatre reserves the right to determine whether to terminate the event completely, or to hold the event for a time not to exceed one hour.

## **LiveSafe**

The University of Memphis offers an emergency alert text messaging service to students, faculty, staff and guest. This optional service, called LiveSafe, is used in the event of a campus emergency, an unscheduled university closing, or a delay or cancellation of classes due to, for instance, inclement weather.

*For more information:* <https://www.memphis.edu/police/livesafe.php>

## **Firearms and Weapons**

In accordance with federal and state laws, the University prohibits the possession of any weapon by any individual on University premises, except law enforcement officers in performance of their duties. Use of prop weapons must be requested and approved in advance. Ceremonial weapons used in military honor and color guard performances are also permitted.

*For more information, please see the University's Workplace Violence Prevention Policy, available online at:* <https://memphis.policytech.com/dotNet/documents/?docid=552>

## **Gambling**

Gambling is prohibited in the University Center and Rose Theatre.

## **Lost and Found**

The University Center and Rose Theatre are not responsible for articles left or lost in the building. Any items found will be logged at the Information Desk. With proper ID and/or an accurate description of the item, the item will be returned to the owner. Items of value will be sent to Police Services. At the end of each week all unclaimed items will be turned over to discarded.

## **Safety and Security**

All individuals using the University Center or Michael D. Rose Theatre are expected to conduct themselves in a responsible manner with regard to the safety and security of themselves and

others, as well as to the physical condition of the facilities and University property. Do not leave personal property unattended. Roughhousing is prohibited. Groups reserving space are responsible for the behavior of their members and guests and any damage they may cause.

### **Signs, Banners, and Posting**

Signs, banners, and posters may only be displayed in designated locations and must be used ONLY to provide general information, promote and advertise an on-campus activities or events, advertise student elections and candidates, or serve as a temporary direction or location of an activity or event on campus. Under no circumstances may signs be taped, stapled, or otherwise affixed to walls, doors, elevators, stairs, stair rails, restrooms, or any other location not specifically designated for posting. Chalking is prohibited. Departments and students must get items approved at the Info Desk or in UC 255 before posting on a UC bulletin board. Any unapproved postings will be removed.

### **Skates, Skateboarding, Bicycles, Hover boards and Scooters**

Skating and skateboarding is prohibited in the University Center and Rose Theatre and their environs. Skates may not be worn in the buildings. Also, bicycles may not be brought inside facilities and must be parked at designated bicycle racks. Bicycles chained to stair rails, doors, outdoor furniture, or other unapproved locations may be cut free and removed at the owner's expense. Hover boards and Scooters may not be ridden inside the buildings.

### **Smoking/Vaping**

Tobacco use is not permitted in any UofM-owned or leased property, including grounds, vehicles, and buildings.

*For more information, please see the University's Smoking Policy, located online at:*

<https://memphis.policytech.com/dotNet/documents/?docid=560&public=true>

*A map of designated smoking areas can be viewed at*

[https://www.google.com/maps/d/u/0/viewer?msa=0&mid=15wPUq9uVZkwtjYLdzmY\\_mLv7Tug&ll=35.11864108881409%2C-89.9358957756748&z=16](https://www.google.com/maps/d/u/0/viewer?msa=0&mid=15wPUq9uVZkwtjYLdzmY_mLv7Tug&ll=35.11864108881409%2C-89.9358957756748&z=16)

### **Student Organization Offices**

The Involvement Zone, on the second floor of the University Center, includes suites designated for the Student Activities Council, Student Government Association and Multicultural Student Organizations. In addition, there are individual offices that can be allocated to Registered Student Organizations (RSOs) on a yearly basis. All organizations (including those currently awarded space) seeking an allocated office must apply during the spring application process (normally in March/April) conducted by the Office of Student Leadership & Involvement for the following school year.

## Technology Hub

The Technology Hub is a computer lab located on the second floor of the University Center (UC 265) managed by the Information Technology Division. It contains Dell (PC) workstations and Apple/Mac stations. Some considerations when using the Technology Hub:

- Use of the lab is restricted to University of Memphis students, faculty, staff, and approved guests. Lab attendants may ask to see an ID card.
- Food and beverage is prohibited
- Cell phone use is prohibited.
- Children are not allowed in the lab, regardless of adult supervision.
- Loud, disruptive, or threatening behavior is not allowed. Violators will be asked to leave.

*For a full list of lab policies, please see the TigerLAN Guidelines, available online at:*  
<https://memphis.policytech.com/dotNet/documents/?docid=593&public=true>

## **MEETING AND EVENT POLICIES**

The Maxine A. Smith University Center and Michael D. Rose Theatre have a variety of spaces to accommodate your meeting and event, whether you are planning a simple meeting for six people, a concert for 1,000 or a multiple-day conference with keynote speakers, breakout sessions, and meal functions.

In order to make a reservation in the campus facilities, including University Center, Rose Theatre, or the adjacent outdoor spaces, external clients should contact CES at **901-678-5000**. On-campus departments and organizations should use the online scheduling system (Virtual EMS) available at: <https://emsws.memphis.edu/EmsWebApp/Default.aspx>

**Submitting a request does not guarantee a reservation. It is incumbent on the requestor to ensure that he or she receives a confirmation for the space, date, resources, and time requested**

### **Amplified Sound**

In order to avoid disturbing surrounding events, amplified music and musical instruments are only allowed in the UC Theatre, UC Ballroom, and Rose Theatre.

### **Audio/Visual Services**

The University Center and Rose Theatre have a wide variety of technical equipment available to our users. Details for any event requiring anything more than basic audio/visual equipment are required to be confirmed a minimum of ten (10) business days prior to the event date. This includes (but is not limited to) ANY event using technology in the University Center Theatre, Ballroom, or the Rose Theatre. For simple events, the minimum is two (2) business days. The sponsoring organization is required to schedule a meeting with our technical staff to go over any technical needs for the event. Failure to respond to requests for meeting or details may result in the event being cancelled by the CES office.

All audio/visual needs should be discussed at the time of the initial planning meeting. Labor and equipment fees may apply. Event cost estimates are determined by the information provided by the sponsoring organization. Changes to audio/visual requests must be made at least two (2) business days in advance. Exceptions will be granted only as staffing and resources permit. Failure to disclose all audio/visual requirements may result in additional charges, as well as less-than-successful event.

### **Outside Equipment**

All lighting and sound should be arranged in conjunction with the Scheduling Office. Exceptions must have the prior written approval of the Director's Office. If an organization's needs cannot be met by the University Center and Rose Theatre, the staff can help locate what is needed. Additional consulting fees will be charged.

### **Fog, Haze and Smoke Machines**

Fog, smoke and haze machines are not permitted in the University Center and Rose Theatre facilities.

### **Cancellations and “No-Shows”**

In the case that an event is cancelled the University Center/Rose Theatre requires advance notice. Simple meetings will require two business days advance notice and special events five business days. Audio Visual equipment that has charges associated must also be cancelled in advance in order to avoid charges (i.e. projectors and conference phones). Cancellations may be made via the virtual scheduling system or by contacting the Scheduling Office at (901) 678-2042. Failure to do so may result in the following charges:

- Simple Meetings: \$50.00 (or cost of labor; whichever is higher)
- Special Events
  - 3-5 Days of Meeting Date      Charged 25% of estimated charges\*
  - 1-2 Days of Meeting Date      Charged 50% of estimated charges\*
  - No Show on Event Date      Charged 100% of estimated charges\*

\*or \$50, whichever is higher

### **Loss of Privileges**

In addition to the charges listed above, a pattern of late cancellations and/or reservation no-shows may result in the cancellation of future events and the suspension of reservation privileges for up to one semester.

### **Emergency Cancellations**

Events cancelled by the University Center due to emergency situations or interrupted after the scheduled start time by the closing of the University due to inclement weather or other crisis situations may still incur some room rental, labor, and/or equipment charges. The University Center Scheduling office reserves the right to prorate any costs or fees

### **Safety / Fire Code**

The University Center staff, in conjunction with Police Services, may temporarily halt an event if they have concern about participant safety and/or if the Fire Code is being violated, until the problem is resolved. If the problem is not resolved, the University Center staff reserves the right to cancel the event. Events cancelled due to safety violations will be charged 100%, actual event room rental, labor, and/or equipment fees.

### **Cash**

The University Center, with the exception of Dining Services spaces, is a cash-free facility. Exceptions to this policy are granted by the Director of Conference and Event Services and will include a requirement to work with Police Services to coordinate special-event security. Registered Student Organizations and University Departments interested in selling tickets or fundraising onsite may utilize TigerTix.



## **Contact Tables**

Registered student organizations, campus departments, and SGA candidates (during election season) can reserve a contact table in the first floor atrium of the University Center and in designated outdoor locations for organizational, departmental, or election related activities. A member of the organization, department, or campaign party must be present for the duration of the reserved period.

Campus organizations may request one inside, contact table for up to 15 days per semester. These reservations may not be for more than 5 consecutive days with at least 5 days between five-day reservations. Reservation requests will be granted on a first-come, first served basis.

University Departments may reserve table space for organizations or companies or agencies providing services to students, provided these companies or organizations are providing a service that is compatible with the mission of the sponsoring department. In no case may these companies or organizations sell anything or advertise anything that is incompatible with existing university contracts or policy. Other outside use of contact tables is prohibited.

With the exception of approved student organization fundraising activities, no items may be sold. Tables may not be moved from their locations. Amplification of any sort is prohibited at a contact table without prior approval. Tables are set out with two chairs. Sitting on top of tables is prohibited. No more than two individuals should be behind the table at any time. Failure to observe these rules will result in the cancellation of the sponsoring organizations table reservation.

## **Co-sponsorships and “Fronting”**

The University Center recognizes the importance and value of organizations working together in event planning. For the purposes of event reservations and billing however, only one organization may be considered the “sponsor” of the event. This organization’s representative will act as the planning liaison with the University Center and that organization will be responsible for any charges associated with the reservation.

It is not permissible for a campus organization to “front” for an off-campus group or individual in order for the off-campus entity to receive a preferential rate. If this is found to have occurred, the campus sponsor will be held responsible for the entire bill, charged at the appropriate off-campus fee structure. Space reservations must be used for what they are intended and may not be re-assigned to any other group or individual or used for any other purpose than stated in the request.

All events sponsored by a registered student or other on campus organization, including but not limited to, table reservations, meetings, demonstrations, etc., must have a member of that

organization present for the duration of the event. This member must also be the primary contact throughout the scheduling and planning process with the University Center staff.

### **Deadlines for Requests**

Facilities in the University Center and Rose Theatre are reserved on a first-come, first-served basis. The following deadlines should be noted:

#### **Simple Meetings**

Reservation requests must be made a minimum of two (2) business days in advance. Simple meetings do not require any special set-up or advanced technical needs. Advanced notice is requested whenever possible.

#### **Special Events**

Special events must be **confirmed** a minimum of ten (10) business days in advance. Special events include:

- any program with a projected attendance of 300 or more
- any program extending beyond scheduled building hours
- any program in the UC Theatre or Rose Theatre
- any program advertised to an off-campus audience
- any program that requires special set-up or contracted services
- any program held outside

Requests for substantive changes to the confirmed set-up less than 48 hours in advance will result in a fee of \$50. Exceptions to this policy may be made, when justified and space and resources are available, by the Director Conference and Event Services or his/her designee.

Your confirmation will include any estimated charges based on the information you have provided. Your estimate cannot be finalized until you have met with UC staff to discuss all technical needs for your event. Please note that your request is not confirmed until you receive an email confirmation from the Scheduling Office.

At the beginning of each semester, the volume of requests may slow the processing of reservations. Please submit your request(s) as early as possible. Review your confirmation carefully for accuracy and maintain a copy for your records.

### **Damages and Cleaning Fees**

Damages to facilities and/or equipment losses will be billed to the sponsoring organization or department, including damages by guests or audience members. The University Center Scheduling office may request a walkthrough of the building or space before and after the event to verify the condition of the building prior to the event.

Sponsoring organizations and departments should return the space utilized to a reasonable state of cleanliness. Trash should be placed in trashcans, and any leftover food (not provided by Chartwells) disposed of in appropriate containers. This includes taking empty boxes to the dumpster, depositing programs into trashcans, and picking up items distributed to the audience during events. Organizations and departments may be charged a cleaning fee if the event takes place after normal business hours or creates an unreasonable mess. The cleaning fee will be based on the cost incurred by the University Center Staff to restore the facility to an acceptable level of cleanliness.

## **Decorations**

All decorating plans for events held in the University Center and Rose Theatre must be approved by the Scheduling Office at least ten business days in advance. Failure to gain prior approval for all decorations and manner of attachment may result in the prohibition of decorations the day of your event, or charges to the sponsoring organization for resulting damages. When creating a decorating plan for your event, please keep the following in mind:

- Facilities may not be permanently altered or damaged in any way.
- Nothing may be screwed into the floors or walls or in any other way permanently attached.
- Painting, spraying, or construction of decorations or posters is not permitted in the University Center or Michael D. Rose Theatre. Use of any kind of spray paint in the UC, Rose Theatre, or surrounding grounds will result in an minimum \$200.00 fine, loss of reservation privileges for one semester (when applicable), and possibly judicial charges against the group or individual responsible.
- Glitter is prohibited in any application. Use of glitter will result in an automatic, minimum cleaning fee of \$100.00. The fee may be more if additional labor is required to get glitter out of carpet and other surfaces.
- Curtains and blinds may not be removed or damaged.
- Tape (including masking tape, painter's, tape, duct tape, etc) and command strips are prohibited for use on walls and windows in meeting rooms. Gaff Tape (available from the UC/RTH staff) may be used on carpets.
- Fire exits may not be blocked in any way.
- Cables and cords must be taped down (Gaffer's Tape Only).
- Push-pins and/or staples may not be used to attach materials to the walls or ceilings.
- Open flames are not permitted in the University Center or Rose Theatre. Under no circumstances may hand-held tapers be used in initiation or other ceremonies inside any facility. LED Candles are permitted.
- Helium Balloons are not permitted in the University Center or Rose Theatre. Non-helium balloons (as when attached to a balloon structure such as a column or arch) are permitted. Nothing may not be tied to door handles, hinges, or hardware. All decorations and equipment used in events must be removed immediately after the

event unless prior arrangements have been made. Items left more than two business days without approval, will be discarded.

- The hanging of scenery in the Rose Theatre is not allowed.

### **Eligibility for Space Usage (On-campus)**

In order to reserve space as an on-campus client, an organization must be one of the following:

- Registered Student Organization (RSO)
- Campus department
- Other officially recognized campus organization or entity

Regular classes, laboratories, and tests for class for credit cannot be scheduled in the University Center or Rose Theatre except during campus emergencies. Special class meetings or academic events may be scheduled with the approval of the Provost and/or University Center Director.

Student organizations in the process of seeking registration with the office of Student Activities will be permitted to apply for two reservations (meeting room and/or use of a publicity table in the University Center atrium) for the purpose of interesting others in becoming members of the organization. Requests must be made under the auspices of Office of Student Leadership and Involvement (UC 211), if permitted at all.

The University Center reserves the right to assign spaces at our discretion in order to utilize space efficiently. Requested spaces request may not be honored. Please always double-check your confirmation.

### **Eligibility for Space Usage (External Use)**

The primary mission of the University Center is to support the University community. However, our facilities are available for rental to external groups and individuals. The revenue generated through such rentals helps offset the cost of operation and enables us to keep costs low for campus users. External events must not contradict or distract from the educational mission of the institution and must follow all applicable campus policies.

Requests for use of the University Center or Rose Theatre by external clients must be approved by the Director of the University Center. Individuals and external organizations wishing to book an event on the University of Memphis campus should contact Conference & Event Services (CES) at 901-678-5000.

### **Extra Hours**

Request to open the building before or after normal building hours should be made at least ten business days in advance to the University Center Scheduling Office (UC 255). If the request is approved, the sponsoring organization or department will be charged \$25 per hour in additional to normal event charges to include audio visual technicians and equipment.

## Fees

The University Center and Rose Theatre have a three-tiered fee structure that reflects our mission:

- **Tier One**
  - **RSO's not charging admission or registration or fundraising**
  - **University Departments not charging admission, registration or fundraising**
    - No Charge for room rental or for basic set-ups, or basic audio visual
      - Up to 8 hours in Performance Spaces
        - Tier 2 pricing applies after 8 hours
    - Nominal labor fee for complex a/v set-ups
      - No charge for the use of one wireless microphone per room.
      - Fee for additional wireless microphones
    - Nominal labor if an usher is required for the duration of their event
    - Fee for special set-ups (such as the addition of a stage or dance floor).
- **Tier Two**
  - **RSO's charging admission or registration or fundraising**
  - **University Departments charging admission or registration or fundraising**
    - Nominal Room Fee
      - RSO's and University Departments charging admission or registration or fundraising.
    - Nominal fee for room rental or for basic set-ups, or basic audio visual.
    - Nominal labor fee for complex a/v set-ups
    - Nominal labor fee if an Av staff or usher is required for the duration of their event
    - Fee for special set-ups (such as the addition of a stage or dance floor).
    - Fees for Wireless microphones and projectors
- **Tier Three**
  - **For-profit, external organizations**
  - **Individuals**
  - **501(c)3 Non-Profit Organizations**
    - Charged full rate for room rentals, labor, and equipment.
    - Full room fee for room rental or for basic set-ups, or basic audio visual.
    - Fee for complex a/v set-ups
    - Labor if an Av staff or usher is required for the duration of their event
    - Fee for special set-ups (such as the addition of a stage or dance floor).
    - Fees for Wireless microphones and projectors

## Food Service

In order to provide the best array of food products and services to the campus, the University of Memphis maintains an exclusive contract with a food service provider chosen through a

competitive-bid process. With few exceptions, the University's contract gives UM Dining the exclusive right to provide **ALL** food service on the University of Memphis main campus.

Exceptions include the following:

- Campus organizations and external clients may purchase pizza, drinks, and related side items from the off-campus pizza provider of their choice. Additional entrée items are prohibited. To request this exemption in the University Center or Rose Theatre, simply mark the "Pizza Exemption" box on your request in the Catering Section.
- Registered Student Organizations may provide food and beverage from the vendor of their choice for meetings and events provided the total amount spent does not exceed **\$500**. All other Campus departments may provide food and beverage from the vendor of their choice for meetings and events provided the total amount spent does not exceed **\$200**. Other Food Exemptions require approval. This exemption may **NOT** be combined with the pizza exemption defined above, and must cover all food-related spending for the event (including beverages and paper products). This exemption may not be used to supplement food or beverage ordered from UM Dining.
- Registered Student Organizations may conduct one bake sale per semester for organizational fundraising. Bake sales are permitted for homemade items only. They must be registered through TigerZone and space reserved through the University Center Scheduling Office (UC 255).

UM Dining has a well-trained staff and will work to provide you and your guests the highest level of food selection, service, and satisfaction. If they determine they cannot meet your needs for any reason (including the type of food requested or their volume of business) they will notify both you and the University of their decision, and you will be permitted to apply to use an outside caterer. Extra charges may apply when an outside caterer is allowed. **A late request is not an excuse for an exemption.**

Failure to follow the food service policy of the University may result in your inability to serve the food in question at your event, the cancellation of your event, and/or the loss of reservation privileges in the University Center and Rose Theatre.

*To place an order with UM Dining, please call (901) 678-2046 or use the online ordering system, available at: <https://memphismain.catertrax.com/>*

### **Inclement Weather**

It is the policy of the University of Memphis that if the University closes due to inclement weather or other emergency conditions, that all activities will be suspended, including events scheduled in the University Center and Rose Theatre by both internal and external clients. Room, labor, and/or equipment fees will not be charged for events cancelled prior to the reservation start time, by the University due to an inclement weather closing.

Notification of an emergency closing of the University will be made via the following modes of communication:

- The University's special information line, **901-678-0888**, will carry a message about the schedule change.
- The University's website will carry the same message.
- The broadcast news media will be notified, and they will make periodic announcements regarding the closing.
- A text message will be sent to all subscribers of LiveSafe. Students, faculty, and staff may subscribe to LiveSafe online at: <https://www.memphis.edu/police/livesafe.php>.

*For more information, please see the University's Emergency Closing Policy, available online, at: <https://memphis.policytech.com/dotNet/documents/?docid=473>*

## **Outdoor Activities**

Campus departments and student organizations wishing to reserve the Alumni Mall or Student Plaza must complete the normal scheduling process. Events are permitted in these outdoor areas, provided they do not block access to the entrances or fire lanes of the University Center or Rose Theatre.

Outdoor Activities, like all special events, must be confirmed a minimum of ten (10) business days prior to the event. Outdoor Step shows are generally permitted on the Student Plaza on Fridays between 12:30 and 1:30 pm. Rain plans should be made in advance for all outdoor activities. Events without a reserved rain site will not have access to alternate venues in the event that they must cancel due to rain.

Music used for outdoor amplification may not contain racial slurs or other language that is inappropriate for an open, public venue. Music may start promptly at 12:30pm and must end at exactly 1:30pm or before.

Failure to co-operate with Police Service and/or University staff may result in the event being halted and/or the sponsoring organization's reservation privileges being terminated.

If Police Services determines that officers are required for an outdoor activity beyond what is provided during their normal patrols, the sponsoring organization will be responsible for the additional charges (see "Special Security" below).

## **Outdoor Amplification**

Due to the compact nature of the University of Memphis campus, outdoor amplification is not generally approved during class hours. Exceptions may be granted during the first week of the fall semester. During the rest of the year, exceptions are generally considered for Fridays



between 12:30 and 1:30 p.m. Other requests will be considered, but are rarely approved during class times, except for major campus events. To request outdoor amplification, please mark the "Outdoor Amplification Requested" box on your Reservation Request in Virtual EMS. Approval must be granted before outdoor amplification is allowed. Unapproved events will be interrupted and shut down.

### **Parking**

If off-campus guests are expected to attend an event in the University Center or Rose Theatre, parking must be taken into consideration during the planning process. The Zach Curlin Parking Garage is connected to both facilities via covered walkways and is available for individual. Special event parking, guest passes, hourly, and pre-paid, open parking are all options, depending on the type of event and the number of off-campus attendees expected. An event coordinator can explain the options, pricing, and make the necessary arrangements with Parking Services.

### **Practice Spaces**

Rooms in the University Center and Rose Theatre are not to be used as practice spaces. Please request space in the Campus Recreation Center or the Field House.

## **Scheduling Priorities**

The University Center and Rose Theatre must balance many constituencies: individual students and registered student organizations, University departments, faculty, staff, alumni, the community, and other external clients. Because the construction of the University Center and Rose Theatre was funded through a special student debt-service fee (no university general funds or state appropriations were used), our highest priority is to serve the student body. As a result, we have developed the following scheduling priority system:

- **Registered Student Organizations**
  - may request space up to six months in advance.
- **University Departments and Organizations**
  - may request space up to five months in advance.
- **External Groups and Individuals**
  - may request space up to four months in advance.

We recognize that for a variety reasons, some events must be scheduled further in advance than this policy allows. Registered Student Organization and University Departments can request space a year out but the above guidelines will be followed when approving spaces. The Scheduling Office reserves the right to alter the above scheduling priority system during the summer and other class break periods.

Regular classes, laboratories, and tests for class for credit cannot be scheduled in the University Center except during campus emergencies. Special class meetings or academic events may be scheduled with the approval of the Director or his/her designee.

Excessive reservation requests from a single department or organization, especially during peak building usage periods, may be denied or delayed at the discretion of the Director of the University Center.

## **Special Security**

The safety and security of students, faculty, administrators, staff, and visitors during events taking place at the University is paramount. Many events that occur in the University Center and Rose Theatre require special security. When warranted, the University Center Meeting and Event Staff will contact Police Services to determine if special security is required, and if so, how many officers. The decision to require special security and the number of officers needed is at the sole discretion of the Director of Police Service or his/her designee. The sponsoring organization will receive an estimate for the cost of security and will be billed for the actual cost of the officers with their other event charges.

The factors considered in determining the need for special security services include the anticipated number of participants/attendees, target audience, details and related activities associated with the event, safety and security of the particular venue/facility, magnitude and

promotion of the event and the history of any security-related issues at other events involving the performing artist.

Special security is deemed necessary for most dances, parties, major entertainment events and events advertised externally where the non-university public is invited.

Events which do not typically require event security include organizational meetings, lectures and films.

If requested, the Chief of Police, or designee, is available to review with the event sponsor the need for additional officers or other security aspects of the event.

*For more information, see the University of Memphis Special Security Policy, available online at:*

<https://memphis.policytech.com/dotNet/documents/?docid=474>

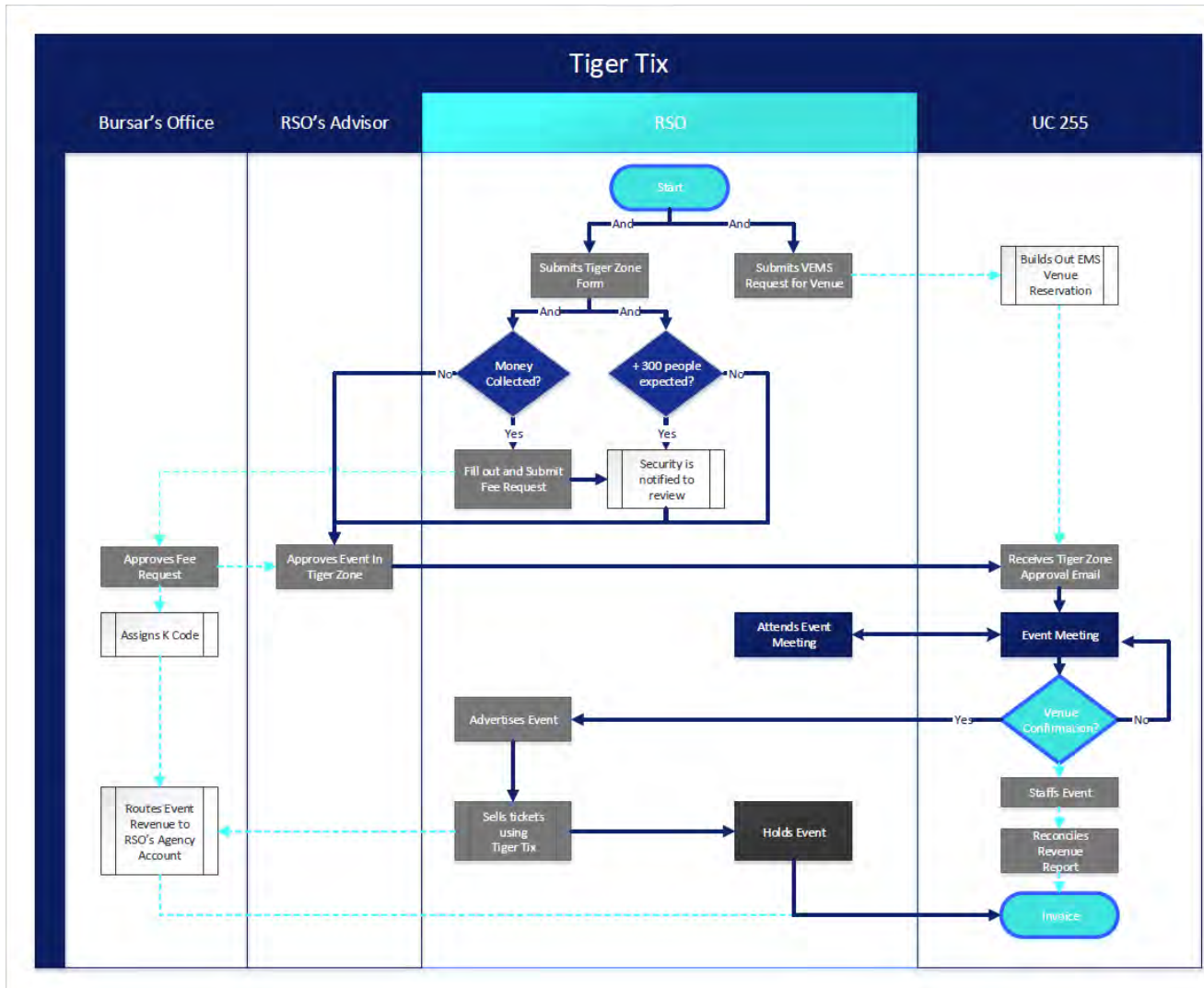
## **Ticketing**

The University Center maintains Tiger Tix to support all ticket sales and fundraising in the UC/Rose Complex. Registered Student Organizations and University Departments should contact the UC Scheduling Office to finalize details prior to the standard ten (10) business day confirmation deadline for special events. All organizations utilizing Tiger Tix must have a U-number into which the platform can directly deposit all revenue. Events charging admission/registration will be charged a nominal fee per ticket. Events not charging admission or registration, but utilizing the platform to track and maintain attendance and capacity, will be charged an hourly consulting fee. Revenue is deposited in real time to the organization's account. See Appendix II, Ticketing, for a flow chart depicting the ticketing process.

# Appendix I Designated Smoking Areas



# Appendix II Ticketing



## Appendix III Banners

**Grommets**

### HANGING A BANNER IN THE UC

- Design and Order Banner
  - Format size to no more than 8' wide and 5' high
  - Obtain certification of compliance with standards:
    - Any materials/fabrics/textiles/paper etc. used as banners or flags are required to be fire retardant or non-combustible and are required to meet NFPA 701::Standard Methods of Fire Tests for Flame Propagation of Textiles and Films.
      - All major retailers should have compliance standard on file for distribution.
      - All banners purchased from Tiger Copy Graphics are compliant.
    - Written certification of this or similar standard from fabricator must be kept on file as long as banner or flag is in place.
  - Ensure grommets are installed in top corners
- Schedule Banner in VEMS
- Deliver to UC 255 at least one business day prior to scheduled installation period.
- Retrieve from UC 255 no more than two business days after conclusion of scheduled installation period.

**5' Tall Max**

**8 Feet Wide Max**

# POSTING SLIDES ON THE UC SCREENS

## ■ Format Page Size to 8.5x11”

### ■ Power Point 2013

- Click the **Design** tab, and then click **Slide Size**
- Click **Custom Slide Sizes**
- Click **Letter Paper 8.5x11**
- Click **Portrait**

### ■ PowerPoint 2007

- Click the **Design** tab, and then click **Page Setup**
- Under **Slides Sized For** select **Custom**
- Click **Letter Paper 8.5x11**
- Click **Portrait**

### ■ Photoshop

- Set page size to **837x1080**

## ■ Save As a JPEG

- PDF and Word Docs are not compatible

## ■ Email to [ucmedia@memphis.edu](mailto:ucmedia@memphis.edu)

- Include
  - Name of Event
  - Name of University Department
  - Dates to Post Slide

11”

8.5”