# 2026-2027 Student Union Reservation Guidelines and Procedures

**General Reservation Procedures**

## TWU Departments, Student Organizations, and Affinity Groups

TWU groups should submit reservation requests through the Mazévo online reservation system.

***Summer/Fall Semester Bookings:***

- **Open on April 1.**

***Spring Semester Bookings:***

- **Open on October 1.**

**Request Deadlines**
Reservation requests for the ballrooms and auditorium must be received at least 3 weeks before the event. Requests for all other spaces may be submitted up to 3 days before the event. In the event a group has a tentative hold on a space, and that same space is requested for a different reservation, the group will be given 48 hours to finalize the reservation or release the date. If an attempt has been made to reach out to the group hosting the event, and the SU Office has not received a response within a 2-week time frame, a 48-hour notice will be given, and if there is no response, then the event will be denied/cancelled. The SU Office reserves the right to reassign a reservation to a different room at any time. Reservations are not guaranteed and are approved at the discretion of TWU and the Student Union Staff.

**Reservation Confirmations**
Reservations are confirmed by email after requests are reviewed and approved by the necessary parties. A reservation is not confirmed until the primary contact receives a confirmation email.

**Reservation Changes**
Requests for reservation changes once an event has been confirmed must be received in writing at studentunion@twu.edu. Changes may not be guaranteed and are pending room, staffing, and resource availability. The primary contact, secondary contact, and student organization advisor (if applicable) are the only people authorized to make changes to any reservation details.

**Rental Rates and Fees**
Rental rates are determined according to the following classifications:

- TWU departments: events sponsored by University departments for official business.
- TWU student organizations: functions for student organizations registered with the TWU Center for Student Involvement.
- External affiliated clients: alumni, military/veterans, current TWU students, and employees
- External clients: companies/businesses, private individuals, non-profit organizations, and all other functions.

Student organizations and departments do not pay for the rental of facilities on the TWU campus; however, **fees may apply for the rental of equipment and certain services**. See the Student Union Event Pricing List for details. If fees apply, payment or a departmental account number is due at least 3 days before the event.

***Please note that a $30 fee will be charged for all returned checks, including electronic/web checks. TWU processes all eligible returned checks through the Denton County District Attorney's Hot Division. The Denton DA will assess an additional charge.*

**Reservation Times**

The group will have access to the space beginning at the reservation start time. The group must completely vacate the space by the reservation end. **If additional time is required for client decorating, set up, presentation rehearsals, etc., it may be added to the reservation (fee will apply)**. If items need to be left until the following day, temporary storage cages are available for rental. The Student Union is not responsible for unattended items.

Reservations that need to take place after the scheduled building close time must receive prior approval from the Director of the Student Union. **A building attendant will be required for all after-hours reservations (fee will apply).** Additional staffing may be required depending on the scale of the event.

All Student Org/Department events must conclude 30 minutes prior to the Student Union closing.

All events must conclude by 11:30 PM.

**Student Organization Reservations at the End of the Semester**

In order to maintain the academic environment needed at the end of the semester, student organizations may not host events during the last two weeks of the academic semester (last class week and finals week). This will allow students to focus on preparing for the end-of-semester projects and exams.

**Cancellation Policy**

Failure to meet payment deadlines will result in cancellation of the event. No-shows and improper cancellations will result in a loss of all payments and possibly future reservation privileges. **Any preparation or set-up completed by TWU staff before a scheduled event will still incur the Set-Up fee, regardless of cancellation.**

Space in the Student Union is in high demand for many important events on campus. To ensure that space is being allocated responsibly to meet the needs of all TWU groups, a short-term cancellation fee will apply to TWU Departments.

**Short-Term Cancellation Fee (under 2 business days notice):**

- Southwest Ballroom reservations- $200
- Southeast Ballroom, Performance Center, and Auditorium reservations - $100
- Room 2231 reservations- $60
- All other spaces - $50

In the event it is necessary for TWU to cancel a reservation, TWU's only obligation is to refund the amount of the payments, including the deposit. TWU is excused from its obligations under this agreement to the extent that its performance is delayed or prevented by any circumstance reasonably beyond its control or by administrative mandated university closure, fire, explosion, war, hostilities, terrorism, revolution, civil commotion, epidemic, accident, severe weather, wind, flood, global pandemic, mechanical breakdown, strikes or other labor trouble, repairs necessaries by damage to facilities, unavailability of materials reasonably necessary for repairs required by any circumstances, or any act of God. Any preparation or set-up completed by Student Union staff before a scheduled event is billable, regardless of cancellation.

**No-Show Policy**

A No-Show occurs when an organization or department fails to have at least one representative arrive on time for a reservation they have made for a space within the Student Union at Hubbard Hall (SUHH).

A"No-Show" is defined as the following:

A. Failure of at least one representative of the Organization/Department that has reserved a space to arrive within 30 minutes of the designated start time of their reservation.
B. Failure of at least one representative of the Organization/Department that has reserved a booth to check-in at the Student Union Info Desk within 30 minutes of the designated start time of their reservation.
C. Failure to cancel the reservation via email to studentunion@twu.edu 24 hours before the day of the reservation. Case-by-case consideration will be given to late cancellations due to emergencies.
    a. Exception regarding alternative rain locations: Cancellations must be communicated to the Student Union Office by either email at studentunion@twu.edu, phone at 940-898-3641, or in person by 9:00 a.m., 48 hours prior to the day of the event to determine which location will be utilized. Failure to notify the Student Union of your chosen location will be considered a No-Show for the location not in use. For reservations that are to be moved inside from the SUHH, all equipment, with the exception of a stage, will be provided unless otherwise coordinated prior.

After the accumulation of three (3) No-Shows for Student Organizations, and after two (2) No-Shows by a Staff/Faculty Organization/Department, the following actions will be taken:

A. Registered Student Organization
    a. Cancellation of all remaining reservations for the current semester.
    b. Depending on the proximity of the date of the last No-Show to the end of the current semester, the Organization will be restricted from placing any new reservations for the remainder of the semester or academic year.
B. Sponsored-Student Organization
    a. Cancellation of all remaining reservations for the current semester.
    b. Depending on the proximity of the date of the last No-Show to the end of the current semester, the Organization will be restricted from placing any new reservations for the remainder of the semester or academic year.
C. Staff/Faculty Department or Affinity Group
    1. Further action may be enforced at the discretion of the Student Union Administration, which may include loss of reservation privileges and/or a No-Show Fee of $100.

**Student Union Administration reserves the right to uphold the Student Union Reservations & Operations Compliance Guidelines (SUROC), which includes the No-Show Policy regulations, in an appropriate manner that is in accordance with the circumstances that may apply to the given situation, as determined by the Student Union Administration.**

**Catering Policy**

Chartwell's is the exclusive caterer for the Student Union at Hubbard Hall and must be used for all food-related events held in the Student Union. Outside food is strictly prohibited; if food is found during events, Student, Sponsored-Student, Staff/ Faculty Organizations will receive a No-Show Violation **(PLEASE REFER TO THE SUROC GUIDELINES).**

Departments that violate the catering policy will be subject to a fine of between $ 1,000 and $ 1,500, depending on the size of the event. Catering arrangements may be made directly through Chartwells (https://twu.catertrax.com).

## External Groups

The Student Union at Hubbard Hall is available for rental by external and community groups. To request a reservation, submit the Event Inquiry Form. Booking terms and payment information will be provided through an official contract.

External reservation requests should be submitted at least 60 days prior to the event date.

## Facility Guidelines

### Student Union Meeting & Event Space

*Capacity and setup details for each room can be found on the TWU website.*

**Meeting Rooms**

Meeting rooms in the Student Union have preset arrangements and cannot be rearranged. Custom layouts are not available for these rooms. If the furniture is changed for an event, the group must reset it before the end of the reservation time. If the group does not return the furniture to the original layout after the event, they will be subject to a reset fee.

**Ballrooms**

The Southeast Ballroom, Southwest Ballroom, Southwest A, and Southwest B have flexible setup options. Groups may select from one of the standard set-up choices. Selections are due at least 2 weeks prior to the event to ensure appropriate staffing for room set up. An in-person meeting and walk-through with a Student Union staff member is required for custom event set-ups. Set-ups cannot be guaranteed if requests are submitted after the required deadlines. TWU departments will be charged a set-up fee.

**Union Auditorium**

The Auditorium has tiered theater-style seating. Each seat has a pull-out desk and power outlets. Per state fire regulations, standing, sitting, or adding chairs in the aisles of auditorium spaces is not permitted.

**Room 2231**

Room 2231 is a mid-sized multipurpose space which can be divided into 2 separate rooms (A and B side). 2231 has a standard classroom-style set up, however custom setups can be requested at least 1 week in advance. TWU departments will be charged a set up fee for custom setups, but there is no cost for departments to use the room with the standard classroom-style configuration.

**Performance Center**

The Performance Center is an open performance area located in the center of the Student Union 1st floor. A portable sound system may be added to the reservation request upon booking or the group may provide their own sound system. A group may be asked to decrease the volume of amplified sound at any time if it interferes with other reservations or regular business in the building.

Vendor spaces around the Performance Center are reserved separately.

**Student Government Association Chambers**

The Student Government Association has the first priority to reserve the SGA Chambers each semester. The Graduate Student Council has second priority. After the SGA and GSC have submitted their reservations, the room will open for all TWU student organizations and departments to reserve.

**Vendor / Information Spaces & Fairs / Tabling Events**
Vendor spaces may be reserved for the purpose of selling goods and distributing information to visitors of the Student Union. Groups will be provided with one table and two chairs. Use of additional tables during the same reservation time frame is considered a "fair" and may require specialized setup and charges. Departments pay a setup fee for fairs and tabling events.

The sale of goods or services cannot interrupt the normal flow of pedestrian traffic. All TWU student organizations and departments must abide by the university policies regarding Sales, Solicitation, and Fundraising (URP 01.285) and Student Organizations' Fundraising (URP 06.410).

Any food sold at vendor tables must follow the Bake Sale Food Safety rules set by TWU's Environmental Health and Safety Department. Food must come from a licensed food establishment, and food prepared at home or from any other unlicensed source is not permitted. For additional information, visit https://twu.edu/health-safety/safety-programs/food-safety/. Only one bake/food sale is allowed at one time.

Specific locations may be requested at the time of the reservation; however, the Student Union reserves the right to assign a different location. Contact the Student Union Office for a list of reservable vendor spaces.

Amplified sound is not permitted at individual vendor tables.

**Pre-function space / Lobbies / Public Areas**
To keep furniture and equipment in common spaces in good condition, they may not be moved, rearranged, or used in other areas. Groups that move furniture in these spaces will be subject to a reset fee of $50.00 and will be liable for the direct cost incurred by any damages.

**Green Room**
The Student Union has one Green Room/ dressing area available if requested in advance of an event. The Green Room includes dressing vanities, a seating area, and lockers. The room is always locked, and the group must request access through a Student Union employee. The group using the Green Room is responsible for removing all items from the room upon conclusion of the reservation.

Alcohol is not permitted in the Green Room.

## Student Union Event Services

TWU student organizations do not pay for rental of any standard event services and equipment in the Student Union. Departments and external clients are subject to usage fees. Student organizations may be subject to fees for specialty services, equipment, and labor/staffing. Refer to the Student Union website for current pricing.

**Donation Drives**
The Student Union provides locations for student organizations to collect items for food, supplies, and

other charitable drives. The organization must provide its own box, bin, or container to collect the items. Signage must be posted on the bin identifying the purpose of the drive and contact information of the organization.

Donation bins may be placed in the following locations with an approved reservation:

- On the first floor, near the west entrance.
- On the second floor, by the gold Oakley statue.

Organizations may reserve the donation drive locations for up to two concurrent weeks. The group is responsible for checking on the items in the bin on a regular basis.

Hazardous materials and perishable items may not be collected.

**Event Equipment**

Equipment and items that may be added to a reservation include tables, skirting, chairs, pipe & drape, staging, and dance floor, among others. All equipment is state property, and it is not intended for personal use. Event equipment is intended for use in Student Union venues only. Due to liability reasons, groups are not permitted to use our ladder or lift equipment to complete their setups.

If a group chooses to rent equipment from an external rental company, all items must be approved by the Student Union Office. Pick up and delivery of items must be coordinated with the Student Union Office and must be scheduled during operating hours. Student Union staff are not responsible for setting up, placing, or removing any equipment, linens, or other rental items from outside vendors. Delivery and pick-up times must be set a minimum of 2 weeks in advance of the event to allow time for accommodations to be made to the room schedule.

**Greek Letter Displays**

Greek student organizations may display their letters outdoors in front of the Student Union by submitting a request in Mazévo. Up to six letter displays may be set up at any given time, and organizations may display their letters twice a semester for up to 5 days at a time. The week of formal recruitment will be designated for Panhellenic organizations to display their letters. This does not count toward each organization's individual reservations.

Organizations are responsible for installing and removing the letters on the agreed upon date. If letters are left past the reserved time, they will be removed and subject to a $50.00 charge. Back-to-back reservations are not permitted so that TWU Landscaping can properly maintain the ground around the display areas.

The Student Union Office may deny or approve letter requests based on scheduled events in the Student Union.

**Media Services**

Most rooms in the Student Union include audio/visual capabilities. The Southwest Ballrooms(s),

Southeast Ballroom, Union Auditorium, and Meeting Room 2231 have A/V package options and are equipped with a computer. Groups must provide a laptop if using the technology in all other spaces. If a group wishes to use a Mac, they must provide the laptop and any necessary adapters. Refer to the website for specific information on what A/V equipment is available in each space.

On-site technology support is available for a fee. All groups pay for on-site support. On-site support is present to monitor the room technology during an event and assist with troubleshooting. Groups should be prepared to advance their own slides or presentations during an event.

Walkthroughs to test A/V equipment before an event are available at no cost, pending room availability. On-site support must be requested at least 2 weeks prior to an event.

Requests for groups to use their own A/V equipment in Student Union spaces must be approved by the Media Services team. Additionally, a Media Services staff member must be present at the event when external equipment is being combined with Student Union equipment (hourly rate applies). External equipment cannot be plugged into the house sound system. DJs, bands, and other similar entertainment must provide their own speakers.

If a contracted speaker or performer has a technical rider, it is recommended that the Student Union Office review it before the contract is executed. The Student Union is not responsible for satisfying entertainment contract requirements.

**Room Setups**

If a room allows for a custom setup, the diagram must be finalized at least two weeks prior to the reservation. If a reservation is changed or canceled before an event, set up fee will apply.

After a room setup is complete, substantial changes should not be made. Changes to existing completed setups will incur additional setup fees and are dependent on the Student Union operations staff's availability.

If an event requires a change to the room setup during an event, it should be requested at least two weeks in advance and is dependent on the scale of the event and factors that would affect the setup change (plates and glassware needing to be removed from the tables, etc.). Mid-event setup changes are not guaranteed.

**Temporary Event Storage**

Temporary event storage cages are available for groups that need to deliver items prior to an event. Student Organizations do not pay to utilize the cages up to one day prior to the event. Cages must be emptied upon the end of the reservation time. Departments and external groups may pay a daily usage fee. Any items left following the reservation time will be disposed of.

Hazardous materials, flammable chemicals, animals, food, and any illegal substances are not allowed in the cages.

## General Operating Guidelines

### Academic Usage

Academic classes may be scheduled in the Union Auditorium Monday through Thursday from 8:00 am - 3:00 pm. Any additional academic reservations are not permitted. Academic classes will be booked through University Scheduling. Departments may not reserve space in the Student Union for academic purposes.

### Alcohol Usage

In accordance with the Student Code of Conduct, student organizations will not serve, sell, or consume alcoholic beverages at any organization function on or off campus.

TWU Departments wishing to serve alcohol at a university function should obtain written approval from their division Vice President before submitting the Special Events Form.

All alcohol served on campus must be provided by Pioneer Catering (Chartwells). If alcohol is served outside of the Student Union at Hubbard Hall, Chartwells will need to obtain a temporary liquor license for the specific event. Additional fees may apply.

### Animals

Animals are not permitted inside campus facilities, with the exception of those used to assist persons with disabilities or when in compliance with the Pets at Work Policy (University Policy 05.485).

### Cleaning Charges

Additional cleaning fees starting at $150 may be applied if excessive trash, packaging, boxes, etc., are left in the room upon conclusion of the event. Fees may also apply to unreasonable messes caused by event activities and for any mess that was a result of the violation of the decorating policy.

### Decorating Policy

Decorations must not block or limit access to doors, fire extinguishers, fire sprinklers, fire alarms, or handrails. Decorations may not be hung from light fixtures or fire sprinklers. If a group is contracting with a company to provide decorations (e.g., balloon displays), the drop-off and pick-up times must be coordinated with the Student Union Office. If decor items are left following an event, the group will be charged a daily fee until they are removed. All furnishings and fixtures in TWU venues are considered permanent and cannot be moved or removed. All decorations must be set up and removed during the allotted reservation time. If additional time is needed for set up or decorating, please coordinate with the SU Office.

Prohibited Items:

- Use of tape, glue, nails, tacks, sticky putty, command hooks, or other means to affix items to the walls, woodwork, windows, or floor.
- Items that create litter, could be dangerous to animals, stain or damage furniture and surfaces, or cause slipping hazards, may not be tossed (rice, confetti, silly string, etc.).
- Loose glitter, confetti, loose feathers, and other items that are challenging to clean and invasive.
- Flame candles, sparklers, fog, and smoke machines (LED and other electronic candles are allowed).
- Glass containers may not be placed on the aisle or any area on the floor.
- Paint and paint markers are not permitted in any carpeted room.
- Aisle runners are considered a tripping hazard and are not permitted for safety concerns.
- Helium-filled balloons are not allowed in any room where the ceiling is higher than 15 feet. If a helium-filled balloon becomes loose in one of these spaces, a decoration removal fee will apply.

The client or group will be financially responsible for any special clean-up or damages resulting from the event or activity. ***This list is not comprehensive, and groups are required to check with the Student Union Office for approval of decoration plans.***

**Deliveries & External Rental Equipment**

Storage area for deliveries may be limited. If the Client has rented equipment from external companies, the delivery, set up, and tear down must be coordinated with the SU Office. All rented items must be approved. If delivery, set up, and tear down of rental equipment takes place outside of regular operating hours, additional fees for building staffing will apply. The client will be responsible for any damages caused by external vendors.

**Fronting Policy**

The established rates for the university facilities are intended for the designated group types only (student organization, department, and external). Groups should not make reservations for another organization/group to receive a discount in fees (known as “fronting”). Hiding or concealing the identity of the actual client is not permitted and may result in the loss of reservation privileges for both parties.

When a reservation is made, the primary contact must represent the group and remain on-site throughout the duration of the event. Sponsorship is permitted; however, the group making the reservation must still be responsible for coordinating with the Student Union Office for event arrangements.

An event is considered as being “fronted” if:

- A student organization makes the reservation for a department or external client, but is not involved in the planning or organizing of the event.
- A department makes a reservation for an external client but is not involved in the planning or organizing of the event.
- A person not connected to the group that made the reservation is the primary contact for event details.

- The event did not originate with the group making the reservation, and that group is not involved in the planning and execution of the event.

**House Rules**

It is expected that proper care will be taken of the Student Union at Hubbard Hall. Groups using space in the Student Union agree to the following guidelines while using the facilities.

Sitting on tables and standing on furniture is not permitted. The hallways must remain clear and presentable at all times. If carts are being used for events, they must be kept inside the meeting room or returned to their original storage location. All events must adhere to Fire Code Door regulations to ensure the safety of attendees and the TWU community. Doorways and exits are not to be blocked for any reason. Aisles must remain clear at all times. Sprinkler heads may not be covered. Guests are responsible for the care of their personal belongings.

"Damages to property" are defined as the following:

A. Any identifiable and verifiable damage done to any furniture, equipment, etc., belonging to the Student Union at Hubbard Hall during the duration of the organization's/Department's reservation.
B. Failure to hold art activity events in the correct designated areas with the appropriate protective materials (tarps, trash bags, buckets for cleaning, etc.) to prevent damage to the surrounding surfaces.
C. Only the Student Union Administration can determine the severity of the damage (minor damages ex. scratches on tables; major damages ex. broken furniture).
D. The Organization/Department must report any damages that occur during their reservation immediately; failure to do so will result in further consequences than those listed below.

Depending on the severity of the damage that occurred during the Organization's/Department's reservation, the following action will be taken:

A. <u>Student/ Student-Sponsored Organization</u>
    a. Minor Damages
        i. Organization representatives must meet with Administrative Staff from the Center for Student Involvement (CSI) and the Student Union to discuss damages and possible loss of reservation privileges.
        ii. Will be charged the full price of replacement or repair.
            1. The bill must be paid within the timeline set by the Center for Student Involvement and Student Union Administration; failure to do so will result in a loss of reservation privileges until payment is received.
    b. Major Damages
        i. Organization representatives must meet with Administrative Staff from the Center for Student Involvement (CSI) and the Student Union to discuss damages and the extent of their loss of reservation privileges.
        ii. Organization representatives will be referred to the Office of Civility and

Community Standards, which will then determine any further disciplinary actions and the timeline for the collection of payment for the damages.

iii. Will be charged the full price of replacement or repair.
1. The bill must be paid within the timeline set by the Office of Civility and Community Standards; failure to do so will result in a loss of reservation privileges until payment is received.

B. Staff/Faculty Organization/Department
a. Minor Damages
i. Will be charged the full price of replacement or repair.
1. The bill must be paid within the current fiscal year; failure to do so will result in the loss of reservation privileges until payment is received.
b. Major Damages
i. Organization/Department representatives must meet with Student Union Administration to discuss damages and potential loss of reservation privileges.
ii. Will be charged the full price of replacement or repair.
1. The bill must be paid within the current fiscal year; failure to do so will result in the loss of reservation privileges until payment is received.

**Inclement Weather Policy**
All groups must follow the University's safety protocol and instructions during severe weather warnings.

If the University closes due to inclement weather, the reservation may be rescheduled at a later date, pending availability.

**Lost Items**
It is the responsibility of the individual reserving a room(s) to ensure all items are removed upon conclusion of the function. TWU and its representatives do not assume responsibility for any lost or misplaced items prior to, during, or after an event. Any items found at events will be immediately turned over to TWU's Police Department.

**Security and Special Events**
All reservations that meet any of the following criteria will be reviewed for security assignment by the Special Events Committee:

- 100 or more people will be in attendance,
- VIP's in attendance
- Alcohol is being served, and/or
- Amplified sound is being used (for outdoor events only), and/or
- An outdoor walk or race.

The Special Events Committee reserves the right to assign security to any event deemed necessary. Please see the Special Events Policy for additional details.

**Smoking and Open Flame**

The use of tobacco products is prohibited on all campuses. Open-flame candles are not permitted indoors. Fog/smoke machines are not permitted without written approval from Risk Management. All patrons must adhere to the fire codes imposed by city ordinances.