

FACILITY POLICY
V. J. and ANGELA SKUTT STUDENT CENTER

SECTION Reservations			NO. 6.2		
ISSUED February, 2003	REV. December 9,2008	REV.	REV.	REV.	REV.
POLICY Cancellation and No Show			PAGE 1 OF 1		

PURPOSE: To ensure that the Skutt Student Center Reservations/Event Planning office notified with ample time to prevent the unnecessary setup of a canceled reservation, assess a fine when a client fails to use the space it has reserved, and to allow for the maximum use of reservable space in the Skutt Student Center.

SOURCE: Skutt Student Center Advisory Board

POLICY: If a group or individual needs to cancel a reservation and not be charged a no-show fee, they MUST contact the Reservations Department at least 5 days prior to the event by calling 280-1700 between 8:30 a.m. and 4:30 p.m., Monday through Friday. On Saturday, Sunday or any holiday the building is open, the client must call the **Information Desk at 280-1705**, or the **Building Manager at 280-1491** between 10:00 a.m. and 8:00 p.m. to confirm the cancellation. All cancellations must be submitted directly by the client to the Reservations Department, not via the Catering Department.

Tier I clients must give 5 days notice to cancel a Ballroom event or the cancellation fees will apply. Please see the Rental Usage Fee Policy 3.8 for the cancellation chart applicable to Tier II and Tier III clients.

Failure by any client to follow this policy will result in applicable no-cancellation charges being levied at a minimum \$25.00 to a maximum of \$45.00 or the labor cost to set the room or forfeiture of deposit, whichever is greater. An e-mail confirming the cancellation will be sent by the reservations/event planning department to confirm the cancellation.

If there are two instances within the academic year in which an organization fails to keep its reservation, the group's privileges will be revoked for the remainder of the semester and may be revoked for the following semester.

Any group, department, or organization placed on probation may appeal by submitting a letter of request to the director of the Skutt Student Center. The letter of request must include reasons supporting the request for reinstatement of privileges. Final disposition of all letters of request will rest with the Skutt Student Center Advisory Board.

Signature/Date
Skutt Student Center Advisory Board Member

Signature/Date
Vice President for Student Services
Or Designated Representative