

FACILITY POLICY
V. J. and Angela Skutt Student Center
Harper Center for Student Life and Learning

SECTION Reservations and Event Fees & Billing			NO. 4.6		
ISSUED February, 2003	REV. December 9,2008	REV. January 2011	REV. May 2011	REV.	REV.
POLICY No Show			PAGE 1 OF 1		

PURPOSE: To allow the Skutt Student Center and Harper Center for Student Life and Learning Reservations and Event Planning office to assess a fee when a client fails to use the space it has reserved to allow for the maximum use of reservable space.

SOURCE: Skutt Student Center Advisory Board and Harper Center for Student Life and Learning Administration

POLICY: If a client needs to cancel a reservation, they must contact the Reservations and Event Planning office in writing via e-mail (Reservations@creighton.edu or directly to event planner's email that client is working with) or fax (402-280-1708 or 402-280-4706) at least 3 business days prior to the event. All cancellations must be relayed directly to the Reservations and Event Planning office and not via the Catering department.

Failure of any client show up for their reservation will result in a fee. Labor costs to set the room and forfeiture of deposit may comprise additional fees depending on the magnitude of the set-up. Please see the Rental Usage Fees Policy 4.1 for the no show fees.

If the client fails to arrive later than 15 minutes after the scheduled start time, the meeting space will be secured and the client must have the space unlocked by a Skutt Student Center or Harper Center for Student Life and Learning staff member. Staff can be located at the Welcome Center or Info Desk.

If there are two instances within the academic year in which a client fails to show for their reservation in the time line provided, the client's reservations privileges may be revoked for the remainder of the semester and the following semester.

Any group, department, or organization having their privileges suspended may appeal by submitting a letter of request to the Skutt Advisory Board and/or Director of the Skutt and Harper Center for Student Life and Learning or his/her designee. 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 Director of the Skutt and Harper Center for Student Life and Learning or his/her designee.