

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

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| SECTION Reservations and Event Fess & Billing | | | NO. 4.2 | | |
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| POLICY Cancellation | | | PAGE OF 1 1 | | |

PURPOSE: To ensure that the Skutt Student Center and Harper Center for Student Life and Learning Reservations and Event Planning office is notified with ample time to prevent the unnecessary setup of a canceled reservation to allow for the maximum use of reservable space in the Skutt Student Center and Harper Center for Student Life and Learning.

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) 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 to follow this policy may result in applicable cancellation charges. Labor costs to set the room and forfeiture of deposit may comprise additional fees depending on the magnitude of the set-up and if the work has already been completed. Please see the Rental Usage Fees Policy 4.1 for the cancellation fees.

Once a cancellation has been received by the Reservations and Event Planning office, an e-mail will be sent confirming the cancellation.

If there are two instances within the academic year in which a client fails to cancel 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.