



# Event Procedures

(Updated 8/21/20)

## **ROOM RESERVATIONS**

Arizona Student Unions and Arizona Catering Company reserve the right to cancel and/or reschedule events due to unforeseeable situations/circumstances such as natural disasters, pandemics and any other “acts of God” that were unavoidable/out of our control. Please work with your Event Planner to discuss possible event credit and rescheduling options available in this situation.

### **1. Room Reservations**

Room Reservations require at least a 14 business days’ notice to be booked. To reserve a room within the Student Union Memorial Center please submit the Room Reservation Request Form to [SU-EventPlanning@email.arizona.edu](mailto:SU-EventPlanning@email.arizona.edu). The request form can be found at [http://union.arizona.edu/rooms/reservation\\_form.php](http://union.arizona.edu/rooms/reservation_form.php).

**The Student Union Memorial Center has the right to relocate any event/room reservation in order to accommodate certain essential events including, but not limited to, Homecoming, Commencement, Convocations, Family Weekend and Orientation, even after the deposit has been received. Arizona Student Unions and Arizona Catering Co. may halt at any time any and all activities during an event for the following reasons: safety, potential damage to property, illegal activities or failure to comply with the terms and conditions listed in this contract. If an event is interrupted due to safety concerns, rescheduling or refund options may be available. Please contact your Event Planner for more information.**

A. ASUA, GPSC, CSIL (CSIL includes VETS, Fraternity and Sorority Life, LGBTQ+ and the Women’s and Gender Resource Center) Recognized Student Clubs and Organizations-

Small meeting rooms may be reserved by recognized student clubs and organizations for up to two consecutive hours at a time, no more than two times per week. Reservations outside of these parameters will be assessed a room charge. Room Reservation Request Forms submitted by any student club or organization that is recognized by ASUA must include the signature of either the President or Treasurer. All room reservations are taken on a first come first serve basis. Please see the current MOU for further details.

### **2. Late Cancellation Fees – Meeting Space Only**

A minimum of 14 business days’ notice is required for cancellation of General Meeting Rooms. 100% of the room rental fee will be charged to any General Meeting Room cancellations with less than 14 days’ notice. General Meeting Rooms include Agave, Copper, Presidio, Tubac, San Pedro, Santa Cruz, Sabino, Ventana, Pima, Mesquite, Cholla, Ocotillo, Picacho and Madera.

A minimum of 30 business days’ notice is required for cancellation of Special Event Spaces. 100% of the room rental fee will be charged to any Special Event Space cancellations with less than 30 days’ notice. Special Event Spaces include Ballrooms, Catalina, Rincon, Santa Rita, Tucson, Kachina, Kiva, Gallagher, Sonora, Games Room, any lounge, or any space in the Student Unions not listed as a General Meeting Room.

### **3. No-Show Fee**

100% of contracted event total will be charged for any scheduled event at which the client and guests do not arrive.

A. MOU Room Usage Cancellation/No Show Policy\*: for ASUA, GPSC & CSIL Recognized Student Clubs

If client does not show or shows up for a date not scheduled with the Union, a form letter will notify them of missed/unscheduled date. As such, they will be informed that another missed scheduled date without 24 hour cancellation or an unscheduled event will result in cancellation of all other meetings for the Fall and Spring semester. Groups can rebook the following Fall/Spring semester.

*\*This verbiage only applies to the agreed upon 2hr, twice a week room usage as specified in the current MOU.*

#### **4. Altered Room Set Fee**

A \$100 fee will be charged when rooms with permanent room setups are altered. Additional charges may be added for any damages to furniture, equipment, or the room itself.

#### **5. Standard Room Equipment**

All rooms will be outfitted with screen/monitor and 1 microphone (for large rooms) as standard equipment for use while the room has been rented. Additional AV items may also be rented for an additional fee, this includes but is not limited to projector, laptop, additional microphones, etc.

#### **6. Certificate of Insurance**

Please notify your Event Planner of any vendor or contractor that will be on-site at any time in the Arizona Student Unions for your event. We may require a Certificate of Insurance from them prior to them coming on-site for your event.

## **CATERING**

**Arizona Student Unions and Arizona Catering Company reserve the right to cancel and/or reschedule events due to unforeseeable situations/circumstances such as natural disasters, pandemics and any other “acts of God” that were unavoidable/out of our control. Please work with your Event Planner to discuss possible event credit and rescheduling options available in this situation.**

#### **7. Event Booking Timeline and Minimum Guarantee**

The Event Planning Office requests a minimum 14 business days’ notice when booking any event with food and/or beverage items. Event requests submitted with fewer than 14 business days’ notice are subject to approval. Final guest count is due 5 business days’ prior to the event date. Pricing is based on the Minimum Guarantee as detailed in the Event Contract. Should guest count decrease below the Minimum Guarantee after the contract has been signed and returned, the client will still be charged based on the Minimum Guarantee.

- A. **Minimum Food Requirements**- Please note that numerous menu items have a required minimum order and/or a required minimum number of days’ notice. Additional charges and/or menu revisions may be required if these minimums are not met.
- B. **Minimum Guest Count Requirements**- In order to facilitate a catering event, Arizona Catering Company requires a minimum guest count of at least 15. You may proceed with the catering contract and agree to a one-time \$50.00 fee for events containing less than 15 guests.
- C. **Non-SUMC Venues**- Please plan you event timeline with consideration for the set-up/tear-down times of your catering order. If your event is outside of the Student Union Memorial Center, please ensure the room reservation allows for set-up and tear-down times for the Catering Staff. For plated meals, please work with your event planner to discuss the additional space needed to service the event.

## **8. Outside Food and Beverage within the Arizona Student Unions**

Only Student Unions catering locations may be used for catering services within Arizona Student Unions buildings. Student Unions caterers include Arizona Catering Company, Chick-fil-A, Einstein Bros. Bagels, Highland Burrito, On Deck Deli, the Scoop, or any other restaurant located within the Student Unions. A \$100 fee will be charged to events in violation of this policy. For clients requiring Kosher or Halal meals, please contact the Event Planning Office for more details. Please see updated MOU's for further info on retail discounts.

## **9. Catering Cancellation and Fees**

Catering orders cancelled 10 – 6 business days prior to the event date will be charged 50% of total food and beverage costs. (These funds can be used on a future event, within the same fiscal year as original event).

Catering orders cancelled 5 – 3 business days prior to the event date will be charged 75% of total food and beverage costs. (50% of these funds can be used towards a future event within the same fiscal year as original event, 25% will be forfeited for catering, culinary and administrative fees).

Catering orders cancelled 24 hours or less prior to the event date will be charged 100% of total food and beverage costs. (100% of monies will be forfeited for catering, culinary and administrative fees).

Should the scheduled start or end time of a function be delayed by more than 60 minutes without prior notification from the client and approval from the Catering and Event Planning Office, an overtime labor charge of \$50.00 per server per hour will be applied to the event.

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## **10. Tax and Service Charge**

All catering orders are subject to a 18% taxable Service Charge. The current Tucson sales tax is 6.1%.

## **11. Perishable and Leftover Food**

Perishable items may stay out for a maximum of 90 minutes per industry safety guidelines. Any remaining food and/or beverage from a buffet, plated meal, or packaged menu is the property of the Arizona Catering Company and cannot be packaged to go. All leftover food and beverage will be removed by Catering staff at the appropriate time; we do not allow clients to remove any food or beverage after an event. In some cases, leftovers may be donated to Campus Pantry, please ask your Event Planner for details.

A la carte non-perishable items may be kept after the end of an event if arrangements are made with your Event Planner prior to the event date and are noted on the signed contract. Arizona Catering Company does not provide any type of to-go containers and clients are not permitted to remove our equipment from any event. Missing equipment will be billed to the client. The food and beverage items considered perishable are up to the discretion of Arizona Catering Company.

## **12. Dietary Restrictions**

ALL allergy, vegetarian, vegan, gluten sensitive and or special needs requirements MUST be communicated to the Event Planner at least (5) business days prior to the event date. Requests for

increases or additional accommodations after the count is given will be handled on an individual basis and cannot be guaranteed.

### **13. Alcohol Permits**

Any client wishing to provide alcohol to guests at their event must complete the Alcohol Permit Application found at [www.union.arizona.edu/alcohol](http://www.union.arizona.edu/alcohol) and submit it 3 weeks prior to the event date. For questions regarding the application or policy, please contact Anthony Clarke (520) 626-5283 or email [SU-AlcoholPermit@email.arizona.edu](mailto:SU-AlcoholPermit@email.arizona.edu).

### **14. Certificate of Insurance**

Please notify your Event Planner of any vendor or contractor that will be on-site at any time in the Arizona Student Unions for your event. We may require a Certificate of Insurance from them prior to them coming on-site for your event.

## **PROTOCOL FOR ALL EVENTS**

### **15. Billing**

#### ***Student Groups and UArizona Departments***

If paying with a UA ACCESS ACCOUNT NUMBER, payment will be collected after the event via interdepartmental billing, however an account number must be provided at the time of contract.

#### ***Greek Life***

All payments must be collected in full at least (3) business days prior to the event date or align with the payment procedure detailed in the current MOU.

#### ***Credit Card Payments***

Whether a client is internal or external, credit card payment (for the amount in full) is due at least (5) business days prior to the event.

#### ***Non-University Clients***

A minimum 50% deposit is due with the first signed contract. The remaining balance must be paid in full at least (5) business days prior to the event date.

Payment forms accepted:

- a. **Credit Card:** Visa, MasterCard, Discover and American Express
- b. **Business Check:** this will be validated with the holding bank.
- c. **Cashier's Check**

### **16. Event Parking**

If your event requires vehicle parking, please contact the Coordinator for Parking and Transportation by phone at (520) 621-3710. Please contact parking and transportation for more information on garage schedule, parking fees and other available parking locations on campus.

### **17. Event Conduct Requirements**

By contracting with the Arizona Student Unions, the Client undertakes to conduct the Event in an orderly manner, in full compliance with applicable laws, regulations and University of Arizona, Arizona Student Unions and Arizona Catering Company rules and policies. Client accepts full responsibility for the conduct of all persons in attendance and for any damage done to any part of the University of Arizona, Arizona Student Unions and Arizona Catering Company's premises and property during any time such premises are under the control of Client, or Client's agents, invitee, employees or independent contractors employed by Client.