



John A. Delaney  
Student Union

# Operating Policies and Procedures

Policies and procedures articulated in this manual were current  
as of August 1, 2024, and are subject to change.

Some material in this manual adapted from  
the University of Connecticut Student Union Policies and  
the University of North Florida Student Handbook.

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## **About the John A. Delaney Student Union**

The John A. Delaney Student Union is a department established in 2009 within the University of North Florida (UNF) Division of Academic and Student Affairs that is responsible for the management of the Student Union facility. The Student Union is the center of activity for students, faculty, and staff and is designed to enhance the quality of student life, support and provide student engagement activities, and contribute to the University's educational mission.

### **Mission Statement**

Our mission at the John A. Delaney Student Union is to maintain a convenient, high-quality facility with a wide variety of venues and efficient services to help facilitate University programs for students, faculty, staff, alumni, parents, and guests. The Student Union strives to provide a student-centered organization that complements the academic experience of UNF students through supporting a variety of cultural, educational, social, and recreational programs.

*Unifying the  
Osprey Experience*

# General Building Policies

The John A. Delaney Student Union is a public facility open to students, faculty, staff, alumni, and guests of the University. The Student Union Administration Office staff reserves the right to establish policies for use of the Student Union by various types of groups and/or individuals. In addition, all activities in the Student Union are subject to state laws and University of North Florida rules and regulations. General authority for the establishment and interpretation of policies is the responsibility of the Director of the Student Union and are vested in the Office of Academic and Student Affairs.

For your safety, security, and convenience, Student Union staff conduct periodic rounds throughout the facilities. Staff must be able to enter all common and event spaces at any given time. Therefore, doors to event spaces must remain unlocked and free of obstruction while events are in progress. The Student Union Administration Office and/or Event Services Office should be notified in the event of an emergency.

All persons using the Student Union facilities are to act responsibly. Individuals who display disruptive, dangerous, or inappropriate behavior will be asked to leave. All groups using the Student Union should become familiar with fire codes and safety policies when planning an event. Failure to comply with any policies or guidelines outlined in this policy manual and/or any requests by Student Union staff may result in action by the staff to deny privileges, refer to the proper authorities, and/or assess appropriate charges.

## **Policy Exceptions**

Requests for exceptions to any of the Student Union policies should be referred to the Director of the Student Union Administration. Should any inconsistencies occur between these policies and state or federal law, rule, or regulation, this policy manual shall be subordinate to the provisions of such laws, rules, and regulations.

# Offices and Services in the Student Union

**Academic and Student Affairs Conference Room:** East Building, 2<sup>nd</sup> Floor, Room 2100

**ATM Services:** West Building, 1<sup>st</sup> Floor, next to elevators

**Auditorium:** West Building, 2<sup>nd</sup> Floor, Room 2704

**Ballrooms:** West Building, 3<sup>rd</sup> Floor, Room 3703 (A, B, C & D)

**Blue Lounge:** West Building, 1<sup>st</sup> Floor, Room 1502

**Boathouse Restaurant:** West Building, 2<sup>nd</sup> Floor, Room 2600

**Campus Store (Bookstore):** West Building, 1<sup>st</sup> and 2<sup>nd</sup> Floors, Rooms 1800 and 2800

**Community First Credit Union:** East Building, 1<sup>st</sup> Floor, Room 1402

**Duval Lounge:** West Building, 1<sup>st</sup> Floor, back of the Food Court

**Food Court:** West Building, 1<sup>st</sup> Floor, Room 1600

**Fraternity and Sorority Life:** East Building, 2<sup>nd</sup> Floor, Room 2102

**Game Room and Information Center:** East Building, 1<sup>st</sup> Floor, Room 1200

**Gray Lounge:** West Building, 2<sup>nd</sup> floor, Room 2503

**ITS Campus Technology Services:** East Building, 1<sup>st</sup> Floor, Room 1116

**International Center:** East Building, 2<sup>nd</sup> Floor, Room 2300

**Lend-A-Fit Closet:** East Building, 1<sup>st</sup> Floor, Room 1101

**Lend-A-Wing Pantry:** East Building, 1<sup>st</sup> Floor, Room 1204

**Lufrano Intercultural Gallery:** East Building, 2<sup>nd</sup> Floor, Room 2401

**Market at Student Union:** East Building, 1<sup>st</sup> Floor, Room 1401

**Prayer and Meditation Space:** West Building, 3<sup>rd</sup> Floor, Room 3613

**Meeting Rooms:** West Building, 3<sup>rd</sup> Floor, Rooms 3601-3606 & 3804-3806

**North Star Board Room:** West Building, 3<sup>rd</sup> Floor, Room 3803

**Office of Academic and Student Affairs:** East Building, 2<sup>nd</sup> Floor, Room 2309

**Osprey Involvement Center:** East Building, 1<sup>st</sup> Floor, Room 1001

**Osprey Student Conduct Advisors (OSCA):** East Building, 3<sup>rd</sup> Floor, Room 3003

**Student Life:** East Building, 3<sup>rd</sup> Floor, Room 3003

**Senate Chambers:** East Building, 3<sup>rd</sup> Floor, Room 3200

**Spinnaker Media:** East Building, 2<sup>nd</sup> Floor, Room 2200

**Student Government:** East Building, 3<sup>rd</sup> Floor, Room 3300

**Student Government Business and Accounting Office:** East Building, 3<sup>rd</sup> Floor, Room 3409



**Student Union Administration:** East Building, 1<sup>st</sup> Floor, Room 1302

**Student Union Operations:** East Building, 1<sup>st</sup> Floor, Room 1111

# Operating Policies

## Accessibility

If you are an individual with a disability requiring an accommodation to participate in any event at the Student Union, please contact the Student Union Administration Office at 904-620-2525 or [su.reservations@unf.edu](mailto:su.reservations@unf.edu) at least five (5) business days in advance of the event with the request. In accordance with University policy, the Student Union Administration Office will coordinate with the Student Accessibility Center to provide reasonable accommodations to UNF students, faculty, staff, and third-party visitors participating in UNF-sponsored events, programs, and activities at the Student Union.

The University offers a variety of auxiliary aids and services for individuals with accessibility needs. In the Student Union, permanent building accommodations include multiple accessible restrooms on every floor, Braille on room signage, assistive listening devices in the Ballroom and Auditorium, visual aids on outdoor stairs, and automatic doors throughout both the exterior and interior of the buildings. Additionally, all Student Union event spaces with multi-tiered levels (including the Auditorium and Amphitheater) are accessible by ramps.

Visit UNF's website for more information on [ADA accommodations](#).

## Animals

In accordance with the University's "[Service, Assistance and Other Animals on Campus](#)" policy, animals are not permitted on campus, with the exception of service animals trained to do work or perform tasks for persons with disabilities. Service animals must be harnessed, leashed, or on another type of restraint while in the Student Union. Assistance animals, including emotional support animals, are only permitted in residence halls. Pets are never permitted on campus. User groups who wish to request an exception for an event hosted at the Student Union must receive prior approval from both the Student Union Administration and Environmental Health and Safety offices and follow the [Animals on Campus guidelines](#).

## **Appliances**

The possession or use of appliances including, but not limited to, electric griddles, electric skillets, toaster ovens, space heaters, fog machines, and Bunsen burners, is not permitted in Student Union event spaces. Chafing dish burners are only permitted to be used by UNF Dining Services. Prior approval must be secured from both the Student Union Administration Office and Office of Environmental Health & Safety to use microwaves, grills, crock pots, or hot plates in event spaces, and User Groups must comply with [Environmental Health & Safety guidelines](#). Multiple approved appliances may not be plugged in to a single outlet using a power strip.

## **Attire**

For health and safety reasons, all persons entering the Student Union must wear proper attire, which includes shirts and footwear. Individuals not wearing proper attire may be asked to leave the premises. All persons entering the Student Union must adhere to posted federal, state, local, and University requirements regarding attire.

## **Building Hours**

The Student Union Administration Office will establish building hours in consideration of the needs of the University community. Standard hours will be established for periods when classes are in session during Fall and Spring semesters. Hours may vary for holidays, intersessions, and the Summer semesters. Current building hours are listed on the [Student Union's website](#).

The Student Union Administration Office's hours are Monday through Friday 8 a.m. to 5 p.m., except for certain holidays and closures.

## **Candles and Open Flames**

The burning of candles, incense, or any object involving an open flame is not permitted in the offices or indoor/outdoor event spaces of the Student Union, unless prior approval has been received from the Student Union Administration Office and Office of Environmental Health & Safety.

### **Damage, Theft, Vandalism, and Removal of Student Union Property**

All individuals using the Student Union facilities are expected to take reasonable steps to ensure proper care of the buildings and equipment. Any costs related to repair and/or replacement of Student Union facilities and/or equipment due to damage, theft, misuse, or vandalism, whether accidental or intentional, shall be the responsibility of the User Group sponsoring the specific event during which the incident occurred.

Requests to move or remove any property purchased by and for use in the Student Union (e.g., furniture, paintings, sculptures, displays, flags, etc.) must be approved by the Student Union Administration Office in advance.

### **Emergencies**

The Student Union is committed to the safety and security of all persons in the building and has developed appropriate emergency procedures. In the event of an emergency (e.g., fire, inclement weather, or bomb threat), the Student Union follows all local, state, and federal emergency regulations. The Student Union facility has a state-of-the-art fire safety system. In the event of an emergency such as a fire, the fire safety system will be activated, and all occupants will be directed to exit the building until the “all-clear” is given by appropriate authorities. The elevators will not operate in the event the fire safety system is activated, and all individuals are to exit the building using the stairs. University Police Department (UPD) personnel will be responsible for evacuating any persons unable to exit using the stairs. Stryker chairs are installed at stairwells for guests who require assistance to exit via the stairs during emergencies. Occupants must follow evacuation directions provided by Student Union and UPD personnel.

The Student Union is equipped with several automated external defibrillators (AEDs) in the case of a medical emergency, which are located in the Game Room (58E/1200) on the first floor, the Boathouse (58W/2600) on the second floor, and the Senate Chambers (58E/3200) on the third floor.

The Student Union utilizes a lightning detection system that sends text messages to staff when lightning is detected within predetermined distances. For the safety of all event attendees and staff, the Student Union will suspend or cancel outdoor events according to the below parameters.

- “Advisory” = Lightning activity has been detected within a 30-mile radius. Severe weather may be coming soon. Student Union Administration staff will continue to monitor weather conditions and additional texts.
- “Warning” = Lightning activity has been detected within a 10-mile radius. All outdoor events will be suspended. All event attendees and staff must seek shelter indoors (or to vehicles if building shelter not available).
- “ALL CLEAR” = A full 30 minutes has passed since the last lightning strike within the “warning” area. Normal outdoor activities and events may resume at the discretion of Student Union Administration staff.

### **Filming and Photography**

Any requests to film or photograph in Student Union spaces must be sent to the Student Union Administration Office in advance for approval and must be in accordance with University policies.

### **Gambling**

Gambling is not permitted in the Student Union in accordance with the [UNF Student Code of Conduct](#):

#### ***“11. Gambling***

*11.0 Engaging in an unlawful game of chance for money or for anything of value on University premises (including the residence halls) or at any non-sanctioned affair sponsored by a student or student organization.*

*11.1 Placing an unlawful wager on a University or non-University team or organization in a competition, with a direct influence in the success of the competition.”*

### **Golf Carts**

In accordance with the University's ["Gas and Electric Powered UNF Service Vehicles" policy](#), golf carts can only be operated by UNF employees who have completed Golf Cart Training or authorized contractors/vendors. Drivers must abide by the [Cart Policy Map](#), which restricts access to red-zone areas between the hours of 7 a.m. and 11 p.m., with the exception of emergencies and special deliveries. Authorization to enter a red zone, including Osprey Plaza, must be obtained in writing from department heads. Golf carts can only be parked in the Student Union Loading Dock area and other established parking zones. Golf carts are not authorized to park outside of the Food Court patio. Golf carts are not authorized to drive through outdoor spaces, including Osprey Plaza, Coxwell Amphitheater, Union Lawn, Veterans Plaza, Peace Plaza, and the Green, during scheduled events except in emergencies. Any golf carts that are not in compliance will be reported to the Office of Environmental Health & Safety.

### **Guests**

Activities in the Game Room and those sponsored by UNF Student Organizations are designed for, and oftentimes funded through sources restricted to, the benefit and enjoyment of the UNF community. Although guests of UNF students and personnel are typically welcome, usage of persons not affiliated with the University is limited so that UNF students are not restricted in their use of the building or involvement in events. Individuals without a valid Osprey 1Card are restricted from using the facilities or services in the Student Union, unless using services of individual businesses, such as the UNF Bookstore or Food Court, or attending an approved open event. Students who present their valid Osprey 1Card are permitted to bring one guest with them to the Game Room at a time. Student Union employees who are actively working may not sponsor a guest in the Game Room.

All visitors must provide upon request a government-issued photo ID while in the Student Union facilities. Visitors under the age of 18 who do not have a photo ID must be accompanied by someone who can show a photo ID. Children under the age of 16 are not permitted in the Student Union without adult supervision.

UNF students are responsible for all actions of their guests. Guests must abide by the lawful directions given to them by UNF staff and the University Police Department.

## **Hallways and Stairwells**

In compliance with fire and safety codes, hallways and stairwells must be free and clear of unauthorized items. An unauthorized item is defined as anything that is not a permanent Student Union item, such as a trash receptacle. Easels, display boards, donation boxes, and other items are not to be placed in hallways and stairwells without prior approval from the Student Union Administration Office.

## **Internet Access**

The Student Union is equipped with wireless internet. [Instructions](#) are available online to register for network access. Guests may access the internet via the “UNF-Visitor” network.

## **Lights**

During normal operating hours, general lobby lights will be on. All offices, indoor event spaces, and meeting rooms are equipped with sensor lights. For the safety and security of all patrons, appropriate emergency lights are required to be on in all areas. The Green and Coxwell Amphitheater event spaces are equipped with flood and stage lights, which can be turned off if requested during the event reservation process. The Osprey Plaza has minimal exterior lighting from the surrounding buildings. All other outdoor event spaces are not equipped with exterior lighting.

## **Loading Dock**

The Student Union Loading Dock is located at the north side of the West building. The Loading Dock is intended for the use of persons or companies delivering and picking up items or servicing equipment or spaces in the Student Union only. Company vehicles making deliveries should be clearly marked; otherwise, drivers in non-marked vehicles must contact the Student Union Administration Office for parking instructions. Vehicles must not block either compactor or any golf cart parking.

General parking is not permitted in the Loading Dock area. Vehicles should be moved to a designated University parking location away from the Loading Dock when the loading or unloading is complete. Visitors must purchase a valid permit from a [Pay-by-Plate kiosk](#) or a virtual permit

from the [flowbird app](#) if necessary. The Student Union is not responsible for any parking citations vehicles receive while in the Loading Dock.

### **Lost and Found**

The Student Union Administration Office maintains a courtesy lost and found service for items found in and around the facility. Guests may bring found items to the Student Union Administration Office (Bldg. 58 East, Suite 1302), Game Room (Bldg. 58 East, Room 1200), or Event Services Office (Bldg. 58 West, Room 3802) to be entered into lost and found. The Student Union Administration Office is not responsible for loss, theft, or damage of personal or organizational property, and compensation will not be provided for lost, stolen, or damaged property, including items turned into the lost and found service.

All lost and found items are recorded and can be claimed at the Student Union Administration Office Monday through Friday during regular office hours. Any items not claimed within one (1) month will be donated or disposed of. Perishable and certain personal items may be disposed of if not claimed within one (1) business day.

Missing items such as Osprey 1Cards, wallets, keys, phones, computers, etc. are turned over to the University Police Department (UPD). Immediately call UPD's Lost and Found at (904) 620-2367 if you have lost one of these items. Osprey 1Cards left in the Game Room will be held until one hour before closing, at which time staff will turn the card over to UPD.

### **Movies**

In accordance with federal copyright laws, institutions, organizations, and individuals wishing to show copyrighted materials, such as movies, for public viewing during meetings and events at the Student Union must secure licenses to do so, regardless of whether an admission or other fee is charged. [Swank](#) and [Criterion](#) are examples of services providing licenses for a fee.

### **Panhandling**

Panhandling and/or begging is prohibited in and around the Student Union and affiliated spaces.

### **Parking**



All visitors parking on the UNF campus must have a daily virtual permit through Parking Services Monday through Thursday 7 a.m. to 6 p.m., Friday 7 a.m. to 5 p.m., and sometimes on weekends if there is a special event on campus. To verify special events, users are responsible for consulting the UNF [Calendar of Events](#). Recurring events or events hosted between 5 p.m. Friday and 7 a.m. Monday (weekends) are subject to parking charges based on the number of vehicles associated with the event. User Groups may be eligible to purchase a lump sum buy-out of parking rights for an event. The Student Union Event Coordinator will relay parking buy-out information to the User Group; however, the User Group must confirm all parking requests through Parking Services. The purchase of parking permits and buy-outs is a requirement for events.

The Student Union offers 20-minute loading parking, as well as vendor parking. Vendors must be in a company-marked car. General visitor parking with a daily virtual permit is available in the Blue and Gray Lots on campus, such as Garage 38 (floors 2-4 in white-lined spaces only) on the east side of the Student Union building, as well as in Lot 18. Additional Blue and Gray lots can be found using the [campus map](#). Accessibility parking is available on the north side of the Student Union in the roundabout and in Garage 38 with both a valid daily virtual permit and appropriate accessibility permit. It is also available in the Student Union circle with a Blue Lot permit and disability permit.

Visitors must park “nose-in” in the appropriate parking space (Garage 38 and Lot 18 are most accessible for events in the Student Union), take note of the vehicle license plate number, locate the nearest Pay-by-Plate kiosk and follow the instructions to purchase a daily virtual permit. Daily virtual permits cost \$5.00 in Garage 38 or \$2.00 in Lot 18. A second option to purchase a daily virtual permit is through an app called Flowbird. For more information on Flowbird, visit the [Parking Services website tab on Flowbird](#).

The Student Union is not responsible for any parking tickets event attendees receive. Visit the [Parking Services website](#) for more information.

### **Personal Sound Devices**

Personal devices such as cellphones, tablets, computers, video games, instruments, or other sound devices should be used with personal earphones in the public areas of the Student Union, including

outdoor spaces. Use of sound must be approved in advance by the Student Union Administration Office. Sound in outdoor spaces requires a reservation and pre-approval through the Student Union Administration Office.

### **Property Responsibility**

The Student Union Administration Office is not responsible for loss, theft, or damage of personal or organizational property. Visitors should take appropriate care of such items.

### **Publicity**

#### Temporary Signage

For the complete signage policy, see UNF's "[Signage regulation](#)". This service is available to University Departments and Student Organizations only. For all University Departments, temporary signage needs should be requested through UNF Marketing and Communications [UNF: Project Requests](#).

Student Government, Student Government Agencies, Spinnaker Media, Registered Student Organizations, registered Greek organizations, UNF bargaining units, and employee affinity groups desiring to post a temporary sign on campus must complete an application for a [Temporary Signage Permit](#) a minimum of five (5) business days prior to the desired date of posting temporary signage on campus. Any temporary signage without a Temporary Signage Permit, will result in the signage being removed by the Physical Facilities department.

Events which utilize approved signage must be posted to the UNF [Calendar of Events](#). Postings for any planned event not listed on the Calendar of Events may be subject to removal.

#### Greek Letters

Greek Letters must be freestanding and placed well away from walkways to prevent injury if they fall due to gusts of wind. Letters may not be leaned against trees, buildings, railings, or other permanent objects. These letters must be removed in a timely manner to preserve the turf beneath the bottom edge. A map of acceptable locations for Greek letters is available at the Student Union Administration Office or by emailing [su.reservations@unf.edu](mailto:su.reservations@unf.edu). For complete signage

policy see UNF's ["Signage" regulation](#).

### Banners

Banners may be displayed by Student Organizations and University Departments to promote their organization, programs, and events. Space is limited and is available on a first-come, first-serve basis. Banners may only be displayed outdoors along the Osprey Plaza 2nd and 3rd floor walkways connecting the East and West buildings and along the 3rd floor East balcony. Student Government will receive priority to hang banners on the Student Union East 3rd floor balcony. Banners facing Lot 4 must be professionally made and related to University-wide programs or initiatives.

Banners must be submitted ready to be hung (i.e., with pre-made holes) to the Student Union Administration Office for approval. Banner size may not exceed 7' high by 8' wide. Water bottles or bricks may NOT be used to weigh banners down. Pole weights inserted inside banner seams must be secured so that the weight will not fall out. Banners must be politically neutral in content and may not advertise alcohol, tobacco, or other drugs.

Banners will be hung contingent on availability of space and remain up until the event date passes, not to exceed two (2) weeks. After two (2) weeks, organizations will be contacted to pick up banners from the Student Union Administration Office. Banners that are not claimed within one (1) week of notification will be disposed of. Student Government agency banners on the balcony have no limitation for length of time to be hung.

Requests to hang banners on buildings other than the Student Union require approval from the dean of the college where the banner will be displayed. The Student Union Administration Office is not responsible for the display, removal, or maintenance of banners on other buildings.

### Chalking

Chalking is not permitted on any surface of the Student Union building, seating areas, or pavers. Chalking on sidewalks is limited to sidewalks which are uncovered and exposed to rain. The substance used for chalking must be water-soluble and easily washable by water or rain.

Chalking must be done in fully exposed, uncovered areas that can be directly washed off by rain.

Chalking is prohibited on any covered walkway, stairs, or steps. All messages written with chalk must be appropriate and cannot advertise alcohol, tobacco, or other drugs. Chalking must be legible and bear the name of the User Group responsible for the chalking. Students and Student Organizations who do not follow these policies will be referred to Student Conduct; University Departments and External Groups who do not follow these policies will be responsible for any charges related to removal of the chalk.

### Digital Signage

The Student Union provides [digital signage](#) for event information and campus advertising. This service is available to University Departments and Student Organizations only. All digital signage requests are subject to approval before being posted. No advertisements of alcohol, tobacco, drugs, or fundraising sites are permitted. Student Union activities will receive priority viewing. Requests must be made at least 3 business days prior to desired posting date by contacting [sumarketing@unf.edu](mailto:sumarketing@unf.edu). Dated slides (short-term) can be posted for up to 2 weeks, or until the day after an indicated event date. All long-term slides (without a scheduled ending date) are permitted to be posted for a maximum duration of one (1) month. Slides may be resubmitted at this time or new slides for the same organization may be posted.

### Printed Materials and Posting Boards

Printed advertisements, such as posters and fliers, of general interest to the University community and that are sponsored by a UNF Department or Student Organization may be brought to the Student Union Administration Office for posting. Approved advertisements will be posted in the locked bulletin boards on the first floors of the facilities (Building 58 East: next to the Game Room and Building 58 West: next to the Food Court). Posters advertising events will be posted no earlier than two (2) weeks prior to the event. Printed advertisements may remain on the bulletin boards for two (2) weeks, or until the day after an indicated event date.

No signage of any kind may be affixed to the facility, inside or out, including walls, without prior approval from the Student Union Administration Office.

Table tents and other printed literature from external groups may not be placed on tables in

lounges, the Osprey Plaza, the Game Room, or other common areas of the Student Union.

Limited literature from UNF groups may be placed in certain areas with prior approval from the Student Union Administration Office. UNF Dining Services must approve the placement of literature on tables in the Food Court and the Boathouse.

### **Smoking**

Per UNF's ["Smoke-Free Campus Initiative" regulation](#), the University is a designated smoke-free campus. Therefore, the act of smoking, including vaping, as well as the sale or distribution of smoking products, is prohibited on all University-controlled properties. This includes recreational facilities, residential buildings, parking lots and garages.

### **University Contracts**

All activities held within the Student Union's jurisdiction must support existing University agreements and guidelines with regard to vendors, services, and products, including [food service](#) (see *Food and Beverage Guidelines* section). Information on general University vendors can be found on the [Procurement Services website](#).

### **Vehicles**

Vehicles such as cars, trucks, or buses are not permitted in any area other than designated roadways and parking spaces. Pre-approval must be given by the Student Union Administration Office, in consultation with the Office of Environmental Health and Safety, for vehicles to be driven or parked on grass or concrete (including the Osprey Plaza). Approved vehicles must only be parked in the specific area designated by the Student Union Administration Office. Vehicles are never permitted to drive over or park on the brick pavers in Osprey Plaza.

Wheeled recreational vehicles (except for wheelchairs, motorized accessibility equipment, and University Police Department segways and bikes), including but not limited to skateboards, scooters, in-line skates and bicycles, are not permitted in the Student Union, Osprey Plaza, or on the Amphitheater stage.

Electric scooters and bicycles may not be brought inside the Student Union buildings under any

circumstances.

### **Weapons and Explosives**

The [UNF Student Code of Conduct](#) prohibits the possession of firearms, weapons, or destructive devices on University property, which includes the Student Union facilities. This includes, but is not limited to, razor blades, box cutters, dirks, knives (other than a common pocketknife, plastic knife, or blunt-bladed table knife), metallic knuckles, slingshots, billies, tear gas guns, chemical weapons or devices, or other deadly weapons. All law enforcement officials are excluded from this policy. No fireworks or other incendiary devices are permitted unless approval has been secured through the Office of Environmental Health and Safety and Student Union Administration. All persons must adhere to posted federal, state, local, and University requirements.

### **Windows and Doors**

No items may be displayed in or affixed to exterior windows or fire-rated doors in the Student Union. This includes posters, signage, stickers, flyers, flags, and other items. Window painting is not permitted. Small trinket items on window ledges to decorate interior offices are permitted. Easels with signage facing exterior windows are permitted. Fire-rated doors may not be propped open or blocked by furniture or other objects.

# User Group Definitions

These definitions are used to determine which billing category and liability requirements under which a client falls for space reservations. For liability reasons, a member of the User Group must be present for the entirety of the reservation.

UNF Student Organizations and University Departments may not serve as fronts in order to circumvent policies and charges for other User Groups. The Student Union does not recognize co-sponsorships for reservations. If a Student Organization and Department are collaborating, then Departmental rental rates and policies will apply; if a Student Organization or Department is collaborating with an External Group, then External rental rates and policies will apply. If fronting is discovered, University Department or External Group charges will apply and reservation privileges will be impacted.

## **Student Government Candidates and Political Parties**

This group includes students running for Student Government Legislative or Executive Branch positions. Student Government candidates and political parties may only reserve 3600 rooms for campaign meetings and tabling for campaign activities during active campaigning. Qualified individuals will be verified through the Student Government Supervisor of Elections.

## **Student Organizations**

This group includes Student Government agencies and all student organizations registered through and in good standing with the Osprey Involvement Center (OIC) or the Office of Fraternity and Sorority Life (OFSL). Events sponsored by Student Organizations in this category must be consistent with the mission of the student organization.

All Student Organizations, including those associated with a UNF college, department, school, program, center, institute, and office, must be registered and in good standing with the OIC or OFSL in order to receive Student Organization rental rates. Student groups operated by colleges, departments, schools, programs, etc. that are not currently in good standing with OIC will be subject to University Department rental rates. Student Organization reservations must be requested and planned by the student members. Faculty/staff/alumni advisors are not permitted

to request and plan reservations on behalf of Student Organizations.

If the event is free and open to all students and the University community (e.g., a club meeting), the space will be provided at the student rate (typically no cost to the organization). If the event has a profit motive (e.g., charging admission, requiring a donation for admission, selling items, or inviting vendors to conduct sales at the event), the event will be considered “ticketed,” and the ticketed rate will apply (*see Student Organization & University Department Rental Rates* section).

If the event accepts donations that will be given to a philanthropic organization, then the event will not be charged the ticketed rate. Accepting donations that go to the operating budget of the organization or requiring donations in order to attend is considered a ticketed event.

### **University Departments**

This group includes all colleges, departments, schools, programs, centers, institutes, offices, and Business Services auxiliary contractors at the University of North Florida, including faculty and staff associations. Events at the Student Union sponsored by this user group must be linked to the mission of the University (*see Student Organization & University Department Rental Rates* section).

### **External Groups**

This group includes businesses, groups, or individuals with no official recognition by the University, including unregistered student clubs, and faculty, staff, and students reserving space for personal, commercial, or non-UNF purposes (e.g., a family birthday party or external organization event).

External Groups will enter a contractual Facilities Use Agreement with the Student Union Administration Office for use of the space (*see External Group Rental Rates* section). External Groups must provide adequate liability insurance coverage.

### **Individual Students**

This group includes UNF students not affiliated with a Student Organization who wish to make reservations for non-commercial academic projects or activities. The Student Union Administration Office will evaluate appropriate charges for this group dependent on the nature of the reservation.



If the reservation is related to the student's employment for an outside organization, then the user is considered an External Group.

# Guidelines for Space Reservations

## Reservation Requests

Reservations may only be requested through the Web App reservations system [online](#). Emails, phone calls, voicemails, and in-person conversations do NOT constitute official reservation requests. Reservation requests are reviewed and processed in order of event date.

To inquire about space availability, browse the Web App reservations system or contact the Student Union Administration Office during business hours at 904-620-2525 or [su.reservations@unf.edu](mailto:su.reservations@unf.edu). Normal business hours are 8 a.m. to 5 p.m., Monday through Friday, except for certain holidays and University intersession dates and closures.

User Groups are expected to:

- Complete and submit the appropriate Web App reservation request by the deadlines indicated in this manual.
- Comply with all local, state, and federal laws.
- Comply with all Student Union policies regarding safety (including, but not limited to, proper risk management procedures, liability insurance documentation, food safety, crowd control, and room capacities).
- Sign appropriate facilities use agreements and provide information regarding the purpose and logistics of the event.

**Note:** Reservations for the Senate Chambers, Student Government Courtroom, and John E. Sapp Conference Room are made through Student Government. Reservations for the North Star Board Room are made through the Office of Academic and Student Affairs. Reservations for the Lufrano Intercultural Gallery must be made through the Gallery of Art. Reservations for the Boathouse must be made through Dining Services.

## Request Deadlines

To accommodate the needs of all Student Union patrons, request deadlines are in place to ensure the Student Union Administration staff can successfully support all activities and programs that take

place. Due to the high volume of reservations processed annually by the Student Union, exceptions to the below deadlines will not be made.

**Notes:**

- Amplified sound (e.g., microphones, instruments, or speakers) is not permitted in the Small or Medium Meeting Rooms or during tabling reservations.
- Student Organization reservations for recurring (e.g., weekly or bi-weekly) meetings are not permitted in the Ballroom in order to ensure its availability for large-scale events.

Market Days

All Market Day reservation requests are due by 5 p.m. on the Wednesday prior to the event date.

Student Organizations and University Departments

Type of Event*	Request Submission Deadline
Tabling and small meeting rooms	At least <b>three (3) business days</b> before the event date
Medium meeting rooms, Ballroom, Auditorium, Coxwell Amphitheater, and non-tabling events at the Green, Union Lawn, Peace Plaza, Veterans Plaza, and Osprey Plaza	At least <b>one (1) full week</b> prior to the event date
Events involving sound outdoors, complex diagrams, the Catering Prep Space, or technical set-ups	At least <b>two (2) full weeks</b> prior to the event date
Events involving alcohol, special staffing requests, modifying building hours, security, walks/5Ks, third-party vendors, high attendance, liability releases, work orders, or other similar components	At least <b>three (3) full weeks</b> prior to the event date

*\*Reservations involving food that occur on weekends, outside of regular building hours, or in certain outdoor spaces require additional lead time to schedule special custodial, recycling, or maintenance staffing.*

*\*Requests involving food submitted less than one (1) week prior to the event date require that an on-campus food vendor or a [registered off-campus food vendor](#) be used. Requests submitted more than one (1) week prior to the event date allow for User Group to secure approval for additional off-campus food vendors (see Off-Campus Food Vendors section).*

## External Groups

Type of Event*	Request Submission Deadline
Tabling and small meeting rooms	At least <b>two (2) full weeks</b> before the event date
Medium meeting rooms, Ballroom, Auditorium, Coxwell Amphitheater, and non-tabling events at Union Lawn, and Osprey Plaza	At least <b>three (3) full weeks</b> prior to the event date
Events involving security, third-party vendor contracts, high attendance, modifying building hours, liability releases, work orders, special staffing requests, walks/5Ks, sound outdoors, alcohol, complex diagrams, the Catering Prep Space, technical set-ups, or other similar components	At least <b>one (1) full month</b> prior to the event date

*\*Reservations involving food that occur on weekends submitted less than three (3) weeks prior to the event date require that an on-campus food vendor or a [registered off-campus food vendor](#) be used. Requests submitted more than three (3) weeks prior to the event date allow for User Group to secure approval for additional off-campus food vendors (see Off-Campus Food Vendors section).*

### **Scheduling Guidelines**

Facilities are reserved in the order in which requests are received, with priority consideration given to Registered Student Organizations (RSOs). RSOs must be in good standing with the Osprey Involvement Center to request new reservations and proceed with existing ones. Greek organizations must be in good standing with the Office of Fraternity and Sorority Life to request new reservations and proceed with existing ones. All User Groups must be current with payments to request new reservations; those in arrears will have their reservation privileges impacted.

Student Organizations, who receive space at typically no charge, may not reserve excessive space. The Student Union Administration Office will determine what constitutes excessive space based on the time of year and the nature of the request.

### **Priority Scheduling**

A system of priority scheduling is in place to maximize space utilization, best serve the UNF community's needs, and ensure recognized Student Organizations receive first access to space, as is consistent with the Student Union's primary mission and funding source. Reservations will be made available according to the general timeline below, with exact dates established annually.

Scheduling Phases	Fall Reservations	Spring & Summer Reservations
<b>Phase 1:</b> Priority Event Applications due ( <i>renewals and new events</i> )	Every November	Every March
<b>Phase 2:</b> Priority Event Confirmations	December of the previous calendar year	June of the previous calendar year
<b>Phase 3:</b> A. RSOs & Student Government agencies B. Greek organizations	February of the same calendar year, for A. Monday – Wednesday and B. Thursday - Sunday	September of the previous calendar year, for a. Monday – Wednesday and b. Thursday - Sunday
<b>Phase 4:</b> A. University Departments B. Open Access	Following the conclusion of Phase 3, for A. Monday – Wednesday and B. Thursday	Following the conclusion of Phase 3, for A. Monday – Wednesday and B. Thursday

### Phase 1: Priority Event Applications

Student Organizations and University Departments may apply for an event to have “priority status.”

External Groups are not eligible to apply for priority status events. To be eligible, an event must:

- Support the mission of the University and the mission of the John A. Delaney Student Union.
- Require extensive advance planning and coordination with overall University calendar.
- Be held on a regular basis (at least once per year).
- Have been held at least three (3) prior times.

[Applications](#) must be submitted by the established deadline and applicants must present to the Student Union Advisory Board for consideration. The board determines which events will receive priority to confirm space during Phase 2 for the subsequent three (3) years.

Student Organizations and University Departments are required to submit specific priority event dates through Web App during Phase 2 each semester to confirm all event dates, spaces, and logistics.

Priority event designations must be renewed every three (3) years, provided the event has occurred according to the frequency originally approved by the Student Union Advisory Board. If a Student

Organization or University Department fails to hold the event as scheduled, priority status will be retracted, and the sponsor must submit a new priority event application. All priority status events are subject to review and approval by the Student Union Advisory Board at any time.

Each Student Organization and University Department is permitted to have up to four (4) distinct priority events per year. A particular priority status event is capped at two (2) occurrences per year. Additional occurrences may be scheduled during Phase 3. Student Government agencies are permitted more than four (4) priority status events, subject to Student Union Advisory Board approval. If charges apply to priority events, the sponsor will be subject to the rental rates effective at the time of the actual event (not at the time priority status designation was granted).

### Phase 2: Priority Event Confirmation

During Phase 2, Student Organizations and University Departments granted priority status events must submit through [Web App](#) all dates, spaces, and logistics by the established deadline. This is necessary to ensure that all current priority events are scheduled prior to Phase 3 reservations opening. Any conflicting date selections will be resolved at the discretion of the Student Union Advisory Board.

### Phase 3: Student Organizations

Phase 3 is separated into Part A and Part B. Part A is typically Monday through Wednesday. During this window, all Registered Student Organizations in good standing with the Osprey Involvement Center and Student Government agencies will be permitted to request at most one (1) recurring meeting and one (1) special event for the following semester.

Part B is typically Thursday through Sunday. During this window all Greek organizations in good standing with OFSL will be permitted to request at most one (1) recurring meeting and one (1) special event for the following semester. Phase 4: University Departments and Open Access

Phase 4 is separated into Part A and Part B. Part A will typically last from Monday – Wednesday. During this window, all University Departments may request at most one (1) recurring meeting and one (1) special event for the following semester.

Part B typically will begin on Thursday and will be the start of Open Access. During Open Access, reservations are open to all UNF Student Organizations, University Departments, Individual Students, and External Groups, including unregistered student groups. Student Organizations and University Departments may request additional events during Phase 4B.

### **Reservation Status**

All reservation requests go through several stages of review and approval. Requests may be denied or amended at any stage of the approval process (see *Denial of Requests* section). Events should not be advertised until a “Confirmed” status has been secured.

1. Reservation requests submitted through Web App first receive “Requested” status, meaning the reservation is pending initial review by the Student Union Administration Office. The requested spaces and equipment are being held for you in the meantime. Events assigned “Requested” status should not yet be advertised.
2. Requests that have been initially reviewed by the Student Union’s student Guest Services Assistants are next given “Tentative” status. Tentative reservations are pending review and approval by the Student Union Event Coordinator. Events assigned “Tentative” status should not yet be advertised.
3. “Confirmation Pending” status indicates the signed Facilities Use Agreement has been received, however the reservation may have other outstanding requirements before it can be confirmed. Events assigned “Confirmation Pending” status should not yet be advertised.
4. Reservations are given “Confirmed” status once the signed Facilities Use Agreement, payment, and all required information and approvals for the event have been received by the Event Coordinator.
5. Failure to turn in required paperwork and information regarding the event will result in “Cancelled” status for failure to confirm. The Student Union Administration Office reserves the right to cancel any reservation that has not obtained a “Confirmed” status two (2) full business days prior to the event date. Market Day reservations will be cancelled for failure to

confirm by 3p.m. on the Monday prior to the event. Failure to confirm twice in a single semester will impact future reservation privileges for the User Group (see *Cancellations* section).

### **Denial of Requests**

Requests may be denied based upon lack of available space or resources, conflicts with existing scheduled events, prior misuse of facilities or equipment, outstanding invoices or previous failure to pay fees, health and safety issues, violations of University or Student Union policy, Student Organization standing with the Osprey Involvement Center or Office of Fraternity and Sorority Life, excessive booking of space by Student Organizations, or when determined to be in the University's best interests.

### **Wait List**

User Groups may contact the Student Union Administration Office via email to submit a "wait list" request if their first-choice space is currently unavailable in Web App. If the space becomes available at a later time, the Student Union Event Coordinator will contact the User Group to determine their interest in reserving the space. Unless notice is given that a wait listed space has become available, the reservation is not confirmed. User Groups may not transfer or assign their reservation to another User Group.

### **Holds**

Student Organizations and University Departments may hold space through Web App only. The Student Union Administration Office will not place holds for these groups. Student Organizations may not hold multiple possible dates for a single event or meeting longer than two (2) business days.

External Groups may hold space through Web App or contact the Student Union Administration Office to request a hold on a space for no longer than two (2) business days. If the External Group does not submit an official request through Web App within two (2) business days, the hold will be released and the space will be made available to other User Groups.



## **Event Spaces and Room Capacities**

A list of [indoor and outdoor event spaces](#) available for rent, along with the various configurations and capacities of each space, can be found on the Student Union's website.

## **Reserved Versus Managed Spaces**

The Student Union Administration Office coordinates reservations for a variety of outdoor areas on UNF's campus. However, the Student Union is not the entity responsible for the maintenance and management of all such outdoor spaces. The Coxwell Amphitheater, Union Lawn, and Osprey Plaza are the **only** outdoor locations that are maintained by the Student Union. The condition of and communication of issues that may occur in all other outdoor spaces on campus, such as the Green, Peace Plaza, Library Walkway, Boardwalk, and Veterans Plaza, cannot be guaranteed by the Student Union. When reserving these outdoor spaces, the User Group assumes the risk of the area not being available or suitable for their event.

## **Academic Classes**

Recurring, credit-bearing academic classes should only be scheduled in the Student Union on an emergency basis or for special events (e.g., poster presentations). Faculty and staff should coordinate with the Office of Records and Registration for regular classroom scheduling. Classroom reservation requests can be submitted online through <https://www.unf.edu/records/>, then selecting Transcripts & Services > Classroom Reservation Request Form.

## **Advance Scheduling for One-Time Events**

Student Organizations and University Departments may request to reserve space up to two (2) years in advance for one-time events which are large scale and/or require commitment more than a semester out (e.g., regional or national conferences hosted at UNF). The reservation request may be submitted to the Student Union Administration Office at any time by emailing [su.reservations@unf.edu](mailto:su.reservations@unf.edu). Divisional leadership has discretion for approval of these requests. If charges apply, the sponsor will be subject to the rental rates at the time of the actual event (not at the time approval was granted).

## **Changes**

The Student Union Administration Office should be notified by the User Group via email of any requests for reservation changes no later than 48 business hours before the event date. While the Student Union will make every reasonable effort to accommodate requests for changes, modifications cannot be guaranteed. Changes to a reservation may only be requested by one of the contacts listed on the reservation. Requests for changes should be emailed to [su.reservations@unf.edu](mailto:su.reservations@unf.edu) or the assigned Event Coordinator.

## **Cancellations**

The cancellation deadline for Student Organization and University Department reservations is noon on the business day prior to the event date. The cancellation deadline for External Groups is 48 business hours prior to the event date. The cancellation deadline for all Market Day reservations is 3 p.m. the Monday prior to the event date.

User Groups may request cancellations through Web App online, by emailing [su.reservations@unf.edu](mailto:su.reservations@unf.edu) or the Event Coordinator, or by completing a Cancellation Request Form in person at the Student Union Administration Office. Cancellations may only be requested by one of the contacts listed on the reservation. User Groups may still be responsible for space and staffing charges if the reservation is cancelled 24 hours or more before the event.

Student Organizations who fail to cancel by the deadline will receive a “No Show” penalty recorded (see *No Shows* section). University Departments who fail to cancel by the deadline are still responsible for the full charges associated with the reservation. External Groups who fail to cancel by the deadline are not entitled to a refund.

The Student Union reserves the right to cancel reservations due to emergency situations, a User Group’s failure to confirm (i.e., turn in required paperwork or payment), or other unforeseen circumstances. Failure of a User Group to confirm a reservation two (2) times in a single semester will result in cancellation of all remaining bookings for that semester, in order to prohibit groups from tentatively holding space unnecessarily, which prevents other User Groups from reserving. The User Group may submit additional Market Day requests after two cancellations for failure to

confirm; however, the Student Union reserves the right to prohibit further requests from a User Group for repeated failure to confirm reservations.

### **Cleaning Responsibilities**

All User Groups are required to return spaces to their original condition before departing. Spaces should be clear of all trash and debris and all decorative materials removed. If staff must remove decorations and/or provide additional cleaning, a minimum charge of \$25.00 will be assessed. UNF Physical Facilities determines whether services beyond the standard post-event cleaning of the spaces is necessary; any charges assessed by Physical Facilities will be the responsibility of the User Group.

### **Complex Events**

User Groups requesting “complex” events (including, but not limited to, those involving University Police Department presence, alcohol, security, entertainment contracts, third-party vendors, walks/races, parties, high attendance, liability releases, work orders, or other similar components) are required to schedule a meeting with their Student Union Event Coordinator at least one (1) month prior to the event date to review event management procedures. All work orders will be submitted on behalf of the User Group by the Student Union Administration staff.

Important resources regarding special events can be found at [Environmental Health and Safety Event Planning Checklist](#). Wristbands, provided by the User Group, are required for large events in order to comply with venue capacities. Attendance cannot exceed the legal capacity of the facility and may be further limited by the Student Union Administration Office and/or University Police Department. All attendees, including band members, DJs, guests, User Group staff and volunteers, must be entitled to re-entry and included in the capacity determination. Once an event has reached capacity, no additional entry will be permitted. A “one in, one out” procedure is not permitted.

User Groups must declare whether the event is open to the public, meaning that non-University guests may attend. This is a primary factor for determining the level of security required for the event. Student Union Administration staff will work with the User Group to determine the process for selling tickets. All attendees must show valid UNF ID or photo ID.

## **Decorations**

All decorations must be coordinated with and approved by the Student Union Administration Office. No materials may be affixed with tape, nails, tacks, paste, or any form of adhesive to any window, door, handrail, or wall surface (indoor and outdoor). All exits must be free of obstruction. ADA buttons, Stryker chairs, exit signs, fire extinguishers, smoke detectors, fire alarms, and emergency lights cannot be decorated, covered, or obstructed in any way. With pre-approval from the Student Union Administration Office, painters' tape may be used on certain surfaces to support event logistics.

The burning of candles, incense, or anything involving an open flame are not permitted in the offices or indoor/outdoor event spaces of the Student Union unless it has been approved in advance by the Student Union Administration Office.

Glitter is never permitted in Student Union indoor and outdoor spaces. Use of streamers and confetti must be approved in advance by the Student Union Administration Office. Biodegradable products are preferred but must receive approval. The Student Union will consult with the Environmental Health and Safety and Grounds offices as necessary.

Helium balloons are not permitted in the Osprey Plaza (under the canopy) or Auditorium. Helium balloons are permitted in the Ballrooms; however, the User Group will be assessed a fee as determined by UNF Physical Facilities if balloons must be removed from the ceiling (see *Cleaning Responsibilities* section).

## **Event Security**

The safety of all patrons of the Student Union is of the utmost importance. In determining whether and to what extent security is required to be present at an event, the following will be considered: whether the event is open to the public; anticipated attendance; the nature of the event; history of the User Group; and history of similar events.

All events will be reviewed by the Student Union Administration Office for security needs. Requirements for security measures that the User Group must take will be determined in conjunction with the Office of Environmental Health and Safety and the University Police

Department (UPD). User Groups must abide by UPD recommendations for the number of security officers to be present at the event. Arrangements for UPD personnel must be coordinated and paid for by the User Group. Any special duty employment must first be offered to UNF officers before soliciting an outside agency. UPD will have complete supervision over all security at events.

UPD personnel hired for an event that is cancelled may still be entitled to compensation as follows:

1. *University Sponsored/Affiliated Events.* An employee reporting for a University sponsored extra or special event as scheduled, shall be guaranteed a minimum of four (4) hours at time and one half of the employee's hourly rate of pay if the event is cancelled or concluded prior to the estimated end time. An employee will receive no compensation if the special duty assignment is cancelled more than twenty-four (24) hours prior to the start of the event.
2. *Non-University Sponsored/Affiliated Events.* An employee reporting for a non-University sponsored/affiliated extra or special event as scheduled, shall be guaranteed a minimum of four (4) hours at two (2) times the employee's hourly rate of pay if the event is cancelled or concluded prior to the estimated end time. An employee will receive no compensation if the special duty assignment is cancelled more than twenty-four (24) hours prior to the start of the event.

Neither the University, nor any of its personnel, agents, or representatives, including the UNF UPD and Board of Trustees, absolutely guarantee or in any way represent that the event premises and/or surrounding areas will be completely safe and secure during an event. Student Union User Groups and University personnel working together in full cooperation and compliance with this policy should promote a reasonably safe and secure environment.

### **Event Signage**

Signage placed by User Groups for events must be pre-approved by the Student Union Event Coordinator. All temporary signage must comply with the University's ["Signage" regulation \(see Publicity section\)](#).

### **Event Start and End Times**

“Event time” refers to the start and end time of the actual event being held. These are the times that will be posted on Student Union event schedules.

Should a User Group wish to access the space prior to the event start time or remain in the space after the event end time, arrangements must be made in advance through the Student Union Event Coordinator. “Reservation time” refers to the event time plus the User Group’s setup and cleanup time. User Groups may not be present in the reserved spaces outside of the event times specified on the Facilities Use Agreement unless prior approval has been secured through the Student Union Event Coordinator. Failure to comply with directives of Student Union Administration staff to vacate event spaces or the facility will result in the involvement of the University Police Department.

For the small and medium meeting rooms, User Groups may access the spaces no earlier than thirty (30) minutes after the building opens and must be out no later than thirty (30) minutes prior to the scheduled building closing time. In the Student Union’s outdoor spaces, ballrooms, and auditorium, User Groups may access the spaces no earlier than one (1) hour after the building opens and must be out no later than one (1) hour prior to the scheduled building closing time.

User Groups who wish to modify building hours for an event must contact the Student Union Administration Office in advance for approval and to allow time for scheduling additional staffing (see *Request Deadlines* and *Outside Hours Requests* sections).

### **Food and Beverage Guidelines**

All activities held in the Student Union jurisdiction must abide by UNF’s [food regulations](#) and support University contracts with regards to vendors and products, including food and beverage service. All User Groups are responsible for informing the Student Union Administration Office at the time the reservation request is made whether there will be food served during an event.

Advance delivery of food/beverage and catering supplies must be arranged through the Student Union Event Coordinator. All supplies must be removed by the event end time unless an extension has been approved by the Event Coordinator.

## Alcohol

Meetings and events with alcohol must comply with the University's "[Alcohol and Other Drugs](#)" policy, as well as the Office of Environmental Health and Safety's [Alcohol Guidelines](#).

Student Organizations and University Departments must complete the UNF [Alcoholic Beverage Approval Form](#) and obtain all required approval signatures. External Groups must receive approval to have alcohol as part of the fully executed Facilities Use Agreement.

User Groups must contact UNF Dining Services (Ballroom events) and Mayes Food Service (Amphitheater events), which have the right of first refusal to serve or host alcohol in those spaces, before soliciting any other vendors.

## University Catering

The University has two established on-campus food vendors, UNF Dining Services and Mayes Food Service, which provide a full range of food and beverage services. Before making any catering arrangements for events in the Student Union, User Groups must reserve space through the Student Union Administration Office.

### *UNF Dining Services*

Visit the [website](#), call 904-620-3886, or email [catering@unf.edu](mailto:catering@unf.edu).

\*Dining Services includes all on-campus food vendors operated by Chartwells (e.g., Einstein Bros., The Boathouse, Chick-Fil-A, Qdoba)

### *Mayes Food Service*

Visit the [website](#), call 904-716-6921, or email [mayesfood@comcast.net](mailto:mayesfood@comcast.net).

## Off-Campus Food Vendors

Food can be catered from a licensed and registered off-campus food vendor, with the approval of the Student Union Administration and Environmental Health and Safety (EH&S) offices. The list of current [registered off-campus food vendors](#) can be found online. User Groups may request that

additional food vendors be approved by the Office of Environmental Health and Safety; instructions for doing so are found on the [EH&S website](#). The Student Union Administration Office will not make these requests on behalf of User Groups.

### Food Trucks

The use of food trucks is subject to regulations dependent upon the manner in which the vendor is contracted. User Groups must contact their Student Union Event Coordinator to ensure compliance with all food truck regulations. Food trucks may be permitted under one of the following scenarios:

1. *Buyouts*. Buyouts of off-campus food truck vendors (i.e., attendees receive the food without paying) are considered catering and require that the vendor is registered with the Office of Environmental Health and Safety. See *Off-Campus Food Vendors*.
2. *Retail sales*. Requests to use point-of-sale off-campus food truck vendors (i.e., food at the event will be available for retail purchase by attendees) are subject to approval and must be granted a letter of permit. A campus-wide limit is placed on the number of approvals granted per year. If approved, the User Group is responsible for the \$50 permit fee paid directly to Business Services.
3. *Sub-contracts*. User Groups may also sub-contract off-campus food trucks through UNF Dining Services or Mayes Food Service. If approved, the User Group is responsible for the fee determined by UNF Dining Services or Mayes Food Service.

### Homemade Foods

Homemade foods are permitted without restrictions at closed events (i.e., events limited to members or invitation only). Homemade foods are not permitted at open events (i.e., events open to the University community or general public). Contact the Student Union to be advised of the appropriate policies and procedures to ensure compliance with homemade food regulations. Use of any appliances to serve food must be pre-approved by the Student Union Administration.

### Pre-Packaged, Individually Wrapped, Non-Perishable Items

Food and beverage items that are pre-packaged, individually wrapped, and non-perishable may be



purchased from any store/vendor and served at events without further approval required. All food and beverage given out during tabling reservations must be pre-packaged, individually wrapped, and non-perishable; otherwise, a Temporary Food Event Permit is required.

### Temporary Food Event Permits

A Temporary Food Event Permit from the Florida Department of Health may be required when using non-affiliated food vendors in certain event spaces. All permit costs are the responsibility of the User Group and must be paid directly to the Florida Department of Health. Contact the Student Union to be advised of the appropriate procedures regarding these permits. Visit UNF's website for more information on [Temporary Food Event Permits](#).

### Catering Prep Space

Arrangements to use the Student Union's Catering Prep Space must be made through the Student Union Event Coordinator in advance (see *Request Deadlines* section for specific timeline required). Use of the space will incur a minimum \$25 fee, dependent upon length of use. The Catering Prep Space is intended as a preparation area for catering purposes only. This area does not have warming, refrigeration, or cooking capabilities. Food and beverage items prepped in the Catering Prep Space must be confined to the reserved event space only.

When utilizing the Catering Prep Space, all users must review and complete the Log Book and abide by all guidelines stipulated by the Florida Department of Health and the Office of Environmental Health and Safety. Users must contact the Student Union Event Services Office upon arrival and prior to departure, in order to be signed in and out by a Student Union staff member.

The Catering Prep Space features test kits, and sinks for sanitation, rinsing, and handwashing. Users must leave the space in a clean condition following each event. All refuse must be removed and placed in trash receptacles located throughout the Catering Prep Space and event spaces. Any excessive cleaning charges assessed by UNF Physical Facilities will be the responsibility of the User Group. The Student Union is not responsible for any items left unattended or overnight in the Catering Prep Space.

## **Insurance**

Liability insurance is required from all External Groups, as well as coverage for all third-party vendors participating in events regardless of the hosting organization. Insurance coverage requirements and minimums will be specified in the Facilities Use Agreement provided to the User Group. Proof of coverage must be provided to the Event Coordinator for final approval by the Office of Environmental Health and Safety.

## **Late Arrivals**

Upon arrival at the time pre-arranged with the Student Union Event Coordinator, User Groups must check in with Student Union staff at the reserved room to gain access.

User Groups who will be unavoidably late for their reservation must inform the Student Union by calling 904-620-5398 to make alternate arrangements for checking in and gaining room access. User Groups who arrive late are responsible for the full amount of all charges listed on the Facilities Use Agreement. Extensions to reservation end times will not be granted due to late arrivals or delays in an event beginning.

Student Organizations who arrive more than thirty (30) minutes after the event start time without informing the Student Union in advance will have their reservation canceled, not be permitted to access the space, and receive a “No Show” penalty (see *No Shows* section).

## **No Shows**

Student Organizations who fail to inform the Student Union Administration Office in writing about reservation cancellations by the established cancellation deadline will receive a “No Show” penalty. After the first No Show, the organization will receive a warning email. A second No Show in a single semester will result in the withdrawal of student pricing rates (typically no charge) for reservations for the remainder of the semester. After two (2) No Shows, Student Organization reservations will be subject to University Department rates. No Shows for reservations that involve a custom setup or staffing may result in a charge.

University Departments who fail to inform the Student Union Administration Office about

reservation cancellations by the established cancellation deadline are still responsible for the full reservation charges.

User Groups are not permitted to check in for events then depart, in order to circumvent No Show penalties; a No Show will still be assessed. See *Cancellations* section for more information regarding established cancellation deadlines.

### **Outside Hours Requests**

In some circumstances, a User Group may request to schedule an event outside of the Student Union's regular operating hours, requiring an early open or late close of the building. User Groups must submit outside hours requests in advance to allow time for the Student Union Administration Office to coordinate appropriate staffing and logistics. See *Request Deadlines* for how far in advance each User Group must submit such requests. Outside hours extensions are contingent upon the availability of the facility and staffing and are not guaranteed. User Groups must await confirmation from the Student Union prior to advertising or planning the event.

On days when the Student Union is normally open, there will be a \$50.00 fee for each additional hour that the Student Union opens early or closes late for the event. If the setup for another reservation happening the next day is delayed due to an event with a late close, the User Group causing the late close is also responsible for paying \$50.00 an hour for each additional hour staff must be present to set up. This fee is assessed on an hourly basis only.

There will be a minimum \$500.00 fee to open the Student Union on a day it is closed. The minimum fee covers ten (10) hours of building opening time only. Requests to open the building for more than ten (10) hours will incur an additional fee of \$50.00 per hour. This fee is not inclusive of other space, equipment, or staffing charges. Refer to the *Event Start and End Times* section for guidelines on when events may begin and end in relation to building operating hours.

### **Parking**

Parking arrangements are required for events and play a crucial role in the University's ability to maintain quality facilities, manage resources, and ensure parking safety and accessibility. A valid

parking permit is required for all event attendees. For recurring events, or events hosted between 5 p.m. Friday and 7 a.m. Monday (weekends), User must purchase from Parking Services a lump sum buy-out of parking rights. Parking charges must be paid directly to Parking Services. The Student Union is not responsible for any parking tickets event hosts or attendees receive. More information is available at <https://www.unf.edu/parking/>.

### **Physical Activity**

Student Organizations with physical activity as part of their meetings are to be served by UNF Club Sports facilities. Contact the Department of Recreation and Wellness (RecWell) regarding availability by emailing [compsports@unf.edu](mailto:compsports@unf.edu). More information is available on the [RecWell website](#).

Student Union indoor facilities are not conducive to most physical activities. Physical activities may be hosted in Student Union outdoor facilities, with restrictions.

Approved events involving physical activity are subject to Environmental Health and Safety regulations which include the completion of [activity release forms](#) by participants. Completed release forms should be kept by the User Group for three (3) years for documentation purposes.

### **Publication of Events**

All reservations in Student Union spaces will be published on event schedules posted throughout the facility for wayfinding purposes. Student Organizations and University Departments may submit their events to be listed on the [UNF Calendar of Events](#). If changes are made to the date, time, or location of a reservation, the User Group is responsible for contacting UNF Marketing and Publications to request updates to the Calendar of Events. The Student Union does not have the ability to make changes to the Calendar of Events on behalf of User Groups.

### **Rain Plans**

Alternate plans for outdoor events should be pre-arranged in case of inclement weather through the User Group's Student Union Event Coordinator. User Groups are subject to any associated fees for holding the rain space and must provide a cell phone number that Student Union staff can reach them at the day of the event. Rain calls must be made by the User Group at the day and time

specified on the Facilities Use Agreement. The User Group must contact the Student Union Administration Office by the deadline to indicate whether or not the rain space will be used. Should the User Group choose to proceed without the rain space (or if the User Group fails to make the rain call by the deadline), the alternate space will be released from the reservation and will not be available for the User Group's use.

To protect Student Union assets, it is at the discretion of Student Union staff as to whether equipment can be safely transported to and set up in outdoor areas during inclement weather. If cancellation occurs after the rain call deadline, User Groups are still responsible for all charges associated with the reservation.

University Departments who have a rain space reserved will be charged the costs associated with whichever space has the greater total charges (NOT the charges associated with the space that ends up being used for the event).

### **Rehearsals**

Student Organizations are limited to one (1) full dress rehearsal consisting of the complete event setup. Rehearsal space must be reserved through Web App. University Departments and External Groups will be subject to applicable rental rates for dress rehearsal space.

### **Room Assignments**

While reasonable efforts will be made to accommodate a User Group's preference for room choice, the final assignment is at the discretion of the Student Union Administration Office and based upon maximizing space utilization in the Student Union. The Student Union Administration Office reserves the right to reassign space to meet campus needs, including unanticipated maintenance, both before and after the Facilities Use Agreement is signed. If this occurs, the Student Union will notify the reservation's 1<sup>st</sup> and 2<sup>nd</sup> contacts via email.

### **Service Elevators**

The service elevators are located in Building 58 West next to the Loading Dock and the Food Court. These elevators may be used to transport larger items, such as catering or furniture, to 3<sup>rd</sup> Floor

event spaces. The service elevators have a maximum weight capacity of 5,000 pounds. The freight elevators dimensions are 54 inches in width, 84 inches in height, and 101 inches in length.

A Student Union staff member or other authorized personnel must be present to operate the elevator for the User Group; therefore, a two (2) week notice is required so that arrangements can be made to provide staff to operate the elevator. A staffing charge may be assessed.

Service elevator access to the 2<sup>nd</sup> floor of Building 58 West is restricted to Boathouse and Bookstore employees only; therefore, Student Union personnel are not able to provide service elevator access to the 2<sup>nd</sup> floor without advance arrangements being made with the Boathouse or Bookstore.

### **Shared Space**

“Shared space” designations are given to areas where more than one reservation can happen simultaneously without interfering with each other. Shared spaces include but are not limited to the Osprey Plaza, Library Walkway, Green, Boardwalk, Peace Plaza, pre-function areas , and exterior terrace outside of the medium meeting rooms. User Groups in a shared space must respect one another and the simultaneous activities, or else will be asked to leave by Student Union Administration staff. All tabling reservations are designated as shared space.

### **Tabling**

Tables and chairs are available to be reserved through Web App for tabling activities in outdoor reservable areas on campus. Refer to the *Request Deadlines* section for specific deadlines.

User Groups must pick up and return tables and chairs from the Student Union Administration Office during regular business hours unless otherwise directed. If the reservation end time falls outside of business hours, the User Group must return the items to the Game Room in Building 58 East or make alternate arrangements in advance with the Student Union Event Coordinator.

Food and beverage served during tabling activities must be pre-packaged, individually wrapped, non-perishable items. Otherwise, a Temporary Food Event Permit is required (see *Pre-Packaged, Individually Wrapped, Non-Perishable Items* and *Temporary Food Event Permit* sections).

Amplified sound and special event work order requests are never permitted during tabling

reservations. All tabling reservations are designated as “shared space” (see *Shared Space* section). Due to the nature of outdoor reservable areas on campus, the Student Union does not guarantee that reservations in outdoor spaces will be free of significant disruptions, such as noise intrusion or maintenance activities.

### **Tents, Temporary Buildings, and Securing Equipment**

User Groups may supply tents or shade structures during outdoor reservations with pre-approval from the Student Union Event Coordinator. Placement must be approved by the Event Coordinator.

Tents and other temporary buildings 120 square feet in size or greater must be permitted in accordance with Office of Environmental Health & Safety (EH&S) guidelines posted here: <https://www.unf.edu/ehs/temporary-building-instructions.html>. The Temporary Building Permit application form is located at: <https://www.unf.edu/ehs/files/certified.rf.UNF-Temporary-Building-Permit-Application-2021.pdf>. Securing the permit and any associated costs are the responsibility of the User Group.

Tents, temporary buildings, and other equipment may not be staked into the ground or affixed to any facility structure. Only water barrels, sandbags, or weights may be used and must be provided by the User Group. If needed, water hose access must be requested in advance through the Event Coordinator. Requests for exceptions to the staking policy must be made through the Event Coordinator and approved by Physical Facilities and EH&S.

### **Third-Party Vendors**

The involvement of third-party vendors in reservations is at the discretion of the Student Union Administration Office and other authorized University personnel. Vendors must comply with all Student Union, University, state, federal, and local laws and regulations. Third-party vendors are required to submit valid proof of liability insurance, business license, and automotive insurance. A pre-event walk-through or planning meeting with the User Group and vendor may be required.

The User Group must always have a representative present when a third-party vendor is on campus to supervise the vendor’s services and activities and ensure compliance. This includes load-in and

load-out activities. Student Union Administration staff will not supervise vendor activities on behalf of User Groups. Any damages caused by a User Group's vendors to University property are the responsibility of the User Group.

### **Solicitation, Sales, and Concessions**

When selling any items or services at the Student Union, all User Groups must disclose the intended activities when submitting the reservation request. Approval will depend on space availability and non-duplication of existing concessions reservations and University contracts. Products for sale must not infringe on the rights of existing contractors with the University and must benefit the University, in accordance with Florida Administrative Code Rule 6C9-7.010 regarding Commercial Activity. Aggressive selling tactics are prohibited. User Groups selling items must stay in the assigned area indicated on the reservation Facilities Use Agreement.

UNF Dining Services has first right of refusal for alcohol service in the Student Union Ballroom and the Boathouse. Mayes Food Service has first right of refusal for alcohol service on the Coxwell Amphitheater. The UNF Bookstore has first right of refusal for book sales on campus.

### **Sound**

Events involving sound (e.g., public address systems, amplification devices, instruments, or other noisy activities) have the potential to interfere with University activities such as academic programs and administrative processes. It is at the discretion of the Student Union Administration Office to determine appropriate levels of sound in Student Union spaces and individuals/organizations must reduce levels upon request. Sound from sources other than personal listening devices must be pre-approved by the Student Union Administration Office. Should it be necessary to hold an adjacent space in order to prevent a reservation's activities from disrupting surrounding reservations, the User Group will be charged the regular room rental rate for the space that will function as the sound buffer. Sound buffers are at the discretion of the Student Union Administration Office.

Amplified sound must abide by the University's ["Freedom of Expression in Outdoor Areas of Campus" regulation](#). Use of amplified sound in Osprey Plaza and the Coxwell Amphitheater must receive pre-approval from the Student Union Event Coordinator. Use of amplified sound in all other



Student Union-reserved outdoor spaces must follow the exception request process outlined in the University regulation; the exception request must be submitted through Web App and will be facilitated through the Student Union Event Coordinator. If approved, the Student Union Event Coordinator will notify the surrounding buildings when an upcoming outdoor event has the potential for noise intrusion. Sound must face away from academic structures. Amplified sound use is never permitted during tabling reservations.

### **Storage and Delivery of Materials**

Indoor event spaces may be available for materials storage during a reservation. Arrangements for storage space must be made during the reservation process and fees will apply as specified in the *Rental Rates and Fees* section. Delivery of materials must be coordinated with the Student Union Event Coordinator. The Student Union is not responsible for a User Group's equipment or materials. Hallways, lobbies, stairwells, and areas designated for authorized personnel use only may not be used to store materials during reservations.

### **Transferring Reservations**

User Groups may not transfer or assign a reservation to another User Group. All wait list requests are processed through the Student Union Administration Office.

User Groups should contact the Student Union Administration Office to request updates to the first or second contact on a reservation when necessary.

### **Walks and Races**

The Student Union Administration is not responsible for verifying route lengths. A sample route will be provided; however, the User Group must verify route distance independently. Walks and races require additional lead time to coordinate with Parking Services, the Office of Environmental Health and Safety, the University Police Department (UPD), and other impacted campus entities. Road closures and detours are at the discretion of the Student Union Administration and these entities. Parking Services is responsible for ensuring that notification of road closures and detours for such events are sent in advance through Osprey Update. Any fees associated with engaging Parking Services or UPD are the responsibility of the User Group.

**Walk-throughs and Planning Meetings**

Requests for walk-throughs and planning meetings must be arranged in advance with the Student Union Event Coordinator. The Student Union Administration Office cannot accommodate walk-in requests for walk-throughs of event spaces or meetings with the Event Coordinator.

**Youth Programs**

All programs, events, camps, field trips, and similar activities involving minors must register via the Youth Program/Camp Application (<https://www.unf.edu/camps/directors.html>) and abide by UNF's "Camps and Similar Other Programs Involving Minors" regulation. The User Group is responsible for securing all necessary approvals. Questions should be directed to [youthprograms@unf.edu](mailto:youthprograms@unf.edu).

# Rental Rates and Fees

## Student Organization & Department Rental Rates

Indoor Space	Student Organizations: Student Rate	Student Organizations: Ticketed/Charges	Departments: Hourly Rate
Union Auditorium	\$0	\$95	\$50 <sup>4</sup>
Small Meeting Room (3601, 3602, 3605, 3606)	\$0	\$32	\$0 <sup>1 4</sup>
Medium Meeting Room (3804, 3805, 3806)	\$0	\$65	\$0 <sup>1 2 4</sup>
Student Union Ballroom (1/4)	\$0	\$65	\$20 <sup>3 4</sup>
Student Union Ballroom (1/2)	\$0	\$95	\$30 <sup>3 4</sup>
Student Union Ballroom (3/4)	\$0	\$125	\$40 <sup>3 4</sup>
Student Union Ballroom (Full)	\$0	\$155	\$50 <sup>3 4</sup>
Game Room*	\$0 <sup>4</sup>	\$25 <sup>4</sup>	\$25 <sup>4</sup>

1 - \$12/hr Service Fee - 1 person minimum for event setup, if static set up is not used

3 - \$12/hr Service Fee - 2 person minimum for event setup

4 - \$12/hr Staffing Fee - 1 person minimum, if Technical Associate is needed for the entirety of the event

\*Only available when the Game Room is closed. Additional non-standard business hours or building open fees may apply.

Outdoor Space	Type	Student Organizations: Student Rate <sup>1</sup>	Student Organizations: Ticketed/Charges <sup>1</sup>	Departments: Hourly Rate <sup>1</sup>
Osprey Plaza	Table/ Shared Space	\$0	\$15	\$0 <sup>2 3 4</sup>

Outdoor Space	Type	Student Organizations: Student Rate <sup>1</sup>	Student Organizations: Ticketed/Charges <sup>1</sup>	Departments: Hourly Rate <sup>1</sup>
<b>Osprey Plaza</b>	Market Days	\$0	\$15	\$0 <sup>2 3 4</sup>
<b>The Green</b>	Table/ Shared Space	\$0	\$15	\$0 <sup>2</sup>
<b>The Green</b>	Open Space	\$0	\$315	\$0 <sup>3 4</sup>
<b>Coxwell Amphitheater</b>	Open Space	\$0	\$315	\$50 <sup>2 3 4</sup>
<b>Union Lawn</b>	Open Space	\$0	\$65	\$0 <sup>2 3 4</sup>
<b>Peace Plaza</b>	Open Space	\$0	N/A	\$0 <sup>2 3 4</sup>

1 - All other outdoor spaces not listed have no corresponding prices

2 - \$5 tabling fee, 2 tables maximum

3 - \$12/hr Service Fee - 1 person minimum for event setup

4 - \$12/hr Staffing Fee - 1 person minimum if Technical Associate is needed for the entirety of the event

## External Group Rental Rates

Indoor Space	Weekdays	Weekends
Student Union Auditorium	\$100/hr	\$130/hr
Small Meeting Room (3601, 3602, 3605, 3606)	\$20/hr	\$30/hr
Medium Meeting Room (3804, 3805, 3806)	\$40/hr	\$50/hr
Student Union Ballroom (1/4)	\$80/hr	\$100/hr
Student Union Ballroom (1/2)	\$100/hr	\$130/hr
Student Union Ballroom (3/4)	\$120/hr	\$155/hr
Student Union Ballroom (Full)	\$140/hr	\$200/hr
Game Room*	\$25/hr	\$25/hr

\*Only available when the Game Room is closed. Four-hour minimum rental applies, includes staffing fees. Additional non-standard business hours or building open fees may apply.

Outdoor Space	Weekdays	Weekends
Coxwell Amphitheater	*Base Rate \$1,000	*Base Rate \$1,250
Tabling	\$30	\$30
Osprey Plaza	\$80/hr	\$140/hr

\*Base rate is for use of space, does not include staffing needs, use of tables, custodial, etc.

Additional Costs	Price
Tech Support Outside of Student Union Core Managed Spaces	Direct Cost
Non-Standard Business Hours	\$50/hr
Building Open Fee	\$500 for up to 10 hours of access

## **Market Day Rates**

The Student Union will periodically host Market Day events where vendors will be able to participate in a market-style program to sell their items. All reservations include a 10'x10' area with one (1) 3'x6' rectangular table and two (2) outdoor folding chairs. Requests for more items or space will incur additional charges.

Market Day rates are as follows:

- External Groups: \$30.00 (plus tax)
- University Departments: \$5.00
- Student Organizations: One free booth per Market Day (\$15.00 plus tax, if selling items/services or collecting donations for organization's use or for additional booths)

## **Rental Rate Stipulations**

- Florida taxes are added to all prices unless payment is made from a state budget, or a current State of Florida Certificate of Exemption is provided.
- Unless otherwise indicated, rates are only for space and standard staffing and equipment available directly from the Student Union. Any non-standard staffing and equipment costs are the responsibility of the User Group. Any unavailable equipment is the responsibility of the User Group to secure with approved third-party vendors.
- If Student Union equipment is lost or damaged, the cost of replacement or repair will be billed to the User Group.
- All rates assume regular building operating hours and event hours.
- Event hours are defined as the earliest and latest permitted access times to a reservable space that fall within regular building operating hours. Event hours are NOT the same as building operating hours.
- Hours are based on actual reservation times; Student Union staff set-up/clean-up times are not factored into the rental rate unless the reservation times require a building early open or late close.
- An additional \$50.00 per hour fee will apply for reservation times that fall outside of normal

event hours. This fee is assessed on an hourly basis only, and the quantity is determined by the additional hours that Student Union employees must be scheduled to accommodate the event; not the additional hours of actual access time the client will have.

- A minimum \$500.00 fee will apply to open the Student Union on a day it is closed, which covers ten (10) hours of building opening time only. Requests to open the building for more than 10 hours will incur an additional fee of \$50.00 per hour.
- Non-profit organizations must provide valid 501(c)(3) certificate to receive a 20% discount on the room charge. This discount is not applicable to any other types of charges.
- For External Groups, a \$25.00 non-refundable processing fee is required to hold the reservation date(s). The Student Union Administration Office will not begin processing External Group requests until this fee is paid. Final payment is due in full two (2) weeks prior to the first date of the reservation.
- There will be a \$150.00 fee per day to load-in or load-out outside of the event date for each outdoor event space.
- Indoor spaces reserved to load-in or load-out, or exclusively for storage of a User Group's materials, will be subject to standard rental fees.
- Parking arrangements are required and will be in agreement with the rates and policies established by Parking Services. The costs of parking will be the responsibility of the User Group and must be paid directly to Parking Services.
- Security needs for all events will be in agreement with the University Police Department and the costs will be the responsibility of the User Group.
- User Group must provide appropriate fire rescue and medical services and is responsible for such costs.
- Outdoor restroom facilities are not provided for events in the Student Union's outdoor spaces. User Group must provide appropriate portable sanitation units according to Florida Department of Health guidelines and is responsible for such costs.
- Phone charges may apply for temporary activation and actual usage of conferencing equipment.
- Additional charges will apply if excessive cleaning, space or property damage, and late

departures occur. Such charges are assessed based on the direct cost of cleaning services, equipment repair/replacement, room rental fees, and late close fees.

## **Payment Schedules**

### Student Organizations

- Payment is due in full two (2) business days prior to the event date.

### Departments

- The invoice will be sent within one (1) week following the event date.
- Payment is due one (1) week after the invoice has been sent.

### External Groups

- A \$25 non-refundable processing fee is due two (2) business days after submitting the reservation request.
- Events must be paid for in full two (2) weeks prior to the event date.

### Market Days

- *UNF Student Organizations and External Groups*: Each booking must be paid in full by 3 p.m. on the Monday prior to the Market Day date.
- *University Departments*: The invoice will be sent one (1) business day after the last Market Day date of the semester. Payment is due one (1) week after the invoice has been sent.

### Payment Methods

Journal Transfers and Foundation EFTs from University Departments should be made to the following account information:

Key: KEY001564 - Student Union - Student Union Rentals & POM Auxiliary

Fund: FD304 Cost Center: CC10189 Program: PG072

Division: D600

Online credit, debit, or Purchasing card payments can be made online via [UNF Cashnet](#).

Payments may also be made in person at or sent to:



John A. Delaney Student Union  
University of North Florida  
1 UNF Drive  
Bldg. 58E, Suite 1302  
Jacksonville, Florida 32224

Payment made via credit, debit, or Purchasing card will receive an electronic receipt. For payments made in person or via mail, receipts will be sent through email or may be obtained from the Student Union Administration Office during regular business hours.

Non-Payment

Non-payment will result in penalties including cancellation of all existing reservations and prohibition from making further reservations with the Student Union. After sixty (60) days, the User Group will be prohibited from submitting any new reservation requests until payment is made in full. After ninety (90) days, the User Group will have all existing reservations cancelled and be prohibited from submitting any new reservation requests until payment is made in full. The Student Union Administration reserves the right to deny User Groups' requests due to a history of outstanding payments. A service fee will be charged for all returned checks.

# Building Partners and Student Organization Offices

Building Partners are defined as all University Departments, Student Organizations, and Auxiliary Services that occupy physical space in the Student Union. UNF Physical Facilities is responsible for the maintenance of the Student Union buildings and surrounding grounds. The Student Union will be maintained to the highest standard possible and present an inviting and welcoming environment for our partners, students, faculty, staff, alumni, and guests. Auxiliary Services vendors are responsible for the cleanliness of their respective areas.

## Changes to Space

The Student Union Administration Office can assist departments in identifying the appropriate procedures for making changes to office spaces. Requests will be reviewed with appropriate campus partners to ensure that all changes meet building code requirements and comply with the warranty for building systems and equipment. The requesting department will be responsible for all costs associated with any modifications, changes, or alterations. For requests involving major modifications, contact the Student Union Administration Office at 904-620-2525 or [su.reservations@unf.edu](mailto:su.reservations@unf.edu).

## Keys

All doors in the Student Union use an Intellikey maintained by the University Lock Shop. Requests for keys must be made via the Physical Facilities website.. Departments heads are responsible for determining who should receive keys for their areas.

If keys are lost, replacement charges assessed by the Lock Shop will be the responsibility of the Building Partner, as indicated on the Key Request Form. Lost or misplaced keys must be immediately reported first to the University Police Department to obtain a case number. A new Key Request Form must be submitted to the Lock Shop with the approval of the Director of the Student Union. Keys should be returned to the Lock Shop upon an individual's termination of employment from the University.

## 24-Hour Access

All University department heads and appropriate professional staff, student staff, and student leaders, as determined by the Student Union Administration Office and the respective department, will be granted 24-hour access to the Student Union and their respective offices. For security protocols, the Director of the Student Union receives notification for all 24-hour access key requests for Student Union spaces. All requesters must review and sign the 24-hour access agreement form, if granted access.

The Student Union Administration Office acknowledges that co-curricular activities housed in the Student Union may dictate a need to occupy individual offices or administrative space beyond routine operating hours. To provide a safe and secure environment for all Student Union patrons, the following measures have been established to permit “after hours” occupation of identified space:

1. All individuals granted “after hours” access to Student Union space must abide by the appropriate rules and regulations of this privilege. “After hours” privileges expire with the termination of the individual’s respective position that required such access. “After hours” access will be provided through the individual’s Intellikey. Specific exterior access will be based on the location of the individual’s office.
2. Individuals granted “after hours” access to space may only occupy the designated space affiliated with their University Department, Auxiliary Service, or Student Organization. Designated space also includes the use of the restrooms, hallways, stairways, and elevators for the purpose of movement from the exterior of the building to the designated space. Loitering in common areas, such as hallways, lounges, etc., is not permitted.
3. Individuals granted “after hours” access to space must always carry photo identification.
4. “After hours” access to space is limited to the approved individual only.
5. All policies listed in this policy manual apply to “after hours” occupation of the building. This includes, but is not limited to, policies regarding smoking, alcohol and other drugs,

weapons, animals, and parking. All violations of the Rights and Responsibilities listed in the UNF Student Handbook will be reported to the Office of Academic and Student Affairs.

6. Approved individuals not in compliance with policies will lose “after hours” access privilege. Individuals granted “after hours” access must agree to be responsible for their personal safety, as well as the security of the approved designated space. Individuals must evacuate the building if the alarm system is activated and remain outside the facility until the University Police Department personnel indicate that it is safe to return to the facility.
7. The University Police Department has an identified presence in the Student Union and has access to a list of all approved individuals with “after hours” access via the Lock Shop. Individuals present in the building “after-hours” should anticipate requests to show identification to University Police and Student Union Administration staff. Those unable to provide identification will be asked to leave the premises.
8. The Director of the Student Union will interpret and enforce the tenets of “after hours” access rules and regulations. A decision to revoke an approved individual’s “after hours” access privilege may be appealed to the Office of Academic and Student Affairs.

Comments, questions, or concerns about the 24 Hours Access policy should be directed to the Director of the Student Union.

### **Facilities Protocol**

The Student Union Administration Office is responsible for coordinating with Physical Facilities regarding any facilities-related issues including, but not limited to, heating and cooling, plumbing, lighting, electrical, and minor maintenance problems.

### **Hours of Operation**

The hours of operation for each Building Partner’s area should fall within the normal operating

hours of the Student Union. If staff that have NOT been granted “after hours” access must remain in the building after normal operating hours, please notify the Student Union Administrative Office staff prior to 5 p.m. that day so that building staff can be notified.

The Student Union is only responsible for coordinating the lock/unlock schedule to the building’s main exterior entrances. Auxiliary Services and other Building Partners are responsible for their own schedules and access to their respective areas within the Student Union.

### **Recycling**

The University recycles all office cardboard and mixed white papers. Mixed paper should be placed in the recycling bins that will be provided in each office suite within the Student Union. Plastic bottles, aluminum cans, and glass should be deposited in the trash receptacles located in public areas.

### **Reporting Maintenance Issues**

Individual offices should submit work orders for routine or minor maintenance or custodial needs of their department. Please notify the Student Union Administration of any planned facility projects, or major facility or custodial concerns.

Problems or concerns about common areas, event spaces, lounges, or programming spaces should be reported to the Student Union Administration Office by calling 904-620-2525 Monday through Friday 8 a.m. to 5 p.m., or 904-620-5398 outside of 8 a.m. to 5 p.m. (during normal building hours).

In the event of a maintenance emergency, during normal business hours call Physical Facilities at (904) 620-2483, or after hours call UPD at 911 (from a campus phone) or (904) 620-2800 (from a cell phone).

### **Routine Maintenance**

Physical Facilities staff will perform routine cleaning of all common areas and lounge spaces

within the facilities daily. This includes sweeping, vacuuming, mopping, dusting, cleaning glass and tables, cleaning and sanitizing restrooms, stocking paper supplies, and emptying trash and recycling containers. Student Union staff will conduct regular inspections of all spaces to identify unusually soiled carpets, walls needing touch-up paint, missing or damaged ceiling tiles, and any other significant issues that need to be addressed. Building Partners are also encouraged to report problems to the Student Union Administration Office so that they can be resolved, as quickly as possible.

Physical Facilities and/or the Student Union Administration Office will charge for any labor and parts for work that are beyond normal wear and ordinary use or the result of vandalism or negligence. If a charge is necessary, this will be discussed in advance with the appropriate department head.

### **Signage**

Building Partners are included on all Student Union directory signage. Additional directional signage is also located throughout the Student Union. All signage displayed in the Student Union must align with the policies outlined in this manual.

### **Wall Decorations**

Physical Facilities staff will provide assistance with hanging pictures, plaques, and artwork. Physical Facilities will identify the appropriate method for hanging these items and then perform the work or advise on an appropriate third-party vendor. Requests can be made through FAMIS on the MyWings portal or by emailing [pfwork@unf.edu](mailto:pfwork@unf.edu) with the request details, including room number and any necessary attachments. Requests of this nature may take several days to be completed, based upon other priority issues of the Student Union. Tools and other maintenance equipment are unavailable for loan.