

## **Welcome to The Centers @ SMSU!**

In utilizing the facilities, programs, shopping and dining opportunities available in The Centers @ SMSU, you are part of building a new tradition at Southwest Minnesota State University. The Centers are places of value that enrich the lives of students, faculty, staff and community members. From its comfortable furnishings, open spaces and natural lighting to state-of-the-art technology, The Centers are here to meet your needs. Our staff is dedicated to these new, landmark buildings and to you, our customers. Please enjoy your stay and, if you need anything, just ask.

The following information comprises the facility and reservation policies for the operation of The Centers. We hope that this information will assist you in your planning. Our goal is to work with you to ensure that your events and activities meet and exceed your expectations.

The mission of The Centers @ SMSU is to enhance the life of the campus and regional community. The Student Center serves as the central gathering place and the hub of activity and information for student organizations, programs, and services which focus on providing diverse cultural, developmental, educational, social, recreational and leadership opportunities. The Conference Center serves as a central gathering place for university, business, and community meetings and events, as well as large campus events open to the public.

### **We Value**

- ✓ Service to the diverse campus community
- ✓ Partnerships with the regional community
- ✓ Focus on student-centered governance and decision making
- ✓ Support of the SMSU academic mission
- ✓ Opportunities for student leadership development
- ✓ Experiences which enhance learning and personal development
- ✓ A fun, collaborative atmosphere
- ✓ A sense of community that cultivates enduring loyalty to SMSU
- ✓ Positive communication through physical and electronic efforts to promote operations, collaborations, student recruitment and student retention
- ✓ Environmental awareness through operational practices and programs designed to reduce our environmental footprint

### **Policies**

The following policies shall govern all usage of The Centers @ SMSU (Student Center and Conference Center). The Administration of The Centers and/or the Student Center Governing Board (SCGB) reserves the right to change these policies with notice and to grant exceptions upon appeal. Any individual or organization unwilling to operate within these policies will forego the privilege of using the facilities and/or services.

#### **I. Advertising Policy**

- A. Student and campus organizations registered with the Student Activities Office and non-academic university departments are free to advertise in The Centers.
- B. The name and/or logo of the sponsoring organization must be included on all materials displayed in The Centers.

- C. Corporations are not allowed to advertise unless they are sponsoring a student organization.
- D. Corporate logos must be incorporated into an advertisement produced in association with the student organization (e.g. on a flier or poster, rather than standing alone).
- E. Corporate logos must be at least 50% smaller than the student organization's logo or header.
- F. No advertising of alcohol, tobacco, credit cards, or commercial gambling is allowed.
- G. Fundraising events must return a minimum of 50% of the income to the sponsoring student organization.
- H. All political advertising must comply with election laws. Political campaigns are responsible for ensuring compliance with these laws.
- I. Political campaign logos must be incorporated into an advertisement produced in association with a student organization.
- J. Campaign logos must be smaller than 50% of the size of the student organization's logo or header, and may not exceed 25% of the student organization's total display.
- K. Non-partisan voter registration is allowed.
- L. Advertising on the exterior of any entrance to The Centers for any reason is not allowed.

## **II. Banners, Posters, Displays and Promotional Materials**

- A. All materials posted or displayed in the Student Center must receive approval from The Centers' administrative office in SC225. Materials shall be stamped to signify approval.
- B. Posters, banners and publicity materials placed in violation of The Centers' policy will be removed and will not be saved or returned.
- C. Materials posted in the Student Center shall be no larger than 14" x 22".
- D. No more than three (3) posters for any one event or philosophy can be hung in the building.
- E. The name of the sponsoring organization should be clearly written on the poster.
- F. Posters will be placed on cork board kiosks only. No postings are allowed on walls, windows or entry doors, nor are poster stands permitted.
- G. Publicity by individuals shall be limited to those activities open to the student body and for those events that bear some direct relationship to the educational purpose of SMSU and/or which provide an exceptional or beneficial service to students/faculty not normally available. Determination of above shall be made by The Centers' Administration and/or the Student Center Governing Board, if necessary.
- H. Publicity or displays that result in personal financial gain are not permissible.
- I. Space is not available for commercial advertising by off-campus firms or organizations unless permission is granted by The Centers' Administration.
- J. Unauthorized persons shall not remove or damage posters. The Centers shall not be held responsible or accountable for theft and/or vandalism of posters.

- K. Posters, banners and publicity materials shall be displayed no longer than two (2) weeks, except “house” signs, unless special permission is granted by The Centers’ Administration.
- L. Space is set aside for individuals to post “For Sale,” “For Rent,” “Roommates Wanted,” and other requests of this kind which are not permitted on other bulletin boards in the building.
  - 1. all requests must be on 3” x 5” cards obtained at the Information Desk
  - 2. all cards must be approved at the Information Desk
  - 3. cards may hang for two weeks only
  - 4. Any exceptions to the above policies shall be requested at least seven (7) days prior to when the material is to be posted. Exceptions will be limited to unusual meritorious situations that can be interpreted to have such significance that it is to the benefit of the students and the institution to make an exception. Posting and publicizing exceptions will not be made simply because it is a different way to advertise. Exceptions may be made by The Centers’ Administration and/or the Student Center Governing Board.
  - 5. Special informational and directional signs may be posted the day of event with permission from The Centers’ administration.

#### IV. **Building Hours**

- A. The building hours for The Centers will be determined according to the needs and interests of the SMSU community. Hours during breaks, holidays, etc., will vary and will be posted at entrances for each period.
- B. After hours use: Any organization scheduling an activity in The Centers which exceeds the established building hours will be assessed a minimum fee for each hour or part of an hour the building is used, unless revenue can be generated during that period of time to cover additional operating costs. Fees will be determined by The Centers’ Administration in consultation with Student Center Governing Board.

#### V. **Check Cashing**

- A. Check cashing services are provided for a fee of \$0.50 per check.
- B. A valid SMSU ID, Driver’s License or Passport must be presented.
- C. Types of checks that may be cashed through this service
  - 1. Personal checks for an amount of \$25.00 or less, written by the person presenting the check for payment.
  - 2. Payroll checks from SMSU, ARAMARK, Barnes and Nobel, or other large and well-known corporations.
- D. Third party checks – a personal check written by someone other than the person presenting it for payment – are not acceptable.

#### VI. **Federal and State Laws / University Policies** – In compliance with federal and state laws and university policies, The Centers will:

- A. Allow gambling as determined permissible by local and state laws.

- B. Prohibit the consumption or possession of alcoholic beverages, except as governed by Minnesota State Colleges and Universities Board Policies Chapter 5, Section 5.18, and Procedures 5.18.1 and 5.19.3. (<http://www.mnscu.edu/board/policy/518.html>)
- C. Prohibit the possession and/or use of drugs not prescribed by a physician.
- D. Prohibit animals in the buildings, with the exception of Service Animals.
- E. Follow Equal Opportunity and Affirmative Action Guidelines, Family Educational Rights and Privacy Act (FERPA), and Occupational Safety and Health Act (OSHA).

VII. **Food Service Decisions** – to the degree that regulations, contracts, and Minnesota State Colleges and University allow, student involvement in food service decisions will be requested through the following channels:

- A. Recommendations having immediate impact on revenue for The Centers may only be submitted by the Student Center Governing Board.
- B. Recommendations having immediate impact on revenues for Contract Dining may only be submitted by the Residence Housing Association (RHA).
- C. Recommendations having immediate impact on both areas must come from both committees.

VIII. **General Policies**

- A. Property belonging to The Centers may not be taken from the building or moved from one part of the building to another without assistance from and approval of Center Staff.
- B. The Centers reserve the right to remove and dispose of any materials displayed in the Student and Conference Centers.
- C. Smoking is prohibited in all SMSU buildings, including The Centers.
- D. The Centers' public address system is only used for emergency situations of vital importance, i.e. car in tow-away zone or medical emergency.
- E. Formal academic classes may use The Centers on a temporary, emergency basis only.
- F. The Centers do not assume responsibility or liability for damage to, or loss of, any patron's property left on the premises prior to, during, or following an event. The Centers do not routinely provide storage for events being held in the facility.
- G. The Centers reserve the right to refuse hosting fundraising activities which are in direct competition with the activities, programs or services of The Centers or SMSU student organizations.
- H. The Centers and Student Center Governing Board actions may be appealed to the SMSU administration according to policy.
  - 1. Appeals must be submitted in writing to The Centers' Director or Assistant Director, upon which they will be forwarded to the Student Center Governing Board for reconsideration.
  - 2. The appellant may request an additional appeal to the SMSU administration, as the final recourse following the Student Center Governing Board decision.
  - 3. The written appeal should specify the nature of the appeal, all relevant supporting information, and the action or remedy sought by the appellant.

4. Every attempt will be made to act on appeals within seven working days.

#### **IX. Locker Rental**

- A. Lockers in the Bellows Academic building and Individualized Learning building are available for a small rental fee
  1. \$5.00 for one semester
  2. \$8.00 for Fall and Spring semester when rented together during Fall semester
  3. \$12.00 for an entire 12-month period

#### **X. Lost and Found**

- A. The Lost and Found for the entire SMSU campus is housed in The Centers' Administrative Offices (SC225). Office hours are 9:00 a.m. to 4:00 p.m. Monday through Friday.
- B. To inquire about a lost item a person can call the office at 537-7330, however a visit to the office to view items that might match the description is recommended.
- C. Items that have remained unclaimed for more than one month are donated to charity whenever possible – glasses are sent to the Lyon County Lions Club, cell phones are sent to the Veteran's Administration, textbooks are turned into the bookstore, papers are shredded or recycled depending on content, and other items are taken to Goodwill or donated to the RHA rummage sale at the end of the year.
- D. A log book is kept of items reported missing and of found items turned in. These entries are periodically compared to assist in reuniting found items with the people that have lost them.
- E. Although staff members make every effort to match items with those reported missing in the log book, The Centers cannot guarantee items turned into the office will always be accurately matched to items listed as missing. It is the responsibility of the person missing an item to check back with the staff at Lost and Found before a month has passed to ensure their missing item is not among those disposed of at the end of the month.

#### **XI. Mustang Zone**

- A. To verify positive identification and to act as a deposit for the use of recreational equipment, students, faculty, and staff will use their SMSU ID card, alumni and guests will use their driver's license.
- B. The entire Mustang Zone will not be reserved for private parties except by approval of Student Center Governing Board or The Centers' Administration. Fees for labor and play on equipment will be determined by the Assistant Director.
- C. Sitting or lying on the pool or ping pong table in the Mustang Zone is prohibited.
- D. Players are to return all equipment to the service desk.
- E. All transactions are on cash, check or credit card basis, with the exception of reservations.
- F. Unauthorized persons are not permitted behind the Mustang Zone service desk.

- G. Charges will be made for equipment that is damaged beyond the regular rate of depreciation caused by normal use. Generally, new replacement cost will be charged for damages.
- H. SMSU students are given priority if the Mustang Zone is filled and more wish to play.
- I. Vulgarity and loud demonstrations are prohibited in the Mustang Zone and those individuals involved may be asked to leave and/or be banned from the Mustang Zone or The Centers.

## **XII. Table Spaces**

- A. Student organizations and campus organizations registered with the Student Activities Office and non-academic University departments are eligible to reserve tables in the Student Center.
- B. Tables must be used to promote student or campus activities with the student group receiving 50% or more of the money received in each transaction. Tables used to promote commercial or non-university organizations are not permitted.
- C. Tables are reserved with The Scheduling and Event Services Office.
- D. Non-academic University departments are limited to four (4) reservations a semester, two (2) days consecutively.
- E. Groups may use the table from 8:00 a.m. to 5:00 p.m. on the day of their reservation. Groups not occupying their table by 10:15 a.m. the day of their reservation must phone The Scheduling and Event Services Office at 537-7110 with notification of late occupancy or they forfeit their reservation for that day.
- F. Cancellation of a table must be made within three (3) days of the reservation date or it will count towards a group's allotted number of reservable days.
- G. A group desiring to move into a vacant table must first obtain approval from The Scheduling and Event Services Office at 537-7110. Any occupancy of a table will count toward that group's allotted number of reservable days.
- H. Selling or promotional activities of a group must remain within the confines of the table. No solicitation is allowed.
- I. Posters and informational materials should be displayed only on bulletin boards, standards and folding screens, never on walls or woodwork.
- J. The name and/or logo of the sponsoring student organization must be included on all materials displayed in The Centers.
- K. A table must be occupied by a representative of the reserving organization at all times during the reservation, and it is recommended that no more than three people occupy a table at one time.
- L. Tables must be vacated by 5:00 p.m. unless advance permission has been given by The Scheduling and Event Services Office. All materials must be cleared from the table every night. The Centers are not responsible for materials left at a table.
- M. Failure to comply with these rules may result in immediate expulsion from the table, and the loss of reservation privileges for six (6) months.

## **XIII. Table Tents**

- A. Student organizations and campus organizations registered with the Student Activities Office and non-academic University departments are eligible to place table tents on tables in the Student Center dining areas.
- B. Table tents are reserved with The Scheduling and Event Services Office.
- C. Registered student and campus organizations may reserve table tents a maximum of two (2) days per week, with a limit of eight (8) days per semester.
- D. Non-academic University departments and organizations may reserve table tents a maximum of two (2) days per week, with a limit of four (4) days per semester.
- E. SAC and SA have a standing table tent reservation for Wednesday of every week. Wednesdays may be given to other groups if no known SAC or SA use exists for the reservation.
- F. Table tents can be no larger than 4' x 6" for their footprint and 8" high, and must stand on their own.
- G. Groups must bring their master table tent to The Centers' administrative office before copying to be stamped with a removal date. If this removal date is not stamped on each table tent, the table tents will automatically be disposed of when placed on the tables. Any group failing to have their original master stamped before printing copies will need to make arrangements to stamp all of their tents themselves in The Centers' Administrative Office.
- H. The name and/or logo of the sponsoring student organization must be included on all materials displayed in the Student Center.
- I. The Student Center is not responsible for accidental destruction or removal of table tents.

#### XIV. **Ticket Sales**

- A. The Centers will handle ticket sales for events sponsored by recognized student organizations and non-profit organizations. The Centers may refuse to sell tickets for commercial promotions. The Centers reserves the right to charge a fee for ticket sales, to be determined by The Centers' Administration.
- B. The Centers' Administration and/or the Student Center Governing Board are not responsible for discrepancies or refunds.
- C. The Centers do not provide cash boxes or event banks for events. Cash Boxes and Event Banks are available at the Cashier's Window in Business Services.

#### XV. **Use of the Space and Facilities:**

- A. The Centers shall be available to:
  - 1. Southwest Minnesota State University Community
    - a) Recognized student organizations
    - b) Faculty and staff organizations
    - c) College programs, divisions or areas
    - d) Alumni Association
    - e) Continuing Education
    - f) Institutional events

2. Groups outside the SMSU Community
  - a) Community individuals or organizations
  - b) Community governmental organizations and associations
  - c) Regional, state or national organizations
  - d) Non-profit groups
  - e) Related state and federal government agencies
3. Activities that have a direct relationship to the educational service and/or social function of Southwest Minnesota State University, and are not contrary to The Centers, SMSU, City of Marshall or State of Minnesota policy or law shall receive priority in fulfilling space requests.

#### B. Use of Space Policy

1. Commercial enterprises using space within The Centers must abide by the Marshall Transient Merchant Policy (<http://municode.com/resources>).
2. All outstanding charges for prior events and services must be paid in full by the sponsoring organization before the sponsoring organization can schedule its next event.
3. The Centers reserve the right to change, cancel or move a reservation, through collaboration with the Scheduling and Event Services Office, to another space when needed. Every effort will be made to notify the sponsoring organization in advance of scheduling changes or cancellations.
4. The Centers reserve the right to refuse space or service to any group or individual, through collaboration with the Scheduling and Event Services Office.
5. The Centers reserve the right to schedule personnel as it deems necessary for the protection and security of the facilities and patrons. Groups will be notified in advance of the charges for these services.
6. If damages or loss occur to The Centers' facilities or its furnishings and equipment, the group responsible for the reservation will be liable for any charges. Charges will reflect repair and/or replacement costs.
7. The Centers reserve the right to cancel or suspend any event if it is deemed that the security and/or safety of the facility and its patrons are threatened. Organizations sponsoring events are responsible for adequate supervision of their activities, and for the conduct of all individuals associated with their event.
8. Decorations
  - a) Party favors and decorations may be brought in, with the exception of plastic or metallic confetti.
  - b) Reasonable time requested for decorating a room must be scheduled in the usual manner.
  - c) No decorations may be nailed or tacked to the walls, floors, or any part of the building without the express permission of The Centers' Administration. Blue painter's tape is the only acceptable adhesive for attaching decorations to painted surfaces, brick or wood walls. Charges will be levied against any organization for damages or insufficient clean up.
  - d) Decorations must not create a fire hazard as determined by local and state regulations and The Centers' Administration. If candles are approved for an

event, they must be guarded against candle wax and open flame by glass enclosures. If damages do occur, the individual or organization reserving the space will be charged the cost of dry cleaning linens or replacement of damaged property.

- e) All decorations must be removed immediately following the event unless otherwise negotiated with The Centers' Administration. The Centers' staff will dispose of decorations left behind and additional fees may be assessed for insufficient clean up.

9. Personal Property, Losses or Damages

- a) The Centers will not be liable for coats or any other personal property lost in the building, even if attendants are on duty.
- b) Groups and/or individuals using facilities of The Centers will be held financially responsible for damage incurred during their use of reserved space and, in certain cases, for damages in the building which are a direct result of their activity or event. Financial liability will be limited to cost of labor and materials to repair or replace damaged areas or equipment as determined by The Centers' Administration.

10. Groups showing a file/movie agree to abide by copyright laws pertaining to public viewing of a film/movie. Information on the public viewing of a film/movie can be obtained from the Assistant Director of Student Activities.

11. Food and Beverage Policy

- a) All food and beverages served in public spaces of The Centers must be obtained from ARAMARK, The Centers' contract vendor. Individuals may bring food into the facility only for their own personal consumption.
- b) A student organization may sell food in The Centers' if approved by ARAMARK and the sponsoring organization buys all food for resale from ARAMARK. These details must be scheduled by the Scheduling and Event Services Office, not the ARAMARK office directly.
- c) Under unique circumstances for special events, organizations can sell food obtained from outside sources with ARAMARK and The Centers' approval. These details must be scheduled by the Scheduling and Event Services Office, not the ARAMARK office directly.
- d) The possession or use of intoxicants in The Centers is prohibited, except alcohol for special events as indicated in the Alcohol Policy.
- e) Shoes shall be worn in areas where food is prepared, served and/or consumed.

12. Policy on Minors

- a) Minors unaccompanied by adults or SMSU students will not be allowed to use the facilities unless they are attending an event scheduled in the building, are invited guests of SMSU, or are currently enrolled students.
- b) Minors are defined by state law as persons under the age of 18.

C. Charges for Use of Facilities

1. SMSU departments and registered student organizations may request that rental charges be waived.

2. Groups outside the SMSU community will be charged rental for space used in the buildings. Fees will be charged for the use of the rooms according to the current schedule, determined by The Centers' Administration and the Student Center Governing Board. A list of charges is available upon request.
3. Groups within the SMSU community that are charging admissions, assessments, or fees for individual gain will be charged a rental fee.
4. If substantial set-ups involving major changes in room arrangements (i.e. taking furniture out) are requested, labor charges will be made to the sponsoring group.
5. Rental charges for space do not include the use/operation of special equipment (i.e. spotlights, etc.) for which a separate fee shall be charged.
6. Fee payment may be made by cash, check or SMSU Department purchase order. Checks are to be made to SMSU. Groups failing to provide payment will have future reservations restricted.
7. Changes effecting room, date, set-up/equipment or special needs, and/or special details are accepted, based on resource availability. Changes made within two working days of the event may be assessed an additional service charge.
8. Parking arrangements for special meetings or conferences need to be arranged in advance with The Scheduling and Event Services Office.
9. Meeting Room Reservation Cancellations
  - a) Cancellations of meeting room reservations must be made at least 24 hours before the event.
  - b) Non-University organizations will be assessed a cancellation fee for cancellations received less than 24 hours before the event.
  - c) Student and University organizations may have their reservation privileges suspended in the event of repeated cancellations with less than 24 hour notice.
10. Ballroom Reservation Cancellations
  - a) Weekend Reservations
    - (1) Due to the high demand for the ballrooms, a 50% deposit is required to hold a Saturday reservation.
    - (2) The deposit is refundable up to six months prior to the scheduled event. Cancellations of Saturday Ballroom reservations within six months of the scheduled event forfeit their deposit.
  - b) Weekday Reservations
    - (1) Non-University organizations will be assessed a cancellation fee for cancellations received less than 24 hours before the event.
    - (2) Student and University organizations may have their reservation privileges suspended in the event of repeated cancellations with less than 24 hour notice.
11. Catering
  - a) Estimated guest count is required seven (7) business days prior to the reserved date.
  - b) Final guaranteed count must be provided at least two (2) business days prior to the event.

- c) Food will be prepared for 5% more than the guaranteed count. Billing will be for the guaranteed number or the actual guest count, whichever is higher.
  - d) Adding guests to your event after your guaranteed count may result in an additional charge.
  - e) Events booked without sufficient notification will be subject to limited menu and service availability. Sufficient notification is defined as at least 7 business days for meals and at least 2 business days for refreshment setups.
12. Technical Resources and Room Set-ups must be confirmed at least 48 hours prior to the event start time.
- a) Changes to technical resources and room set-up orders with less than 48 hours notice will be charged an additional service fee as determined by The Centers' Administration.
  - b) The organization holding the event reservation will be notified of additional service fee amount before the changes are made.
13. Rain Location Alternates
- a) Non-university groups will be charged the full room rent. Rain location charges are non-refundable.
  - b) The final determination of the location for the event must be made six hours prior to the scheduled starting time of the event.
14. Weather Closings
- a) When the University closes the campus, per SMSU Emergency Closing Procedures, all scheduled events are cancelled. Exceptions to this can be made on a case by case basis, subject to Centers Administration and/or the Scheduling and Event Services Office approval.
  - b) A group who chooses to cancel their event due to weather conditions may be subject to cancellation fees, to be determined in collaboration with Centers Administration and the Scheduling and Event Services Office.