

Room Reservations, Scheduling and Rental Rates of Hospitality Services' Controlled Space

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SUBJECT

Room Reservations, Scheduling and Rental Rates of Hospitality Services' Controlled Space

GENERAL

The Department of Hospitality Services will make its services, space facilities and equipment available to the University of Guelph Community and outside (non-University) groups for cultural, social, educational and charitable activities where the use of such facilities will, in general, be consistent with the aims and objectives of the Department of Hospitality Services and the University of Guelph.

PURPOSE

1. To establish guidelines under which the Department of Hospitality Services will make its space, facilities, services, and equipment available to user groups so as to ensure all potential users will have equitable opportunity to reserve for service and to utilize space facilities and equipment.
2. To establish a rate schedule and to identify costs that will be charged to user groups for the use of Department of Hospitality Services' facilities and equipment.

SCOPE

All Hospitality Services' controlled space, facilities, and equipment that have been designated as bookable (set out in [Appendix A](#)) is made available through the Reservation desk.

POLICY

1. Definitions of User Group

1.1. Definition of User Group

Potential users of Hospitality Services' controlled space, facilities, and equipment are divided into four distinctive groups as follows:

1. Accredited Student Groups: An organized group of students whose aims and objectives meet the criteria for accreditation under the Student Organizations' Policy approved by the Board of Governors of the University of Guelph and has been registered under said policy.
2. University of Guelph Departments, Colleges and Other Organizational Units: An academic or administrative organization unit directly associated with the University of Guelph and falling under the control of the University of Guelph Board of Governors will be recognized as an accredited group.
3. Other University of Guelph Accredited Groups: A not for profit organization, other than a student group, whose aims and objectives have a special or direct relationship to the University community, usually educational, cultural, professional or as a social service. Criteria and authority for the accreditation of such groups rests with the Vice-President Administration of the University of Guelph or his/her designate.
4. Non-Accredited Groups and/or Non-Student Members of The University Community: An organization and/or non-student members of the University Community whose aims and objectives are such that they are denied the privilege of accreditation and any benefits which may accrue to an accredited group. The use of the Hospitality Services Department's facilities and/or equipment may be granted at the discretion of the Director of Hospitality Services or his/her designate.

1.2. Reservation of Hospitality Services' Facilities

1. General: Reservation of Hospitality Services' controlled space, facilities and equipment is on a first come first serve basis and must be confirmed in person at the Hospitality Services' reservation desk, Drew Hall. A reservation will be deemed confirmed when the room booking form has been signed and the applicable room charges paid in full. Reservations will be accepted up to fifteen working days in advance of a proposed event/function. Reservations with less than fifteen working days advance notice may be accepted at the discretion of the Assistant Manager of Special Events dependent upon the availability of labour, supplies and equipment. Additional charges may be incurred by the user group for this type of service. Tentative bookings will be considered dependent upon the circumstances and, as such, will only be held for a maximum of seven (7) working days at which day the room will be taken off the 'hold' status. If, in the event a room has been tentatively booked, and a firm booking from a second party is requested, the first party will have twenty-four (24) hours to formally book the room.

2. Events/Functions Requiring Additional On-Campus Space outside of the control of the Hospitality Services Department: Sponsoring groups that require on-campus space in addition to those controlled by Hospitality Services must make all reservations through the Central Reservations/ Conference Office or University Centre Information Desk.
3. Non-Accredited Groups and/or Non-Student Members of the Community: Reservations from Non-Accredited groups and/or Non-Student Members of the University Community will be accepted at the discretion of the Director of Hospitality Services or his/her designate only if the reservation does not conflict with the use of the Department's facilities by University of Guelph groups and organizations.
4. Wedding Receptions: Reservations for wedding reception will generally be accepted throughout the year provided the reservation does not conflict with use of the facility by the University of Guelph Hospitality Services Department or other University groups and organizations.
5. Use of the Hospitality Services' Facilities for Academic Purposes: It is the general policy of the Hospitality Services Department not to permit its space, facilities or equipment to be utilized for academic purposes (e.g. scheduled undergraduate/graduate lectures and seminars, mid-term and final examinations, registration). Exceptions to this policy must be received and approved by the Director of Hospitality Services.
6. Events/Functions Involving Food: Under University policy GE 33.0, the Department of Hospitality Services is charged with the responsibility for providing food and beverage at all events/functions held within the University and all arrangements for the provision of food must be made through this department.
7. Control of Facilities and Activities: Due to the many demands for these facilities, bearing in mind the versatility of the services and the statutory requirements, the Hospitality Services Department must impose certain safety, protective, preparatory and post termination procedures upon the user groups. The Director of Hospitality Services is responsible for the implementation of such procedures and the provision of supervisory staff at his/her discretion.
8. User groups not adhering to this policy may be denied the use of Hospitality Services' space, facilities and equipment.

1.3. Charges for Use of Hospitality Services' Facilities

1. Accredited Groups:

Non-Licensed Events/Functions: There will be no charge to accredited groups for use of University of Guelph Hospitality Services' controlled space, facilities and equipment.

Accredited groups will, however, be billed for direct costs that the Hospitality Services Department incur in meeting special requirements such as non-standard room set ups, providing supervisory labour, rental of equipment from outside loaning agents, and additional housekeeping. These additional services will be charged on a direct cost plus twenty-five (25%) percent indirect costs basis. Accredited Groups who reserve Hospitality Services' facilities and, in turn, rent these facilities to a third party will be charged full rental rates as per [Appendix "A"](#) of this policy.

2. Licensed Events/Functions

- (a) Accredited Student Groups: Accredited Student Groups who sponsor licensed events/functions in Hospitality Services' facilities will be billed or receive a rebate cheque for the difference between revenues received (e.g. door receipts, bar revenue) and all direct incremental operational costs incurred by the Hospitality Services Department as a result of holding the event. These operating costs will be subject to a levy of twenty-five (25%) percent and include such things as labour, product costs, taxes, electrician costs (special power requirements), entertainment fee, license fee, additional equipment and supplies where applicable. The cost of renovations, maintenance, capital equipment and indirect labour and management costs is also covered in this twenty-five (25%) percent indirect expense charge.
- (b) Other than Accredited Student Groups: All revenues from the sale of alcoholic and non-alcoholic beverages at licensed events/functions sponsored by other than accredited student groups will be retained by Hospitality Services and applied to direct and indirect costs. Revenues must equal a minimum of all direct costs plus twenty-five (25%) percent with any deficiency being invoiced to the group or organization.

3. Non-Accredited Groups:

Non-Accredited Groups who utilize Hospitality Services' facilities will be charged the applicable room rental as set out in attachment - [Appendix "A"](#). These rates are for use of the facilities with standard room setup and available Hospitality Services' equipment. All expenses incurred by the Hospitality Services Department in providing additional services or equipment will be billed to non-accredited groups at cost plus twenty-five (25%) percent.

All revenues from the sale of alcoholic beverages and non-alcoholic beverages at licensed events/functions sponsored by non-accredited groups will be retained by Hospitality Services and applied to direct and indirect costs. Revenues must equal a minimum of all direct costs in providing this service plus twenty-five (25%) percent with any deficiency being invoiced to the group or organization.

1.4. Damages to Hospitality Services' Property

All wilful and/or malicious damages to furniture, equipments or the facilities will be charged directly to the sponsoring group at cost plus twenty-five (25%) percent. A group may be denied the use of Hospitality Services' space, facilities and equipment as a result of damages incurred in addition to bearing the cost of repairs/replacements.

1.5. Cancellation Charges

1. Accredited Groups:

The following applies to reservations of all Hospitality Services' facilities. No charges will be levied against accredited groups who cancel a reservation twenty (20) or more [working days](#) prior to the reservation date. A charge equal to one-half (1/2) of the applicable room rental rate will be levied against accredited groups who cancel a reservation between ten (10) and twenty (20) [working days](#) prior to the reservation date. A charge equal to the full applicable room rental will be levied against accredited groups who cancel a reservation less than ten (10) [working days](#) prior to the reservation date. The only exception to the above is Creelman Hall which will require cancellation notice of three (3) months prior to the event or the full daily room charge will be levied.

If a second group (accredited or non-accredited) wishes to formally book Creelman Hall prior to the three (3) month cancellation date mentioned above, then the following procedure will be applied:

- (a) The first group who originally booked the room will be contacted and given twenty-four (24) hours to reconfirm the room booking;
- (b) The three (3) month cancellation date mentioned above will be replaced by the reconfirmation date (see [step 1 above](#)).
- (c) If the original group does reconfirm the room booking and then subsequently elects to cancel, the group will be responsible and charged for the full rental fee for the room as set out in [Appendix "A"](#).

Late cancellation charges will be waived (when space is not cancelled within the prescribed time period which would normally result in charges to the group) if the space is subsequently reserved by a second user group. In the event this second group should cancel the room, they will become liable for late cancellation charges.

The Hospitality Services Department has no responsibility to maintain waiting lists and/or contact alternative users for purposes of reassignment. Accredited Groups who do not make reasonable use of the room reserved will be charged an amount equal to the full applicable room rental.

2. Non-Accredited Groups:

Non-accredited groups are required to sign and complete a room reservation form and to pay the applicable room rental ([Appendix A](#)) at the time a room reservation is accepted. If the room reservation is cancelled twenty (20) or more [working days](#) in advance, full refund will be made. If cancellation takes place between ten (10) and twenty (20) [working days](#) prior to the reservation date one-half (1/2) of rental will be refunded. Failure to cancel within ten (10) [working days](#) results in loss of room rental. The only exception to the above is Creelman Hall which will require cancellation notification of six (6) months prior to the event or the full daily room charge will be levied. The University of Guelph Conference Office will be the exception to this advance payment policy for reservation of University of Guelph space during the months of April through August upon the approval of the Assistant Manager/Special Events.

1.6. Reservation and Charges for Non-Hospitality Services Controlled Space

For events held in space not controlled by Hospitality Services, the Hospitality Services Department will be deemed as subcontractor, hired by the group, to perform a service. It will be the group's responsibility to contact Central Reservations or University Centre Information Desk to secure the required space and deal with the controller of that space with respect to any special financial arrangements.

*Working Day - Refers to the following days of the week - Monday, Tuesday, Wednesday, Thursday and Friday.

APPENDIX "A"

GE4.5

ROOM RENTAL RATES - EFFECTIVE JANUARY 1, 1991

FACILITY	CAPACITY	CHARGE (full day)	NORMAL (1/3 day)SETUP	
Creelman Hall	492	350.00	200.00	Dining
The Whippletree	158	275.00	150.00	Dining
Der Keller	175	200.00	125.00	Dining
Lennox-Addington & Patio	185 112	200.00	125.00	Dining
Mountain Cafeteria	123	200.00	125.00	Dining
Prairie Cafeteria	123	200.00	125.00	Dining

NOTE:

1. No charge for room rental will be levied for accredited groups for other than normal setup;
2. Requests for special room setups, other than described above, may result in additional charges;
3. Group will be charged for a supervisor if no service is required;
4. Cancellation Policy: If room reservations in Hospitality Services facilities are cancelled 20 or more working days in advance, no charge will be made. If cancellation takes place within 11 to 19 working days, charges will be levied at one-half the applicable room rental. Failure to cancel within 10 working days will result in charges being levied equal to the full applicable room rental. This policy includes accredited groups as well.