



2024-2025 Reservation Policies and Procedures

The Reservation Policies and Procedures encompass all venues scheduled by the Student Union and Conference Services Office. Internal events are hosted by TWU departments and student organizations. External events are hosted by businesses, community members, private individuals and other organizations and are not for university business (referred to as “external clients” in these policies).

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General Reservation Procedures

Reservation Requests

Reservations for campus facilities are accepted on a first-come-first-serve basis. TWU student organizations and departments may submit reservation requests through the online reservation system, Mazévo. External reservation requests should be submitted a minimum of one month prior to the event date. Each venue may have specific booking time frames where reservations are permitted.

Reservation Confirmations

Reservations are confirmed by email after requests are reviewed and approved by necessary parties. A reservation is not confirmed until primary contact receives a confirmation email.

External requests require a signed agreement and deposit before a confirmation will be made.

Reservation Changes

Requests for reservation changes must be received in writing or submitted through Mazévo. Changes may not be guaranteed and are pending room, staffing and resource availability. A change fee may apply. The primary contact, secondary contact, and student organization advisor (if applicable) are the only people authorized to make changes to any reservation details.

Rental Rates and Fees

Rental rates are determined according to the following classifications:

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- TWU departments: events sponsored by University departments for official business.
- TWU student organizations: functions for student organizations registered with the TWU Center for Student Development.
- External affiliated clients: alumni, military/veteran, current TWU students and employees
- External clients: companies/businesses, private individuals, non-profit organizations, and all other functions.

Student organizations and departments do not pay for rental of facilities on the TWU campus, however fees may apply for rental of equipment and certain services. See pricing information for each venue for details.

Deposit & Payment Timelines

TWU departments and student organizations do not pay a booking deposit. Payment for student organization events is due three business days prior to the event unless otherwise specified. Department payments will be processed via IDT following the event.

All external events are subject to an administrative fee. Actual event costs will be listed in the Reservation Agreement. A *non-refundable* booking deposit will be due to hold the event date. The client must pay the nonrefundable deposit payment at the time of booking and sign the Reservation Agreement. The client must pay the remainder of the balance no later than 30 days from the reservation date. Additional payment deadlines may be added at the discretion of the Student Union office and will be included on the Reservation Agreement upon booking. Any charges incurred after 14 days will be due prior to the event. In the event that the client incurs a payment credit, the overage will be refunded following the event. Payments can be made online, in cash or check at the Student Union and Conference Services Office. Failure to meet payment deadlines may result in cancellation of the reservation.

Alumni and veteran/military reservations may be eligible for a rental discount. The primary or secondary contact of a reservation must meet affiliate criteria to be qualified for the discount. The discounted rental rate cannot be transferred to family, friends, or other parties.

***Please note that a \$30 fee will be charged for all returned checks, including electronic/web checks. TWU processes all eligible returned checks through the Denton County District Attorney's Hot Division. There will be an additional charge assessed by the Denton DA.*

Cancellation Policy

Failure to meet payment deadlines will result in cancellation of the event. No-shows and improper cancellations will result in a loss of all payments, and possibly future reservation privileges. Any preparation or set-up completed by TWU staff before a scheduled event is billable regardless of cancellation.

External clients may cancel until 60 days prior to the event date. No refund will be given for a cancellation or changes that occur fewer than 60 days under any circumstances. If the Client cancels the reservation more than 60 days prior to the event, any amount over the deposit will be refunded. Cancellations must be submitted in writing to the Student Union and Conference Services Office (email to conferenceservices@twu.edu). A verbal cancellation will not be accepted.

If the external client must postpone the event, a new reservation and date must take place within one year from the original date. A \$50 fee will apply upon setting a new date. Events cannot be postponed if they occur within 60 days.

In the event it is necessary for TWU to cancel this agreement under this section, TWU's only obligation is to refund the amount of the payments including deposit. TWU is excused from its obligations under this agreement to the extent that its performance is delayed or prevented by any circumstance reasonably beyond its control or by administrative mandated university closure, fire, explosion, war, hostilities, terrorism, revolution, civil commotion, epidemic, accident, severe

weather, wind, flood, global pandemic, mechanical breakdown, strikes or other labor trouble, repairs necessaries by damage to facilities, unavailability of materials reasonably necessary for repairs required by any circumstances, or any act of God.

General Operating Policies

Alcohol Usage

In accordance with the Student Code of Conduct, student organizations will not serve, sell or consume alcoholic beverages at any organization function on or off campus.

TWU Departments wishing to serve alcohol at a university function should obtain written approval from their division Vice President before submitting the Special Events Form.

All alcohol served on campus must be provided by Pioneer Catering (Chartwells). If alcohol is served outside of the Student Union at Hubbard Hall, Chartwells will need to obtain a temporary liquor license for the specific event. Additional fees may apply.

Amplified Sound (outdoors)

Pending approval from the Special Events Committee, amplified sound is allowed at the Amphitheater between 12pm – 1pm and 4pm – 10pm Monday through Friday. All events must comply with city noise ordinances. The City of Denton requires outdoor sound to be no louder than 65 decibels for events, and up to 70 decibels for outdoor music festivals. The University reserves the right to stop or reduce sound if complaints are received.

Animals

Animals are not permitted inside campus facilities, with the exception of those used to assist persons with disabilities or when in compliance with the Pets at Work Policy (University Policy 5.35).

Bake Sales and Food Safety

Only food from licensed food establishments is permitted to be sold or given away at TWU sponsored events, activities, or fundraisers. Examples include properly licensed food service providers, caterers, and restaurants, as well as pre-prepared foods from retailers.

Food prepared at home, or from other unlicensed sources, is not permitted to be distributed on campus. For additional information on TWU's Food Safety Program and for the Bake Sale Food Safety Rules, visit <https://twu.edu/health-safety/safety-programs/food-safety/>

Pioneer Kitchen (Chartwells) is the exclusive caterer for all events in the Student Union and Brackenridge Hall.

Decorating Policy

Decorations must not block or limit access to doors, fire extinguishers, fire sprinklers, or fire alarms. Decorations may not be hung from light fixtures or fire sprinklers. If a group is contracting with a company to provide decorations (e.g. balloon displays), the drop off and pick up time must be coordinated with the Student Union Office. If decor items are left following an event, the group will be charged a daily fee until they are removed. All furnishing and fixtures in TWU venues are considered permanent and cannot be moved or removed. All decorations must be set up and removed during the allotted reservation time. If additional time is needed for set up or decorating, please coordinate with the SU Office.

Prohibited Items:

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- Use of tape, glue, nails, tacks, sticky putty, command hooks, or other means to affix items to the walls, woodwork, windows or floor.
- Items which create litter, could be dangerous to animals, stain or damage furniture and surfaces, or cause slipping hazards may not be tossed (rice, confetti, silly string, etc.).
- Loose glitter, confetti, loose feathers, and other items which are challenging to clean and invasive.
- Flame candles, sparklers, fog, and smoke machines (LED and other electronic candles are allowed).
- Glass containers may not be placed on the aisle or any area on the floor.
- Paint and paint markers are not permitted in any carpeted room.
- Aisle runners are considered a tripping hazard and are not permitted for safety concerns.
- Helium-filled balloons are not allowed in any room where the ceiling is higher than 15 feet. If a helium filled balloon becomes loose in one of these spaces, a retrieval fee may apply.

The client or group will be financially responsible for any special clean-up or damages resulting from the event or activity.

This list is not comprehensive, and groups are required to check with the Student Union and Conference Services Office for approval of decoration plans.

Deliveries & External Rental Equipment

Storage area for deliveries may be limited. If the Client has rented equipment from external companies, the delivery, set up, and tear down must be coordinated with the SU Office. All rented items must be approved. If delivery, set up, and tear down of rental equipment takes place outside of regular operating hours, additional fees for building staffing will apply. The client will be responsible for any damages caused by external vendors.

Fronting Policy

The established rates for the university facilities are intended for the designated group types only (student organization, department, and external). Groups should not make reservations for another organization/group to receive a discount in fees (known as “fronting”). Hiding or concealing the identity of the actual client is not permitted and may result in loss of reservation privileges for both parties.

When a reservation is made, the primary contact must represent the group and remain onsite throughout the duration of the event. Sponsorship is permitted, however the group making the reservation must still be responsible for coordinating with the Student Union Office for event arrangements.

An event is considered as being “fronted” if:

- A student organization makes the reservation for a department or external client but is not involved in the planning or organizing of the event.
- A department makes a reservation for an external client but is not involved in the planning or organizing of the event.
- A person not connected to the group that made the reservation is the primary contact for event details.
- The event did not originate with the group making the reservation, and that group is not involved in the planning and execution of the event.

Inclement Weather Policy

All groups must follow University safety protocol and instructions during severe weather warnings.

If the University closes due to inclement weather, the reservation may be rescheduled at a later date pending availability.

See URP: I.23.b for additional information about campus closures.

Lost Items

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It is the responsibility of the individual reserving a room(s) to ensure all items are removed upon conclusion of the function. TWU and its representatives do not assume responsibility for any lost or misplaced items prior to, during, or after an event. Any items found at events will be immediately turned over to TWU's Department of Public Safety.

Operating Hours

Operating hours may vary by venue or building. Outdoor events must end by 10:00 p.m. No events may take place anywhere on campus after 12:00 a.m.

Security and Special Events

All reservations which meet any of the following criteria will be reviewed for security assignment by the Special Events Committee:

- 100 or more people will be in attendance,
- Alcohol is being served, and/or
- Amplified sound is being used (for outdoor events only), and/or
- An outdoor walk or race.

The Special Events Committee reserves the right to assign security to any event deemed necessary. Please see the Special Events Policy for additional details.

Smoking and Open Flame

Use of tobacco products is prohibited on all campuses. Open flame candles are not permitted indoors. Fog/smoke machines are not permitted without written approval from Risk Management. All patrons must adhere to the fire codes imposed by city ordinances.

Student Union at Hubbard Hall Facility Guidelines

Reservation Requirements

Booking Priority

Event space in the Student Union at Hubbard Hall may be reserved by TWU student organizations, departments, alumni, and external clients. Student organizations receive priority booking once major University event dates are set.

Fall semester bookings:

- Open for student organizations on April 1 each year
- Open for TWU departments on May 1 each year

Spring semester bookings:

- Open for student organizations on October 1 each year
- Open for TWU departments on November 1 each year

Request Deadlines

Internal reservation requests for the ballrooms and auditorium must be received at least 3 weeks prior to the event. Requests for all other spaces may be submitted up to one week prior to the event. In the event a group has a tentative hold on a space and that same space is requested for a different reservation, the group will be given 48 hours to finalize the reservation or release the date. The SU Office reserves the right to reassign a reservation to a different room at any time.

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External requests should be submitted at least one month prior to the event date.

Reservation Times

The client will have access to the space beginning at the reservation start time. The client must completely vacate the space by the reservation end. If additional time is required for client decorating, set up, presentation rehearsals, etc., it may be added to the reservation. If items need to be left until the following day, temporary storage cages are available for rental. The Student Union is not responsible for unattended items.

Reservations that need to take place after the scheduled building close time must receive prior approval from the Director of the Student Union. At least two building attendants will be required for all after-hours reservation (fee will apply). Additional staffing may be required depending on the scale of the event.

Rental Rates and Fees

Student organizations do not pay for rental of facilities in the Student Union, set up fees, or standard equipment and audio/visual costs. Fees may apply for on-site audio/visual support, security, or specialty equipment and services. TWU departments do not pay for rental of facilities in the Student Union, but will pay for room set ups, on-site audio/visual support, security, or specialty equipment and services.

All fees apply to external clients.

Cancellation Deadlines

TWU student organizations and departments are required to cancel meeting room reservations in the Southwest Ballroom, Southeast Ballroom, and Union Auditorium one week prior to the event. Reservations in all other meeting rooms must be canceled at least 24 hours prior to the event. Late cancellation may incur fees.

No Show Policy

No-shows and improper cancellations will result in a loss of all payments. After three improper cancellations a group will lose booking privileges in the Student Union for the semester, and all future reservations will be canceled. Any preparation or set-up completed by Student Union staff before a scheduled event is billable regardless of cancellation.

Rain Site Reservations

Rain sites may be reserved in the Student Union based on availability. Small meeting rooms may be held as rain sites at any time.

TWU departments and student organizations will be assigned a rain site by the Student Union Office, or a specific room may be guaranteed for a \$50 charge (non-refundable). External groups may reserve a rain site in the Student Union with a deposit payment.

If inclement weather is forecasted, the decision to move an event inside must be made 48 hours prior to the reservation. The decision to change venues to the rain site cannot be undone within 48 hours. Refunds will not be given for inclement weather.

Catering Policy

Pioneer Kitchen Catering (Chartwells) is the exclusive caterer for the Student Union. The catering policy applies to all students, faculty, staff and external groups using space in the Student Union. Arrangements for catering may be made directly through Chartwells (<https://twu.catertrax.com>).

Academic Usage

Academic classes may be scheduled in the Union Auditorium Monday - Thursdays from 8:00am - 2:00pm. Any additional academic reservations are not permitted. Academic classes will be booked through University Scheduling. Departments may not reserve space in the Student Union for academic purposes.

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House Rules

It is expected that proper care will be taken of the Student Union at Hubbard Hall. Groups using space in the Student Union agree to the following guidelines while using the facilities.

Sitting on tables and standing on furniture is not permitted. The hallways must remain clear and presentable at all times. If carts are being used for events they must be kept inside the meeting room or returned to their original storage location. All events must adhere to Fire Code Door regulations to ensure the safety of attendees and the TWU community. Doorways and exits are not to be blocked for any reason. Aisles must remain clear at all times. Sprinkler heads may not be covered. Guests are responsible for the care of their personal belongings.

Student Union Meeting & Event Space

Capacity and set up details for each room can be found on the TWU website.

Meeting Rooms

Meeting rooms in the Student Union have preset arrangements, and cannot be rearranged. Custom layouts are not available for these rooms. If the furniture is changed for an event the group must reset it prior to the end of the reservation time. If the group does not return the furniture to the original layout after the event they will be subject to a reset fee.

Ballrooms

The Southeast Ballroom, Southwest Ballroom, Southwest A and Southwest B, have flexible set up options. Groups may select from one of the standard set up choices. Selections are due at least 2 weeks prior to the event to ensure appropriate staffing for room set up. An in-person meeting and walk through with a Student Union staff member is required for custom event set ups. Set ups cannot be guaranteed if requests are submitted after the required deadlines. TWU departments will be charged a set up fee.

Union Auditorium

The Auditorium has tiered theater style seating. Each seat has a pull out desk and power outlets. Per state fire regulations, standing, sitting, or adding chairs in the aisles of auditorium spaces is not permitted.

Room 2231

Room 2231 is a mid-sized multipurpose space which can be divided into 2 separate rooms (A and B side). 2231 has a standard classroom-style set up, however custom setups can be requested at least 1 week in advance. TWU departments will be charged a set up fee for custom setups, but there is no cost for departments to use the room with the standard classroom-style configuration.

Performance Center

The Performance Center is an open performance area located in the center of the Student Union 1st floor. A portable sound system may be added to the reservation request upon booking or the group may provide their own sound system. A group may be asked to decrease the volume of amplified sound at any time if it interferes with other reservations or regular business in the building.

Vendor spaces around the Performance Center are reserved separately.

Student Government Association Chambers

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The Student Government Association has the first priority to reserve the SGA Chambers each semester. The Graduate Student Council has second priority. After the SGA and GSC have submitted their reservations, the room will open for all TWU student organizations and departments to reserve.

Vendor / Information Spaces & Fairs/Tabling Events

Vendor spaces may be reserved for the purpose of selling goods and distributing information to visitors of the Student Union. Groups will be provided with one table and two chairs. Use of additional tables during the same reservation time frame is considered a “fair” and may require specialized set up. Departments pay a set up fee for fairs and tabling events.

The sale of goods or services can not interrupt the normal flow of pedestrian traffic. All TWU student organizations and departments must abide by the university policies regarding Sales, Solicitation, and Fundraising (URP I.24.b) and Student Organizations Fundraising (URP IV.12.b).

Any food sold at vendor tables must follow the Bake Sale Food Safety rules set by TWU’s Environmental Health and Safety Department. Food must come from a licensed food establishment and food prepared at home or from any other unlicensed source is not permitted. For additional information, visit <https://twu.edu/health-safety/safety-programs/food-safety/>. Only one bake/food sale is allowed at one time.

Specific locations may be requested at the time of the reservation, however the Student Union reserves the right to assign a different location. Contact the Student Union Office for a list of reservable vendor spaces.

Amplified sound is not permitted at individual vendor tables.

Pre-Function Space / Lobbies / Public Areas

To keep furniture and equipment in common spaces in good condition, they may not be moved, rearranged, or used in other areas. Groups that move furniture in these spaces will be subject to a reset fee and will be liable for the direct cost incurred by any damages.

Green Room

The Student Union has one Green Room/ dressing area available if requested in advance of an event. The Green Room includes dressing vanities, a seating area, and lockers. The room is always locked, and the group must request access by a Student Union employee. The group using the Green Room is responsible for removing all items from the room upon conclusion of the reservation.

Alcohol is not permitted in the Green Room.

Student Union Event Services

TWU student organizations do not pay for rental of any standard event services and equipment in the Student Union. Departments and external clients are subject to usage fees. Student organizations may be subject to fees for specialty services, equipment and labor/staffing. Refer to the Student Union website for current pricing.

Donation Drives

The Student Union provides locations for student organizations to collect items for food, supply, and other charitable drives. The organization must provide their own box, bin or container to collect the items. Signage must be posted on the bin identifying the purpose of the drive, and contact information of the organization.

Donation bins may be placed in the following locations, with an approved reservation:

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- On the first floor, near the west entrance.

Organizations may reserve the donation drive locations for up to two concurrent weeks. The group is responsible for checking on the items in the bin on a regular basis.

Hazardous materials and perishable items may not be collected.

Event Equipment

Equipment and items that may be added to a reservation include tables, skirting, chairs, pipe & drape, staging, dance floor, among others. All equipment is state property, and it is not intended for personal use. Event equipment is intended for use in Student Union venues only.

If a group chooses to rent equipment from an external rental company, all items must be approved by the Student Union Office. Pick up and delivery of items must be coordinated with the Student Union Office, and must be scheduled during operating hours. Student Union staff are not responsible for setting up, placing, or removing any equipment, linens and other rental items from outside vendors. Delivery and pick up times must be set a minimum of 2 weeks in advance of the event to allow time for accommodations to be made to the room schedule.

Greek Letter Displays

Greek student organizations may display their letters outdoors in front of the Student Union by submitting a request in Mazévo. Up to three letter displays may be set up at any given time, and organizations may display their letters twice a semester, for up to 5 days at a time. The week of formal recruitment will be designated for Panhellenic organizations to display their letters. This does not count towards each organization's individual reservations.

Organizations are responsible for installing and removing the letters on the agreed upon date. If letters are left past the reserved time they will be removed and subject to a charge. Back-to-back reservations are not permitted so that TWU Landscaping can properly maintain the ground around the display areas.

The Student Union and Conference Services Office may deny or approve letter requests based on scheduled events in the Student Union.

Media Services

Most rooms in the Student Union include audio/visual capabilities. The Southwest Ballrooms(s), Southeast Ballroom, Union Auditorium, and Meeting Room 2231 have A/V package options and are equipped with a computer. Groups must provide a laptop if using the technology in all other spaces. If a group wishes to use a Mac they must provide the laptop and any necessary adapters. Refer to the website for specific information on what A/V equipment is available in each space.

On-site technology support is available for a fee. All groups pay for on-site support. On-site support is present to monitor the room technology during an event and assist with troubleshooting. Groups should be prepared to advance their own slides or presentations during an event.

Walkthroughs to test A/V equipment prior to an event are available at no cost, pending room availability. On-site support must be requested at least 2 weeks prior to an event.

Requests for groups to use their own A/V equipment in Student Union spaces must be approved by the Media Services team. Additionally, a Media Services staff member must be present at the event when external equipment is being combined with Student Union equipment (hourly rate applies). External equipment cannot be plugged into the house sound system. DJs, bands, and other similar entertainment must provide their own speakers.

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If a contracted speaker or performer has a technical rider, it is recommended that the Student Union Office review it before the contract is executed. The Student Union is not responsible for satisfying entertainment contract requirements.

Room Setups

If a room allows for a custom setup, the diagram must be finalized at least two weeks prior to the reservation. If a reservation is changed or canceled soon before an event, labor charges for any set up work already completed will apply.

After a room setup is complete, substantial changes should not be made. Changes to existing completed set ups may incur additional fees, and are dependent on the Student Union operations staff availability.

If an event requires a change to the room set up during an event, it should be requested at least two weeks in advance and is dependent on the scale of the event and factors that would affect the setup change (plates and glassware needing to be removed from the tables, etc.). Mid-event setup changes are not guaranteed.

Temporary Event Storage

Temporary event storage cages are available for groups that need to deliver items prior to an event. Student Organizations do not pay to utilize the cages up to one day prior to the event. Cages must be emptied upon the end of the reservation time. Departments and external groups may pay a daily usage fee. Any items left following the reservation time will be disposed of.

Hazardous materials, flammable chemicals, animals, food, and any illegal substances are not allowed in the cages.

Outdoor Venues Facility Guidelines

Reservable Outdoor Venues

Outdoor venues reserved through the Student Union & Conference Services Office include:

- Amphitheater and Hubbard Lawn
- CFO Lawn
- Old Main Circle
- Pioneer Circle
- University Gardens & Greenhouse

Reservation Requests

Requests for use of outdoor space on the Denton campus must be made a minimum of two weeks prior to the event. Events that require review by the Special Event Committee must be made at least 28 days prior to the event. Short-term requests may be approved on a case-by-case basis pending facility availability.

Event Services

Equipment rentals (tables, chairs, staging, etc.), custodial services, and other outdoor event preparations are provided through Facilities Management. Fees may apply to all groups that request services. Refer to the Student Union and Conference Services website for a full list of available services.

Internal groups should request event services through Mazévo at least 10 days prior to the event date. Last minute requests may not be guaranteed, and will incur rush fees.

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If the desired equipment is not available from Facilities Management, the group may rent from an outside rental company. It is the responsibility of the group to coordinate delivery, set up, pick up, and to ensure additional time for set up/tear down is included in their reservation. If tents are being installed, Conference Services must be notified in advance to ensure water lines and power lines are clearly marked.

Free Speech

Texas Woman's recognizes freedom of speech and expression as fundamental rights and is committed to ensuring free, robust and uninhibited debate and deliberations by students, faculty, staff and members of the public. To learn about free speech at TWU and outdoor common areas, visit <https://twu.edu/civility/on-campus-free-speech/>

Inclement Weather

It is recommended that a rain site be reserved if booking an outdoor venue (fees may apply). If inclement weather is forecasted the decision to move an event inside must be made 48 hours prior to the reservation. The decision to change venues to the rain site cannot be undone within 48 hours.

Refunds will not be issued for costs already incurred (e.g. rental of specialty items) or work completed (e.g. labor for event set ups) before the cancellation. If the University closes due to inclement weather, the reservation may be rescheduled at a later date pending availability.

Little Chapel Facility Guidelines

Reservation Requests

Requests for events in the Little Chapel in-the-Woods should be made a minimum of 60 days prior to the event. Short-term requests may be approved on a case-by-case basis pending facility and building attendant availability.

Chapel Attendant

A chapel attendant will be required for all reservations. An hourly fee will apply to TWU groups for the attendant.

Decorating Policy

Please review the decorating policy in the [General Operating Policies](#) section for all rules.

For safety measures and to prevent litter, items may not be tossed inside the Little Chapel or on TWU grounds. This includes rice, bird seed, confetti or flower petals outside.

Media Services

The Chapel includes a sound system and wireless microphones. Live streaming is available for an additional fee.

Food Service

Food and beverages are prohibited in the Chapel.

Recording Requests

Video recording is strictly for personal use only. Clients may hire a videographer to record a memorable event such as a wedding, memorial, or commitment ceremony. Video recording that is affiliated with, but not limited to any promotional, commercial, or mass productions are strictly prohibited. Additionally, any act of livestream broadcasting over the internet in the facility is forbidden. Any misuse of this policy, the Little Chapel in-the-Woods and Texas Woman's University will not be held accountable for the content of the message in video.

Classroom Facility Guidelines

Reservation Requests

Requests for classrooms and lobbies in academic buildings should be submitted one week prior to the event date. Events that require review by the Special Event Committee must be made at least 15 days prior to the event. Short-term requests may be approved on a case-by-case basis pending facility availability.

Requests for academic spaces can be submitted once the academic schedule for a given semester has been finalized. Fall semester reservations are typically available by late March or early April. Spring semester reservations are typically available by late October or early November.

Classroom Availability

Academic classes receive scheduling priority for classroom spaces, and the academic schedule is published on the [University Scheduling website](#). After a reservation request has been submitted through Mazevo, Conference Services will confirm availability of the classroom space with University Scheduling. If a space is not available, Conference Services will work to find an acceptable substitute if possible.

Equipment Rentals & Custodial Services

Equipment and custodial services can be requested for reservations that take place in lobbies and other open areas. Equipment cannot be added to classrooms due to fire code.

The deadline for requesting equipment and services is 10 days prior to the event. The process for requesting equipment on each campus varies. See below for additional information.

- *Denton Campus Equipment and Service Requests*
On the Denton campus, 6' rectangle tables, chairs, a portable podium, trash cans, and custodial services can be requested through Mazévo. A rental cost and delivery fee apply for all equipment. See the Student Union and Conference Services website for pricing information.
- *Dallas and Houston Campus Equipment and Service Requests*
On the Dallas and Houston campuses, 6' rectangle tables, chairs, trash cans, and custodial services can be requested through [Facilities Management](#). There is no cost for equipment, however overtime fees for labor may apply for after-hours events. Contact the FMC representative on the respective campus for additional information.

If equipment is needed for an event that is not available at TWU, the client may rent through an outside vendor. It is the responsibility of the group to coordinate delivery, set up, pick up, and to ensure additional time for set up/tear down is included in their reservation.

Media Services

Media Services provides technology support for all non-class meetings and events. Technology support in classroom spaces includes:

- In-person support to assist in starting the meeting
- Dedicated on-site event support
- Support for streaming/web conferencing (Zoom)
- Consultation to assist in planning for events

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An hourly fee will apply for dedicated on-site and web conferencing support. Media Services support can be requested through Mazévo when the room request is being submitted.

Decorating Policy

Please review the decorating policy in the [General Operating Policies](#) section for all rules.

Usage of Board Rooms

ACT 16 (Denton), IHSD 2502 (Dallas), and IHSB 10307 (Houston) can be reserved by TWU faculty and staff for meetings. Campus Board Rooms are for official TWU use only.

If food or drinks are being served, the reserving party is responsible for all trash and leftovers being removed from the room. If any chairs or furniture are moved, the reserving party is responsible for putting everything back in its original place. The university's food service provider is the exclusive caterer for ACT 16.

Gertrude Gibson House

Reservation Requests

Requests for the Gertrude Gibson House should be submitted one week prior to the event date. The Gibson House is available for use by TWU faculty and staff for official university business. Student Organizations are not permitted to use the Gertrude Gibson House.

Daily Use

The Gibson House is available from the hours of 7am and 12am for Alumni, full-time TWU faculty and staff, and adult guests (18 or older), for their private events such as holiday gatherings, bridal showers, adult birthday parties, receptions, etc. The TWU faculty or staff member must be present in the Gibson House for the duration of the event. In addition, the TWU faculty or staff member must accept full financial responsibility for the event. Reservations are not available for student organizations.

For daytime events, the Gibson House accommodates up to 50 people and parking for up to 4 vehicles. Street parking is not available.

Conference Services will lock and unlock the house for events and will conduct a thorough review of the house before and after use.

Overnight Use

Overnight use of the Gertrude Gibson House is limited to TWU faculty, staff, and their university-sponsored guests visiting on official university business. The maximum number of persons allowed overnight is four adults (18 or older).

The reserving party will check out a key to the Gertrude Gibson House from the Student Union and Conference Services Office prior to arrival. The key must be returned to Conference Services at the prearranged check out time. There will be a \$50 charge for damaged or lost keys.

Upon departure, the house will be cleaned and re-stocked. Daily linen and cleaning services are not provided for overnight occupants. Cleaning may be scheduled during long term stays through the Office of Conference Services. A minimum 48-hour turn-around time is required from check out to check in.

Cancellations

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- *TWU Department Event/Official University Business Cancellation Policy*
Cancellations must be received in writing at least 48 hours prior to the reservation start time. Cancellations made after this time will be charged the total of 1 hour rental or 1 night stay depending on type of reservation.
- *TWU Affiliate Cancellation Policy*
Cancellations must be received in writing at least 7 days prior to the reservation start time. Cancellations made after this time will be charged the total of 50% of the event's total reservation time.

General

Items may not be removed or displaced from the house. This includes, but is not limited to, art, books, dishes, furniture, linens, and accessories. Expenses related to damage, item loss, and/or extensive or irresponsible use of the house will be added to the total fees.

Animals/pets are not allowed in the house. No candles, oil lamps, or other open flames are permitted. In addition, glitter, confetti, fake snow, and birdseed are not allowed. All decorations must be approved by Conference Services. Decorations may not be affixed to any wall, light fixture, ceiling, or painted surface. Tape is strictly prohibited.

The fireplace is for decorative purposes only. Please do not use the fireplace.

The use of any tobacco products is not allowed in the house or on its grounds.

Please be courteous of neighbors when setting and adjusting music volume. TWU reserves the right to enter the house and inspect the event to ensure policy compliance and guest safety. Failure to follow policy may result in cancellation of the event.

Other Information

Americans with Disabilities Act

In accordance with Sections 503 and 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act of 1990, Texas Woman's University will make reasonable accommodations to ensure equal opportunity and access for qualified members of the public who wish to participate in applicable programs, activities and facilities.

Liability

In consideration for permission to use the facilities, the individual who submits the reservation request shall indemnify and hold harmless TWU, its Regents, officials, and employees for and against any and all liability, attorney's fees, court costs, loss or damage the university may suffer as a result of claims, demands, costs or judgments against it arising out of any accident, injury, loss of property, death, or other tortuous act which may occur to or be caused by participants during such use of facilities.

Room Inspection

TWU reserves the right to regulate and to inspect all rooms utilized by the Client. Such inspections shall be conducted with the client's designated representative except when an emergency situation necessitates immediate access to the facility by TWU.

As facilities contain TWU memorabilia and antiques, damage to any inventory item will be appraised and associated costs invoiced to the individual reserving the room(s). Furniture and fixtures should remain in the room(s).

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A cleaning fee may be required for events with food service.

Parking

Parking passes are not required on the Denton campus on weekends. Groups hosting events during the week which require non-TWU attendees to park on campus may be charged a parking fee. Contact the Parking Office for information about event guest parking.

Tickets will be issued if unauthorized automobiles are parked in state vehicles, handicapped, or service spaces without proper authorization. Users and guests are responsible for paying their own parking violation fees.

The University does not furnish unlimited parking space to accommodate all vehicles. Lack of parking does not justify violation of any parking regulations. Vehicles must be parked between two parallel white lines. Vehicles must be parked in appropriate zones as designated by the parking permit during zone enforcement hours. The Student Union and Conference Services and DPS at TWU is not responsible for reserving or blocking spaces for guests.

Supervision

It is understood that the client and all associated individuals will abide by the rules, regulations, and requirements of TWU or the State of Texas for the use of its various services and facilities on the campus, property and grounds of TWU. It is further understood that the client will withdraw, remove or expel any person associated with or participating in the event upon request of TWU for good cause. Moreover, the client agrees to cease and desist any activity, function, programs, etc., upon the request of TWU for a good cause. The term "good cause" as used herein shall include but not be limited to violations of any rule, regulation, or condition of TWU or the State of Texas. Cooperation from our patrons in adhering to the policies set forth in this agreement is most appreciated. Failure to abide by the established policies could result in additional charges and/or loss of privilege for future reservations.

Insurance

External clients shall maintain at its own cost, and provide proof of, insurance meeting TWU's Third Party Insurance Standards (www.twu.edu/media/documents/risk-management/TWU-Third-Party-Insurance-Standards.pdf). By requiring such minimum insurance, the Owner shall not be deemed or construed to have assessed the risk that may be applicable to the Architect/Engineer. Therefore, the Architect/Engineer shall assess its own risks and, if it deems appropriate, maintain higher limits and/or broader coverages. The Architect/Engineer is not relieved of any liability or obligations assumed or pursuant to the contract by reason of its failure to obtain or maintain insurance in sufficient amounts, duration, or types.

Client shall provide to TWU a certificate of insurance attesting to the existence of a policy or policies providing coverage described in the preceding paragraph no later than ten (10) days prior to the Event. Licensee shall provide to TWU a certified copy of said policy or policies upon request. Failure to comply with these requirements may result in termination of this Agreement for cause by TWU.

Disclaimers

The Student Handbook and Student Code of Conduct supersede all policies with regard to rental rates, alcohol, and food service. Rates and policies are subject to change without notice. The Student Union Office at TWU reserves the right to refuse requests from entities in direct competition for services provided by our institution. The client agrees to hold harmless TWU, its Board of Regents, officers, agents, employees, and students from any and all liability including claims, demands, losses, costs, damages, and expenses of every kind and description, including death or damage to persons or property arising out of use of TWU facilities and services.

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