



Student Centers
Division of Student Affairs

Student Centers
Facilities Use Policies and Procedures
Effective
As of May 12, 2026
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Policies and Procedures General Statement

- I. Registered Student Organizations registered with the Center for Student Involvement; Campus Departments or Off-Campus Groups or Individuals are eligible to request and use facilities available on a first-come, first-serve basis.
- II. The Student Centers (SCs) - Facilities Use Policies and Procedures provides for the efficient use and fair administration of facilities within the Student Center North, Student Center South, campus grounds and all other locations under the jurisdiction of the Student Center Conference and Reservation Services Office (CARS). General updates to the Facilities Use Policies and Procedures may occur upon review and/or recommendation by the Student Center Policy Board (SCPB) or as other departmental or University policies referenced within these policies are adjusted or revised.
- III. All groups using space reserved through the Student Center are expected to observe Federal, State and local laws, any applicable University of Houston policies and procedures and the Student Center policies. It is the responsibility of the individual/organization utilizing facilities and services to ensure that the events in their entirety are in compliance with the above laws and policies.

Policies and Procedures Waiver

Request for a waiver of any Student Center policies described within the Facilities Use Policies and Procedures document must be submitted in writing to the Assistant Vice President for Student Affairs – Student Life or designee via the SCs Policies and Procedures Waiver Request Form. The form is available online and in the CARS Office. The form must be submitted to the CARS Office at least ten (10) business days prior to the day of the event. The Policy Waiver Request Process is not applicable to Student Life Policies, UH MAPP Policies, or other general University of Houston policies that are referenced within this policy document. For additional questions or clarifications regarding the policies applicable to a Waiver Request, please contact the Conference and Reservation Services Office (CARS) located in Room 271 of the Student Center South or by phone: (832) 842-6167.

Terms and Definitions

As used in the Facilities Use Policies and Procedures document, unless the context otherwise requires:

- “**SC**” – refers to the Student Center, North and /or South facility.
- “**SCs**” refers to the Student Centers organizations
- “**SC Conference and Reservation Services Office (CARS)**”, refers to the entity responsible for coordinating the use of all facilities within the Student Center, campus grounds and various other locations on campus.
- “**Registered Student Organizations**” (RSOs) – refers to organizations that are currently registered with the Center for Student Involvement at the University of Houston main campus.

- “**Campus Department**” – refers to any office or department within the University of Houston main campus.
- “**Sponsored**” – refers to a joint programming venture between a student organization, campus department and/or off-campus group.
- “**Off-Campus Groups**” – refers to groups or individuals requesting space for a non-University meeting or event.
- “**Group**” – refers to a student organization, campus department, or any non-University individual or group.
- “**Authorized Representative**” – refers to a group’s contact person who signs the reservation request.
- “**Reservation**” – refers to arrangements for one or multiple bookings of facility locations by one group where the bookings are logically or cohesively joined in some manner.
- “**Booking**” – refers to any use or planned use of the space
- “**Regularly Scheduled**” – refers to a series of bookings involving the same group for the same purpose at habitual intervals over the course of a semester.
- “**No Show**” – refers to any unannounced absence for a scheduled facility by any group or the failure of any group to occupy a reserved space within 1 hour of the scheduled start time.
- “**Event**” – is defined by the university as a one-time or periodic, free or ticketed, cultural, charitable, athletic, or cause-related activity conducted to attract revenue, support, awareness, and/or for entertainment purposes.
- “**Special Event**” – is defined as one with an anticipated audience of 200 or more; requires usage of at least three locations simultaneously or requires police coverage; requires four or more hours of set-up time; includes potentially disruptive amplified sound; could be potentially disruptive; has significant safety and security issues; has the potential to affect the entire campus community.
- “**Admission Fee**” – refers to any charge or contribution associated with an event, regardless of label, which is either required or voluntary in nature.
- “**Business Day**” – refers to weekdays (Monday through Friday) in which the University is officially open for service.
- “**Change Order Fee**” – refers to any charges added to a reservation for additions made to a reservation less than two (2) business days before an event.
- “**Campus Wide Traditional Event**” – Events open to the entire campus with a university focus and that have been held for at least the two (2) prior consecutive years.

Building Hours of Operation *

Student Center North and South:

- Monday - Thursday 7:00 AM – 12:00 AM
- Friday & Saturday 7:00 AM – 1:00 AM
- Sunday 1:00 PM – 12:00 AM

**Times are subject to change based on the University Holiday Calendar, as well as special circumstances as determined by the Assistant Vice President for Student Affairs – Student Life.*

Facilities in the Student Center North and Student Center South can be reserved outside of the regular operating hours listed above. It is recommended that requests are made at the time of the original reservation. Approval will be based on staff availability and timeliness of the request, as well as a benefit to the University community. The CARS Office is located in Room 271 of the Student Center South. The CARS Website: www.uh.edu/studentcenters. Contact Conference and Reservation Services at (832) 842-6167.

Reservation Request Policies and Procedures

- 1.1 Requests for use of facilities must be submitted in writing, by online request, or in person to the CARS Office. Reservations are not guaranteed until a confirmation has been issued. Once the confirmation is received by a customer, changes can be submitted in writing via email.
- 1.2 Reservations are processed in the order in which they are received, with consideration being given to size of the group, the type of set-up needed, and space availability. The CARS Office reserves the right to assign and, if necessary, reassign facilities to assure the maximum and most appropriate use of facilities.
- 1.3 Reservation requests from Campus Departments and RSO received less than five (5) business days before the event may be denied due to insufficient time and/or space to process and accommodate the request. Similarly, event requests from Off-Campus groups received less than ten (10) business days before the event may be denied due to insufficient time and/or space available to process and accommodate the request.
- 1.4 Reservation requests for large-scale or special events received less than fifteen (15) business days before the event may be denied due to insufficient time and/or space available to process and accommodate the request.
- 1.5 Reservations requests for large-scale or special events requiring advance planning will not be accepted from off-campus groups more than twelve (12) months prior to the date of the event, or from on-campus RSOs more than six (6) months prior to the date of the event unless a Policy and Procedures Waiver Request Form has been completed and submitted for review and consideration. Exceptions to this Waiver requirement are reservation requests submitted for University of Houston campus-wide traditional/annual events which may be reserved two (2) years in advance.
- 1.6 All other forms, if applicable for an event - solicitation permit, alcohol permit, Temporary Food Dealer's Permit, Burn Permit, Tent Permit, special parking request must be completed and submitted with the appropriate approvals to the CARS Office prior to the event. For specific timelines and information regarding special permits please refer to the section on Special Permits and Additional Approvals within this document.
- 1.7 Student Center North or Student Center South meeting rooms may not be reserved for study hall purposes by any organization, group or individual.
- 1.8 Rain site locations can be reserved when making a reservation with CARS. The organization or group must identify the space as a rain site in their original reservation. Rain locations must be canceled 24 hours before the event date. If the Conference and Reservation Services do not receive communication to cancel the rain site the organization/group will be charged the full room rental rate.

- 1.9 Changes made less than two (2) business days before the event may be subject to Change Order Fees.
- 1.10 Contact the CARS Office during regular business hours (8AM to 5PM) and Customer Relations Manager (CRM) after 5PM on weekdays or on weekends for any set-up adjustments.
- 1.11 The CARS Office reserves the right to cancel and/or reschedule reservations due to situations beyond the control of the University (i.e. adverse weather conditions/acts of nature, loss of utilities, etc.).
- 1.12 If false information is provided with a reservation request, disciplinary action may be taken against groups or individuals. Please refer to the Student Code of Conduct on the Dean of Students website for additional information.
- 1.13 All events held in the Student Center North or Student Center South must have an end time that is at least 1 hour prior to the building's closing time. Exceptions must be requested at the time the reservation request is submitted, along with a Policy Waiver Request. If approved, late closing will incur additional fees.

Reservation Requests for Spaces with Special Conditions

- 2.1 The **Governor's Hall** is an informal student lounge that may only be reserved in combination with the Houston Room as a lobby space. It may not be used as an event space at any time.
- 2.2 Lobby and lounge spaces are informal areas that may not be used as event spaces without an approved waiver. An event is defined by the university as a one-time or periodic, free or ticketed, cultural, charitable, athletic, or cause-related activity conducted to attract revenue, support, awareness, and/or for entertainment purposes.
- 2.3 The Monumental Stairs and surrounding areas are not reservable event spaces. Student Centers Staff may hold and utilize the space as a viewing area for certain global events, such as sporting events or political debates. Requests to show specific content on the screen should be submitted to the Executive Director.
- 2.4 RSOs, departments, and off-campus groups can submit a policy waiver for reserving space more than 6 months in advance, special conditions, requesting payment fee waivers, moving furniture, and storing equipment.
- 2.5 Access to the Student Centers before or after regularly scheduled building hours requires special approvals. In the planning process, requests should be communicated to CARS as early as possible. A request is not approved until written confirmation is received. There are special fees for opening and closing the facility beyond regular business hours.
- 2.6 The **Houston Room Ticket Booth** may only be reserved in combination with a Houston Room event.
- 2.7 The **Philip Guthrie Hoffman Hall, PGH, Breezeway Information Tables** are available for reservation solely by RSOs.
- 2.8 The **Butler Plaza, Lynn Eusan Park, SC Circle Drive, SC Lawn Areas, and SC Plaza Stage** all require additional paperwork and/or approvals applicable to the UH Freedom of Expression Policy. The SC Lawn includes the area containing the Greek Unity Garden. The Freedom of Expression Policy is available on the SCs website: <https://www.uh.edu/studentcenters/reservations/forms/> under Policies and Procedures in Conference & Reservations menu dropdown.
- 2.9 The **SC Food Court Seating Area** is available for reservation only during non-food service operating hours within the SC Food Court.
- 2.10 The **SC North and South Information Tables** are available for reserving by all groups.

- 2.11 The **SC Food Court Information Tables** are available for reservation by RSOs and campus departments only.

Event Sponsorship

- 3.1 A Sponsorship is defined as a joint programming venture between an RSO, campus department, or an off-campus group and/or individual(s).
- 3.2 RSOs or campus departments shall not serve as fronts for off-campus groups or individual(s) for the purpose of obtaining reduced facility-use rental rates. RSOs shall not serve as fronts for campus departments. Events sponsored by RSOs or campus departments discovered to be fronts for any entity will be adjusted to the appropriate facility rental rate.
- 3.3 Sponsored events between RSOs and campus departments will be charged at one half the campus department rate or student organization fundraiser rate.
- 3.4 Campus departments holding events with an admission fee* or events that are marketed to any off-campus community groups or individual(s) within or beyond the greater Houston metropolitan area, other than the official University of Houston Enrollment Services recruitment events will be charged the UH sponsored rate.
- 3.5 In order for an event to be eligible for a sponsored rate the following requirements must be met:
- The sponsoring group must actively participate in the event by assuming responsibility for all reservation arrangements and charges assessed.
 - All communications with the CARS Office must be conducted by the sponsoring group representative.
 - A member of the sponsoring group must be present throughout the entire event.
 - All accumulated charges will be billed to the sponsoring group.

Additional Requirements by Group Type

For specific rental fee rate information, refer to the SC Room/Space Rental Fees available on the SCs website at <https://www.uh.edu/studentcenters/reservations/forms>.

Registered Student Organizations

- 4.1 Only organizational representative(s) listed on the Center for Student Involvement Student Organization Registration Form can make or cancel reservations on behalf of their student organization.
- 4.2 Reservation requests for regularly scheduled meetings may be made in advance for an entire semester.
- 4.3 RSOs are eligible for up to four (4) meeting/event reservations per calendar week (Sunday through Saturday). A policy waiver can be submitted to request additional meetings/events.
- 4.4 RSOs are not charged for the use of facilities unless the facilities are used for fundraising events or events with an admission fee. RSOs will be charged one-half of the Campus Department Rental Rate for use of facilities used per day plus any additional costs associated with special building hours, special staff, labor charges, or additional equipment required for events that are fundraisers or have an admission fee.
- 4.5 RSOs planning large-scale or special events meeting the definition of “special event” as determined by the Center for Student Involvement are required to begin the initial event planning process through the Center for Student Involvement Event Registration Process in the Get Involved System.

- 4.6 RSOs are limited to four (4) fundraisers per month, including food or beverage sales, material and non-material sales. Sales tax may be applicable for more than four fundraisers held per month. Contact the Center for Student Involvement for additional information and State of Texas sales tax requirements that may be applicable.
- 4.7 Food and/or beverage sales for fundraisers must be food and/or beverage approved by Auxiliary Services and the Fire Marshal's Food Safety Team. RSOs cannot bring off-campus restaurants and/or food trucks on campus as part of their fundraisers. These revenue-share models directly conflict with the University's contractual relationship with our University Dining Partners, Chartwells, and will not be permitted.
- 4.8 RSOs may be required to provide a Certificate of Insurance for Bodily Injury and Property Damage. The certificate must name the University of Houston as additionally insured. Subrogation against the University must be waived.

Campus Departments

- 5.1 Departments are eligible for up to four (4) meeting/event reservations per calendar week (Sunday through Saturday).
- 5.2 The Student Center North and Student Center South are not to be used for academic courses unless there is an emergency, such as severe weather, and the space is available
- 5.3 Campus departments may be required to provide a Certificate of Insurance for Bodily Injury and Property Damage. The certificate must name the University of Houston as additionally insured. Subrogation against the University must be waived.

Off-Campus Groups

- 6.1 Off-Campus Groups are limited to five (5) reservation days per month.
- 6.2 Off-Campus Groups must provide a Certificate of Insurance for Bodily Injury and Property Damage. The certificate must name the University of Houston as additionally insured. Subrogation against the University must be waived.

Facility Usage Policies and Procedures

- 7.1 Use of any space in the Student Center North, Student Center South, on campus grounds, and all other locations under the jurisdiction of the CARS Office is prohibited without a confirmed reservation.
- 7.2 Use of space for any reason other than the purpose stated on the reservation request is not permitted. All changes to bookings/reservations must be submitted in writing, signed by an authorized representative of a group, and approved by the CARS Office. Reservations are not transferable.
- 7.3 Reservation confirmations and all other appropriate forms/permits are required to be on-site throughout the event. Failure to produce appropriate forms/permits upon request may result in the suspension of the event.
- 7.4 Groups and/or the authorized representative/s holding functions or activities at the Student Center North, Student Center South, and other reservable locations will be held responsible for their guests' compliance with the SCs Facilities Use Policies and Procedures as well as University of Houston policies and procedures as described in MAPP (Manual of Administration Policies and Procedures) available on the MAPP website located at www.uh.edu/mapp.
- 7.5 Leaving the facility in an unclean condition or damaging facilities and/or

equipment may result in additional charges to the group for cleanup and/or recovery of losses.

- 7.6 The CARS Office reserves the right to cancel existing reservations and deny approval of future requests from groups not following the SCs Facilities Use Policies and Procedures or other applicable University policies.

General Policies and Procedures

- 8.1 Shirts and shoes are required to be worn while in the Student Centers Facilities.
- 8.2 The use of tobacco and tobacco products is prohibited on the University of Houston Campus. <http://www.uh.edu/af/universityservices/policies/mapp/07/070202.pdf>
- 8.3 Roller skates, skateboards, bicycles, hover boards, roller blades, and scooters may not be used in or around the SC Plaza, Student Center North, and Student Center South.
- 8.4 Roller skates, skateboards, bicycles, hover boards, roller blades, and scooters may only be stored in designated locations in and around Student Center North and Student Center South
- 8.5 Bicycles and scooters are to be secured in designated areas only. The securing of bicycles or scooters to stairways, handrails, hallways, entrances, light poles, trees, or shrubbery is prohibited.
- 8.6 Unlicensed weapons are prohibited on the campus of the University of Houston. Please see University policy on weapons for additional information.
- 8.7 The Student Centers are not responsible for any lost, stolen, or damaged property belonging to users of the facilities.
- 8.8 Animals are not permitted in the Student Center North or Student Center South with the exception of animals trained to assist the disabled.
- 8.9 Doorways, hallways, corridors, staircases, and fire exits cannot be blocked or obstructed at any time.
- 8.10 All forms of gambling are prohibited by law unless specifically provided for by statute.
- 8.11 Use of any appliance with a heating source, such as a popcorn machine, iron, specialized catering equipment, a space heater, etc., in meeting facilities requires advance approval from the CARS Office.
- 8.12 Photo identification is required of all individual patrons utilizing the facilities. Everyone must be able to present identification upon request of a University of Houston staff member.
- 8.13 Furniture must not be removed from the reserved meeting rooms/spaces it is assigned unless approval has been granted in advance through the CARS Office.
- 8.14 Property of the Student Centers may not be removed from the facilities.
- 8.15 Reserved meeting rooms/spaces are not to be utilized for childcare services.
- 8.16 Excess trash that does not fit into provided trash receptacles in offices or meeting rooms should be held within these spaces near trash receptacles for pick up. Trash should not be placed or left in hallways outside of offices and meeting rooms. Please call 832-842-6167 or 346-554-3909 after business hours for trash removal.
- 8.17 Any minor under the age of 17, unless they are currently enrolled as a UH student, must be accompanied by an adult while visiting the UH Student Centers.

Event Planning Services & Specialized Staff

The CARS Office is able to provide and arrange for special services (electrician, piano tuning, portable generators, etc.) for your event. Fees will be determined by the SC CARS Office and confirmed with the group in advance.

Audio-Visual Services, Special Event Set-Ups/Room Diagrams, & Additional SC Equipment Services

- 9.1 All set-up and audio-visual information should be included with the reservation request. Sample room set-up diagrams are available on the Student Center's website. SC CARS Staff are available for assistance with planning the room diagram/layout.
- 9.2 Audio-visual equipment is confirmed on a first-come, first-served basis. The CARS Office may need to rent equipment from various vendors to support events. The fees associated with any rented equipment will be passed on to the reserving group. The group will be notified of costs prior to ordering.
- 9.3 The group is responsible for securing and maintaining the condition of all the audio-visual equipment during the scheduled meeting time. If equipment is lost, stolen, or removed from its original location or displays damage beyond normal use, the reserving entity will be charged a repair or replacement fee. If the event/meeting concludes before the scheduled time, it is the responsibility of the group to inform the CARS Office or the Customer Relations Manager on duty to ensure the audio equipment is secured.
- 9.4 “Special effects” equipment, such as smoke, fog, and fire machines, is strictly prohibited inside the Student Center North and Student Center South buildings. However, “special effects” equipment, such as smoke, fog, and fire machines, may be used outdoors, provided the device is at least 10 feet away from the building and not directly in front of any entry/exit doors.
- 9.5 All guests utilizing large event spaces (Theater, Ballroom, Multipurpose Room, and Houston Room) will be required to use the Student Centers’ staff and equipment and pay the scheduled fees. The Student Centers’ AV equipment will only be operated by Student Centers’ personnel or University designee. A policy waiver must be submitted and approved if an outside group, UH Department, or RSO would like to bring/use their own sound, lighting and/or projection equipment.
- 9.6 Groups contracting the services of a DJ to provide music/entertainment for an indoor or outdoor event, will be required to bring in a stand-alone sound system. DJ’s will not be permitted to patch into the existing sound system within Student Center facilities. These events will also require proof of insurance, please refer to page 7 of the policies and procedures document for additional details about insurance requirements.
- 9.7 Groups found to be using equipment without prior written approval from the CARS Office or using equipment that triggers the emergency response system (Fire Alarm) will be subject to a \$300 fine which will be added to the invoice post-event.

Special Permits and Additional Approvals

General Information

Timelines for approval of special permits vary. The required forms to submit for review and approval are located on the Student Centers website at www.uh.edu/studentcenters. Click on Conference & Reservations and go to Forms. The CARS Office can assist groups with the various requirements and procedures to follow in order to process forms with the appropriate area/office which reviews and grants approval for each type of permit.

Alcohol Consumption and Distribution at Events

- 10.1 Groups desiring to serve or consume any type of alcoholic beverage on campus must register their event in advance by completing and submitting a Registration of Alcoholic Beverage Distribution Form. Information on the University of Houston’s Alcohol Policies and Alcohol Forms may be obtained through the Conference and Reservations

Services (CARS) team office or through the Student Centers' website, under the Policies and Procedures section in the Conference and Reservations menu dropdown. Alcohol Beverage Distribution requests must be sent to UHABD@uh.edu for review a minimum of fifteen (15) days before the scheduled event. Groups should build in ample event planning time for routing of paperwork through other required offices/areas prior to submitting requests for review to the Student Life/Student Centers team.

- 10.2 Groups holding functions or activities in the Student Center North, Student Center South, and other reservable locations must adhere to University of Houston alcohol policies as published in the Student Handbook, the SCs Food and Beverage Policies, and applicable local, state and federal laws regarding possession, consumption and distribution of alcohol.
- 10.3 Groups intending to include an alcohol beverage service for a catered event in the Student Center North, or Student Center South will be required to arrange for the alcohol beverage service through University of Houston Dining Services Catering, who is the holder of the liquor license on campus. Additionally, for all events with alcohol beverage service provided by UH Dining Services Catering, all catered food to accompany this service for meetings/events must also be provided by UH Dining Services Catering.
- 10.4 Food and non-alcoholic beverages must be available at all functions where alcohol will be served.

Burn Permits

- 11.1 Burning of candles, incense, or open flames without prior approval for a burn permit are prohibited.
- 11.2 Burn Permits require a minimum of a five (5) business day advance approval through the University of Houston Department of Public Safety (UHDPS) Fire Marshal's Office. Groups should build ample event planning time for routing paperwork through other required offices/areas prior to submitting requests for review by the Fire Marshal's Office.
- 11.3 Pursuant to requirements stipulated by the UH Fire Marshall regarding grills on campus, grills are not permitted to be operated on the SC Circle or in the SC Plaza.

Freedom of Expression Policy

- 12.1 The Freedom of Expression Policy as part of MAPP policy is applicable to University of Houston students, faculty, staff and others who wish to engage in non-curriculum related organized expressive activities at locations on University property as identified in the policy. Non-permitted commercial activities as defined within the Freedom of Expression Policy are not allowed. For questions regarding this policy and whether or not it would apply to a proposed or scheduled meeting/event, groups should contact the CARS Office. The Freedom of Expression Policy is available on the Student Centers website (Conference & Reservations menu): <https://www.uh.edu/studentcenters/reservations/policies-procedures>.
- 12.2 Organized Expressive Activity Requests must be submitted for review and approval to UHFOE@uh.edu at least seven (7) business days prior to the planned event. Groups should build in ample event planning time for routing paperwork through other required offices/areas prior to submitting requests for review to the Student Life/Student Centers Office.

Temporary Outdoor Signage Requests

- 13.1 The use of temporary outdoor signage is only permitted for official University-sponsored events as determined by the Freedom of Expression Policy of the University of Houston. In this policy, an official University-sponsored event is defined as any event, program, or

activity sponsored by a University Department while fulfilling their University Mission, activities that occur within the classroom, or events that occur within the regular or recurring sphere of activity of a University Department.

- 13.2 Temporary Outdoor Signage Requests must be submitted to UHFOE@uh.edu at least ten (10) business days prior to the planned installation of outdoor signage. Groups should build in ample event planning time for routing paperwork through other required offices/areas prior to submitting requests for review to the Student Life/Student Centers Office.
- 13.3 Each completed Temporary Outdoor Signage Request Form must include the following information and attachments: a sample of the sign and sign dimensions, the type of material to be used for construction of the sign, the number of signs requested to be posted, a map displaying the proposed locations for the signs, the timeline requested for the posting of the signs as well as the date for the removal of the signs by the group.
- 13.4 The event sponsor's name is also required on each printed signage item.
- 13.5 Sponsored events planned by University Departments partnering with a student organization or off-campus group also requires the completion of a University Sponsorship Verification Form by the sponsoring University Department.

Special Parking Requests

- 14.1 The CARS Office will coordinate with Parking and Transportation Services and attempt to provide adequate parking for events with minimal disruption to normal parking operations at the University of Houston.

Solicitation

- 15.1 All sales and solicitation, including soliciting votes, in the Student Center North and Student Center South must be sponsored by a campus department or student organization and must be approved in accordance with University policies. For further clarification, please refer to the University Policies section of the Student Handbook under the heading, "Soliciting of Funds, Selling of Nonfood Items".
- 15.2 Solicitation Permits are available for RSOs through the Center for Student Involvement or from the SCs website: www.uh.edu/studentcenters, under Forms section in Conference & Reservations menu dropdown.

Sound Amplification

- 16.1 Groups holding functions or activities using amplified sound are required to comply with the SCs Amplified Sound Policy which is available in the CARS Office and on the SCs website. This policy exists to create an environment that will permit all meetings and events to take place without disruption.
- 16.2 Amplified sound is limited by policy in the SC Circle, SC Plaza Stage, and Lynn Eusan Park between 11:30 AM to 1:30 PM and from 4 PM to midnight on class days. On non-class days, amplified sound will be permitted from 8:00 AM to midnight. For additional information, refer to the Amplified Sound Policy available in the CARS Office or on the SCs website at www.uh.edu/studentcenters under Policies and Procedures in Conference & Reservations menu dropdown.

Temporary Food Dealer's Permit

- 17.1 Food and beverage may be sold or distributed on campus only through RSOs or campus departments.
- 17.2 The sponsoring group must secure a Temporary Food Dealer's Permit from University of

Houston Department of Public Safety (UHDPS) Fire Marshal's Office. The permit requires a minimum of a five (5) business day advance approval. Groups should build ample event planning time for routing paperwork through other required offices/areas prior to submitting requests for review by the Fire Marshal's Office.

- 17.3 The approved permit must be submitted to the CARS Office in advance of the scheduled meeting/event and should also be available on-site during the meeting/event.
- 17.4 Food and/or beverage sales must be food and/or beverage approved by Auxilliary Services and the Fire Marshal's Food Safety team. RSOs cannot bring an off-campus restaurant or food truck on campus as part of their fundraisers. These revenue-share models directly conflict with the University's contractual relationship with our University Dining Partners, Chartwells, and will not be permitted.

Food and Beverage Policies

- 18.1 Groups have three (3) options available for food/drinks for a meeting/event scheduled in the SC
 - 1. Groups may provide or bring their own food/drink products.
 - 2. Groups may use UH Dining Services Catering.
 - 3. Off-Campus Catering Company - All catering from off-campus sources (caterers, restaurants, etc.) must provide a Certificate of Liability Insurance naming the University of Houston as an Additional Insured Party. The SC does not have commercial kitchen facilities for off-campus catering.
- 18.2 If alcohol is to be served during the event then groups must use UH Dining Services to provide food and alcohol.
- 18.3 Groups providing their own beverages, receiving beverage donations for an event, or contracting with an off-campus catering company for beverages as part of the food arrangements for an event must adhere to the requirements of the University of Houston Exclusive Beverage Contract with the Houston Coca-Cola Bottling Company. An approved beverage/product listing is available at the CARS Office or on the SCs website: www.uh.edu/studentcenters under Policies and Procedures in Conference & Reservations menu dropdown.

Posting of Banners, Decorations, Information Displays/Distribution, and A-Frames

Banners

- 19.1 RSOs are limited to posting two (2) banners at any given time.
- 19.2 Campus departments or on-campus contracted businesses are limited to posting one banner per building at any given time.
- 19.3 Banner cannot exceed three (3) feet tall by fifteen (15) feet wide with the exception of banners to be posted on the front of the Student Center South.
- 19.4 All banners are required to have the group's name clearly printed on the banner.
- 19.5 Groups wanting to hang a banner for an event in a location other than the Student Center South's west handrail, walkways between Student Center South & North should request this in advance and at the time the reservation request form is submitted.
- 19.6 Groups must provide the Student Center Conference and Reservation Services with the banner location preference, banner dimensions, and the date/s desired for the banner to be hung and dismantled.
- 19.7 Outdoor locations other than the Student Center South's west handrail, walkways between Student Center South & North must follow the Temporary Outdoor Signage request

process.

- 19.8 Banners to be hung on the Houston Room Backstage Wall must be requested in advance of the event. Banners must be delivered to the Student Centers Conference and Reservation Services a minimum of three (3) business days in advance of the scheduled event date to allow for the processing and completion of a work order. Charges will be applied accordingly for this service. Maximum dimensions for banners to be hung in this location should not exceed fifteen (15) feet in height by thirty (30) feet in width.
- 19.9 Banner request for the walkways between the Student Center North and Student Center South must meet the following requirements:
 - A. Campus-wide event open to UH community
 - B. Event presented by Registered Student Organization, campus department or organization housed within the Student Centers.
 - C. Banners can only be posted on the west side of the east walkway and on the east side of the west walkway.
- 19.10 Banner request for the front (exterior) of the Student Center South must meet the following requirements:
 - A. Request must be submitted 4 weeks prior to the first requested posting date.
 - B. Banners must be 16' high by 28' wide with 24" tie straps on the 4 corners and in the middle of the top of the banner. If the banner does not meet these dimensions, it will not be posted.
 - C. Campus-wide Event open to UH Community
 - D. Only events presented by Campus Departments and Registered Student Organizations are eligible to request banner hanging in this location.
 - E. Signage must meet University signage guidelines

Banner Time Period Extensions & Multiple Banners

- 20.1 The standard two-week posting period may be extended/granted through approval during non-peak posting times of the year. Extensions should be requested in advance of initial posting dates in the original request.
- 20.2 Banner reservations may be renewed, subject to space availability, every two (2) weeks by submitting a new reservation request form.
- 20.3 RSOs will have the option to post up to two (2) banners at one time or have overlapping times in the event two (2) separate events are planned by the organization.
- 20.4 Maximum posting period for event banners (unless exception granted for extension as noted below) will be limited to ten (10) business days prior to a scheduled event (includes the actual event date).
- 20.5 All reserved and posted banners require a Banner Posting Sticker (BPS) that is visible on the banner. Banners found to not include a current Banner Posting Sticker (BPS) will be removed.
- 20.6 All banners must be constructed on vinyl or other water-resistant material in a way as to ensure the banner remains intact and does not leave any residue when removed.
- 20.7 Expired banners are to be removed by the student organization and/or campus department at the conclusion of the reservation time. All banners not removed by their final reserved date will be discarded.
- 20.8 When the Plaza Stage is reserved the reserving group may hang a banner on the handrail above the Plaza Stage during the event.

Decorations

- 21.1 The use of glue, tape, nails, and/or tacks on any surface is prohibited. Decorations may not be attached to or leaning against ceilings, handrails, light fixtures, walls, woodwork, draperies, windows, curtains, the floor, or any painted or papered surface. For offices, stores, or departments, please see the appropriate Manager or Department Head for approval.
- 21.2 Use of confetti, glitter, rice, sand, smoke, haze fog, hay and similar materials are prohibited.
- 21.3 Hallway windows in meeting rooms are not to be covered under any circumstances.
- 21.4 Campus departments can request to virtually display a flag on the Student Centers marquee and digital screens at (Student Centers website) <https://www.uh.edu/studentcenters/facility-info/resources/digital-signage/>. Along with the request, an accurate depiction of the proposed display and how the flag represents the university's values must be submitted.
- 21.5 Campus departments can have a flag displayed virtually for one (1) month. Requests must be submitted at least two weeks in advance.

Information Displays/Distribution

- 22.1 Posting in reservable or public locations (with the exception of public bulletin boards) is not permitted. This includes walls, doors, glass, furniture, etc. Easels, flipcharts, sign stands, and pegboards are available for posting purposes through the Conference and Reservation Services. For offices, stores, or departments, please see the appropriate Manager or Department Head for approval.
- 22.2 Any group wishing to display/distribute printed materials (magazines, newspapers, or other literature) must obtain permission from the Assistant Vice President for Student Affairs and Student Life or his/her designee.
- 22.3 For information regarding temporary outdoor signage, please refer to the Special Permits and Additional Approvals section within this document.
- 22.4 Groups using display/distribution tables must remain in their assigned space while conducting business.

A-Frames

- 22.5 A-Frames are prohibited from being used in the interior of the Student Centers except for marketing one (1) day events.
- 22.6 A-Frames may be placed outdoors in accordance with the University of Houston Freedom of Expression Policy (M.A.P.P. 13.01.01)

Pie in the Face

Definition

Pieing or a Pie-in the Face is defined as the act of a pie being received in the face of a participant.

- 23.1 Pieing is an activity a registered student organization hosts outside the Student Centers only, located between the north and south building. This activity allows students to donate money to gently receive a pie in the face. In return, the hosting organization receives funds to operate financially throughout the year.
- 23.2 Proper precautions must be in place to ensure the safety of students, faculty, staff, and guests.

The hosting organization is prohibited from blocking ramps/doors, creating slippery surfaces, and “throwing” a pie in the face.

- 23.3 The ingredients permitted for pieing are shaving cream, whipped cream, or cool whip (no eggs, fruit, etc.)
- 23.3 The Student Centers require the hosting organization to disclose or provide signage of the ingredients used for pieing.

Police Services & Event Coverage Requirements

The CARS Office will coordinate with the University of Houston, Department of Public Safety (UHDPS) to determine the minimum number of police/security officers needed for each event with the exception of student events.

- 24.1 The Dean of Students or designee recommends police coverage necessary for all student organization events.
- 24.2 The Assistant Vice President for Student Affairs and Student Life or designee recommends police coverage for all other events booked through the CARS Office.
- 24.3 UHDPS coverage may be required for the following types of events:
 - Those with an anticipated audience of three hundred (300) attendees or more.
 - Those which would fall under the guidelines of the UH Social Event Policy.
 - Those which include potentially disruptive amplified sound.
 - Those which could be potentially disruptive to the University community.
 - Those which have significant safety and security issues.
 - Those where alcohol is being served.
 - Those where cash transactions will occur.
 - Those which have the potential to affect the entire campus community.
 - Those where the Assistant Vice President for Student Affairs and Student Life or designee or the Dean of Students or designee recommends that police coverage is required.
- 24.4 UH Police requests made less than fourteen (14) business days before the event will be subject to a ten percent (10%) late fee.
- 24.5 Cancellation of police requests is the responsibility of the requesting party and must be made at least two (2) business days in advance of the event with the CARS Office in order to avoid a charge. The cancellation must be signed by the individual who originally reserved the police and by the UH administrative authority which approved the original request (Dean of Students or designee or the Assistant Vice President for Student Affairs and Student Life or designee).
- 24.6 Metal detection equipment and operational staffing may be required at events. Applicable charges may apply.

Payment/Deposit Policies and Procedures

- 25.1 RSO's and Campus Departments will have fourteen (14) days post-event to remit payment for their events. USOs and Campus departments with on-campus accounts can

pay room rental and service fees via Service Center Vouchers (SC). An authorized SC Voucher should be sent to the CARS team via email cars@uh.edu by or before the 14th day post-event. Other accepted forms of payment include money order, cashier's checks, organizational/business checks, and credit cards. Checks must be made payable to "University of Houston." The University reserves the right to refuse personal checks.

- 25.2 All Off-Campus groups must remit a full pre-payment ten (10) business days prior to their event. If payment is not received at least 10 business day prior to the event, the reservations may be canceled.
- 25.3 All applicable refunds will be initiated within ten (10) business days of receiving all necessary documentation, including a completed Vendor Set-Up Form. All necessary documentation must be provided within 30 days of the CARS request for documentation, or the refund will be forfeited.
- 25.4 Groups with outstanding debts to the University of Houston may be refused future reservations, and all current reservations may be suspended pending full payment or until proof of payment is submitted to the CARS Office. Bad debt processing fees will be charged to the reserving group.
- 25.5 If payments are made by a credit card and a refund is due, the refund must be made to the same credit card that was used to make the payment. If the credit card is unavailable, the refund will be made by check. Payments made by check must be refunded by check. Please allow 4-8 weeks for processing.

Reservation Cancellations and No-Shows

Registered Student Organizations

- 26.1 Cancellations must be received in writing at least two (2) business days before the event. If the student organization fails to cancel their event at least two business days prior to the event, they will be issued a warning letter for the first occurrence. However, same-day cancellations of events booked in the Houston Room, Ballroom, Multipurpose Room or Theater will be invoiced at the Campus Department rate.

If there is a second occurrence where the student organization fails to cancel their event at least two business days prior to the event, they will be invoiced at the Campus Department rental rate for the reserved event space/table space. After a third occurrence where the student organization fails to cancel their event at least two business days prior to the event, the student organization's reservation privileges may be suspended for the rest of the academic year, and all remaining reservations for the academic year will be canceled.

- 26.2 If a student organization fails to show up for a reserved event, they will be issued a warning letter for the first no-show, unless the event was scheduled in Houston, Ballroom, Multipurpose, or Theater, in which case the group will be invoiced the Campus Department rental rate. After a second "No Show", the student organization will be charged the Campus Department rental rates for rooms and/or table spaces. After a third "No Show" in the same academic year, the student organization's reservation privileges may be suspended for the rest of the academic year, and all remaining reservations for the academic year will be canceled.

Campus Departments

- 27.1 Cancellations must be received in writing or online at least two (2) business days before the event, or the campus department will be responsible for paying Campus

Department Rental Rates and other service charges. If the reservation is categorized as a “Sponsored” event with an off-campus group, the UH- Sponsored rental rate will apply. If the event is a Sponsored event with an RSO, then the Student fundraiser rate will apply.

- 27.2 If a campus department fails to show up for a reserved meeting room/facility, they will be issued a warning letter and charged the Campus Department rental rates for rooms. After a second “No Show” in the same academic year, they will be issued a warning letter, and charged the Campus Department rental rate plus a twenty-five (\$25) service fee. After a third “No Show”, the campus department’s reservations privileges will be suspended for the rest of the academic year, and all remaining reservations for that academic year will be canceled.

Off-Campus Groups

- 28.1 Reservation cancellations must be received in writing. If cancellation is made less than thirty (30) calendar days before the first scheduled date of the event, the off-campus group and/or individual will be responsible for the full room rental rate and other service charges that have been applied.
- 28.2 If an off-campus group or individual fails to show up for a reserved meeting room/facility, they will be issued a warning letter. After a second “No Show,” they will be issued a second warning letter and charged a thirty-five (\$35) service fee. After a third “No Show” in the same academic year, the off-campus group’s and/or individual’s reservations privileges will be suspended for the rest of the academic year, and all remaining reservations for that academic year will be canceled.

Disciplinary Procedures

The Facilities Use Policies and Procedures support an environment that promotes learning, development, and responsible use of Student Centers' facilities. When concerns arise, the disciplinary process is designed to ensure **fairness, consistency, transparency, and due process** for all parties involved.

29.1 Reporting Alleged Violations

Any member of the University community may submit a written report of an alleged violation of these Policies and Procedures to any member of the Conference and Reservation Services (CARS) team.

Reports should include:

- A description of the alleged behavior or incident
- Date, time, and location (if known)
- Names of involved parties (if known)
- Any supporting documentation or evidence

Upon receiving a report, the CARS Office will initiate a preliminary review to determine whether further action is warranted.

29.2 Notice of Alleged Violation Review

If there is a reason to believe that a violation of SCs Policies and Procedures, applicable Student Life Policies, and UH policies (as described in the Manual of Administrative Policies

& Procedures (MAPP); <http://www.uh.edu/mapp> may have occurred, a representative for the group will receive written notice via email from the Student Centers that includes the following:

- A description of the alleged violation(s)
- The specific policy or policies involved
- A summary of supporting information
- An explanation of the next steps in the review process
- An invitation to meet with the Senior Associate Director of the Student Center

If there is reason to believe a violation of the Student Code of Conduct has occurred, SC staff will refer the information to the Dean of Students' office for review and, as necessary, adjudication.

29.3 Opportunity to Respond to potential violations of Student Centers Policies and MAPP

The group will be provided with the opportunity to respond in writing and to provide any relevant information or documentation. However, depending on the severity of the allegations, one or more representatives of the group may be required to attend a meeting with the Senior Associate Director of Student Centers.

During this meeting, the group will have the opportunity to:

- Present information or documentation
- Provide context or clarification
- Identify witnesses or relevant individuals
- Ask questions about the process

The Senior Associate Director may consult other campus partners (e.g., Dean of Students, UH Police, Student Life) if needed.

29.4 Determination and Written Outcome

After reviewing the group's response and any related information and meeting with the group's representatives, if applicable, the Senior Associate Director will issue a written determination to the group's authorized representative.

The written outcome will include a determination of whether a violation occurred, the sanction(s), if any, to be imposed, expectations and responsibilities moving forward, and instructions for submitting an appeal.

Sanctions

Based on the nature of the violation, history of behavior, repetition, and financial responsibility, one or more of the following sanctions may be assessed:

- 30.1 **Letter of Warning:** A formal written notice identifying the violation and clarifying the relevant policy expectations.
- 30.2 **Probation:** The Group will not be permitted to sponsor large events such as concerts, mixers, dances, lectures, etc. With the Senior Associate Director's permission, organizations may be granted the privilege to hold meetings and other small events.
- 30.3 **Financial Restitution:** The Group will be responsible for damage to facilities, supplies, and/or equipment and will be responsible for the cleaning, repair, and/or replacement costs associated with the damage.
- 30.4 **Judicial Referral:** Individual students, Student Organizations, or groups will be referred to the Dean of Students Office for adjudication of the Student Code of Conduct.
- 30.5 **Fines:** The Group may be assessed fines for policy violations.
- 30.6 **Suspension of Privileges:** The Group will not be permitted to reserve space through the CARS Office for the rest of the semester or academic year, whichever is deemed most appropriate. All remaining reservations for the semester and/or academic year will be canceled.

Appeal Process

The group must appeal within ten (10) business days from the date of notification. Letters of Appeal should be addressed to the Student Centers Executive Director and delivered to Room 271 of the Student Center South. Appeals will be considered based on any new information not considered during the initial disciplinary process, if the finding of violation is not supported by the evidence or if the sanction is not commensurate with the finding of violation.

The ED or designee will review all appeal materials and issue a written decision within five business days.

Addendum A

The following policy exception is effective June 1, 2014, for use of Student Center meeting/conference space for dates occurring after September 1, 2014, for UH Campus Departments housed within the Student Center North or Student Centers South as follows

- 5.4 Campus Departments housed within the Student Center effective September 2014:
- Assistant Vice President for Student Affairs
 - Business Services
 - Center for Fraternity and Sorority Life (CFSL)
 - Center for Student Advocacy & Community (CSAC)
 - Center for Student Involvement (CSI)
 - Center for Student Media (CSM)
 - Dean of Students Office (DOS)
 - Division of Student Affairs IT Services
 - International Student and Scholar Services Office (ISSS)
 - Student Centers (Student Centers)
 - Veterans' Services Office (VSO)
 - Women's Resource Center (WRC)
- 5.5 Policy exceptions for application of Student Center room rental rates apply for Campus Departments defined under 5.4 as follows:
- Campus Departmental room rental rates will be waived for events that are free and targeted only to the UH community.
 - Events targeting off-campus populations (with the exception of official University of Houston Enrollment Services recruitment events), or events that charge fees for registration/admission, or accept monetary donations will still be charged the applicable UH Sponsored room rental rate.
 - Events may target affiliated professional associations open to the higher education community.
 - Labor charges will be applied to all events.
 - There is no charge for Audio/Visual equipment for events held in Student Centers event/meeting space as long as the request are received more than two business days before the event date.
 - Campus Departments housed within the Student Center that have meeting/conference rooms associated with their allocated office space will have access to this space Monday – Friday, 7:00 AM – 5:00 PM, as follows:

- Medical Center Room (Student Centers South)– Available exclusively to the Dean of Students Office
- Synergy Room (Student Centers North) – Available exclusively to the Center for Student Advocacy & Community, International Student and Scholar Services Office, and Veteran’s Service Office

- Uptown Room (Student Centers South) – Available exclusively to the Office of the Assistant Vice President for Student Affairs, Business Services, Center for Student Media, Division of Student Affairs IT Services and Special Programs.

Addendum B

Due to construction on University Drive, the south entrance/exit doors of Student Center South will close temporarily beginning mid-July. Per the University of Houston Fire Marshal's recommendation, all events in the Student Center Plaza area will be suspended from mid-July 2026 through January 2027, or until construction in that area is completed.

We will continue to accept reservation requests for North Tables 1, 2, and 3 during the suspension period.