

Reservation Confirmations

Rooms and outdoor spaces that are reservable through the Hendrix Center must have a completed reservation on file at least 72 hours prior to the date requested, and are subject to room rental and equipment rental fees. Non-affiliated groups and University auxiliary departments will be responsible for room and/or space fees; recognized student organizations and University non-auxiliary departments are exempt from room and space fees. Room and space fees vary with each area. Furniture and/or equipment brought into the rooms will incur a set-up fee. Set-up and equipment needs are required at the time the reservation is made. All set-up and technical assistance needs must be communicated with the Reservation office at least one week prior to the date of the event. The HSC can not guarantee that last minute requests will be honored. All reservations must be paid in full 72 hours prior to the date of the event. Groups who fail to submit payment at least 72 hours prior to the date event will lose their reservation. All non-affiliated groups must make a 100% deposit for the room fee before a reservation can be confirmed. The remaining balance will be due 72 hours prior to the date of the event. All fees are listed by category on the back of each room and/or space reservation form. Forms are available at the Hendrix Center Reservation Desk or [http ?](http://www.hendrix.edu/reservations). The HSC reserves the right to make any necessary changes in room locations as needed for the sufficient operations of the facility. All efforts will be made to give ample notice of such changes. The HSC reserves the right to not approve or cancel an event.

Cancellation/No Show of Reservations

Due to internal costs and inconveniences incurred by the HSC and to ensure that the space is properly used and available for campus users, customers who fail to cancel their reserved room and/or space or do not show up for their reservation will be charged a cancellation fee. All groups must cancel their reservation at least one week prior to the date of the event in order to receive a refund (when applicable). Groups who cancel too late or not at all forfeit all fees paid, plus any expenses accrued on their behalf. Groups who cancel or fail to show for reservations two or more times risk temporarily losing their reservation privileges.

Extension of Building Hours

The Hendrix Student Center has set hours of operation. Any group needing to use either facility after hours is subject to the following policy:

1. Reservation must be completed 14 days in advance.
2. Group takes completed form to the police department to obtain police signature and attach Security Request for Events Form
3. Group takes completed forms to the Associate Director of Building Operations for the area in which event is requested. A \$15 per hour fee will

be assessed, and entered on the reservation form with the Associate Director's signature

4. Forms must be returned with payment to the Reservations Desk. Confirmation will be sent to the reserving group to finalize.

Events with alcohol

Any campus event where alcohol may be present is subject to the Social Policy, and must have a completed form on file with the Union.

- All events where alcohol is served are subject to having security present as required by CUPD at the expense of the reserving group. All requests for CUPD services must be made 14 days in advance.
- All alcohol sales or service will be administered by ARAMARK and will end no later than 11:00 pm. Event times are regulated by building hours, although no event may extend later than 2:00 am. Permanent licensed facilities will operate during regular business hours as usual.
- The approval of the sale or serving of alcohol at any social event is at the discretion of the responsible facility director or Vice President. Any violation of this policy will be referred to the appropriate disciplinary body.

The General Membership of an organization or office requesting an event where alcohol is present is encouraged to be educated about alcohol annually in coordination with the Office of Health Education.

Block Reservations

Blocking rooms for recurring meetings (weekly, biweekly, monthly, etc.) is only permitted in special circumstances. Block booking forms are located at the Union information desks. Requests are accepted one year in advance. Block reservations must be approved by the Reservations desk, and must be paid for in full before all dates will be confirmed. In instances where an organization's membership exceeds 300, the HSC will attempt to make special provisions. We reserve the right to bump an organization should a block booking conflict with a HSC sponsored event. The HSC will give the most advanced notice possible in all situations when an organization will be bumped. We will also make a reasonable attempt to assist the organization in finding an alternate location.

Refund Requests

For a refund of a cash, check or credit card purchase, customers should fill out a "Refund Authorization Form" or a "Tiger stripe Correction Form". Refund requests must be approved by the Assistant Director, and will be mailed to the customer in approximately two weeks. Tiger stripe refunds will be credited to a card within two or three working days.

Credit Card Vendors

Clemson University has a preferred agreement with MBNA, and does not allow other individual credit card solicitation via tabling at any areas

controlled by the H S C . MBNA must register their event with the information desk prior to arriving on campus.

- Clemson University has an Office of Student Financial Education Services. This office provides guidance on how to responsibly use and manage credit.
- MBNA is discouraged from tabling during New Student Orientation and Move-in week.
- It is not our policy to sell or distribute lists of students to anyone requesting them. However, University phone books and the website are public knowledge.
- Credit card advertisements that arrive through the mail must be delivered to students, as we cannot intervene with US Mail.

Vendor Policy

Vendors are defined as a non-University entity that sells or promotes a product or service. Vendors must discuss both product and dates with the Assistant Director, who will decide the appropriateness of the product to the needs of our students. Any Vendor coming on campus must have a vendor packet filled out and on file in the Hendrix Student Center.

- Vendor sales are limited to Outdoor spaces.
- Fees for vendors selling merchandise will be \$25/day, per space, or 20% of total sales, whichever is greater.
- All vendor sales at Clemson University take place on Monday through Friday only. Vendors may set up after 7:30am and must have items packed and removed by 7:00pm. All financial transactions must also be settled with the Union designee by 4:00pm of the final day.
- All vendors must provide a copy of their retail business license, biographical information, including a Federal ID number, and a certificate of \$600,000 general liability insurance, naming Clemson as additional insured before being accepted as an on-campus vendor.
- Vendors must accept responsibility for the operation of their sale, and must agree to indemnify and hold harmless Clemson University and its agents against all liability, claims, or suits arising out of the injury to any person or property resulting from the negligent act of the vendor.
- For complete details on vendors, please obtain a copy of the Vendor Contract and Vendor Packet.

Free Speech

All constitutionally protected speech will be permitted by the University, within reasonable time, place and manner parameters as outlined in the Student Handbook. No solicitations shall interfere or conflict with the mission of the University or its occupants. The HSC has two designated Free Speech areas: the Lower Plaza at the Hendrix Center and Cox Plaza at the Union. Reservation forms and Solicitation forms, available at the information desks, must be completed 72 hours in advance to reserve these spaces.

Blood Drives

Any blood drive held on campus must be sponsored by a recognized student

organization and registered with the Union. A policy exists with the student organizations historically involved in sponsorship of these drives:

Alpha Phi Omega has rights on the fall Clemson-Carolina football week blood drive. Arnold Air Society/ Angel Flight have rights to the spring drive. Any other blood drives on campus must be timed so as not to interfere with these aforementioned blood drives. There is a 56-day standard waiting period between all donations.

Sales and Solicitation

Solicitation on University property is strictly prohibited without authorization from the Union. Evidence of such authorization shall be displayed at all times while on campus. Any authorized solicitations are subject to applicable University regulations, and local, state and federal laws. Solicitations may be approved for a specific area on campus or for all pre-approved campus-wide locations. No solicitation shall interfere or conflict with the mission of the University or its occupants. Any profits derived from solicitations on campus must be used for a purpose consistent with University policy and with the purpose of the sponsoring entity. Complete Sales and Solicitation policies may be obtained at the Union information desks.

Student Organization Recognition Process

To become a recognized student organization you must:

1. Complete a *Petition* with all original signatures
2. Complete a *Report* form
3. Have a constitution for the organization

Forms can be found on-line at <http://cusg.clemson.edu>. The above items must be forwarded to Student Government for approval. The organization will be contacted by Student Government when approved.

Parking

Parking policies are handled through Parking Services, located in G-01 University Union. Vendors, Solicitors, and visitors to the University Union are responsible for obtaining the proper Parking pass. The HSC does not reserve parking spaces, nor does it take responsibility for parking violations received by its visitors.

Amplified Sound

Events with amplified sound above 80 decibels within 50 feet of the speakers may only be held in the amphitheater during the following hours:

Monday-Thursday	9:00pm-11:00pm
Friday	4:30-midnight
Saturday	noon- midnight
Sunday	noon-6:00pm