



**CASE WESTERN RESERVE  
UNIVERSITY**  
Tinkham Veale University Center

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Cleveland, Ohio 44106  
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tvuc@case.edu  
case.edu/universitycenter

## **POLICIES AND PROCEDURES**

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# Reservation Process

## Requests

### By University Groups:

Those with a Case Western Reserve University ID can use [www.case.edu/reservations](http://www.case.edu/reservations) to make a reservation online. After logging into the system, use the “Non-academic Space Requests” form to complete the request. Spaces can be reserved up to one year in advance.

### Walk-up Requests

To reserve a space, visit the room sign outside the room, fill out the form, or ask the Information Desk for assistance. The Ballrooms and spaces already reserved are not available for walk-up reservations.

### By External Groups:

All others and those without a Case Western Reserve University ID can fill out the [Event Requests Form](#) or contact the Director of Tinkham Veale University Center directly to inquire about space availability.

## Approvals

All event requests will be reviewed for space availability within three working days of receipt of the request. The University Center prioritizes university-sponsored events over all others and may reschedule or adjust dates and spaces depending on availability and/or circumstances.

The University Center will make every possible accommodation to the first scheduled event but reserves the right to reassign to other equitable spaces on campus. The University Center maintains a list of Approved Annual Events at Case Western Reserve University, which are always given priority scheduling. The University Center reserves the right to adjust space assignments.

The University Center reserves the right to cancel or decline a reservation if the event violates these policies or conflicts with the mission and guiding principles of the University Center and Case Western Reserve University.

The University Center reserves the right to limit the number of events any one group may hold to ensure equitable use of the facilities and to ensure the entire Case Western Reserve University community has the opportunity to use the space equitably.

The University Center requires a valid speedtype for university groups to confirm a space request. Upon completion of the event, the speedtype may be charged for usage fees.

The University Center only permits student organization rehearsals in the ballroom if they are rehearsals for an event taking place in the ballroom.

All Kelvin & Eleanor Smith Ballroom reservation requests must be placed a minimum of three weeks in advance.

## Rate Qualifications

### Student Rates

To qualify for the student rate, the licensee must be a registered student organization with the Undergraduate Student Government or Graduate Student Council. It will pay for all fees via speedtype. This rate allows students to focus on the event itself while providing them with real-world experience in project and event management. This opportunity allows them a space to hone their skills, build experience, and focus on creative and innovative ways to display their work, passion, or mission. Advisors or department staff cannot make a reservation, plan, coordinate, or take the lead on behalf of the student organization. In doing so, it eliminates the ability for students to learn and build experience as leaders. Events that do not comply will lose the qualification and be billed at the campus rate.

### Department Rates

To qualify for the department rate, the licensee must be a university department. The university department will pay the University Center for all fees via speedtype. Under the terms of their agreement, the university department is responsible for collecting non-TVUC expenses independently.

### Sponsorship

To be sponsored, the external client must engage a CWRU academic or campus department through their manager, chair, or delegate authorized to approve sponsorship. The department manager approves sponsorship based on their policies and procedures. TVUC will remain an impartial party and cannot be involved in securing a sponsor. TVUC must receive a Speedtype and authorization to charge the Speedtype for the event.

It must meet the following criteria to be considered for the campus rate:

- The event benefits and supports the mission of Case Western Reserve University, which is directly affiliated with a department or school within the university.
- The university department sponsoring the event is the primary planner and is responsible for leading the planning process. As the primary planner, they are not passive participants or suggestive influences. Their role is to lead, spearhead, and oversee the planning process. The department must have a representative of their leadership present and active for the entirety of the event.
  - TVUC will not act or engage as a passthrough of any discounts to external groups. This sponsorship is meant to create a partnership and collaboration to enrich and involve the campus community, and the sponsorship will not act as a simple discount for external groups.
  - The sponsoring department takes ownership and responsibility for the event planning if approved. The external client or outside group using the sponsorship cannot plan, coordinate, or take the lead on behalf of the campus group.

The university department is responsible for independently collecting expenses from external co-sponsors under their agreement. The university center will bill the sponsoring department's Speedtype for the event, and then the department can invoice the requesting party for the associated event costs.

This relationship builds a connection between the organization and the department, grants you access to the department's faculty rental rate, and exposes you to the campus community.

Without a confirmed sponsor, the licensee can continue with the event planning on the standard rate the group or organization qualifies for as part of the agreement. If one is not secure in time, generally within one month of the event, we will continue with the qualified rate, which will be assessed on the final invoice.

## Affiliate Rates

Licensee must be one of the following:

- A nonprofit organization or
- An organization located within the district of University Circle or
- An individual student, faculty, staff, or alumnus of Case Western Reserve University who is hosting a private event.

## External Rates

Any Licensee that does not qualify for any of the above rates.

## Payment Process

### Prior to the event:

#### Student Organizations and University Departments:

- Student Organizations and University Departments must provide a speedtype at the time of booking.

#### Affiliate and External Groups:

- The licensee agrees to pay a non-refundable deposit of 25% of the rental fee at the time of booking.
- The licensee agrees to pay the remaining balance at least seven days before their contract ends.
- If payment is not received by then, the License Agreement will automatically terminate without liability to the University, and access to the University Center shall be denied.

### Following the event:

#### Student Organizations and University Departments:

- The licensee agrees to pay the total, adjusted, or remaining balance using speedtype.

#### Affiliate and External Groups:

- Any adjustments in billing will be invoiced to the Licensee following the event.
- The licensee agrees to pay the total balance due within 30 days following receipt of the invoice.
- If payment is not received as stated herein, the university may cancel future events and may take legal action to secure payment. In addition, a late payment charge of 10% per month on the unpaid balance will be added to the account balance.

# Cancellations, Reductions, and Rescheduling

## Definitions:

- Cancellation: Terminating a booking, reservation, or scheduled event
- Reductions: Decreasing the scope of the original booking, such as reducing the number of participants in an event while still maintaining the reservation
- Rescheduling: Altering the date and/or time of the booking while keeping other aspects of the reservation intact

## By the Licensee:

To use the University Center to its fullest capacity, we request that the Licensee notify the university immediately if they cannot use a reserved space or are making changes, reductions, or rescheduling their event at least seven days before the originally planned date. Failure to do so may result in cancellation and late change fees or the loss of booking privileges.

## How to notify TVUC:

### *Student and Campus Groups:*

Notifications must be made in writing via email to tvucdesk@case.edu or through the Spartan Reservation System.

### *Affiliate and External Groups:*

Notifications must be made in writing via email or certified mail.

## Cancellation Deadlines and Fees:

Licensees are subject to the following cancellation fees, which are determined based on the timing of the cancellation and the type of group:

- For Student and Campus Groups:
  - More than 30 days before the reservation: No fee
  - 15-30 days before the reservation: 25% of the rental fee
  - 8-14 days before the reservation: 75% of the rental fee
  - 7 days or less before the reservation: 100% of the rental fee

- For Affiliate and External Groups:
  - A non-refundable 25% deposit is required at booking
  - More than 30 days before the reservation: No additional fee
  - 15-30 days before the reservation: 25% of the remaining balance
  - 8-14 days before the reservation: 75% of the remaining balance
  - 7 days or less before the reservation: 100% of the remaining balance

Should the Licensee be a registered student organization that does not normally pay rental fees and cancel, change, reduce, or reschedule the event less than seven days before the reservation, it will be marked as a "No Show" subject to the University Center's [No Show Policy](#).

## Reductions and Reschedule Fees:

Fees are determined by several factors, including the scope and severity of the change, the time remaining until the event date, and the potential disruption to University Center operations. This will be communicated at the time of the request and will be at the discretion of university center management.

## By the University:

The University may cancel an agreement upon seven days' written notice or at any time for public necessity or emergency use. The University may also cancel this agreement if the licensee fails to respond or provide event details promptly after a written warning of the pending cancellation. In the event of cancellation for any of the reasons mentioned above, the University's liability shall be limited to repayment of any advance payment of rental fees by the Licensee.

## Force Majeure

Neither the University nor the Licensee shall be liable for any failure to perform its obligations where such failure is as a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane, or other natural disaster), war, invasion, the act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, protests, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity [or telephone service], and no other Party will have a right to terminate an agreement in such circumstances.

## Event Statuses

### Complimentary Holds

Complimentary holds are only valid for one week. At most, a Licensee may only hold three dates at a time.

### No Shows

If the Licensee fails to report to the reservation and utilize the space in earnest, they will be marked as a no-show and assessed a fee according to the guidelines below. Student groups will be charged a fee that is not covered by their recognized organization status and will be charged on their speedtype at the campus rate:

- First offense – Licensee liable for 100% of the rental fees
- Second offense – The licensee is liable for 100% of the rental fees, and any remaining reservations scheduled through the remainder of the semester will be canceled. Future reservations will not be approved until after the beginning of the next semester.
- Repeat offenders are subject to long-term penalties at the discretion of University Center staff.

## Event Services

### Exclusivity

When a Licensee requests that other nearby event spaces not be used by other groups during their event, they will pay an hourly fee of 50% of the rental fees for those spaces.

While the ballroom has soundproof barriers, the noise created by amplified speakers commonly used by DJs and live bands requires us to block other ballroom sections if not used by the event. The fee required to block those spaces will be reflected in the overall reservation.



## Insurance

CWRU will keep the leased space in good condition and repair. The licensee has inspected the licensed space and found it suitable for their purposes. CWRU will not be held liable for any personal injury or property damage incurred by the licensee, their guests, or invitees. The licensee must maintain adequate insurance to cover any such losses. However, if any claims, damages, losses, suits, judgments, costs, and expenses arising from the licensee's use of the licensed space are not due to intentional or negligent acts by CWRU, the licensee agrees to defend, indemnify, and hold harmless CWRU, its trustees, officers, employees, and agents from and against any and all related claims and expenses, including deductibles on the licensee's insurance policies.

At their own cost and expense, the licensee agrees to obtain and maintain general liability insurance throughout the term of this Agreement, with limits of at least:

- \$1,000,000 / \$2,000,000.

The licensee also agrees to name CWRU as an additional insured on these policies and provide a certificate of proof of such insurance.

## Storage

Groups may request to hold equipment before and/or after an event. The request must be made during the event's planning and is subject to availability and fees, pending the space used, duration, and priority. The University Center is not responsible for lost or stolen items.

## Shipping and Deliveries

TVUC administration must be notified before shipping any items. The licensee is responsible for securing a full-service delivery, including transporting items from the loading dock to their intended destination. The shipping label must include:

- Reservation number
- Addressed to "TVUC Admin."

Licensee must notify the University of:

- The number of packages
- Shipping/tracking information.
- The footprint of the packages

### *Shipping Address:*

11038 Bellflower Rd.  
Cleveland, Ohio 44106

## Loading Dock

The University Center has a loading dock for easy delivery of large items. Before anything is shipped, arrangements should be made with the facility. A pallet jack is available for use if needed. Return shipping arrangements are also the responsibility of the Licensee.

Please note: A semi-truck will not fit into the loading dock. Deliveries should be arranged via a smaller box truck that can fit into the dock.

## Unloading/Loading Vehicles

Licensees who need to unload/load materials from their vehicle for their event have several options. They may pull up next to the building if street parking is available. They may also choose to unload their vehicle from inside the parking garage. The first 30 minutes are free. Lastly, if needed, Licensees may temporarily park in the loading dock if available. Licensees must move their vehicles from the loading dock when they are finished loading/unloading. Carts are available for use at the Information Desk.

The oval in front of Kelvin Smith Library is for pedestrian traffic only. No deliveries are accepted from vehicles approaching the oval unless specific written authorization has been obtained in advance. The University Center is not responsible for ticketing or policy violations applied to contractors or external guests who park in unapproved areas.

## Setup and Teardown

Reservations include setup time for the Licensee in the rental fee (one hour for the ballroom and 15 minutes for all other rooms). If the Licensee needs set-up time the day prior and the space is available, they will be billed an hourly fee of 50% of a half-day (4-hour) or full-day (8-hour) rental.

## Personnel

Staff required for the operation of the University Center will be determined by the university and supplied as needed. The Licensee will be billed any charges above and beyond normal staffing needs. SEE THE ADDITIONAL FEES SECTION

## Lost and Found

Lost and found items can be retrieved from the Information Desk. They are held for a maximum of two weeks. The university accepts no responsibility for the personal property the Licensee or their guests left behind.

## Equipment

A list of additional equipment available (fees may apply) can be found [Here](#).

Table covers, such as linen, are required for all tables within the ballroom and can be rented through Bon Appétit Catering or brought in by the licensee. Any event without ballroom tables covered for the duration of its event is subject to penalties, up to and including fines and the cancellation of future events.

## Signage

TVUC offers easels and TVUC-branded directional signage for rent. No signs of any sort may be affixed to the walls, doors, windows, blinds, or floors of the University Center without prior consent by staff. The Licensee can use low-resistance tape to affix items to the walls, doors, or windows within reserved spaces. Thumbtacks, push-pins, staples, nails, and glue may not be used. All signs must be in good taste and contain no offensive language or threats.

# Tabling

The University Center provides tables in the commons area for recognized student groups and campus departments to use for tabling events. The goal of tabling events is to provide a platform for recognized student organizations and university departments to engage with the campus community, share information, and promote their activities in a professional and welcoming manner. We encourage tabling participants to be creative in their approach to attract visitors to their table while maintaining the University Center's standards of professionalism and etiquette.

## Standards:

- University Center approval is required for all tabling requests.
- Requests must be submitted through the Spartan Reservation System.
- The University Center provides up to four tables in the commons area:
- Approvals will only be granted to recognized student organizations or university departments.
- No food distribution will be permitted in the University Center as part of a tabling reservation unless ordered through Bon Appetit.
  - This policy restricts food used in free giveaways, promotional items, candy, bake sales, fundraisers, celebrations, memorials, etc.
- Tabling activities must be limited to the assigned table area and should not obstruct walkways, entrances, or other common spaces.
- Tabling hosts must remain at their tables and cannot approach guests within the University Center.
- No materials can be stored at the University Center.

Groups found in violation of any policy will be asked to leave. Any remaining tabling reservations will be canceled, and additional requests will be denied for the semester.

Tabling tables are intended as marketing spaces for the campus community and are not intended for use as meeting spaces or self-contained events. (See Smith Commons Reservations for larger commons events)

Tabling participants are responsible for maintaining a clean and orderly appearance at their assigned table and must dispose of any trash or materials properly.

All tabling participants must conduct themselves professionally and respectfully, refraining from aggressive or disruptive behavior toward other guests.

# Smith Commons Reservations

## Reservations

The University Center recognizes that some events may require more space and flexibility than a standard tabling reservation but may not necessitate a formal event space. For such occasions, recognized student organizations and university departments may request to reserve the Smith Commons Area for their event.

Commons Area reservations are subject to the following guidelines:

- Reservations must be made through the Assistant Director of Event Services and are subject to approval.
- The layout and seating structure of the Commons Area must remain unchanged during the event. Furniture and fixtures can only be rearranged or removed with prior approval from University Center staff.
- All other policies and guidelines outlined in the "Tabling" section, including those related to food distribution, etiquette, and professionalism, apply to Commons Area reservations.
- The University Center reserves the right to limit the frequency and duration of Commons Area reservations to ensure fair access for all recognized student organizations and university departments.
- In the event of conflicting reservations or University Center priorities, the University Center reserves the right to relocate or reschedule Commons Area reservations as necessary.

Commons Area reservations allow recognized student organizations and university departments to host larger, more flexible events while maintaining the University Center's professional atmosphere. We encourage interested groups to work closely with University Center staff to plan and execute successful events in this space.

# Catering

## Exclusivity

Bon Appétit Catering is our in-house exclusive caterer who can provide many catering options. The licensee is prohibited from bringing in any food products, beverages, or other catering supplies and agrees to utilize only the University Center's contracted food service vendor. Should a Licensee be found violating the terms of the exclusive catering policy:

- First offense – The Licensee will not be permitted to serve any external food at their event and will be liable for a \$250 penalty
- Second offense – Licensee will not be permitted to serve any external food at their event and will be liable for a \$500 penalty. Any remaining reservations scheduled throughout the remainder of the semester will be canceled.

## Alcohol

Bon Appetit Catering can provide a wide range of alcohol services. No external alcohol vendor is permitted within TVUC.

### Internal Groups

Alcohol services can be arranged directly through Bon Appétit for affiliates, special events, and external events. A security officer is required for the duration of the service. Any special requests for specific product usage, distribution, or alcohol-related situations, such as gifts, raffles, donations, or other circumstances, must be communicated with Bon Appétit and TVUC administration.

Internal events must also fill out the Alcohol Use Report [Here](#) and be able to provide proof of approval upon request.

### External Groups

Alcohol services can be arranged directly through Bon Appétit for affiliates, special events, and external events. A security officer is required for the duration of the service. Any special requests for specific product usage, distribution, or alcohol-related situations, such as gifts, raffles, donations, or other circumstances, must be communicated with Bon Appétit and TVUC administration.

## Restricted Foods

Because of cleanliness concerns, many items are restricted from the University Center:

\*This is a non-exhaustive list.

- Marshmallows
- Blackberries, raspberries, and blueberries, when served as part of a raw fruit platter
- Edible glitter
- Powdered or small particle items
- Any other items restricted by University Center Staff

## Student Organization Meals

Bon Appétit Catering offers a discount on their regular catering menu to registered student organizations. Student organizations using the Student Organization Center (SOC - Room 150) are allowed to bring in food from other university-approved external vendors with the following stipulations:

- All food must be consumed inside the room and no other space within the University Center.
- No food may be cooked or prepared in the SOC
- The maximum food budget for the event must be under \$500.
- Food cannot be mass-distributed. The amount of food must be most consumed by the room's maximum occupancy (100 people).
- Student organizations must clean up any waste, leftovers, and trash. Food may not be stored in the space after an event.
- External food vendors may not enter other food service areas of the University Center, and food deliveries must occur between 7 a.m. and 11 p.m.

This policy only applies to registered student organizations. University departments and external clients must still use Bon Appétit Catering for events hosted in the Student Organization Center. Those found to be violating this policy will be subject to penalties.

## Cultural Exemption Events

Bon Appétit Catering will try to meet requested foods or dietary restrictions. In the case that they cannot, exceptions can be made.

Please note that Bon Appétit's chefs have expertise in providing a range of cultural cuisines that may not appear on regular menus. If you'd like to apply for a cultural exemption to Bon Appétit's exclusivity, please contact the University Center's Executive Director directly. After reviewing your request and confirming with Bon Appétit, a waiver may be granted on a case-by-case basis to allow a group to bring in an external vendor. The university's procurement department must still approve the vendor selected.

To apply, use this waiver form found [here](#).

## Parking

### Campus Center Parking Garage (Lot S-29)

The University Center is directly attached to the underground garage at 11172 East Boulevard, Cleveland, Ohio 44106. Guests should only use this entrance. The entrance along Bellflower Road is for permit holders only.

### Event Parking

The Licensee is responsible for arranging parking for guests by contacting Parking Services. Parking is not included in the cost of hosting an event at the University Center.

Parking Contact:

- Website: <https://case.edu/parking/>
- Email: [parking@case.edu](mailto:parking@case.edu)
- Contact: Shawn Weingart - [sxw1198@case.edu](mailto:sxw1198@case.edu)



## Valet and Bus Parking

When hosting an event at the University Center, the Licensee is welcome to work with the valet company of their choosing. The company will be responsible for coordinating parking needs with Parking Services.

The Licensee can work with the Department of Public Safety to restrict street parking and bag meters to allow easy bus access. They can also arrange bus parking at a nearby surface lot if needed.

Public Safety Contact:

- Email: [publicsafety@case.edu](mailto:publicsafety@case.edu)

## Facility Policies

### University Policies

Licensee agrees to abide by all [university policies](#) in effect at the time of the event and all local, state, and federal laws. All state, local, and university regulations concerning health, safety, and public order, which apply to the use and occupancy of public facilities, shall be observed.

### Right of Entry

The premises shall always be under the university's control, and all university personnel, agents, police, and fire department employees shall have the right to enter the University Center at any time.

### Hours

The University Center is open to the general public from 7 a.m. until 11 p.m. during regular operations. Outside those hours, it is accessible to individuals with an active Case Western Reserve University ID (Case ID) and associates who have been granted appropriate permissions to the building. Any individual may be asked to produce their Case ID to a

Public Safety officer or TVUC staff member at any time. Individual office suites are accessible based on pre-approved access hours. Inquire with the department for details.

During breaks, major holidays, or other periods, the University Center may be closed or operate on reduced hours. The university may also reduce or adjust access. The University Center is always under 24/7 video surveillance.

## Information Desk Hours

The desk is staffed 24/7 with various levels of activity and support:

- 7 a.m. – 11 p.m.: University Center staff are available to assist with instructions, reservations, and other services.
- 11 p.m. – 7 a.m.: While University Center staff are unavailable during these hours, security personnel are always available for emergency assistance.

## Restricted Items

Groups within the University Center are restricted from using items that require excessive cleaning. Due to excessive cleaning responsibilities, additional cleaning costs and fines may be assessed. Some of these items include but are not limited to:

- Open flames
- Glitter
- Confetti
- Simulated snow
- Sand

## Defacement and Damage to Property

In the event of any damaged equipment, the replacement cost will be billed along with a \$200 processing fee. Additionally, rooms left in an unfavorable state with excessive trash or cleaning needs will incur cleaning fees as determined by TVUC staff, with a minimum charge of \$50.

## Dress Code

Due to the proximity of food service, all guests must wear shoes and shirts within the University Center and on adjacent outdoor patios.

## Recordings, Television, and Projections

Radio and television broadcasting, movies, film, videotape recording, and transaction rights for any performance or rehearsal are expressly reserved to the university. The university shall remain in control of the public address system at all times.

## Movies

It is the Licensee's responsibility to obtain the public performance rights for any public showing of video or films. Conducting a public showing without obtaining the necessary program license is illegal. Without such a license, the public showing becomes a copyright infringement, and violators can be prosecuted and held liable for fines.

The copyright laws apply whether you charge admission or not. There are no distinctions between profit and non-profit groups. Ownership of an individual video does not give one the right to show it publicly; it is for home use only.

## Gambling

Any Licensee hosting gambling or games of chance must submit all necessary licenses and permits from the Ohio Attorney General's Office and the local municipality.

## Animals

Non-service animals are only permitted in the facility with staff pre-approval and as part of a scheduled reservation in a restricted building area. The Licensee will be held responsible for any damage or cleaning required as directly related to the animals.

### Service Animals

Service animals (including those in training) are welcome in the facility but must always remain with the person they are assisting. Service animals do not have to wear identification vests, but it is encouraged. Service animals that pose a risk to other guests,

such as barking, snarling, lunging, nipping, or uncontrollable behavior, may be asked to leave the premises if they cannot be restrained or controlled by their owner. Reasonable accommodation/distances must be maintained if another guest is allergic to a service animal.

The Ohio Administrative Code permits establishments to ask the following questions:

- Is the animal a trained service animal?
- What services is the animal trained to conduct?

## Personal Transport

Roller skates/blades, skateboards, bicycles, hoverboards, scooters, and cleats are not permitted in the University Center. Hard-wheeled carts or pallet jacks are also prohibited in the building except for approved deliveries through the basement.

## Tobacco Free

Case Western Reserve University prohibits using tobacco products at all times on campus property. The sale, advertising, sampling, and distribution of tobacco products and tobacco-related merchandise is prohibited on all Case Western Reserve University properties.

“Tobacco” refers to any product containing tobacco in any form. Tobacco products include, but are not limited to, cigarettes (clove, bidis, kreteks, e-cigarettes), cigars and cigarillos, pipes, all forms of smokeless tobacco, and any other smoking devices that use tobacco such as hookahs, and any other existing or future smoking, tobacco or tobacco-related products.

## Marijuana

The university prohibits the unlawful possession, use, or distribution of controlled substances, including marijuana and alcohol, by employees on campus or within university-sponsored activities occurring off-campus.

In compliance with federal laws, the use, possession, manufacturing, or distribution of marijuana in any form remains prohibited on campus. This includes medicinal and adult-use marijuana, as well as related drug paraphernalia. Despite the state law change,

the university must adhere to the Drug-Free Schools and Communities Act of 1989 and the Drug-Free Workplace Act of 1988, as it receives federal funding and federal law still classifies marijuana as an illegal controlled substance. The university's policies, including the Alcohol and Drug-Free Workplace policy, will continue to enforce these restrictions.

## Facility Standards and Amenities

### Architectural Standards

In keeping with the form and function of the facility, the following guidelines are provided for occupants and residents of the University Center:

All furnishings, furniture replacements, and aesthetic changes to office spaces and the facility's common spaces, meeting rooms, and gathering spaces must be approved by the Executive Director and the Director of Planning, Design & Construction before ordering or installation. Failure to do so could lead to item removal.

Blinds and window films may be requested and must be approved in appearance and material to be consistent with the facility standards. The Assistant Director of Operations may request that signage for offices and office spaces be updated or changed, and it will be provided in a fashion that meets the facility's design aesthetic.

### Cleanliness

Custodial Services provides a healthy, sanitary, and safe environment at the University Center. Three custodians are assigned to the facility per shift, ensuring that everyday interiors are maintained and waste is disposed of properly.

While custodial services play a key role in maintaining the facility's cleanliness, all guests are expected to cooperate to ensure its cleanliness. Users should dispose of waste properly, adhere to recycling and waste management initiatives, and promptly report any cleanliness concerns or issues to the University Center. This ensures the space is left in the same condition as it was and is ready for the next guest.

## Sustainability

As the second LEED Gold-certified building on campus, the University Center features an “air curtain,” which captures and releases the sun’s heat before heating the interior space. The internal temperature is also managed through radiant-floor heating and cooling, chill-beam technology, a green roof, and an automated window-shade system. The roof also captures non-drinkable water and utilizes solar panels to offset electricity costs. At the same time, the pulping system disposes of leftover food waste, which is then sent to the University’s farm as compost.

## Inclusivity

Case Western Reserve University aspires to be an inclusive environment, believing that the creative energy and variety of insights resulting from diversity are vital to the university's intellectual rigor and social fabric. As a scholarly community, we are dedicated to including people of all racial, ethnic, cultural, socioeconomic, national, and international backgrounds, welcoming diversity of thought, pedagogy, religion, age, sexual orientation, gender identity/expression, political affiliation, and disability.

The University Center is completely wheelchair accessible. Elevators help guests easily navigate the building, including direct access to the underground parking garage. It also features two single-stall (gender-neutral) restrooms.

The University Center is equipped with a lactation room. Assisted hearing devices are available inside the ballroom, and all room numbers throughout the facility have braille. Meditation and/or prayer rooms can be requested if available.

## Technology

Each room includes a monitor or projector, microphone, speakers, HDMI laptop hookups, or a built-in podium PC. The use of these items is included in your rental fee and is not an additional charge.

## Internet

Guests can access free Wi-Fi throughout campus via the “Case Guest” network. Hardwired internet connections can be provided if the device is registered with University Technology in advance. However, we cannot accommodate an on-the-spot hardwired connection without prior authorization.

Event Specific Wifi can be requested as part of the technology service. Costs are based on complexity and usage.

## AV and Video Production

TVUC offers three tiers of AV and video production packages:

- Basic AV Services:
  - Each room includes a monitor or projector, microphone, speakers, HDMI laptop hookups, or a built-in podium PC. The use of these items is included in your rental fee and is not an additional charge.
- Active AV Services:
  - This tier provides a dedicated AV tech to assist with your event's presentation and AV services. The fee for this service is \$35 per hour.
- Advanced AV Services:
  - This tier offers video recording, editing, streaming, and content editing services. The cost for this service is based on the specific needs and would need to be discussed with MediaVision.

Contact: Mark Smith - [mxs1383@case.edu](mailto:mxs1383@case.edu)

## Media Wall

Located in the main entrance of the University Center, the Media Wall is the perfect medium to display social media posts, important messages, schedules, or sponsor advertising. With a built-in platform, we can display designated social media #hashtags and instantly display posts made by attendees on Twitter and Instagram. The Media Wall can also display live-streamed video footage or looping presentations. We also have digital display monitors throughout the building.

## Charging Stations

TVUC has a charging locker next to the information desk on the first floor. There are also outlets throughout the building, and guests are welcome to plug in their devices.

## Piano

All musically gifted students are welcome to use the piano on the second floor. Sheet music is provided in the bench seat. However, use of the piano may not interfere with any scheduled reservations, and any performance must cease at the request of staff. Use of the piano is reduced during the weeks leading up to exams/midterms. The piano may also be reserved for events (fees apply).

## Emergency Management

### Security

A security guard is always present in the University Center and available at the Information Desk. Surveillance cameras monitor the building throughout, but not in the private offices or meeting rooms.

### Event Security

TVUC provides 24-hour security services. Additional security may be required for certain events, in which case TVUC and the licensee can collaborate to arrange for extra security as needed. The licensee is strictly prohibited from bringing in or arranging the services of any private, volunteer, or independent security force.

## Emergency Procedures

In any emergency situation, staff and/or emergency personnel will provide instructions that must be followed. If you witness or are involved in an emergency situation, you are encouraged to dial 216.368.3333 to speak with a dispatch operator who is familiar with campus buildings and can navigate help to your location faster.



## Scenarios:

- Fire: Evacuate outside or to Thwing Center
- Power-outage: Evacuate outside or to the Thwing Center (Sprinkler systems are offline when power is not on within the building.)
- Tornado warning: Follow staff to the basement of the University Center or, as a secondary measure, enter the underground parking garage and shelter in place.

## Obstructions

No event shall obstruct sidewalks, doors, passages, hallways, walkways, or avenues of ingress or egress to or from the University Center.

## Weapons, Substances and Hazardous Materials

Possession of illegal substances, firearms, knives, and other disclosed weapons is prohibited within the University Center. Guests shall not bring any exhibit, equipment, vehicle, or other items on the premises of the University Center that are potentially dangerous to persons and/or property.

## Damage, Theft and Vandalism

The University Center is not responsible for damage, theft, or vandalism to the sponsoring organization's personal items. Anyone found damaging university property will be subject to fines and possible legal action, as determined by the Department of Public Safety and the university's legal team.

## Additional Fees

### Late Change Fee

If changes to event details are requested within 24 hours of the event, a late change fee of \$50 per hour per person needed to make the changes will be applied. This fee covers

additional administrative costs and potential disruption to our workflow caused by last-minute changes.

Late change fees are determined by several factors, including the scope and severity of the change, the time remaining until the event date, and the potential disruption to University Center operations.

## Additional Labor Fee

If an event requires labor, an additional labor fee of \$50 per hour per staff member will be charged. This fee covers bringing in additional staff or paying overtime to existing staff to accommodate the event's needs.

These fees are necessary to maintain the high quality of our services, ensure fair pricing for all clients, and compensate for the additional costs incurred by last-minute changes, special requests, and extra labor requirements.

If the Licensee needs a staff member to continually assist with audio/visual or room setup throughout the duration of their event, they will be liable for a \$35 per hour fee per person.

Events that last longer than 11 p.m. or start before 7 a.m. will pay a premium of \$250 per hour in addition to the hourly room fee.

## Scope of Services and Liability

### Services and Equipment Provided

The University Center is only responsible for providing the services, equipment, and items explicitly stated in Exhibit A, the lease agreement, these policies, the event diagram/layout, or the event invoice. Any additional services, equipment, or items requested by the Licensee that are not included in these documents will be subject to availability and may incur additional fees.

### Limitation of Liability

The Licensee ensures that all required services, equipment, and items are clearly communicated and documented in the appropriate agreements and contracts.

The University Center shall not be held liable for any damages, losses, or inconveniences caused by the Licensee's failure to request or confirm specific services, equipment, or items in advance.

## Back-of-House Access

### Access Restrictions

The back-of-house area of the University Center is restricted to authorized personnel only. Licensees or event organizers requiring access must submit a written request at least 7 days before the event, detailing the specific areas needed, the purpose for accessing these areas, the duration of access required, and a list of individuals who will need access.

Form Link [Here](#).

### Approval Process

University Center staff will review requests for back-of-house access on a case-by-case basis. Approval will be granted only when deemed necessary for the successful execution of the event and when all safety and security concerns have been addressed. The University Center reserves the right to deny or revoke access at any time.

### Responsibility for Damages

Licensees assume full responsibility for any damages, theft, or misconduct in the back-of-house area due to their event or personnel, and the University Center reserves the right to assess additional fees or penalties for any such incidents.

If unauthorized persons are found in the back hallway, they are subject to penalties or fees per university policies, can be trespassed, and may face legal consequences.