



POLICIES AND PROCEDURES

Table of Contents

Reservation Process.....	3
Requests By University Groups:.....	4
Requests By External Groups:.....	4
Walk-up Requests and Complimentary Holds.....	4
Approvals.....	4
Ballroom Approvals.....	4
Rate Qualifications.....	4
Student Rate.....	5
Department Rate.....	5
Sponsorship.....	6
Rate Restrictions for Revenue-Generating Events.....	7
Affiliate Rate.....	7
Full Reserve Rate.....	7
Payment Process.....	7
Student Organizations and University Departments.....	7
Affiliate and External Groups.....	7
Cancellations, Reductions, and Rescheduling.....	8
Definitions:.....	8
By the Licensee:.....	8
How to notify TVUC:.....	8
Cancellation Deadlines and Fees:.....	8
For Student Groups:.....	8
For Campus Groups:.....	8
For Affiliate and External Groups:.....	9
Reductions and Reschedule Fees:.....	9
By the University:.....	9
Force Majeure.....	9
No Shows.....	10
Student Organizations & Campus Departments.....	10

Progressive Occurrence Penalties:	10
External Clients, Affiliates, and Sponsored Events:	10
Repeat or Egregious Offenders:	10
Facility Use & Event Guidelines:	11
Space Exclusivity Requests:	11
Insurance:	11
Storage:	11
Shipping and Deliveries:	12
Shipping Address:	12
Loading Dock:	12
Unloading/Loading Vehicles:	12
Setup, Teardown, and Day Prior Access:	13
Personnel:	13
Lost and Found:	13
Equipment and Table Covers:	13
Signage:	13
Tabling:	14
Standards:	14
Smith Commons Reservations:	15
Catering:	16
Exclusivity:	16
Alcohol:	16
Internal Groups:	16
External Groups:	16
Restricted Foods:	17
Student Organization Center Meals:	17
Cultural Exemption Events:	17
Parking:	18
Campus Center Parking Garage (Lot S-29):	18
Event Parking:	18
Parking Contact:	18
Valet and Bus Parking:	18
Public Safety Contact:	18
Facility Policies, Standards, and Amenities:	19
University Policies:	19
Right of Entry:	19
Hours:	19
Information Desk Hours:	19

Restricted Items.....	20
Defacement and Damage to Property.....	20
Dress Code.....	20
Recordings, Television, and Projections.....	20
Movies.....	20
Gambling.....	21
Animals.....	21
Service Animals.....	21
Personal Transport.....	21
Tobacco Free.....	21
Marijuana.....	22
Architectural Standards.....	22
Cleanliness.....	22
Sustainability.....	23
Inclusivity.....	23
Technology.....	23
Internet.....	23
AV and Video Production.....	24
Media Wall.....	24
Charging Stations.....	24
Piano.....	24
Emergency Management.....	25
Security.....	25
Event Security.....	25
Emergency Procedures.....	25
Obstructions.....	25
Weapons, Substances, and Hazardous Materials.....	25
Damage, Theft, and Vandalism.....	25
Additional Fees.....	26
Late Change Fee.....	26
Additional Labor Fee.....	26
Scope of Services and Liability.....	26
Services and Equipment Provided.....	26
Limitation of Liability.....	26
Back-of-House Access.....	27
Access Restrictions.....	27
Approval Process.....	27
Responsibility for Damages.....	27

Reservation Process

Requests By University Groups:

Those with access to the Spartan Reservation System can use 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.

Requests By External Groups:

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

Walk-up Requests and Complimentary Holds

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.

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

Approvals

The University Center reviews all event requests within three business days of submission. Approval is based on availability, alignment with University Center policies, and compatibility with the center’s mission. University-sponsored events and events on the Approved Annual Events list receive priority scheduling and may displace previously scheduled events if needed. While we make every effort to honor original reservations, the University Center reserves the right to reassign events to comparable spaces due to space demands or operational needs.

We also reserve the right to cancel or deny any reservation that violates policy or conflicts with the mission or guiding principles of the University Center or Case Western Reserve University. To ensure fair and equitable access, the University Center may limit the number of events a single group can hold during a given period.

Ballroom Approvals

Ballroom reservations must be submitted at least three weeks prior to the event. Ballroom rehearsals by student organizations are only allowed if tied to a scheduled event in the ballroom.

Rate Qualifications

TVUC assigns rates based on the nature of an event's planning, control, and benefit. Use of a university Speedtype alone does not qualify a group for a discounted rate. All event details—including planning responsibility, funding flow, and primary benefit—will be reviewed to determine the appropriate rate. TVUC reserves the right to reclassify events at any time based on this information. Misrepresentation or failure to meet the criteria below may result in reclassification, cancellation, or denial of future space use.

Student Rate

To qualify for the student rate, the reservation must be made by a recognized USG or GSC student organization and paid by the student organization's designated Speedtype account.

The purpose of the student rate is to support student-led initiatives and provide meaningful experiential learning opportunities in event planning and project execution. Events must only be planned, managed, and executed directly by student members of the organization. This means:

- Be fully planned, led, and executed by student members.
- Primarily benefits the student organization or campus community.
- Not be coordinated or directed by external clients, faculty, or departments.
 - Faculty advisors and university staff may not reserve space, plan the event, coordinate logistics, or otherwise act on behalf of the student organization.

Events that fail to demonstrate student leadership and oversight will be reclassified and charged at the standard campus rate.

Department Rate

To qualify for the department rate, the reservation must be made by an official academic or administrative department of Case Western Reserve University and paid for using the department's authorized Speedtype.

The department must be the primary planner and beneficiary of the event. This means:

- The event must directly support the department's mission, programming, or operations.
- The department must retain full control over event planning, financial decision-making, and on-site execution.
- The event may not be led, funded, coordinated, or primarily benefit any external entity.

Events that fail to meet these conditions, in whole or in part, will be reclassified at the appropriate rate, regardless of who submits the reservation or provides the Speedtype.

Sponsorship

Sponsorship establishes a formal relationship between the department and the external group, allowing the event to access the department rate and connect with the campus community. External clients may qualify for the campus/department rate only through formal sponsorship by a CWRU academic or administrative department. Sponsored events are not eligible for the student rate, even if a student organization is involved in planning or executing the event or has provided their speedtype to secure the event.

To secure sponsorship, the external client must engage a university department through their manager, chair, or an authorized delegate. TVUC will not assist in identifying or securing sponsors and will remain impartial in the process.

To qualify for the campus rate under a sponsorship, all of the following conditions must be met:

- The event must benefit and support the mission of Case Western Reserve University and be directly affiliated with a department or school of the university.
- The sponsoring department must be the primary planner, assuming full leadership and decision-making authority over the event. They must not be passive participants or merely provide support.
- A representative from the department's leadership must be present and actively engaged throughout the entire event.
- The external client may not coordinate, manage, or serve as the primary planner for the event under any circumstances.
- The sponsorship must reflect a genuine partnership or collaboration, not a pass-through arrangement to obtain discounted rates.

Sponsorship may not be used to disguise external events as internal ones for the purpose of rate reduction. TVUC will not serve as a conduit for discounts to external groups. Events that appear to disguise external ownership under a nominal university sponsor will be reclassified at the external rate. The sponsoring department is financially responsible for the event. TVUC will bill the department's Speedtype directly for all charges.

If a sponsor is not confirmed at least one month prior to the event, TVUC will proceed with billing the external client at the standard rate for which they otherwise qualify. Rate adjustments will appear on the final invoice.

Rate Restrictions for Revenue-Generating Events

Events involving admission fees, ticketing, registration, vendor booths, or any financial transactions tied to attendance qualify for a discount rate only if funds are collected and controlled exclusively by a registered university department or group.

If any funds are collected by, routed through, or benefit an external entity—directly or indirectly—the event will be reclassified at the external rate, unless the event’s purpose and financial structure are pre-approved by University Center administration.

Use of a university Speedtype alone does not qualify an event for a discounted rate. If TVUC determines the Speedtype is being used nominally to obtain a discount, the event may be reclassified and charged accordingly.

Affiliate Rate

To qualify for the Affiliate rate, the licensee must:

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

Full Reserve Rate

To qualify for the Reserve rate, the licensee is any group or person that does not qualify for any of the above rates.

Payment Process

Student Organizations and University Departments

- A valid Speedtype must be provided at the time of booking.
- Charges will be charged after the event, based on actual usage or adjustments.

Affiliate and External Groups

- A non-refundable deposit equal to 25% of the rental fee is required upon booking.
- The remaining balance must be paid in full no later than seven days before the event date.
- Failure to pay the full balance by this deadline will result in automatic termination of the License Agreement, and access to the University Center will be denied without liability to the University.
- Late payments are subject to a 10% monthly late fee. The University reserves the right to cancel future reservations and take legal action to recover any outstanding amounts.

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 utilize the University Center to its fullest capacity, we request that the Licensee notify the University Center immediately if they are unable to use a reserved space or if they need to make changes, reductions, or reschedule their event. External and campus groups must notify the university center at least seven days before the originally planned date. Failure to do so may result in cancellation, late change fees, or the loss of booking privileges. Student group reservations must be cancelled at least three calendar days in advance.

How to notify TVUC:

All cancellations or changes must be submitted in writing.

- Student Organizations and University Departments must notify TVUC via email at tvucdesk@case.edu or through the Spartan Reservation System.
- Affiliate and External Groups must provide written notice via email or certified mail. Email communications should be sent to the TVUC Director of Events.

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 Groups:

- Student groups that cancel more than 3 days before the event date will not incur any fees. Cancellations made less than three calendar days in advance are subject to the University Center's [No Show Policy](#).

For 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

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 the 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.

No Shows

A reservation will be marked as a no-show if the Licensee fails to appear and actively use the reserved space as scheduled. Fees and consequences depend on the type of group.

Student Organizations & Campus Departments

If a recognized student organization or university department fails to use the reserved space without canceling in advance, they will be charged 100% of the rental fee at the campus rate, which will be billed to their Speedtype account, including any applicable hourly minimums.

Progressive Occurrence Penalties:

- First Offense:
 - Written or verbal warning
 - No rental fee charged
- Second Offense:
 - Charged 100% of rental fees at the campus rate
 - Hourly minimums apply
- Third Offense:
 - Charged 100% of rental fees and hourly minimums
 - Remaining reservations for the semester will be canceled
 - No new reservations may be made until the following semester

Ballroom reservations are always charged 100% of the rental fee for no-shows, regardless of the number of offenses.

External Clients, Affiliates, and Sponsored Events

The no-show policy does not apply to:

- External clients
- Affiliate users
- Sponsored events (booked through a campus partner)

These groups will be charged in accordance with the Cancellation Policy, based on the percentage schedule defined there.

Repeat or Egregious Offenders

University Center staff may impose long-term restrictions or require prepayment for space if a group repeatedly fails to appear or misuses the reservation system.

Facility Use & Event Guidelines

Space Exclusivity Requests

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

Insurance

CWRU will maintain the leased space in good condition and make necessary repairs. 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 "Case Western Reserve University" as an additional insured on these policies and provide a certificate of insurance proof.

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, fees, and 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."

The 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 shipping, 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 may unload materials using one of the following options:

- Street Parking: If available, vehicles may be temporarily parked next to the building for unloading purposes.
- Parking Garage: The adjoining garage offers the first 30 minutes free of charge.
- Loading Dock: If space permits, Licensees may temporarily use the loading dock. Vehicles must be moved immediately after unloading is complete.

Carts and pallet jacks are available at the Information Desk upon request. A valid ID will be held to secure their use.

Deliveries to the oval in front of Kelvin Smith Library are prohibited unless written authorization is granted in advance. TVUC is not responsible for parking violations or citations issued to contractors or external guests.

Setup and Teardown

Standard reservations include time for setup and teardown, which is built into the rental fee. Licensees are allotted one hour for ballroom events and 15 minutes for all other event spaces.

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 for any charges exceeding normal staffing needs. See [Additional Fees](#) for more information.

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 of the Licensee or their guests left behind.

Equipment and Table Covers

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 entire duration is subject to penalties, which may include 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 from staff. The Licensee can use low-resistance tape to affix items to the walls, doors, or windows within reserved spaces. Thumbtacks, pushpins, staples, nails, and glue are not permitted. All signs must be tasteful and contain no offensive language or threats, and comply with the University Signage Posting policy.

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 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 attracting visitors to their table while maintaining the University Center's standards of professionalism and etiquette, as well as [CWRU's tabling](#) policies.

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 student organizations or university departments as noted in [CWRU's tabling](#) policies Section (I)(A).
- No food distribution will be permitted in the University Center as part of a tabling reservation unless ordered through Bon Appétit.
 - This policy restricts the use of food in free giveaways, promotional items, candy, bake sales, fundraisers, celebrations, memorials, and other similar events.
- 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 refrain from approaching 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 remainder of the semester. Tabling tables are intended for use as marketing spaces by the campus community and are not permitted for meetings 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 and attendees.

Smith Commons 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, offering a variety of 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, they will be subject to the following:

- 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 Appétit 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 complete 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

Due to cleanliness concerns, many items are restricted from the University Center.

- 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 the University Center Staff

Student Organization Center Meals

Bon Appétit Catering offers a discount on their regular catering menu to registered student groups. Student groups using the Student Organization Center (SOC - Room 150) are allowed to bring in food from other licensed food service providers 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 consumed by the room's maximum occupancy (100 people).
- Student groups are responsible for cleaning up any waste, leftovers, and trash. Food may not be stored in the space after an event.
- External food vendors are not permitted to enter other food service areas of the University Center, and food deliveries must occur between 7:00 a.m. and 10:00 p.m.

This policy only applies to registered student groups. 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.

Catering Exemption

Bon Appétit's chefs have expertise in offering a diverse range of cultural cuisines that may not typically 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 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
- Contact: Shawn Weingart - 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 install bag meters, allowing for easy bus access. They can also arrange bus parking at a nearby surface lot if needed.

Public Safety Contact:

- Email: publicsafety@case.edu

Facility Policies, Standards, and Amenities

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 7:00 a.m. to 10:00 p.m. during regular operating hours. Outside those hours, the facility is accessible to individuals with an active Case Western Reserve University ID (Case ID) and associates who have been granted permission to access 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 Information Desk is staffed 24 hours a day, 7 days a week, with varying levels of support depending on the time of day and season. During standard operating hours, University Center staff are available to assist with general inquiries, event support, and reservations.

Operating hours are subject to change during university breaks, holidays, or summer sessions. Current hours are always posted at the Information Desk and published online. When University Center staff are unavailable, security personnel remain on site and are accessible 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 the use of tobacco products at all times on campus property. The sale, advertising, sampling, and distribution of tobacco products and tobacco-related merchandise are 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.

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 scheduled for each shift at the facility, responsible for daily interior maintenance and proper waste disposal.

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 committed to embracing individuals from diverse backgrounds, including those of all racial, ethnic, cultural, socioeconomic, national, and international origins, and welcoming a diversity of thought, pedagogical approaches, religious beliefs, ages, sexual orientations, gender identities and expressions, political affiliations, and disabilities.

The University Center is completely wheelchair accessible, featuring elevators that promote easy navigation throughout the building and provide 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 listening devices are available inside the ballroom, and all room numbers throughout the facility are in braille. Meditation and/or prayer rooms can be requested if available.

Technology

Each room includes a monitor or projector, a 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, a 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 \$50 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

Media Wall

Located in the main entrance of the University Center, the Media Wall is the ideal medium for displaying social media posts, important messages, schedules, or sponsor advertisements. 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. The use of the piano is reduced during the weeks leading up to exams and 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, except in the private offices and meeting rooms.

Event Security

TVUC provides 24-hour security services. Additional security may be required for certain events; in such cases, TVUC and the licensee can collaborate to arrange 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. The Emergency Reference Guide can be found [here](#).

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 provide assistance to your location faster.

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 concealed 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 \$50 per hour fee per person.

Reservations that last longer than 10 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 prior to 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 require access.

You can submit your request using the form located [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 as outlined in university policies, may be trespassed, and may face legal consequences.