



Canada's Capital University

Policy Name:	Booking University Centre Galleria Space
Originating/Responsible Department:	University Services
Approval Authority:	Senior Management Committee
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Contact:	Assistant Vice-President (University Services)

Policy:

The University has the right and responsibility to manage the use of, and access to, its space to ensure that the University's academic and non-academic activities, the safety of the community and facilities, and the University's reputation are not compromised. This policy outlines appropriate procedures and conditions and/or limitations regarding the use and booking of the University Centre Galleria ("the Galleria").

Purpose:

This policy has been established to ensure that the Galleria is used efficiently and responsibly and in ways consistent with the [University's values and priorities](#). This policy will ensure that the events do not impact on the normal operations of the University particularly academic activities such as lectures, seminars, and work groups related to teaching.

Scope:

This document contains the following sections all of which form part of the Galleria Booking Policy:

SECTION 1: General Terms and Conditions

- A. Booking Guidelines
- B. Fees
- C. Acceptable Use
- D. Restrictions and Conditions

SECTION 2: Booking Procedures and Policies

- A. Information Carleton Procedures
- B. Carleton University Students' Association Procedures
- C. Conference Services Procedures

SECTION 3: Appendices

- A. University Centre Galleria Floor Plan

SECTION 1: General Terms and Conditions

This section sets out how the Galleria is to be booked, associated fees and charges are to be levied, and the activities that can be accommodated. The procedures for booking space in the Galleria are developed and employed separately by the Booking Offices for their individual space allotment as outlined in Section 2, however this section governs the determination of appropriate use in all cases, including the form and content of all display materials used or intended to be used in the Galleria.

By proceeding with an event booked in the Galleria, the individual or group (whether internal or external) agrees to abide by applicable laws (municipal, provincial, and federal) and all rules and regulations outlined here, as well as in all other University guidelines, policies, and communications. Failure to abide by this policy will result in penalties up to and including forfeiture of the current booking and cancellation of booking privileges in addition to any other penalties outlined herein.

A. Booking Guidelines

1. **The Booking Office:** The applicable Booking Office as outlined below manages the booking process for an event. The Booking Office is responsible for ensuring that users are informed of their responsibilities under this and other related University policies and that, where applicable, all relevant information on indemnity and liability has been communicated and all appropriate agreements concluded. The applicable Booking Office is determined as follows:
 - a. During the Academic Year: From September 1 through April 30, areas “B”, “C”, and “E” are managed and booked through Information (Info) Carleton while the Carleton University Students’ Association (CUSA) area is managed by CUSA, and areas “A” and “D” are not available for booking all as specified in Appendix A.
 - b. During the Summer: From May 1 through August 31 the entire Galleria is managed and booked through Conference Services.
2. **General Booking Process:** All requests for the booking of the Galleria space will be in writing according to the procedures outlined in Section 2 and considered in collaboration with relevant offices. Applications must be submitted to the appropriate Booking Office ten (10) days in advance of the event to be guaranteed consideration, and those submitted after this time may not be considered. Applications must include a complete description of the intended event comprising the following
 - a. the purpose or nature of the table rental/event;
 - b. complete list of all activities, displays, and promotion planned;
 - c. general set-up guidelines, including floor plans when requested; and
 - d. declaration to abide by the Galleria Booking policy and all related policies of the University.
3. **Booking Privileges:** University departments and/or organizations and student groups recognized by [CUSA](#), the Graduate Students’ Association (GSA), or [the Office of Student Affairs](#) may book the Galleria under the criteria of this policy, with each of these offices providing updated lists annually to the Booking Offices. The priority ranking for the use of the Galleria will be as follows:
 - a. Academic or Administrative Users
 - b. Academic Invitees
 - c. Recognized Student Groups as defined above
 - d. Approved third parties

Any variance to the above priority ranking is subject to approval by the AVP, University Services.
4. **Third Party Organizations:** Use of the Galleria by third party organizations may, at times, be authorized by a Booking Office, however the activities undertaken must comply with all University policies and regulations, including but not limited to the policy on [Commercial Activities](#).

Examples of groups that may be approved at the discretion of the Booking Office include not-for-profit organizations or charities, Carleton alumni, and retired faculty and staff. An off-campus organization or individual may also be sponsored by an academic or administrative unit as well as CUSA or the GSA as follows:

- a. The sponsoring department/group will be responsible for ensuring all charges for costs incurred as a result of booking space for an off-campus organization are paid promptly. In all cases, the sponsor becomes liable for any charges left unpaid 30 days following invoice.
 - b. When additional services (e.g., University Safety, FMP, IMS, etc.) are required, the sponsoring department will make the necessary arrangements with the appropriate University department as outlined in Section 2.
 - c. The sponsoring department should also be responsible for ensuring that the user of the space have a minimum of \$2 million dollars general liability insurance.
 - d. Third party organizations shall be required to sign in advance an agreement to use the space and maintain Commercial General (or Professional) Liability Insurance with limits of not less than Five Million (\$5,000,000.00) Dollars inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof or as specified by the Manager of Risk and Insurance. Third party organizations shall provide a certificate of insurance prior to use of the space and include the University as an Additional insured.
 - e. Third party organizations shall pay a deposit as determined by the applicable Booking office in advance of using the space.
5. **Sanctions:** When sanctions that affect booking privileges are applied to a group or individual by one Booking Office, that office will notify all others in writing. Until which point the sanction is lifted by the original Booking Office, all other offices will honour the sanction in the Galleria space they control.
 6. **Public Access:** The group must be aware that the public has access to University property. The University cannot accept responsibility for the safety of members of the group or of their property.
 7. **Insurance and Risk:** By using the Galleria, individuals or groups agree to indemnify and save harmless the University or its agents from all claims as a result of injury or death to any person or persons or the damage to property of other arising out of the use of the Galleria as aforesaid. Where applicable, the individual or group must apply for Risk Management approval and/or acquire their own insurance.
 8. **Utilities:** The University cannot guarantee an uninterrupted supply of electricity, water, heat, air conditioning or other utility. The University will be diligent in restoring an interrupted utility where it is in its power to do so.
 9. **Cancellation:** The applicable Booking Office and the University retains the right to cancel any and all bookings in their sole and unfettered discretion and at any time. Individuals or groups holding a booking must provide proper notice of cancellation or late arrival as outlined in Section 2 or be subject to penalties up to and including fines, loss of booking privileges, and cancellation of pre-existing future bookings.

B. Fees

1. **Admission Fees:** Groups or individuals will not be permitted to charge admission to any function or collect monies from persons attending an event held in the Galleria for which no rental fee is being paid. When any fee is sought, or a donation is requested or admission is charged a rental fee will be levied by the Booking Office. Due to the additional assistance provided by Conference Services, they reserve the right to levy a rental fee for all events where they are the Booking Office, as outlined in Section 2. Bookings by Third Party Organizations shall be levied a rental fee

by the applicable Booking Office. Fundraising activities are exempt from B.1 except where additional services are requested, and then the fees outlined in B. 2-4 will apply.

2. **Set-Up Requests:** All requests for additional furniture or rearrangement requirements must be submitted a minimum of five (5) business days in advance of the event. Additional fees for service will be charged if a specified set up is requested or if a room or space is not returned to its original state. This fee may be due to the Booking Office or to Facilities Management and Planning as outlined in Section 2. Please note that all use of outside furniture and equipment is prohibited unless permission is granted by the Booking Office in writing.
3. **Clean Up:** The Galleria may require additional caretaking services, such as cleaning services or garbage removal regardless of whether the space is returned to its original condition. Any resulting charges will be passed on to the group or individual booking the Galleria. To avoid any extra charges please return the space to its original condition.
4. **Extraordinary Charges:** If the Booking Office learns that the individual or group booking the space has provided false information concerning the nature of the event, or that they have not adhered to the terms and conditions of the policy or contract (where applicable), additional charges will be levied. The Booking Office may cancel the booking and retain all deposits that have been paid to reserve the space as well as restrict future booking privileges for the group or individual.
5. **Outstanding Fees Due:** Space will not be booked to groups or individuals who have outstanding payment balances to the University or CUSA, including where such a balance was incurred by a group that was sponsored.

C. Acceptable Use

1. **Management:** The appropriate use of space for each booking in the Galleria will be determined by the applicable Booking Office as outlined here. A decision of a Booking Office to deny a proposed use of space in the Galleria may be made in advance by denying the booking or at any time during the booking resulting in action up to and including immediate cancellation. Decisions may be appealed in writing to the AVP University Services, whose decision on the matter shall be final, and decisions of the Booking Office (even if under appeal) and the AVP University Services must be complied with immediately.
2. **General Guidelines:** Membership in the University community entails certain rights and responsibilities, including an obligation to deal ethically and fairly with other members and to not discriminate or harass. The University requires civil conduct and respect for the rights of others. It endeavours to provide a safe environment, conducive to personal and intellectual growth, which is not only free of discrimination, injustice and violence but is also characterized by understanding, respect, peace, trust, openness and fairness. In making decisions on the appropriate use of space in the Galleria, the Booking Office and (in the case of an appeal) the AVP University Services shall be guided by Carleton's [Human Rights Policies and Procedures](#). Any actual or proposed use of the Galleria considered by the Booking Office or (in the case of an appeal) the AVP University Services to violate the aforementioned Carleton Human Rights Policies and Procedures will be prohibited.
3. **Complaint Process:** In the event that any member of the University community is offended by an actual use of booked space in the Galleria, then such member of the University community may begin a complaint through the following process. Those who may have concerns regarding the use or booking of the Galleria space in relation to Carleton's [Human Rights Policies and Procedures](#), are strongly encouraged to discuss their issues with the University's Equity Services office, 503 Robertson Hall.
 - a. Apply to the Booking Office in writing for a decision reversal, indicating the reasons for taking offense and the sections of these Guidelines alleged to be violated by such use. At its earliest opportunity, the Booking Office will decide either to require that the use be

discontinued immediately, or that it may continue and this decision will be communicated to interested parties in writing.

- b. Any interested party feeling aggrieved by such decision may appeal the decision in writing to the AVP University Services, whose decision on the matter shall be final.
4. **Further Approvals:** Any event planned for University space may be subject to approval by Campus Safety, FMP, University Services, and/or the Finance Office (Risk Management and Insurance) in addition to that of the Booking Office.
5. **Other Applicable Policies:** This policy must be read in conjunction with all other University policies that impact the use of University space. Examples include but are not limited to: Advertising Policy, Alcohol Policy, Booking Space on Campus, Commercial Activities, Food Services, Gambling on Campus, Carleton's Human Rights Policy and Procedures, Posting, Risk Management Policy, Student Rights and Responsibilities Policy, and Weapon Policy. Please see the complete list of [University policies](#) for further information.
6. **Ban:** Any Groups or individuals banned by a Booking Office from booking space or who lost their booking privileges shall be automatically banned from booking space from any of the other Booking Offices. As soon as possible after groups or individuals have been banned or have had their booking privileges removed, the applicable Booking Office shall inform the other Booking Offices accordingly.

D. Restrictions and Conditions

1. **Set-Up:**
 - a. Individual tables may be booked through Info Carleton or CUSA when they act as the Booking Office. Tables are only available during the Booking Office's hours of operation, and one chair per table will be made available when requested.
 - i. Only six (6) tables shall be allowed in area "C" of the Galleria and must be placed as indicated in Appendix A. In addition, one table may be placed at location 15.
 - ii. No tables should be placed in areas "B" or "E" without written permission.
 - iii. Only eight (8) tables shall be allowed in the CUSA area of the Galleria and must be placed as indicated in Appendix A.
 - b. Full areas may be booked through all Booking Offices. In the case that a group has booked one or more areas, they must comply with the fire egress as shown in Appendix A in placement of their tables or other items.
 - c. Posters, placards, banners, flags, etc., cannot be displayed without prior approval of the Booking Office.
 - d. Nothing shall be placed in front of a table or in any way impede the movement of people in the Galleria.
2. **Commercial Activity:** No third party commercial sales or marketing will be allowed in the Galleria without the prior written approval of University Services. Also see the [Commercial Activities](#) policy.
3. **Noise Restrictions:** Due to the proximity of office and classrooms the University will not permit excessive noise to be created by bookings. There is a requirement to ensure that noise does not create a disturbance to the occupants of the classrooms and offices or interfere with the normal University activities. Those booking the Galleria must ensure that any activities or equipment, in conjunction with the ambient noise of the Galleria, does not exceed 77.5 dBs. The Galleria is an open space and as such all groups with bookings at any one time, regardless of the Booking Office, must work in cooperation to maintain this acceptable level.
4. **Fundraising:** A [University](#) or [CUSA](#) recognized group may book the Galleria space for fund raising (including, but not limited to, ticket sales, bake sales, and silent auctions). Fund raising activities shall be subject to approval by the Booking Office at their sole discretion and cannot

include the selling of commercially produced items. Groups or individuals who do not have a booking in the Galleria may not fundraise anywhere in the space, including at the stairs leading into the space. Please also see the [Commercial Activities](#) and [Code of Conduct for Apparel Supplies and Trademark Licensees](#) policies.

5. **Food:** No food items that require temperature control or regulation are permitted to be sold or given away, free or by donation. Also see the [Food Services](#) policy. Exemptions may be granted on a case-by-case basis. An application for an exemption will be considered by the Assistant Vice-President (University Services).
6. **Risk Assessment:** Certain events may be the subject of a “risk assessment” by the University. The University shall determine if such an event is permissible or not, and, in such cases, the Manager, Risk and Insurance will provide a risk assessment based on the Booking Office’s procedures outlined in Section 2 as well as the [Risk Management](#) policy. An assessment is mandatory if the event will:
 - a. host more than 50 people;
 - b. feature a speaker from an external organization;
 - c. be held in whole or in part after the Booking Office’s hours of operation;
 - d. serve alcohol;
 - e. include any activity that holds potential risk to persons or property (throwing objects, sports or physical games, etc.); or
 - f. raise any other concerns as identified by the Booking Office.

SECTION 2: Booking Procedures and Policies

This section sets out the procedures for booking space in the Galleria as developed and employed by the separate Booking Offices for their individual space allotment as outlined in Section 1. Further details on requirements and penalties as outlined by the individual Booking Offices are provided here, although all bookings made through any of the Booking Offices must comply with Section 1 in its entirety.

A. Information Carleton Procedures

1. **Application:** Groups or individuals with booking privileges may apply for Galleria space using Info Carleton’s [online form](#) or by completing an application in person for day-of bookings only. Day-of bookings will only be provided when space is or has become available and applications must be approved by a full-time staff member before set-up can begin. Therefore, day-of bookings are subject to a full-time staff member being available to review the application.
2. **Risk Management:** Groups or individuals who are planning an event that is identified as requiring a risk assessment must apply through [Park Admin](#). Info Carleton will tentatively hold the space for fourteen (14) days, but the booking will not be approved until the assessment is returned with a positive result. Info Carleton reserves the right to release the tentative hold at any point after fourteen (14) days have passed.
3. **Approval:** All booking approvals will be communicated in writing by Info Carleton. In the case of day-of bookings, the written authorization of a full-time staff member is required.
4. **Set-Up Requests:** All requests for additional furniture or rearrangement requirements must be arranged by the individual or group through FMP. In the case where area “E” is booked, the existing furniture must be removed by FMP unless written approval is otherwise given by Info Carleton.
5. **Clean-Up:** When clean-up is required, any costs passed on to Info Carleton will be charged to the group or individual’s balance owing to the University.

6. **No-Shows:** One written warning will be given to those groups or individuals who book space in the Galleria but do not show up for their booking or arrive late by 30 minutes or more. In addition, their booked space is subject to be released to a day-of booking under the conditions outlined above after 30 minutes have passed. If the group or individual does not show up or arrives late by 30 minutes or more a second or subsequent time, they will be fined \$50.00 (for not showing up) and \$25.00 (if they arrive late by 30 minutes or more). In addition, the current booking will be forfeited and booking privileges will be suspended for the rest of the term, including the cancellation of any previously approved bookings in that term. Booking privileges may be reinstated the following term only if all fines have been paid in full as outlined in Section 1. Where an individual or group has an outstanding balance on the first day of a new term, all previously approved bookings for that term will be forfeited.
7. **Cancellations:** Any cancellation must be received by Info Carleton in writing no later than 8:30am on the business day prior to the date of the reservation when a table is booked and no later than 8:30 am five (5) business days prior to the booking. If such notice is not given, the group will be assessed as a “no-show”, as described above. Furthermore, groups who cancel bookings excessively as described in sub-points 7.a. and 7.b. will have their privileges revoked for the current term as well as two full terms following the current one.
 - a. Where a table booking is cancelled less than one (1) week in advance a fifth time in the same academic year, the group will forfeit privileges as outlined in item 7.
 - b. Where a full section booking is cancelled less than three (3) weeks in advance a second time in the same academic year, the group will forfeit privileges as outlined in item 7.
8. **Noise:** One verbal warning will be given to those groups or individuals who are not compliant with noise guidelines as outlined in Section 1 during any booking. After this warning, the following process will be followed as necessary. When multiple groups are booked in the Galleria they will be responsible for working together to maintain an acceptable level of noise, and any penalties will be levied against one or multiple groups at the sole discretion of the Booking Office.
 - a. Where a group or individual is not compliant a second time during the same booking, they will be instructed to discontinue all activities, and use of all equipment, and/or instruments creating noise (including shouting).
 - b. A fine will be levied where a group or individual is not compliant a third time during the same booking (\$25.00), or a second time on a subsequent booking in the same academic year (\$50.00). In addition, the current booking will be forfeited and booking privileges will be suspended for the rest of the term, including the cancellation of any previously approved bookings in that term. Booking privileges may be reinstated the following term only if all fines have been paid in full as outlined in Section 1. Where an individual or group has an outstanding balance on the first day of a new term, all previously approved bookings for that term will be forfeited.

B. CUSA Procedures

1. **Application:** Groups or individuals with booking privileges may apply for Galleria space using CUSA's [online form](#).
2. **Approval:** All booking approvals will be communicated in writing by CUSA.
3. **Set-Up Requests:** All requests for additional furniture or rearrangement requirements must be arranged by the individual or group through FMP.
4. **Clean-Up:** When clean-up is required, any costs passed on to CUSA will be attributed to the group or individual's balance owing.
9. **Noise:** The same system of warnings and fines are applicable to those booking CUSA space as outlined above in Information Carleton Procedures.

5. **Acceptable Use:** In addition to the acceptable use guidelines outlined in Section 1, CUSA specifies further what activities are allowed in the area of the Galleria they book.
 - a. Displays and Demonstrations: The exhibition or demonstration of art, music, drama or sport.
 - b. Recruitment: The presentation of materials and information aimed at recruiting people for employment, higher education or academic studies.
 - c. Information Dissemination: The presentation of materials aimed at informing the University community of the existence or activities of Carleton- based clubs, committees, teams, departments or other formal groups that are recognized by the University, CUSA, or the GSA.
 - d. Events: Events, such as dinners, announcements, lectures, presentations, etc.

C. Conference Services Procedures

1. **Application:** Groups or individuals with booking privileges may apply for Galleria space by one of the following methods. For more information, please see the [Booking Space on Campus](#) policy.
 - a. Telephone: 613-520-5611
 - b. Email: meet@carleton.ca
2. **Approval:** Conference Services will contact the group or individual within two (2) business days to confirm requirements and explain all policies. In order for the space booking to be approved, all of the following steps must be complete.
 - c. An itemized quote will be provided and requires acceptance before the release date indicated.
 - d. A contract will be issued and the group must submit a signed copy with payment of a non-refundable deposit (via ICB for internal groups) by the date specified. The contract serves as a legally binding contractual agreement between Carleton University's Conference Services and the group or individual.
3. **Rental Fees:** Rental fees will be charged for the Galleria based on client category (internal or external). Fees are based on the operating charges of the space in question, and will be reviewed annually.
4. **Set-Up Requests:** Conference Services will make arrangements for furniture set-up with FMP. For External clients, Conference Services will also contact the appropriate offices to arrange for audio-visual equipment rental, signage, and/or food). The cost of these requirements will be passed on to the group or individual booking the Galleria.
5. **Cancellations:** Any changes or cancellation of an approved event must be received by Conference Services no later than 8:30 am fourteen (14) business days prior to the event. If such notice is not given, a cancellation fee based on the contract and estimated total charges (including any food and beverage) will be levied to cover lost revenue. Conference Services will make every reasonable effort the resell cancelled space, and the group will be credited if they are successful in doing so. Conference Services retains the right to relocate events as needed.

SECTION 3: Appendices

A. University Centre Galleria Floor Plan

