

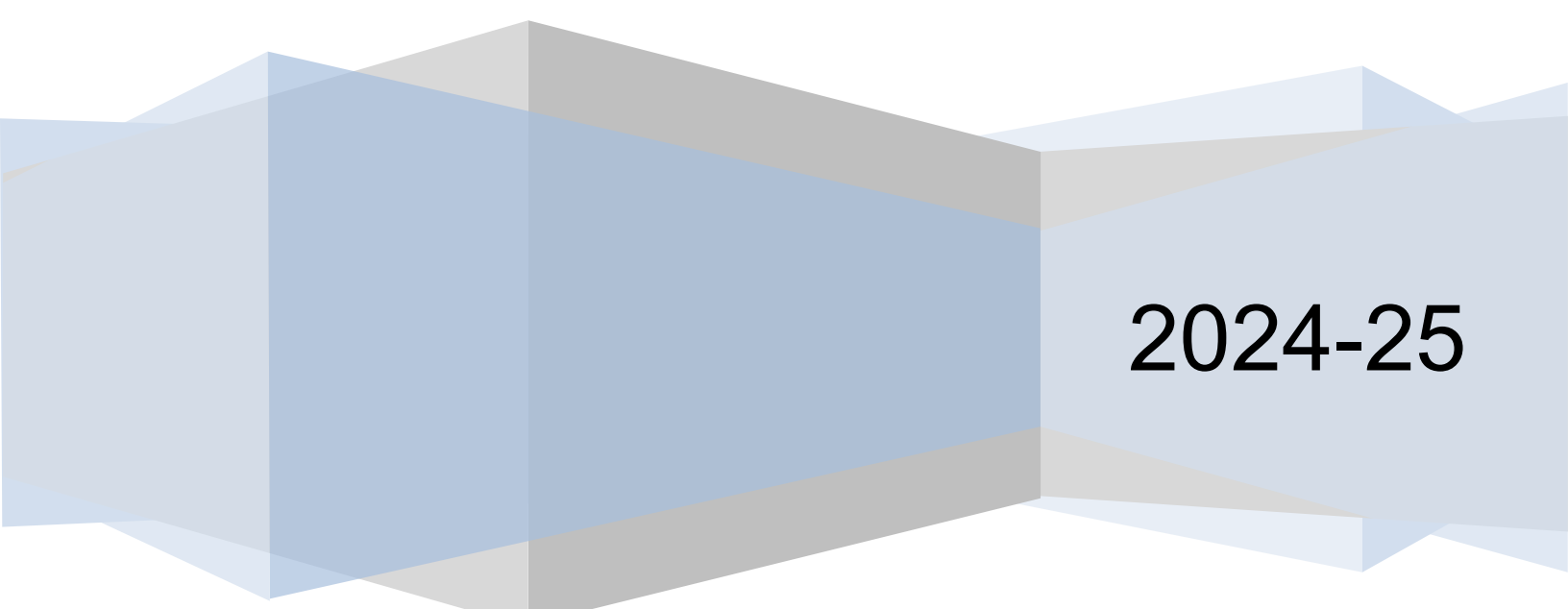
University of Memphis

Maxine A. Smith University Center

&

Michael D. Rose Theatre

User's Guide



2024-25

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WELCOME TO THE UNIVERSITY CENTER & ROSE THEATRE

University Center & Rose Theatre Mission

The Maxine A. Smith University Center and the Michael D. Rose Theatre support the educational mission of the University of Memphis by providing high-quality facilities, equipment, services and student employment opportunities.

Student Affairs Mission and Vision

Vision

The vision of Student Affairs creates intentional pathways of connection where every student belongs, develops and thrives.

Mission

The Division of Student Affairs is to advance the educational and research vision of the University of Memphis through operational and service excellence and responsible stewardship of University resources.

Our Facilities and Services

The Maxine A. Smith University Center opened on March 15, 2010. Together with its partner facility, the Michael D. Rose Theatre, the University Center, forms the cultural heart of campus. Consisting of more than 210,000 square feet, the facilities provide space for campus and community events ranging from 6 to 1,000 participants, as well as offices for student organizations and University departments, a variety of food service options, and much more.

Some of the exciting features and services you will find in the University Center and Rose Theatre:

- Spectacular, sky-lit atrium
- Dividable, grand ballroom that can seat up to 400 for a meal or 700 theatre-style
- Two theatres that seat 331 and 930 respectively
- A variety of exciting meeting and conference spaces
- Offices for student organizations and University departments
- Computer lab called the Technology Hub (student, faculty, staff use only)
- Campus Post Office and Post Office boxes
- Information Center
- Dining options featuring:
 - Chaat House
 - Chick-Fil-A
 - Grind City Coffee
 - Panda Express
 - The Market
 - Tigers of Memphis Restaurant
 - Tú Taco

University Center Offices and Services Directory

Campus Postal Station (UC259)

901-678-2380

Catering & Dining Services (UC 110)

901-678-2046

Center for Service Learning and Volunteerism (UC 243)

901-678-2644

Conference & Event Services (UC 255)

901-678-5000

Dean of Students (UC 359)

901-678-2187

Information Desk (Atrium)

901-678-2041

LEAD Center (UC 210)

901-678-8679

Multicultural Affairs (UC 223)

901-678-2054

Multicultural Student Organizations (UC 218)

901-678-2054

Office of Student Accountability, Outreach and Support (UC 359)

901-678-2298

Relaxation Zone (UC 227)

901-678-2068

Student Activities Council (UC 275)

901-678-8679

Student Government Association (UC 214)

901-678-2051

Student Leadership & Involvement (UC 211)

901-678-8679

Technology Hub (UC 265)

901-678-3323

Tiger Pantry (UC 343)

901-678-2298

Veterans and Military Student Services (UC 222)

901-678-4269

The Role of a College Union

The University of Memphis-University Center is a member of the Association of College Unions International.

ACUI Role Statement

By whatever form or name, a college union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college.

The union is an integral part of the educational mission of the college.

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.
- The union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.
- In all its processes, the union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

The union's goal is the development of persons as well as intellects.

Traditionally considered the “hearthstone” or “living room” of the campus, today's union is the gathering place of the college. The union provides services and conveniences that members of the college community need in their daily lives and creates an environment getting to know and understand others through formal and informal associations.

The union serves as a unifying force that honors each individual and values diversity. The union fosters a sense of community that cultivates enduring loyalty to the college.

Adopted by the ACUI general membership in 1996, this statement is based on the Role of the College Union statement, 1956.

GENERAL FACILITIES POLICIES

Accessibility

The University Center and Rose Theatre staff is committed to providing appropriate and reasonable disability-related access to all programs and activities. If you need disability-related accommodation for a program you are planning or attending, please contact the University Center Scheduling Office (UC 255) at 901-678-2041 as far in advance as possible.

For more information on campus accessibility, please see the website of Disability Resources for Students, located online at: <https://www.memphis.edu/drs/>

Alcohol

The University of Memphis is a “dry” campus. The manufacture, distribution, dispensation, possession, and use of controlled substances is also prohibited on campus property. Any person observed to be under the influence of any intoxicating substance in the University Center or Rose Theatre will be asked to leave and may face legal and/or campus disciplinary charges.

For more information, please see the University’s Drug-Free Campus and Alcohol Abuse Prevention Policy, located online at: <https://www.memphis.edu/aa/resources/drugfreeschool.php>

Animals

With the exception of service animals, animals are prohibited from the premises of the University Center and Rose Theatre without the express, written permission of the Director or their designee. A "service animal" is defined as an animal as allowed by law (i.e., dog, miniature horse) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Banners, Digital Signage, and Fliers

Banners

The UC offers banner hanging spaces for student organizations and University departments to utilize. Banner requests can be made via VEMS at least two (2) business days before the start date. Banners will be installed and removed by CES staff only. Banners must be delivered to UC 255 no later than 2 days before display and must be picked up within one week of the reservation's expiration date. If a banner is not picked up, the banner will be discarded. The UC reserves the right to deny any banner request without justification. See Appendix III for information regarding banner size and requirements.

Digital Signage

A request for digital signage posting can be made by emailing ucmedia@memphis.edu at least two (2) business days before the start date for the advertising and include digital files with submission. See Appendix IV for formatting requirements. Ads must identify the sponsoring Registered Student Organization and the name, date, and time of the event. Ads will not contain obscene words or promote unlawful activity. A one-page advertisement or notice may run for five (5) business days before the event. The UC reserves the right to deny any digital signage request without justification.

Fliers

The University Center has one bulletin board (located near the 1st floor's northeast entrance next to the ATM) designated for posting activities and events. All posters and fliers must be submitted to the UC255 office for posting. No flier or poster should be posted on the UC bulletin board by a sponsor. Fliers or posters shall not be posted on walls, doors, or elevators. The UC will post one poster per event or meeting. Each poster will remain on the bulletin board for two weeks, or until the date of the event, whichever comes first. All unauthorized posters and fliers will be discarded by CES staff.

Building Access

The University Center and Rose Theatre are intended for the use of University of Memphis students, faculty, staff, alumni, guests, and attendees of events hosted in our facilities. Other individuals may be asked to leave the premises. The Technology Hub has limited hours within the UC hours. Campus Post Offices boxes are accessible during regular business hours to students holding a current, valid University of Memphis ID card.

Building Hours

When fall and spring classes are in session, the University Center and Rose Theatre will operate on the following schedule, but all meetings and events must end by 10:00pm:

Monday-Friday	7:00am - 11:00pm
Saturday	9:00am - 11:00pm
Sunday	11:00am - 11:00pm

The University Center and Rose Theatre will be closed on recognized University holidays. During summer sessions and non-holiday break periods, the UC will operate on the following schedule:

Monday - Friday	7:00am - 5:00pm
Saturday - Sunday	Closed

Exceptions will be posted. Events may be scheduled during hours when the building is closed at the discretion of the UC Director's Office. Extra labor charges and other fees will apply. Rose Theatre is only open when there are events scheduled in that venue.

Civility

All individuals using the University Center and Rose Theatre are expected to behave in a way that is consistent with participation in a community of scholars. Public disturbances, harassment of individuals, and loud vulgar, or obscene language are not permitted. Special rules apply to behavior in the Technology Hub.

For a complete list of computer lab rules and regulations, please see the ITS Guidelines, available online at: https://www.memphis.edu/umtech/service_desk/technologyandlabs.php

Children

University Policy prohibits unsupervised children from playing on campus, roaming buildings, or even sitting unaccompanied in campus buildings or grounds. In addition, children are prohibited from (among other things) entering student computer labs, such as the Technology Hub, or playing in the fountain on the Student Plaza, regardless of adult supervision.

For more information, please see the University's Children on Campus Policy, available online at: <https://www.memphis.edu/eduinitiatives/youth/index.php>

Emergencies

The University Center and Rose Theatre staff are committed to protecting the safety and security of building users.

For assistance in an emergency contact University of Memphis Police Services at 678-4357 (HELP) or dial 911.

Tornado Warnings

In the event that the National Weather Service declares a tornado warning within Shelby County, Tennessee: all events will be suspended, and all persons should move quickly to safe locations within the building. Designated shelter locations in the University Center are located on each floor and include the restrooms, interior hallways, offices, and the Post Office Box area.

Rose Theatre is not a shelter location as everyone will either need to vacate towards the basement of the Elma Roane Field House, or inside the University Center.

Fire

In the event of a fire or the activation of the fire safety systems, all events will cease, and all individuals must evacuate the building to a safe distance. Office managers should make an accounting of all office occupants.

Response to Fire or Suspected Fire

1. If a burning odor or smoke is present, pull a fire alarm to activate the fire alarm system.
2. Never allow the fire to come between you and an exit.
3. Leave the building, checking as you leave to make sure everyone has left the immediate area. Close doors behind you to confine the fire.
4. Once you have evacuated the building, dial 901.678.4357 and report the location of the fire and the material burning if known. Report this information to fire and police personnel as they arrive.
5. If requested, assist persons with disabilities to the safest area on the same floor. At the UC, this will be area of refuge inside the NW, NE, SW, SE Stair Towers. Advise First Responders where these people are located.
6. If you can help control the fire without personal danger and have received training, use an available fire extinguisher or fire hose. If not, leave the area.

Response to Audible Fire Alarms

1. If the audible fire alarm sounds, evacuate the building. DO NOT use the elevators.
2. Leave immediately; do not delay locating personal items. Evacuate in an orderly manner. Do not push or shove.
3. Try to make sure that all members of your department hear the alarm and evacuate the area by quickly checking nearby restrooms, copier rooms, storage rooms, etc., as you exit.
4. Use the nearest exit corridor or stairway. Do not use any elevator.
5. If requested, accompany, and assist persons with disabilities.
6. Shut all doors behind you as you go. Closed doors can slow the spread of fire and smoke.
2. Once outside, move at least 100 feet from the building.
3. Meet at a predetermined location to account for all members of your unit.
4. Return to the building only when given the "All Clear" by University police or other proper emergency personnel. Do not assume that when the audible alarm ceases it is safe to enter the building. There are many possible reasons for the alarm to stop sounding.

IF CAUGHT IN SMOKE:

1. Do not breathe the smoke.
2. If you encounter smoke, stay low and go.
3. Breathe through your nose, and use a shirt or towel to breathe through, if possible.

IF TRAPPED IN A BUILDING:

1. If possible, move to a room with an outside window.
2. Close all doors and windows.
3. Stuff clothing, towels or paper around the cracks in the door to help keep smoke out of your refuge.
4. Attempt to signal people outside of the building. If there is a telephone, call 911 and tell the dispatcher where you are. Do this even if you can see fire department personnel from the window.
5. Stay where rescuers can see you through the window, and wave a light-colored item to attract their attention.
6. Be patient. Rescue of occupants within large structures will take time.

Personal Safety or Security – Active Shooter

In the event of any personal safety, security threat, or violation of Local, State or Federal Law, University of Memphis Police Services will be notified, and appropriate action will be taken.

An **active shooter** is a person who appears to be actively engaged in killing or attempting to kill people in a populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Lock Down - In an active shooter event means that exits and entrances are sealed off and that people must stay where they are and should not exit or enter another room, unit or office.

Shelter-in-Place is a public safety directive invoked during an emergency, instructing people to find a place of shelter in their present location and stay there until instructed otherwise. Shelter-in-place goes into effect during emergency situations where it is important to minimize exposure to outdoor hazards.

Remember **Run-Hide-Fight**, to quickly determine the most reasonable way to protect your life.

1. **Run** – The priority in an active shooter event should be to evacuate if possible. Have an escape route and plan in mind, leave your belongings behind, evacuate quickly and keep your hands visible
2. **Hide** – If unable to evacuate, hide in an area out of the shooter's view, lock the door(s) and block entry to your hiding place, and silence your cell phone and remain quiet.
3. **Fight** - Fight as a last resort and only when your life is in imminent danger, attempt to incapacitate the shooter, act with as much physical aggression as possible, improvise weapons or throw items at shooter, and commit to your actions

If a Lock Down occurs, procedures typically dictate that if people are in a hallway, they must go into the

nearest room, office or unit and take refuge there. Lock Down will be completed by Police Services or

Business & Finance Reporting & System Initiatives. No one should enter or exit the building until an all-

clear signal has been given.

If an active shooter is outside the building:

In the case that an active shooter is on campus or in the surrounding areas but not in our building, CES staff will make an announcement, if possible, that we are going to lock down. All staff will need to be prepared to move participants into the designated areas if alerted.

If an active shooter is in the building:

- If the area you are in can be locked - Close and lock all the windows and doors, turn off all the lights. Try to remain out of sight, if possible, but in a position to act aggressively if entry is made into the space. Remain in place until the police, or a campus recreation has given an all-clear signal.
- If the area you are in cannot be locked, determine if you can quickly and safely exit the building or move to a recommended location (see addendum A) that is an interior room without windows that can be locked from the inside.
- If you cannot safely exit the building or move to a designated area, then you will want to stay as low as practical and put large items or structural features (pillars, desk, walls, etc.) between you and the assailant. If several individuals are in the same area, space yourselves apart to avoid becoming a “group” target, but not so far that you cannot act in concert to fight if necessary.
- Refrain from creating any loud noises and place your cell phone in “silent” mode so it does not ring audibly and reveal your location.

If the active shooter enters the area that you are in:

- Try to remain calm. Dial 911 or 678-HELP (4357), if possible, and alert police to the shooter’s location. If you cannot speak, leave the line open so the dispatcher can listen to what is taking place.
- If alone and there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter or distract them until others can respond or take action. However, when your life is in immediate danger, acting as aggressively as possible, throwing items and/or using improvised weapons, yelling, and being committed to your actions are advised as a last resort.
- If the shooter leaves the area, proceed immediately to a safer place, and do not touch anything that was in the vicinity of the shooter.
- Do not try to drive off campus until advised it is safe to do so by police services or campus administrators.
- Do not attempt to remove injured people. Instead, leave wounded victims where they are located and notify authorities of their location as soon as possible.

Earthquakes

During the Earthquake

Remain calm and **ACT**, do not react.

- If indoors, DROP to the floor under a desk or table or in a doorway; COVER your head and face with your arms, and HOLD. Stay away from windows, shelves, and heavy equipment.
- Do not use elevators.
- If outdoors, move quickly away from buildings, utility poles, overhead wires, parking garages and other structures. CAUTION: Avoid downed power or utility lines as they may be energized. Do not attempt to enter buildings until you are advised to do so by Purdue Police or Fire Department personnel.
- If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

Medical Emergencies

The Memphis Fire Department maintains an Advanced Life Support Transport Service. This is a 24/7/365 emergency service.

Medical emergencies should not be transported in personal or University vehicles.

University Police Services personnel are trained in Emergency Medical procedures. They will respond to all medical emergencies on campus. The following is a brief summary of the procedures for requesting an ambulance.

In the event of a serious injury or illness, immediately call (901) 678-4357 (HELP) or 911.

Provide

the following information:

- Your name and telephone number
- Nature of the illness or injury
- Location of the emergency (building and room number)
- The extent of the accident/injury and the number of people involved: Is the victim conscious, breathing, bleeding?
- Chemical or radioactive materials involved

If possible, send someone to the building entrance to meet the ambulance personnel.

Only trained personnel should provide first aid or CPR.

- First aid is minor care only. Do not jeopardize your health or the health of the patient.

Wait for professional help if you are not trained in first aid.

Students with minor illnesses or injuries are eligible for minor care at the Student Health Center.

The individual making the call should continue to stay on the phone with the dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be forwarded to the responding emergency personnel.

Faculty and staff must complete the First Report of Injury (FROI) form for all incidents of job-related illness and injury, available via the University website.

Power Outages

In the event of power outage, the University Center and Rose Theatre reserves the right to determine whether to terminate the event completely, or to hold the event for a time not to exceed one hour.

Everbridge

The University of Memphis offers an emergency alert text messaging service to students, faculty, staff, and guest. This optional service, called Everbridge, is used in the event of a campus emergency, an unscheduled University closing, or a delay or cancellation of classes due to, for instance, inclement weather.

For more information: <https://www.memphis.edu/police/everbridge.php>

Firearms and Weapons

In accordance with federal and state laws, the University prohibits the possession of any weapon by any individual on University premises, except law enforcement officers in performance of their duties. Use of prop weapons must be requested and approved in advance. Ceremonial weapons used in military honor and color guard performances are also permitted.

For more information, please see Polices Services website, available online at:

<https://www.memphis.edu/police/>

Furniture

Moving of furniture in common spaces such as the Alumni Lounge, Atrium, Gallery Lounge, and Involvement Zone is permitted if everything is moved back to its original location within the University Center and Rose Theatre.

In reference to the inquiry about moving furniture, the policy concerning this matter is shared below in the Meeting and Event Policies. Any changes to room setups must be communicated to the Scheduling office at least 2 business days in advance. If a client asks CES staff to adjust their room setup, they will receive a \$50 charge. Depending on the circumstances, staff may or may not be able to accommodate a room setup change.

Furniture is not permitted in the aisles or egress pathways of Rose Theatre. For groups who want to have judges in the middle section, clip boards are suggested.

Gambling

Gambling is prohibited in the University Center and Rose Theatre.

Lactation Room

Students/faculty/staff needing to utilize the University Center's Lactation Room (240) inside the 2nd Floor Involvement Zone should register through the below website. Guests and other external users can access the space by going to the 1st Floor Information Desk or 2nd Floor Scheduling Office Suite 255. Personal items or lactated milk cannot be left in the Lactation Room for storage.

<https://www.memphis.edu/lactation/locations/index.php>

Lost and Found

The University Center and Rose Theatre are not responsible for articles left or lost in the building. Any items found will be logged at the Information Desk. With proper ID and/or an accurate description of the item, the item will be returned to the owner. Items of value will be sent to Police Services. At the end of each week all unclaimed items will be discarded.

Meditation Room

Students, faculty, staff, or guests can utilize the Meditation Room 224 inside the Involvement Zone on the 2nd Floor.

Relaxation Zone

Students, faculty, and staff can utilize the Relaxation Zone Room 227 inside the Involvement Zone on the 2nd Floor.

For a complete list of services offered and their hours of operation, please visit the Counseling Center's website at: <https://www.memphis.edu/counseling/relaxation-zone/>

Safety and Security

All individuals using the University Center or Rose Theatre are expected to conduct themselves in a responsible manner regarding the safety and security of themselves and others, as well as to the physical condition of the facilities and University property. Do not leave personal property unattended. Roughhousing is prohibited. Groups reserving space are responsible for the behavior of their members and guests and any damage they may cause.

Signs, Banners, and Posting

Signs, banners, and posters may only be displayed in designated locations and must be used ONLY to provide general information, promote, and advertise on-campus activities or events, advertise student elections and candidates, or serve as a temporary direction or location of an activity or event on campus. Under no circumstances may signs be taped, stapled, or otherwise affixed to walls, doors, elevators, stairs, stair rails, restrooms, or any other location not specifically designated for posting. Chalking is prohibited. Departments and students must receive approval from the Manager of Operations & Services for the University Center to have their advertisements posted. Any unapproved postings will be removed.

Skates, Skateboarding, Bicycles, Hover boards and Scooters

Skating and skateboarding is prohibited in the University Center and Rose Theatre and their environs. Skates may not be worn in the buildings. Also, bicycles and scooters may not be brought inside facilities and must be parked at designated bicycle racks. Bicycles chained to stair rails, doors, outdoor furniture, or other unapproved locations may be cut free and removed at the owner's expense. Hoverboards and scooters may not be ridden inside the buildings.

Smoking/Vaping

Tobacco use is prohibited in any UofM-owned or leased property, including grounds, vehicles, and buildings. The only exception is residential rental properties governed by tenant leases and individual guest rooms designated as 'smoking rooms' in the UofM Holiday Inn.

A map of designated smoking areas can be viewed at

https://www.google.com/maps/d/u/0/viewer?msa=0&mid=15wPUq9uVZkwtjYLdzmY_mLv7Tug&ll=35.11864108881409%2C-89.9358957756748&z=16

Student Organization Offices

The Involvement Zone, on the second floor of the University Center, includes suites designated for the Student Activities Council, Student Government Association and Multicultural Student Organizations. In addition, there are individual offices that can be allocated to Registered Student Organizations (RSOs) on a yearly basis. All organizations (including those currently awarded space) seeking an allocated office must apply during the spring application process (normally in March/April) conducted by the Office of Student Leadership & Involvement for the following school year.

Technology Hub

The Technology Hub is a computer lab located on the second floor of the University Center (UC 265) managed by Information Technology Services. It contains Dell (PC) workstations and Apple/Mac stations. Some considerations when using the Technology Hub:

- Use of the lab is restricted to University of Memphis students, faculty, staff, and approved guests. Lab attendants may ask to see an ID card.
- Food and beverage are prohibited.
- Cell phone use is prohibited.
- Children are not allowed in the lab, regardless of adult supervision.
- Loud, disruptive, or threatening behavior is not allowed. Violators will be asked to leave.

For a complete list of computer lab rules and regulations, please see the ITS Guidelines, available online at: https://www.memphis.edu/umtech/service_desk/technologyandlabs.php

Vending Machines & Microwaves

The vending machines as well as the community microwaves are both located on the second floor of the University Center near the Senate Chambers (UC 261) and the Campus Postal Station. It is the user's responsibility to monitor the microwave while in operation. If the vending machines are out of service or have taken money without producing a purchased product, please report this to Auxiliary Services (which is located on the 2nd floor of the Campus Bookstore: Room 212).

MEETING AND EVENT POLICIES

The Maxine A. Smith University Center and Michael D. Rose Theatre have a variety of spaces to accommodate your meeting and event, whether you are planning a simple meeting for six people, a concert for 1,000 or a multiple-day conference with keynote speakers, breakout sessions, and meal functions.

In order to make a reservation in the campus facilities, including University Center, Rose Theatre, or the adjacent outdoor spaces, external clients should contact CES at **901-678-5000**. On-campus departments and Registered Student Organizations should use the online scheduling system (Virtual EMS) available at:
https://www.memphis.edu/conferences/internal_scheduling/index.php

Submitting a request does not guarantee a reservation. It is incumbent on the requestor to ensure that they receive a confirmation for the space, date, resources, and time requested. All Registered Student Organization must be in good standing when making the initial request in VEMS.

Amplified Sound

To avoid disturbing surrounding events, amplified music and musical instruments are only allowed in the UC Theatre, UC Ballroom, and Rose Theatre. Please note amplified sound requests are not allowed during the week except Fridays from 12:30-1:30pm. An exception from the Dean of Students office is required for events scheduled on any other day or time.

Audio/Visual Services

The University Center and Rose Theatre have a wide variety of technical equipment available to our users. Details for any event requiring anything more than basic audio/visual equipment are to be requested a minimum of fifteen (15) business days and must be confirmed a minimum of ten (10) business days prior to the event date. This includes (but is not limited to) ANY event using technology in the University Center Theatre, Ballroom, or the Rose Theatre. For simple events, the minimum is two (2) business days. The sponsoring organization is required to schedule a meeting with our technical staff to go over any technical needs for the event. Failure to respond to requests for meeting or details may result in the event being cancelled by the CES office. See section regarding simple and special events to determine guidelines.

All audio/visual needs should be discussed at the time of the initial planning meeting. Labor and equipment fees may apply. Event cost estimates are determined by the information provided by the sponsoring organization. Changes to audio/visual requests must be made at least two (2) business days in advance. Exceptions will be granted only as staffing and resources permit. Failure to disclose all audio/visual requirements may result in additional charges, as well as less-than-successful event.

Outside Equipment

All lighting and sound should be arranged in conjunction with the Scheduling Office. Exceptions must have the prior written approval of the Director's Office. If an organization's needs cannot be met by the University Center and Rose Theatre, the staff can help locate what is needed. Additional consulting fees will be charged.

Fog, Haze, and Smoke Machines

Fog, smoke, and haze machines are not permitted in the University Center and Rose Theatre facilities.

Cancellations and "No-Shows"

In the case that an event is cancelled, the University Center/Rose Theatre requires advance notice. Simple meetings will require two business days advance notice and special events five business days. Audio Visual equipment that has charges associated must also be cancelled in advance in order to avoid charges (i.e., projectors and microphones). Cancellations may be made via the virtual scheduling system or by contacting the Scheduling Office at **(901) 678-2042**. Failure to do so may result in the following charges:

- Simple Meetings: \$50.00 (or cost of labor; whichever is higher)
- Special Events
 - 3-5 Days of Meeting Date Charged 25% of estimated charges*
 - 1-2 Days of Meeting Date Charged 50% of estimated charges*
 - No Show on Event Date Charged 100% of estimated charges*

Loss of Privileges

In addition to the charges listed above, a pattern of late payments/no payment, late cancellations and/or reservation no-shows may result in the cancellation of future events and the suspension of reservation privileges for up to one semester. A Registered Student Organization not in good standing will have all events cancelled.

Emergency Cancellations

Events cancelled by the University Center due to emergency situations or interrupted after the scheduled start time by the closing of the University due to inclement weather or other crisis situations may still incur some room rental, labor, and/or equipment charges. The University Center Scheduling office reserves the right to prorate any costs or fees.

Safety / Fire Code

The CES staff, in conjunction with Police Services, may temporarily halt an event if they have concern about participant safety and/or if the Fire Code is being violated, until the problem is resolved. If the problem is not resolved, CES staff reserves the right to cancel the event. Events cancelled due to safety violations will be charged 100%, actual event room rental, labor, and/or equipment fees.

Cash

The University Center, with the exception of Dining Services spaces, is a cash-free facility. Exceptions to this policy are granted by the Director and will include a requirement to work with Police Services to coordinate special-event security. Registered Student Organizations and University Departments interested in selling tickets or fundraising onsite may utilize the ticketing system.

All sales during the event must be cashless (Venmo, Cashapp, Paypal, etc.)

Contact Tables

Registered Student Organizations, campus departments, and SGA candidates (during election season) can reserve a contact table in the first-floor atrium of the University Center and in designated outdoor locations for organizational, departmental, or election-related activities. A member of the organization, department, or campaign party must be present for the duration of the reserved period.

Campus organizations may request one inside, contact table for up to 15 days per semester. These reservations may not be for more than 5 consecutive days with at least 5 days between 5-day reservations. Reservation requests will be granted on a first-come, first-served basis via VEMS.

University Departments may reserve table space for organizations or companies or agencies providing services to students, provided these companies or organizations are providing a service that is compatible with the mission of the sponsoring department. In no case may these companies or organizations sell anything or advertise anything incompatible with existing University contracts or policies. Other outside use of contact tables is prohibited.

With the exception of approved student organization fundraising activities, no items may be sold. Tables and chairs may not be moved from their locations. Amplification of any sort is prohibited at a contact table without prior approval. Tables are set out with three chairs and chairs should not be taken from another table. Sitting and standing on top of tables is prohibited. No more than three individuals should be behind the table at any time. Failure to observe these rules will result in the cancellation of the sponsoring organization's table reservation.

The usage of contact tables for solicitation, campaigning, or bake sales must have a confirmed reservation from CES. If no reservation is provided, CES staff will instruct the occupant to leave. Tabling during scheduled breaks such as fall and spring break, holidays, study days and

exams are not permissible. Tabling in front of the spirit wall must be approved by CES personnel.

Tables cannot be reserved for indoors and outdoors due to a lack of space.

Co-sponsorships and “Fronting”

The University Center recognizes the importance and value of departments and student organizations working with external organizations together in event planning. For the purposes of event reservations and billing however, only the internal department or Registered Student Organization is considered the “sponsor” of the event. This University representative will function as the planning liaison with the University Center and that department or Registered Student Organization will be responsible for any charges associated with the reservation. This includes and not limited to space rental, audio visual fees, parking, security, catering (including gratuity) and any other associated fees.

It is not permissible for a campus department or Registered Student Organization to “front” for an off-campus group or individual for the off-campus entity to receive a preferential rate. If this is found to have occurred, the campus sponsor will be held responsible for the entire bill and charged at the appropriate off-campus fee structure. Space reservations must be used for what they are intended and may not be re-assigned to any other group or individual or used for any other purpose than stated in the request. If the event has vendors paying a fee to table at the event, the department will be charged room rental and other fees.

All events sponsored by a registered student or other on campus organization, including but not limited to, table reservations, meetings, events, conferences, demonstrations, etc., must have a member of that organization present for the duration of the event. This member must also be the primary contact throughout the scheduling and planning process with the CES staff.

Dance Floors

Dance floors are required for all events and performances in which dancing, stepping, strolling, rhythmic dancing, or ballet will occur for a fee. Dance floors are only installed on the University Center Ballroom floor or the Rose Theatre Main Stage. Dancing is not allowed in the general meeting spaces except for the Beale Room, the Rose Theatre Main Lobby, and the Rose Theatre South Lobby. Any of these types of dancing are strictly prohibited on balconies, carpets, dining locations and atrium (terrazzo/hard flooring) spaces. CES staff will shut down events if this policy is violated.

Deadlines for Requests

Facilities in the University Center and Rose Theatre are reserved on a first-come, first-served basis via VEMS. The following deadlines should be noted:

Simple Meetings

Reservation requests must be made a minimum of two (2) business days in advance. Simple meetings do not require any special set-up or advanced technical needs. Advanced notice is requested whenever possible.

Special Events

Special events must be requested a minimum of fifteen (15) business days in advance and confirmed ten (10) business days in advance. Special events include:

- any program with a projected attendance of 300 or more
- any program extending beyond scheduled building hours
- any program in the UC Theatre, Ballroom or Rose Theatre
- any program advertised to an off-campus audience
- any program that requires special set-up or contracted services
- any program held outside
- any program with catering for the event

Requests for substantive changes to the confirmed set-up less than 48 hours in advance will result in a fee of \$50. Exceptions to this policy may be made, when justified and space and resources are available, by the Director or their designee.

Your confirmation will include any estimated charges based on the information you have provided. Your estimate cannot be finalized until you have met with CES staff to discuss all technical needs for your event. Please note that your request is not confirmed until you receive an email confirmation from the Scheduling Office.

At the beginning of each semester, the volume of requests may slow the processing of reservations. Please submit your request(s) as early as possible. Review your confirmation carefully for accuracy and maintain a copy for your records.

Additional Furniture Request-Room Change Fees

All meeting rooms are setup based on what is provided in the reservation booking. If you need additional furniture, please visit either the University Center Scheduling office or the Information Desk to request the furniture. Please note that anything more than 2 tables and 10 chairs (not both) will result in a \$50 late change fee. This fee also applies to a change in meeting rooms if permissible.

Damages and Cleaning Fees

Damages to facilities and/or equipment losses will be billed to the sponsoring organization or department, including damages by guests or audience members. The University Center Scheduling office may request a walkthrough of the building or space before and after the event to verify the condition of the building prior to the event.

Sponsoring organizations and departments should return the space utilized to a reasonable state of cleanliness. Trash should be placed in trash cans, and any leftover food (not provided by Chartwells) disposed of in appropriate containers. This includes taking empty boxes to the dumpster, depositing programs into trashcans, and picking up items distributed to the audience during events. Organizations and departments may be charged a cleaning fee if the event takes place after normal business hours or creates an unreasonable mess. The cleaning fee will be based on the cost incurred by the CES to restore the facility to an acceptable level of cleanliness.

Decorations

All decorating plans for events held in the University Center and Rose Theatre must be approved by the Scheduling Office at least ten business days in advance. Failure to gain prior approval for all decorations and manner of attachment may result in the prohibition of decorations on the day of your event or charges to the sponsoring organization for resulting damages. When creating a decorating plan for your event, please keep the following in mind:

- Facilities may not be permanently altered or damaged in any way.
- Nothing may be screwed into the floors or walls or in any other way permanently attached.
- Painting, spraying, or construction of decorations or posters is not permitted in the University Center or Michael D. Rose Theatre. Use of any kind of spray paint in the UC, Rose Theatre, or surrounding grounds will result in a minimum \$200.00 fine, loss of reservation privileges for one semester (when applicable), and possibly judicial charges against the group or individual responsible.
- Glitter, confetti, sequins, and rose petals are prohibited in any application. Use of these items will result in an automatic, minimum cleaning fee of \$200.00. The fee may be more if additional labor is required to remove from carpets and other surfaces.
- Stage props must be cleared and approved for use by the University Center or Rose Theatre staff. Hay and sand are prohibited.
- Curtains and blinds may not be removed or damaged.
- Tape (including masking tape, painter's tape, scotch tape, duct tape, etc.), command strips, Velcro strips and adhesive putty tape are prohibited for use on walls and windows in meeting rooms. Gaff Tape (available from the UC/RTH staff) may be used on carpets.
- Fire exits may not be blocked in any way.
- Cables and cords must be taped down (Gaffer's Tape Only).
- Pushpins, thumbtacks and/or staples may not be used to attach materials to the walls or ceilings.

- Open flames are not permitted in the University Center or Rose Theatre. Under no circumstances may hand-held taper candles be used in initiations or other ceremonies inside any facility. LED Candles are permitted.
- Helium Balloons are not permitted in the University Center or Rose Theatre. Non-helium balloons (as when attached to a metal structure such as a column or arch) are permitted.
- Nothing may not be tied to door handles, hinges, or hardware.
- All decorations and equipment used in events must be removed immediately after the event unless prior arrangements have been made. Items left more than two business days without approval, will be discarded.
- The hanging of scenery in the Rose Theatre is not allowed.

Eligibility for Space Usage (On-campus)

In order to reserve space as an on-campus client, an organization must be one of the following:

- Registered Student Organization (RSO) in good standing.
- Campus department
- Other officially recognized campus organization or entity

Regular classes, laboratories, and tests for class for credit cannot be scheduled in the University Center or Rose Theatre except during campus emergencies. Special class meetings or academic events may be scheduled with the approval of the Provost and/or University Center Director.

Student organizations in the process of seeking registration with the office of Student Activities will be permitted to apply for two reservations (meeting room and/or use of a publicity table in the University Center atrium) for the purpose of interesting others in becoming members of the organization. Requests must be made under the auspices of Office of Student Leadership and Involvement (UC 211), if permitted at all.

Conference & Event Services reserves the right to assign spaces at our discretion in order to utilize space efficiently. Requested spaces request may not be honored. Please always double-check your confirmation.

Eligibility for Space Usage (External Use)

The primary mission of the University Center and Rose Theatre is to support the University community. However, our facilities are available for rental to external groups and individuals. The revenue generated through such rentals helps offset the cost of operation and enables us to keep costs low for campus users. External events must not contradict or distract from the educational mission of the institution and must follow all applicable campus policies.

Requests for use of the University Center or Rose Theatre by external clients must be approved by the Director of the University Center. Individuals and external organizations wishing to book an event on the University of Memphis campus should contact Conference & Event Services (CES) at 901-678-5000.

Event Civility

In adherence to the University's civility policy, all events must follow proper etiquette to ensure no public disturbances, harassment of individuals, and obscene language are being displayed. CES staff has the right to shutdown events that does not follow the required guidelines.

Extra Hours

Request to open the building before or after normal building hours should be made at least ten business days in advance to the University Center Scheduling Office (UC 255). If the request is approved, the sponsoring organization or department will be charged \$25 per hour in additional to normal event charges to include audio visual technicians and equipment.

Fees

The University Center and Rose Theatre have a three-tiered fee structure that reflects our mission:

- **Tier One**
 - **RSO's not charging admission, registration, or fundraising**
 - **University Departments not charging admission, registration, or fundraising**
 - No Charge for room rental or for basic set-ups, or basic audio visual
 - Up to 8 hours in Performance Spaces
 - Tier 2 pricing applies after 8 hours
 - Nominal labor fee for complex a/v set-ups
 - No charge for the use of one wireless microphone per room.
 - Fee for additional wireless microphones
 - Nominal labor if an usher is required for the duration of their event
 - Fee for special set-ups (such as the addition of a stage or dance floor).
- **Tier Two**
 - **RSO's charging admission, registration, or fundraising**
 - **University Departments charging admission, registration, or fundraising**
 - Nominal Room Fee
 - RSO's and University Departments charging admission, registration, or fundraising.
 - Nominal fee for room rental
 - Set-up/diagnostic fee for audio visual services
 - Nominal labor fee if an AV staff or usher is required for the duration of their event
 - Fee for special set-ups (such as the addition of a stage or dance floor).
 - Fees for Wireless microphones and projectors

- **Tier Three**
 - **For-profit, external organizations**
 - **Individuals**
 - **501(c)3 Non-Profit Organizations**
 - Charged full rate for room rentals, labor, and equipment.
 - Full room fee for room rental
 - Set-up/diagnostic fee for audio visual services
 - Hourly fee if an A/V staff or usher is required for the duration of their event
 - Fee for special set-ups (such as the addition of a stage or dance floor).
 - Fees for wireless/wired microphones and projectors.

Food Service

To provide the best array of food products and services to the campus, the University of Memphis maintains an exclusive contract with a food service provider chosen through a competitive-bid process. With few exceptions, the University's contract gives UM Dining the exclusive right to provide **ALL** food service on the University of Memphis main campus.

Exceptions include the following:

- Campus organizations and external clients may purchase pizza, drinks, and related side items from the off-campus pizza provider of their choice. Additional entrée items are prohibited. To request this exemption in the University Center or Rose Theatre, simply mark the "Pizza Exemption" box on your request in the Catering Section.
- Registered Student Organizations may provide food and beverage from the vendor of their choice for meetings and events provided the total amount spent does not exceed **\$500**.
- All other Campus departments may provide food and beverage from the vendor of their choice for meetings and events provided the total amount spent does not exceed **\$200**.
- Other Food Exemptions require approval. This exemption may NOT be combined with the pizza exemption defined above and must cover all food-related spending for the event (including beverages and paper products). This exemption may not be used to supplement food or beverage ordered from UM Dining.
- Registered Student Organizations may conduct one bake sale per semester for organizational fundraising. Bake sales are permitted for homemade items only. They must be registered through TigerZone, and space reserved through the University Center Scheduling Office (UC 255).

UM Dining has a well-trained staff and will work to provide you and your guests the highest level of food selection, service, and satisfaction. If they determine they cannot meet your needs for any reason (including the type of food requested or their volume of business) they will notify both you and the University of their decision, and you will be permitted to apply to use an outside caterer through UM Dining's website. Extra charges may apply when an outside caterer is allowed. **A late request is not an excuse for an exemption.**

Failure to follow the food service policy of the University may result in your inability to serve the food in question at your event, the cancellation of your event, and/or the loss of reservation privileges in the University Center and Rose Theatre.

To place an order with UM Dining, please call (901) 678-2046 or use the online ordering system, available at: <https://memphismain.catertrax.com/>

To apply for a food exception with UM Dining, please use the online form, available at: <https://dineoncampus.com/UofM/food-exception-form>

Inclement Weather

It is the policy of the University of Memphis that if the University closes due to inclement weather or other emergency conditions, that all activities will be suspended, including events scheduled in the University Center and Rose Theatre by both internal and external clients. Room, labor, and/or equipment fees will not be charged for events cancelled prior to the reservation start time, by the University due to an inclement weather closing.

Notification of an emergency closing of the University will be made via the following modes of communication:

- The University's special information line, **901-678-0888**, will carry a message about the schedule change.
- The University's website will carry the same message.
- The broadcast news media will be notified, and they will make periodic announcements regarding the closing.
- A text message will be sent to all subscribers of Everbridge. Students, faculty, and staff may subscribe to Everbridge online at: <https://www.memphis.edu/police/everbridge.php>

For more information, please see the University's Emergency Closing Policy, available online, at: <https://www.memphis.edu/crisis/closing.php>

Merchandise

Campus departments, student organizations or external users looking to sell or have vendors sell merchandise on campus must receive approval from the University Bookstore.

<https://memphis.bncollege.com/>

Minors on Campus

Campus departments, student organizations or external users bringing minors on campus must adhere to the policies in the below link.

<https://www.memphis.edu/eduinitiatives/youth/index.php>

Movie and Streaming Rights

If your organization wants to stream a movie or TV show at a meeting or event, you may need to obtain rights to the media.

In compliance with the Federal Copyright Act (Title 17 of the United States Code) regarding film and video piracy, anyone requesting to show a film or view other copyrighted materials (i.e., movies or TV shows via DVD, a streaming platform, personal property, checked out from a library, etc.) on the University of Memphis campus must obtain the appropriate Public Performance License providing permission to show copyrighted materials in public settings.

Neither the rental nor the purchase of a DVD or online streaming service carries the right to show the material outside the home.

****Before working to obtain rights to a movie, TV show, or documentary, please try to find your media with the University of Memphis Library <https://libanswers.memphis.edu/lambuth/faq/271131>. They subscribe to [Kanopy](#). Kanopy streams entertainment to your preferred device with no fees and no commercials by partnering with public libraries and universities.

Some streaming companies may offer documentaries to be screened for educational purposes. For example, Netflix has a [one time educational screening policy](#).

If these options do not work, obtaining permission can be done one of several ways:

1. Contact the company directly who owns the movie rights. This is a popular option for independent films and documentary films. They may or may not charge, but you must have written permission to show the film publicly.
2. SWANK Motion Pictures: [Contact Us | College Campus Movies | Swank Motion Pictures](#)
You can call or email a representative for information about movies that are available. You can also read the FAQs [FAQs: Colleges | Swank Motion Pictures](#) and learn more about copyright compliance.
3. Criterion Pictures USA <http://www.criterionpicusa.com>. This is another provider for campus films. Read the FAQ section and you can also contact a sales rep at [https://www.criterionpicusa.com/ - REQUEST A QUOTE](https://www.criterionpicusa.com/).

In all cases, the company must send you a copy of the rights to display the materials.

Cost

- Cost of the films vary. Costs are often based on how old the film is and who the production company is (i.e., Disney films usually cost more than Universal films)
- For older films, plan on \$400-\$650; Newer films can run as high as \$800-\$1,200.
- Additional costs may be incurred if the company ships you the film and you do not return immediately after the viewing.

Other things to consider

- The prices above are based on college viewing rights for a University our size, and intended for showings to students, faculty, & staff. If the film is open to the general public, the cost may go up significantly. To avoid this, it is best not to advertise off campus.
- These prices cover only the one date, and do not give you the rights in perpetuity. This means if you want to show the same film again next year, you must purchase the rights again.
- If a movie is not available to rent, it will not be available to show publicly either. The best example of this is the “Disney Vault”. If a movie is in the “Disney Vault”, you will not have access to it until it is re-released.
- We recommend testing the film prior to viewing. Please work with the CES staff to arrange testing. *If using a DVD disc, it is recommended to make sure the disc works properly with our equipment.*
- **If you are charging admission, you will be required to pay for the room, projector, and AV staff to show your film.**

Failure to obtain the copy rights is breaking Federal Law and may result in disciplinary action against your student organization.

Outdoor Activities

Campus departments and student organizations wishing to reserve the Alumni Mall Lawn, Alumni Mall Square or Student Plaza must complete the normal scheduling process. Events are permitted in these outdoor areas, provided they do not block access to the entrances or fire lanes of the University Center or Rose Theatre.

Outdoor Activities, like all special events, must be confirmed a minimum of ten (10) business days prior to the event. Outdoor Step or Yard shows are generally permitted on the Student Plaza or Amphitheatre on Fridays between 12:30 and 1:30 pm. Weekends are permitted but all amplified sound and music must end by 10pm. Outdoor Step Shows and Performances are not permitted to have rain locations. Rain plans should be made in advance for all other outdoor activities. The rain location or the outside location must be cancelled within two business days. Events without a reserved rain site will not have access to alternate venues if they must cancel due to rain.

Music used for outdoor amplification may not contain racial slurs or other language that is inappropriate for an open, public venue. Music may start promptly at 12:30pm and must end at exactly 1:30pm or before.

Failure to co-operate with Police Service and/or University staff may result in the event being halted and/or the sponsoring organization’s reservation privileges being terminated.

If Police Services determines that officers are required for an outdoor activity beyond what is provided during their normal patrols, the sponsoring organization will be responsible for the additional charges (see “Special Security” below).

Outdoor Amplification

Due to the compact nature of the University of Memphis campus, outdoor amplification is not generally approved during class hours. Exceptions may be granted during the first week of the fall semester. During the rest of the year, exceptions are generally considered for Fridays from 12:30-1:30pm and on the weekends. All music must end by 10pm per Memphis City ordinance. Other requests will be considered, but are rarely approved during class times, except for major campus events. To request outdoor amplification, please mark the "Outdoor Amplification Requested" box on your Reservation Request in Virtual EMS. Approval must be granted before outdoor amplification is allowed. Unapproved events will be interrupted and shut down.

Painting

Any activity involving paint must take place in the UC Beale or Rose Theatre Main lobby. Painting activities cannot take place in rooms that have carpet. Acrylic and non-washable paints are prohibited. All tables in the room must be covered with a tablecloth. Any damage found to a table will result in a fine of \$400 or the cost to replace the table. Any damage can also result in the denial of UC/Rose spaces in the future. Tarps are highly encouraged to protect the ground from damage and additional fees.

Parking

If off-campus guests are expected to attend an event in the University Center or Rose Theatre, parking must be taken into consideration during the planning process. The Zach Curlin Parking Garage is connected to both facilities via covered walkways and is available for individual. If there are more than 125 off campus guests parking, the rental of the garage is required. Special event parking, guest passes, hourly, and pre-paid, open parking are all options, depending on the type of event and the number of off-campus attendees expected. An event coordinator can explain the options, pricing, and forward you information about arranging directly with Parking Services.

Practice Spaces

The University Center Beale or Rose Theatre South and Main Lobbies are the only rooms to be used as practice spaces. Alternate location would be Campus Recreation Centers or the Field House practice gyms. Use of the Rose Theatre backstage area or the Rose Piano is not permitted. Neither the Rose Stage nor the UC Theatre Stage allow standalone practices. The only space we have available for dance practices is the Beale Room.

Scheduling Priorities

The University Center and Rose Theatre must balance many constituencies: individual students and Registered Student Organizations, University departments, faculty, staff, alumni, the community, and other external clients. Because the construction of the University Center and Rose Theatre was funded through a special student debt-service fee (no University general funds or state appropriations were used), our highest priority is to serve the student body. As a result, we have developed the following scheduling priority system:

- **Registered Student Organizations in good standing.**
 - may request space up to six months in advance.
- **University Departments and Organizations**
 - may request space up to five months in advance.
- **External Groups and Individuals**
 - may request space up to four months in advance.

We recognize that for a variety reasons, some events must be scheduled further in advance than this policy allows. Registered Student Organization and University Departments can request space a year out, but the above guidelines will be followed when approving spaces. The Scheduling Office reserves the right to alter the above scheduling priority system during the summer and other class break periods.

Regular classes, laboratories, and tests for class for credit cannot be scheduled in the University Center except during campus emergencies. Special class meetings or academic events may be scheduled with the approval of the Director or designee.

Excessive reservation requests from a single department or organization, especially during peak building usage periods, may be denied or delayed at the discretion of the Director of the University Center.

Special Security

The safety and security of students, faculty, administrators, staff, and visitors during events taking place at the University is paramount. Many events that occur in the University Center and Rose Theatre require special security. When warranted, CES will contact Police Services to determine if special security is required, and if so, how many officers and/guards. The decision to require special security and the number of officers needed is at the sole discretion of the Director of Police Service or designee. The sponsoring organization will receive an estimate for the cost of security and will be billed for the actual cost of the officers with their other event charges.

The factors considered in determining the need for special security services include the anticipated number of participants/attendees, target audience, details and related activities associated with the event, safety and security of the venue/facility, magnitude and promotion of the event and the history of any security-related issues at other events involving the performing artist or speaker.

Special security is deemed necessary for most dances, parties, major entertainment events and events advertised externally where the non-university public is invited.

Events which do not typically require event security include organizational meetings, lectures, and films.

If requested, the Chief of Police, or designee, is available to review with the event sponsor the need for additional officers or other security aspects of the event.

For more information, see the University of Memphis Special Security Policy, available online at: <https://memphis.policymech.com/dotNet/documents/?docid=474>

Study day and Exams

Student events will not be permitted from study day through the last day of finals. All exceptions should be addressed with the Provost's office.

Ticketing

The procedures and guidelines below outline the use of the ticketing system for Conference and Event Services to ensure a smooth and efficient process for all ticketed events.

CES maintains ticketing to support all ticket sales and fundraising in the UC/Rose Complex.

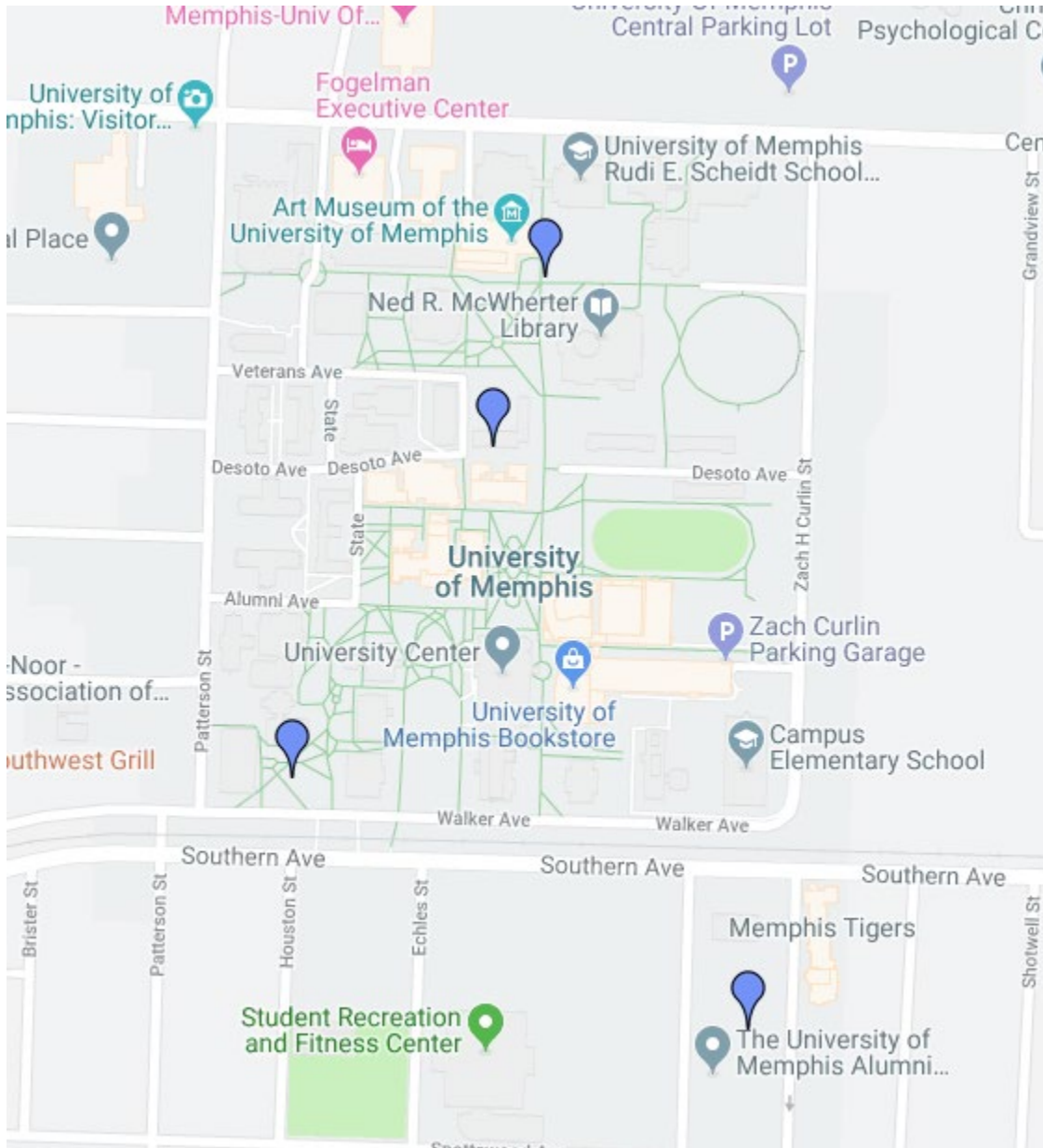
1. Ticket Arrangements
 - a. All events that *require* ticketing (specified below in section 2-a) must be managed through ticketing system. No third – party or proprietary event management or ticketing service shall be used.
 - b. Registered Student Organizations and University Departments must work with their event coordinator to finalize ticketing details by ten (10) business days prior to their event.
 - c. Events charging admission/registration will be charged a nominal per ticket fee. Events not charging admission or registration but utilizing the platform to track and maintain attendance and capacity, will be charged a flat consulting fee. In each instance, a full-time staff member or trained student staff member will be required to monitor ticket scanning starting 1-hour before doors through the end of the reservation. A per-hour fee will be assessed for ticket monitoring.
 - d. Events with paid admission are allowed a maximum 50 complimentary tickets. Events with free admission are allowed to reserve tickets as needed. These tickets will be withheld from ticketing system and will be subtracted from the total number of tickets available. Reserved tickets will be sent to the client. It is the responsibility of the client to distribute these tickets.
 - e. Events with paid admission may reserve tickets as needed to sell or distribute. These tickets will be withheld from ticketing system and will be subtracted from the total number of tickets available on the event page. Reserved tickets will be sent to the client, and a nominal per ticket fee will be assessed. Client will be responsible for the total number of tickets reserved and no refunds will be provided for any tickets client fails to sell or distribute.
 - f. 2 – 4 Volunteers must be provided by the client to scan tickets. The number of volunteers required are subject to expected attendance and volunteer availability.
2. When Ticketing is Required
 - a. Use of the ticketing system is *required* under the following circumstances:
 - i. The event is expected to reach an attendance greater than 300 and is open to the public.

- ii. The event is expected to breach maximum capacity in the reserved event space.
- iii. Exceptions are made by the Director of the University Center/Rose Theatre.

3. Procedures for Ticketed Events

- a. Each guest must have their own separate ticket to be permitted entry into a ticketed event. Tickets are non-transferable.
- b. For events in the Rose Theatre, there will be no re-entry once a guest has scanned their ticket. For ticketed events in the UC Ballroom, guests will be provided a wristband for re-entry. For events in the UC Theatre, guests will be escorted to the restroom by a security guard or officer. No other re-entry will be permitted.
- c. Doors will remain open until 30 minutes after event start at which point doors will be closed and no further admittance will be granted.
- d. Generally, for ticketed events in Rose Theatre, the North entrance is used for ticket scanning and event entry while the South entrance is used for exiting and volunteers only. A student staff member will be required to monitor the South Entrance from one hour before doors through the duration of the event reservation. For paid ticketed events, there will be a per-hour fee assessed for this door person.
- e. Ushers
 - i. All ticketed events in Rose Theatre require a minimum of two ushers to manage the entry and exit doors from 1.5 hours before doors through the end of the reservation. For at-capacity events, additional ushers may be required to manage seating in the auditorium.
- f. Assigned Seating is not available at this time.

Appendix I Designated Smoking Areas



Appendix II Banners

Grommets

HANGING A BANNER IN THE UC

- **Design and Order Banner**
 - Format size to no more than 8' wide and 5' high (landscape) or 3' wide and 5' high (portrait)
 - Obtain certification of compliance with standards:
 - Any materials/fabrics/textiles/paper etc. used as banners or flags are required to be fire retardant or non-combustible and are required to meet NFPA 701::Standard Methods of Fire Tests for Flame Propagation of Textiles and Films.
 - All major retailers should have compliance standards on file for distribution.
 - All banners purchased from Tiger Copy & Graphics are compliant.
 - Written certification of this or similar standard from the fabricator must be kept on file as long as a banner or flag is in place.
 - Ensure grommets are installed in top corners
- Schedule Banner in VEMS
- Deliver to UC 255 at least one business day before the scheduled installation period.
- Retrieve from UC 255 no more than two business days after conclusion of scheduled installation period.
 - Unclaimed banners will be discarded .

5
Feet
Tall
Max

8 Feet Wide Max (Landscape Orientation)
3 Feet Wide Max (Portrait Orientation)

POSTING SLIDES ON THE UC SCREENS

- **Format Page Size to 8.5 x 11"**
 - Windows PowerPoint
 - Click the Design tab, and then click Slide Size
 - Click Custom Slide Sizes
 - Click Letter Paper 8.5 x 11
 - Click Portrait
 - Photoshop
 - Set page size to 837 x 1080
 - Save As a JPEG or PNG
 - PDF and Word Docs are not compatible
 - Email to ucmedia@memphis.edu
 - Include
 - Name of Event
 - Name of Sponsoring University
Department/Organization
 - Dates to Post Slide

11"

8.5"