

Reservation requests should be submitted through the Student Union website. Requests will be reviewed based on building availability and confirmed via email. If you have any questions, please email us at [unionres@ucf.edu](mailto:unionres@ucf.edu).

## GENERAL POLICIES

- The Student Union does not provide any furniture, fixtures, or equipment at the Reflecting Pond or on Memory Mall. All event equipment must be obtained from an outside company at the expense of the organization.
- A facility rental fee is incurred by any organization that is charging attendees admission or registration fees.
- The University Amplified Sound Policy applies to both the Reflecting Pond and Memory Mall. Organizations are responsible for ensuring the scheduled event does not conflict with university policy. If a conflict arises, the organization could face penalties up to and including noise violation fees.

## RESERVATIONS, PLANING, & PAYMENT

- Reservation details must be submitted to a Student Union Event Coordinator no later than two (2) weeks prior to your event.
- Catering orders are due NO LATER than one (1) week before your scheduled event to guarantee service.
- For non-university clients, a deposit of at least fifty (50) percent of the facility rental charge(s) is due at the time of booking. The Student Union cannot hold or reserve rooms without the required deposit.
- A final method of payment for any facility and/or catering charges must be provided to your Event Coordinator at least three (3) business days prior to the event. Failure to do so may result in service or equipment not being available for your event.

## FACILITY & LOCATION INFORMATION

- For power, water, sprinkler, fountain requests, and trash removal, organizations will need to submit a work order to UCF Facilities and Safety. This request is done online through the Facilities website. These services are separate from your reservation and may incur charges to you department or organization.
- Staked tents or vehicles are not permitted on either Memory Mall or near the Reflecting Pond. For more information regarding this policy, please contact a Student Union Event Coordinator.
- UCF is proud to be a SMOKE-FREE campus.

## SAFE FORM & LIABILITY INSURANCE

- **SAFE FORM REQUIREMENT**
  - All outdoor events require the completion and approval of a SAFE Form.
  - The form can be completed online at <http://safe.sdes.ucf.edu>.
  - **Once completed, a signed hard copy of your SAFE Form is due to the Event Services Office 30 days after your reservation is made. If the SAFE Form is not received within that deadline, the hold on the space for your event will be released.**
- **LIABILITY INSURANCE**
  - All non-university and Affiliate clients must obtain a Certificate of Liability Insurance for \$1,000,000 that will be in effect during the dates of the event. The University of Central Florida Board of Trustees, University of Central Florida and the State of Florida must be listed as additionally insured during the time(s) of the vent, including setup and breakdown. A copy of the certificate, as well as the endorsement, needs to be received by Student Union Event Services at least seven (7) days prior to the event.

## CANCELLATION AND NO SHOW INFORMATION

- Fees will be assessed for spaces reserved and unutilized.

- Failure to show thirty (30) minutes after your reserved start time will be deemed a No Show.
- Cancellations must occur at least (3) business days prior to a reservation.
- Failure to cancel after three (3) business days prior to your event will result in the pull forfeiture of any deposits paid.

## CATERING

- A list of available caterers, menus, and pricing is available under the reservation section of the Student Union website. Please note, no outside food or beverage is allowed at any Student Union space.
- Catering orders should be placed directly with your Student Union Event Coordinator.
- Catering orders must be submitted at least (1) week prior to your event.
- Final headcount must be confirmed with your Event Coordinator at least three (3) business days prior to your event.
  - **Student Government, SGA Agencies, and Registered Student Organizations**
    - Student groups receive a 20% discount off listed catering prices.
    - If paying with ASF funds, a copy of your PRF and this confirmation with a Financial Signature Sheet **MUST** be submitted to the AS&F Business Office at least ten (10) days prior to your event.
    - Publix cakes, pre-packaged foods, and Coke products totaling less than fifty dollars (\$50) are permitted provided prior approval is obtained from an Event Coordinator and listed in your Event Confirmation.

## PARKING

- Parking is available in "green" student lots/garages on campus at the posted rate.
- Parking passes are required in any campus lot, 24 hours a day, 7 days a week.
- Guest passes may be purchased from automated kiosk located in each student lot or garage.
- Daily passes are available for purchase in advance of your event. Please contact your Event Coordinator for pricing and availability.
- Parking Tickets: The UCF Student Union is **NOT** responsible for any parking tickets a client or their guest may receive.

## NON-UNIVERSITY CLIENTS

Additional policies and requirements for non-university clients are posted on the Student Union website. In addition, these requirements will be discussed with your assigned Event Coordinator.