OKLAHOMA MEMORIAL UNION
The University of Oklahoma

POLICIES AND PROCEDURES FOR
Non-University Customers

The Oklahoma Memorial Union provides a wide range of services, activities and facilities for the students, faculty, staff, alumni, University community, and guests of the University. Consistent with the stated mission and purpose of the Oklahoma Memorial Union, and to ensure maximum, efficient and fair use of the Oklahoma Memorial Union, the following policies govern the reservation and use of facilities. Under the guidance of the Director of Oklahoma Memorial Union, the Reservations and Catering Department is responsible for all room reservations and coordination of all services related to these reservations.

INTERIOR & EXTERIOR FACILITY RESERVATIONS
Interior and exterior space adjacent to the Union shall be reserved through the Union Administrative Office and is assigned in the order requests are received. Since space in the Oklahoma Memorial Union is in high demand, requests should be submitted as far in advance as possible. **The deadline for submitting a reservation is three full working days prior to the event** (Example: If an event is planned for a Monday, the request needs to be submitted no later than 5 p.m. the Wednesday before). Activities taking place in the Union may not include unnecessarily risky activities for the safety of guests and preservation of Union resources; unnecessarily risky activities include any type of contact sport. The Union reserves the right to move any group to another space; however, every effort will be made to provide comparable space and services. The Will Rogers room may be rented between the hours of 11 a.m.-1 p.m., Monday-Friday for events sponsored by University departments only; all groups are welcome to rent this space during other times.

PHYSICAL ARRANGEMENTS
The Union will supply podiums, chalkboards, and easels on a complimentary basis upon request. Audiovisual equipment and pianos are available for rent. Pianos are tuned every other month; however, customers may request that a piano be tuned at an unscheduled time for an additional fee. **Setup and equipment needs should be requested at least three full working days prior to the event.** Requests are assigned in the order they are received; therefore, late requests cannot always be honored due to equipment, staff and time limitations. If equipment is not available, the customer will be notified. **Equipment is for use inside the Oklahoma Memorial Union only;** equipment is not available for rental use outside of the Oklahoma Memorial Union. Price quotations given for room rental, technical fees, and/or audiovisual rentals more than three months in advance are subject to change.

ROOM CONDITIONS AND TIMES AVAILABLE
Meeting rooms will be available approximately one-half hour before the scheduled event. The condition of all meeting rooms and multi-purpose rooms in the Union is checked before and after each event. **Furniture in any of the rooms should not be removed or rearranged.** Any adjustments in room arrangements should be made through the Reservations and Catering Department or the Building Manager by calling (405) 325-2121 during regular business hours.
and (405) 255-1294 after-hours and on weekends. Courtesy phones, available to contact Union staff, are also located on the first floor at the north end in the foyer and at the south end near the elevator, on the second floor at the south end in front of Meacham Auditorium and in Beaaird Lounge, on the mezzanine in the George Sutton Foyer, and on the third floor at the north end across from the Regents room. Persons and organizations using the space are held responsible for leaving the room in the same condition in which it was found, except for catering items. Soliciting or distributing information is only permitted by reserving a booth or room and is not permitted elsewhere in or around the Union.

**BOOTH SPACE**
Booth space is available on the first floor of the Union on a first-come, first-serve basis. Booth space shall be reserved through the Union Administrative Office and is assigned in the order requests are received. A daily rate will be charged for the space. Representatives must sign-in at the Union Administrative Office upon arrival each day. **Posters and/or other materials, including literature, must be confined to the booth area and may not be attached to the wall or other places throughout the building. The use of tape, nails, staples or tacks is strictly prohibited.** Any damage to the building surfaces will result in a damage fee being charged to the customer. Persons staffing the booth must stay behind the table. Student organizations and University departments may not sponsor Non-University groups, contractors, vendors, or organizations. Soliciting or distributing information is not permitted in or around the Union without renting a booth or room.

**MERCHANDISE SALES**
Non-University groups are allowed to sell merchandise only in designated areas. If a booth is rented for solicitation, a daily rate will be charged for the space, and the vendor must sign-in at the Union Administrative Office prior to setup on the first day of the sale. If a room is rented for solicitation, a daily rate or a percentage of the sale proceeds, whichever is greater, plus the room rental fee will be charged. The Union Administrative Office will monitor sales receipts on a daily basis, and the account will be settled on the last day of the sale. Special permission from the Union Administrative Office must be obtained for sale or distribution of food or beverages. The vendor will assume responsibility for the security of their merchandise. The vendor will pay sales tax and maintain documentation and records required by the State of Oklahoma.

**FUNDRAISING**
As the Oklahoma Memorial Union is a State entity, no fundraising for political parties, campaigns, or candidates may take place in our facility.

**PARKING CENTER**
Access to the Parking Center is available 24 hours a day, seven days a week. If leaving between the hours of 8 a.m. and 1 a.m., Monday through Saturday, or 1 p.m. – 1 a.m. on Sunday, an hourly rate will be charged. To make special arrangements for guest parking, hourly passes may be purchased or the entire garage may be rented through the Union Administrative Office. The Parking Center will be closed to the public on home football game days and when the Union hosts special events.
DECORATING POLICY
All decorations must adhere to the Oklahoma Memorial Union and University of Oklahoma decorating policies found at www.ou.edu/risk/forms.htm. It is the intent of these policies to protect our customers by adhering to fire safety regulations. All decorations must be preapproved by the Union Administrative Office.

• The use of flammable materials, such as straw, hay and evergreens is prohibited.
• No torches or lanterns are allowed on Union premises including exterior space.
• No crepe paper, tissue paper, paper ribbon, glitter or confetti can be used.
• Lighting devices using open flame, such as tiki lamps, oil lamps, and torches are not allowed.
• Candles may be used if they are enclosed in a tip-resistant, noncombustible container, and the flame is ½” below the top of the container.
• Anything in an aerosol can is prohibited (Example: spray glue, spray paint, etc.).
• No items can be attached to the walls or hung from the ceiling. **The use of tape, nails, staples or tacks is strictly prohibited.** Any damage to the building surfaces will result in a damage fee.
• Alteration of existing Union decoration is prohibited.

Any violation of the above rules will result in a damage charge and/or loss of rental privileges.

SIGNS AND POSTERS
Temporary signs and posters may be placed on the bulletin board in the Union. The bulletin board will be cleaned on the 1st and 15th of each month. **The Union will immediately remove signs placed on doors, glass, and walls.** Damage to any Union building surface will result in a damage fee charged to the group or person.

MEACHAM TECHNICIAN
A Meacham technician is required during all times Meacham Auditorium is in use. An hourly fee will be charged for the technician.

SECURITY PERSONNEL
Security is required for student events that fall under the Student Affairs “Open Social Event Policy” located at www.ou.edu/studentlife and student dances, or it can be arranged at the host’s request. With respect to non-University events, typically security is required for proms or where deemed appropriate by the University in consultation with the requesting group and based on the nature of the facility requested (e.g. valuable art located in facility), the type of use, the estimated size of attendance, the number of entry and exit points, and the facts and circumstances relevant to the use. All security must be arranged through the Union Administrative Office. The Oklahoma Memorial Union will employ one security person per 50 people attending the function, at prevailing rates and the Union’s discretion. The organization or individual will be charged for any fees involved. The Union reserves the right to require an additional number of security officers for any event.

CATERING
Arrangements for catering and refreshments must be coordinated through the Union Administrative Office at least three full working days prior to the event. Pursuant to
existing contracts, University Catering provides exclusive catering services for the Union. **No outside food or beverages are allowed.** Violation of this policy will result in a fine and/or loss of rental privileges. Any catering price quotation given more than three months in advance may be subject to change.

**CATERING GUARANTEE**

A final guarantee (number of attendees) for catered events must be given to the Union Administrative Office three complete working days before the event. (Example: if an event is planned for Wednesday, the guarantee must be in no later than noon the Friday before. A final guarantee for events held on Monday must be given by noon on the Wednesday prior to the event.) If no guarantee is received, preparations will be made for the total number estimated at the time the menu was ordered. The final charges will be for no less than the guaranteed number. If it is necessary to setup additional space at the time of the function, an added setup charge may be applied. Any addition to the guarantee less than three full working days prior to the function will result in an additional charge of $1.50 per person.

**CATERING CANCELLATION POLICY**

Cancellations must be made two full working days prior to the event. Cancellation 25-47 hours prior to the event will result in a 30% cancellation fee based upon the final guarantee. **Cancellation 24 hours or less prior to the event will be charged 100% of the order.**

**STATE AND FEDERAL TAXES**

State and federal taxes will be charged when applicable.

**CATERING OUTSIDE THE UNION**

University Catering services are available outside of the Union and off campus in the Norman area. Charges will be assessed for deliveries on and off campus.

**DELAY IN SERVICE**

An additional labor charge may be assessed if the serving time or departure time is delayed more than 30 minutes through no fault of the Union or University Catering. This will be figured on a per hour fee for the total number of staff covering the event.

**ALCOHOL SERVICE**

Arrangements for alcohol service must be coordinated through the Union Administrative Office at least two weeks prior to the event. Pursuant to existing contracts, the University Club, Inc. provides exclusive alcohol catering services for the Union. The serving of alcoholic beverages will comply with the laws of the State of Oklahoma. Alcohol service will stop at midnight, and the license holder reserves the right to refuse alcohol service to any individual or group. Under the laws of the State of Oklahoma, **no alcohol may be brought into or taken out of the building by a customer at any time.** All applicable sales and mixed beverage taxes will apply.
SPECIAL SERVICE CHARGES
Special service charges will apply in the event the reserved space requires an extra clean up, non-
customary setup, or if the facility is damaged in any way. Charges will be assessed for excessive
litter, and therefore, unusual cleanup caused by decorations and/or literature. **Tape, nails or
tacks cannot be put on any surface of the Union building.** Any damage to any surface will
result in a damage fee, and the offending item will be immediately removed.

OVERTIME
A charge of $75 per hour will be applied to any group or function requiring the room(s) to
remain open after 3 a.m., or any portion thereof (Example: If your event ends at 3 a.m. or later,
you will be charged the overtime fee).

HOLIDAY CHARGES
There will be an additional 25% service charge applied to the total bill for events scheduled on
official University holidays. A University holiday schedule is available in the Union
Administrative Office upon request or can be found at
[www.hr.ou.edu/benefits/LeaveHolidays.asp](http://www.hr.ou.edu/benefits/LeaveHolidays.asp).

PAYMENT OF SERVICES
The Oklahoma Memorial Union requires an advance payment in the amount of the room rental
fee within 30 days of when the facility is scheduled. **Full payment of the total estimated cost
of the function is required three full working days in advance of the event.** Any additional
charges for room rental, food, alcohol, technical fees, audiovisual rentals or damages not covered
by an advance payment must be paid within 30 days after the function. **Any reservation
request submitted by an organization or individual with an outstanding debt will
automatically be rejected.** The balance must be paid in full before the request will be
processed. Failure to pay the account in full will result in the account being turned over to
University Collections.

FACILITY CANCELLATIONS
The person who reserved space must contact the Union Administrative Office to cancel a
reservation. To receive a refund of any room deposit, notice of cancellation must be received 45
days prior to the event. If a room deposit has not been made, a 48-hour written notice of
cancellation is necessary to avoid service charges. To receive a refund of any booth payment,
cancellation must be received by the Union Administrative Office 48 hours prior to the
scheduled date. If a booth reservation is cancelled less than 48 hours before the scheduled date,
the rental fee will not be refunded.

CANCELLATIONS DUE TO INCLEMENT WEATHER
When the University is closed due to inclement weather, events in the Oklahoma Memorial
Union hosted by non-university groups may be cancelled. If an event is cancelled due to
inclement weather, groups will not be charged for room rental fees and food orders.

Every effort will be made by the OMU reservationists to contact groups that have events
scheduled. Groups may also call 325-2121 to speak to a reservationist or leave a voice mail
message. Voice mail is checked by OMU staff on a regular basis throughout the day.
If the event is cancelled due to inclement weather and rescheduled for a later date, the full rates for room rental and food will be charged for the rescheduled date’s event.

**LIABILITY**

The sponsor shall be responsible for the activities and actions of their guests and agents. The sponsoring group is responsible for any and all damages. The Union reserves the right to inspect and control all functions. The Union will not assume responsibility for the damage to, or loss of, any merchandise of personal property.