

Policy Manual

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ARTICLE I. ABOUT THE BOARD OF GOVERNORS

Section 1.01 Purpose:

The purpose of the Memorial Union Board of Governors will be to encourage student participation and involvement in the decision-making process for the governance of the Memorial Union, act as a voice for members of the University in issues pertaining to the Memorial Union, and uphold the ideals and goals of the Mission Statement for the Memorial Union. The Memorial Union Board of Governors will be a governing body with two distinct roles of governance.

- a) To establish, as a decision-making body, the policies which govern the Memorial Union in cooperation with the Director of the Memorial Union
- b) To assist, as an advisory board, the Director, in evaluating the daily operations and procedures of the Memorial Union; The Memorial Union Board of Governors and the Director will be jointly responsible for representing all matters concerning the Memorial Union, which is the official War Memorial of the State of New Hampshire, to the members and organization of the University of New Hampshire.

ARTICLE II. EXCEPTIONS AND CHANGES TO MEMORIAL UNION POLICY

Section 2.01 Exceptions and Changes

- a) Any exception to the stated policies, procedures and/or rates must be requested in writing to the Director of the Memorial Union or his/her designee.
- b) Changes or exceptions to policies related to events must be submitted at least 30 days prior to the event.
- c) Changes to all Memorial Union policies will be granted or denied by the Executive Committee of the Memorial Union Board of Governors.
- d) The Memorial Union Board of Governors has an established procedure to hear complaints or concerns regarding Memorial Union policies and procedures from members of the University and community. Appeals can be made directly by contacting the chairperson of the Memorial Union Board of Governors to be forwarded to the full Board.

ARTICLE III. GENERAL BUILDING POLICIES

The following polices apply throughout the Memorial Union Building:

Section 3.01 Prohibited Items and Action:

- a) Bicycles
Bicycles are not allowed inside the building. Bicycles found anywhere other than a bike rack will be locked with a MUB lock and the owner must come to the information desk to have it removed.
- b) Roller skates, rollerblades, skateboards, "Segway" style transporters or other wheeled apparatus not used to aid impairment may not be used/ridden/driven in the MUB. They may be carried.

- c) Use of all tobacco products and smoking of any kind including but not limited to, pipes, cigars, cigarettes, any non-FDA approved nicotine product including smokeless tobacco and electronic cigarettes
- d) alcohol
- e) candles
- f) soliciting, leafleting
- g) anything the MUB staff deems to be in violation of any of the MUB, UNH or USNH policies, or that poses any kind of damage, hazard or safety concern
- h) animals

- a. **Prohibited Animals:**

All animals other than those outlined below.

- b. **Permitted Animals:**

Animals other than services dogs as defined and governed by Federal ADA and Section 504 guidelines, and emotional support dogs that have been approved through the office of Disability Student Services (students) or AAEO (faculty, staff, community) to occupy campus buildings are permitted in the MUB.

- i. **Service Dogs:**

1. Service Dogs are defined within the Americans with Disabilities ACT (ADA) as dogs that are individually trained to do work or perform tasks for people with disabilities.
2. ADA regulations require that service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.
3. Service dogs are not required to wear identification. However, it is strongly encouraged that they do. This will limit repeated inquiries from MUB staff seeking to enforce policy, and limits attempted interactions with a "working" animal by uninformed guests which may interfere with the dog's ability to perform its trained responsibility.
4. MUB staff are permitted by ADA regulations to inquire if a dog is a service dog necessary due to a disability of the owner, and to inquire what specific task the dog is trained to perform for the owner.
5. Dogs must be kept under control at all times and ADA laws permits staff to ask for dogs to be removed if (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken.

- ii. **Emotional Support Animals (ESAs)**

1. Emotional support animals provide emotional support which alleviates one or more identified symptoms or effects of an individual's disability.
2. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.
3. Approval for an ESA within UNH housing, covered by the Federal Fair Housing Act, is restricted to housing/dwelling.

4. Individuals with ESAs who feel they need to have an accommodation to have their ESA animal in the Memorial Union Building must make this request to the Office of Disability Student Services (students) or AAEO (faculty/staff, community). Once permission is granted, DSS will notify MUB administration.
5. ESAs are not required to wear identification. However, it is strongly encouraged that they do. This will limit repeated inquiries from MUB staff seeking to enforce policy, and limits unwanted interactions with a “working” animal by uninformed guests.
6. The MUB applies ADA service dog regulations to ESAs to require that they ESAs be harnessed, leashed, or tethered, unless the individual’s disability prevents using these devices.
7. ESAs must be kept under control at all times. Staff will ask for ESAs to be removed if (1) the ESA is out of control and the handler does not take effective action to control it or (2) the ESA is not housebroken.

ARTICLE IV. USE OF EVENT AND MEETING SPACE

Section 4.01 Scheduling Overview and Frequency

(a) Overview

- All space scheduling in the Memorial Union meeting rooms takes place through the Memorial Union Scheduling Office according to formal scheduling policies designed to ensure the building operates to achieve its mission.
- After priority scheduling requests have been processed (See Article IV.1.c) reservations are handled on a first-come first served basis, with the MUB scheduling office working to accommodate as many reservations as possible while remaining true to the MUB Mission.

(b) Frequency

- Groups/organizations are limited to no more than 12 room reservations each month.
- Reservations of major events scheduled in the Granite State Room, Strafford Room, Entertainment Center and Theaters may not exceed two dates per month per dept. /organization.

Section 4.02 Priority Scheduling

During Spring Semester, the MUB Scheduling Office will promote a window of opportunity for groups and organizations to submit requests for reservations for the following fiscal year (July 1-June 30). Priority Scheduling policies apply to actual event times only. “Set up” and “break down” times are subject to separate policies under IV.4.03.f.

(a) Priority Scheduling - Major Events

Priorities are established for use of rooms in the Memorial Union in the following order:

1. Special events/series.
 - a. A special event shall be defined as programs or events that are considered traditions and/or meet the mission of the Memorial Union.

- b. Special event series will receive priority over those scheduling individual events as long as their dates are submitted by the priority scheduling deadline.
 - c. The MUB Director or designee must approve special events/series.
 - d. Conferences and special events occurring during Nonacademic periods (J-Term, spring break, Summer Session) may be scheduled at any time up to three years in advance following the established priorities. Priority will be given to events which target students and incoming students, and traditional annual events.
2. Recognized Student organization events
 3. University sponsored student events
 4. University sponsored prospective student events
 5. University events
 6. University conferences, institutes, and workshops
 7. Community events
 8. Other non-university events
 9. Rain date holds for any client internal or external

(b) Priority Scheduling - Organizational and Departmental General Meetings

The process for scheduling meeting rooms not associated with a major event will occur after major events priority scheduling in the following order:

1. Recognized student organizations;
Rooms and set ups requested by organizations may be adjusted by the scheduling office in an attempt to accommodate the maximum number of requests.
2. University Department Meetings and Events;
Rooms and set ups requested by organizations may be adjusted by the scheduling office in an attempt to accommodate the maximum number of requests.

Section 4.03 General Scheduling Policies

(a) Set Up Meetings

1. Tentative reservations for all meeting rooms must be confirmed at least 21 days prior to the date of the event or the reservations will be automatically cancelled. For all Major Events, a Planning Meeting (setup meeting) between all parties involved must be scheduled within 30 days of the date of the event. The meeting must occur within a minimum of 21 days prior to the date of the event. Failure to complete the meeting will result in the loss of the room and cancellation of the event.

(b) Cancellations

1. Organizations may not assign/surrender a reservation to another organization. Reservations must be cancelled and the other organization must request the space through the Memorial Union Scheduling Office
2. Cancellations must be made by contacting the MUB Scheduling Office
3. Timing
 - a. For reservation in the Granite State Room, Strafford Room, Entertainment Center, Wildcat Den, MUB Theaters I and II:

- i. Cancellation of a reservation must take place 21 days prior to an event.
 - b. For reservations in all rooms not specified above:
 - i. Cancellation of a reservation must take place 48 hours before event.
 - ii. Events taking place on Sunday or Monday must be cancelled by noon on the previous Friday.
- 4. Penalties
 - a. Late cancellations will be treated at “No-Show” (see No-Show Policies)
 - b. All space use privileges are denied to groups with outstanding charges due to no-show reservations or late cancellations
- 5. Cancellation policies apply to rain date holds

(c) *“Day of” Reservations*

- All “day of” reservations are handled on a first-come, first-served basis.
- Day of reservations may be made through the information desk, with approval of MUB Administration or the Operations Manager on Duty, if appropriate, and are subject to room availability, availability of any necessary staff, and are subject to all applicable standard policies.
- Study group space can be requested on a “day of” basis, through the information desk.

(d) *No Shows*

- When a reservation is made and the room is not used this is considered a “no show”.
- Event Spaces:
 - For reservation in the Granite State Room, Strafford Room, Entertainment Center, Wildcat Den, MUB Theaters I and II:
 - “No show” events will be billed at the UNH Rate
 - Meeting Room Spaces:
 - For reservation in all rooms not covered specified above:
 - **Student Organization Penalties:** First offense “no show” events will receive a warning. Second violation “no show” events in the same semester will lose all MUB space use privileges for 16 academic weeks (academic weeks are defined as spring and fall semesters and exclude summer and winter break/J-term sessions)
 - **Non Student Org Penalties:** All “no show” events will be billed at the UNH Rate

(e) *Multiple Date “Holds”*

The MUB recognizes that there are occasions when organizations need to hold multiple dates for an event while waiting for information that will impact a decision on a final event date.

- Following other guidelines outlined in these policies, organizations are allowed to request a hold on up to three different dates for the same event.
- If another organization submits a request that conflicts with the existing “hold” reservation:

- If the date in question is more than 6 months away, the organization with the hold will be contacted to see if they can release the date. If they do not have a decision made on their event, they will be allowed to continue to hold the date.
- If the date in question is 6 months away or less, the organization holding the date will be given first right of refusal. That means that they either release the date to the requesting organization, or they commit to the date and release any other dates they have on hold for that event.
- If there are no requests submitted that conflict with any of the “hold” dates, an organization will be allowed to continue to hold their dates until two weeks prior to the first held date, or, in the case of large events, until 30 days prior to the first held date as outlined in IV.4.03(a).
- Any time there are multiple dates “on hold” for an event, all of the dates will continue to appear as “available” on the MUB online scheduling system and events calendar.

(f) Standard “Set up” and “Break Down” Time Holds

MUB reservation and rate policies are built to accommodate 4 and 8 hour time frames. When reservations are requested, clients must specify both the requested overall reservation time and the actual event time.

- **Campus Departments:** Room rate charges are incurred for all reserved time in 4 and 8 hour time blocks as permitted by room, not only event time. Four and eight hour time frames cannot be broken over multiple days.
- **Student Organizations:** In the Strafford and Granite State Rooms, non-event reservation times cannot exceed twice the actual event time. (I.e. a 2 hour event cannot exceed a total 6 hour reservation; 2 hours for an event and 4 total hours set up/break down). In all other rooms, non-event reserved times may not exceed actual event times. (I.e. a 2 hour event cannot exceed a total 4 hour reservation: 2 hours for the event and 2 hours total set up/break down). All reservation time must be constrained to a single day.

(g) Academic Classes

- With the exception of the MUB Theaters (**See Article IV.1.g.v**), or the Distance Learning Classroom (controlled by UNH IT) no recurring academic classes, or recurring academic department or class related events will be scheduled in the Memorial Union Building.

Section 4.04 General Room Requirements and Restrictions

- Users of the facility are responsible for observing the Policies of the Memorial Union and all applicable UNH and USNH Policies.
- The sponsoring organization will be held responsible for the condition of the facility after the event.
- No holes, paint or markings of any kind, size, or location, which may permanently damage the facility are permitted.
- Excessive trash must be removed by the client or charges will be assessed.

- Any rooms with fixed set-ups must be left with furniture in its proper location. This includes the Entertainment Center and Food Court. Charges will be assessed to groups if MUB Staff resets the room.
- Exits must remain clear at all times.
- Prior to the start of major events, State law requires a safety message announcement. The event organizer is responsible for this announcement and the text is available in the event room.
- All decorations, set-ups and the general layout of the event will be subject to the inspection and approval of the Durham Fire Department. No major changes will be allowed after inspection.
- Capacity of the room may not be exceeded. Capacities vary depending on room set up and are subject to approval of the Durham Fire Department.
- Use of candles and/or open flames in public areas must be approved by the MUB Director or designee in writing. Candles must be for ceremonial or religious purposes.
- Music rehearsals are not allowed anywhere in the MUB unless it is the express purpose of a recognized student organization and held in either Wildcats Den or the Entertainment Center.
- The Memorial Union accepts no responsibility for items left in the building before, during or after an event. No items of any kind will be stored in the Memorial Union for an extended period of time.
- Unless prior arrangements are made, attendees and organizers of the event must vacate the building by the scheduled closing time of the building. Arrangements to exceed scheduled building hours must be made at least three weeks in advance and are subject to the approval of the Director of the Memorial Union and the availability of staff. Additional charges will be incurred. Groups who do not make prior arrangements will be charged twice the current rate.
- Special services provided by other campus departments must be arranged by the event organizer and communicated to the Scheduling Office. Billing for such services will be handled directly through the provider.
- The sponsoring organization is responsible for the behavior of guests who are visiting the building to participate in their event.
- The Office of the Memorial Union, Police, and/or Fire officials reserves the right to terminate any activity which they deem unsafe or violates Memorial Union, UNH or USNH Policy.

Section 4.05 Use of Audio Visual Equipment

- When Memorial Union audio/visual equipment is used, it must be returned in the same condition in which it was received. Service fees and / or repairs will be assessed as needed. All equipment must remain in the Memorial Union Building. Technical support from the MUB does not include software support. If a client brings their own equipment, they are responsible for their own technical support.

- The MUB reserves the right to require a client to obtain equipment and technical assistance from UNH AV services or outside vendors.
- The use of amplified sound is limited to the Theaters, Strafford Room, Granite State Room, Entertainment Center, Wildcat Den and Food Court.
- Any media used in a presentation must conform to current U.S. copyright laws.

Section 4.06 Requirements Related to Specific Rooms/Areas

(a) Food Court

- All events held in the Food Court area must receive prior approval from the Memorial Union Office and be open without charge to the University community.

(b) Games Room

- Available for rent during non-peak times, as determined by the MUB Administration.

(c) Wildcat Den

The Den is subject to special scheduling parameters designed to maximize appropriate use while allowing it to accommodate meetings as well as events and functions.

- Practice and rehearsal times may be scheduled twice per week in two hour blocks between the hours of 6pm and 12am, Mondays, Tuesdays and Wednesdays and Sundays between the hours of 2pm and 12am.
- Thursday, Friday and Saturday reservations are for functions/events only.
- Meetings are allowed any day prior to 6pm.
- Due to noise conflicts, reservations may be denied based on previously confirmed reservations in the Stafford Room or Rooms 156 and 158. Requests for events that will generate noise will be directed to the Entertainment Center first if available in order to avoid the need to take multiple rooms offline.
- In general, no more than two bands or acts will be approved.

(d) Entertainment Center

- The Entertainment Center is subject to special scheduling parameters designed to maximize appropriate use while allowing it to accommodate meetings as well as events and functions
- Practice and rehearsal times may be scheduled twice per week in two hour blocks between the hours of 6pm and 12am, Mondays, Tuesdays and Wednesdays and Sundays between the hours of 2pm and 12am.
- Thursday, Friday and Saturday reservations are for functions/events only.
- Meetings are allowed any day prior to 6pm.
- In general, no more than two bands or acts will be approved.

(e) Theaters

- During the Spring and Fall semesters, the registrar's office is permitted to schedule recurring academic classes in the MUB Theaters Monday-Friday prior to 12:30pm.

- Licensing fees for films and videos shown in the Memorial Union are the responsibility of the organization or department. An event will be cancelled if U.S. Copyright Laws are violated during the performance.
- If the MUB deems that a projection technician is required for an event in one of the Theaters, the MUB will provide staff, based on availability and fees will be assessed.
- This space is designed to be used as special event and function space. Recurring meetings will not be scheduled with the exception of Sunday evenings. Meetings may be scheduled on Sundays for a maximum of 2 hour time blocks between 2pm and 12am. Preference on scheduling will be given to organizations that require the larger room capacity these spaces provide.
- Ticket Office services are available. See IV.4.14.

(f) Stafford and Granite State Rooms

- This space is designed to be used as event and function space. Recurring meetings will not be scheduled. Occasional “day of” meetings may be scheduled in this room at the discretion of MUB Administration when there is a lack of other appropriate space.

Section 4.07 Events Related to Political Elections or Visits by Public Officials

- All requests for events related to political elections or visits by public officials must be directed to the MUB Assistant Director for Facilities and Events who will notify appropriate campus officials of the upcoming visit.
- MUB Administration reserves the right to manage the coordination of necessary support from internal and external vendors. This includes but is not limited to audio visual, staging, police and security.
- Events are subject to all standard fees, regulations and policies of the University, the MUB and USNH unless specifically waived.
- All fees will be billed in advance of the event and must be paid prior to the date of the event.
- UNH Police may determine that a police officer must be on duty in the building during the visit. There will charges for this service.
- Organizers and participants must abide by all MUB and University policies related to posting, canvassing and soliciting.

Section 4.08 Commercial Use of Rooms – Vendor Policy

- Vendors are defined as any group, business, etc., not affiliated with the University who are promoting, marketing, selling, or otherwise providing a service or product.
- Use of space in the Memorial Union building will only be granted to vendors associated with larger events taking place in the building, such as fairs and tradeshow. Single vendors looking to rent individual rooms will be denied space. Vendors are guests of the University and the Memorial Union Building withholds the right to deny space or remove any vendor for violating policies or for any other reason deemed to be sufficient by the Memorial Union staff.
- When vendors are permitted based on meeting the above conditions, the following policies apply:

- Vendors are limited to the room reserved only.
- Vendors are required to display a sign listing the vendor's company name. In addition, the vendor's return/refund policy must be clearly stated.
- Sale of firearms, pornographic materials, controlled substances (and paraphernalia) or other illegal materials are forbidden. The Memorial Union Building retains the right to reject any product deemed unacceptable.
- No credit card companies of any kind are permitted to sell or promote their products in the Memorial Union Building.

Section 4.09 Room Use Rates/Rental Fee Tiers

Rate Structure for Room Fees is tiered as follows:

(a) Student Organization Rate

Recognized student organizations in good standing are generally not charged for space use in the MUB with the exception of the Games Room. To qualify, an event must meet the following criteria.

- A logical and valid connection must exist with any co-sponsoring entity. Student organizations cannot be used to front for external groups, co-sponsoring campus departments or offices that would otherwise incur charges.
- Events that are partnerships between non-UNH entities and student organizations must be the original creation of and instituted by of the student organizations. The apparent or primary purpose of the event must not be to promote or market any non-UNH entity. A member of the student organization must be the organizer, manager, host/facilitator, decision maker and primary contact for the event.
- Any revenue generated from sponsorship, ticket sales, registrations or other fundraising mechanism must be designated for a student organization, student scholarships or registered 501c3 and pass through the UNH student organization account.
- The audience for an event must be made up of more than 50% students, faculty and staff of UNH.

UNH Rate

The UNH Rate is currently calculated as a discount to the standard rate. To qualify for this discount, an event must meet the following criteria. The intent of the criteria is to support those programs and events that contribute directly to the general fund or individual office and department budgets.

- A department or office of the University of New Hampshire cannot be a sponsor of an event in name only. A campus department holding "membership" in an external organization does not qualify that external organization for UNH rates. The campus department must be the organizer, manager, host/facilitator, decision maker and primary contact for the event. The department has ultimate responsibility for payment of all expenses related to the program.
- Any revenue generated beyond expenses must be directly deposited into a University account for departmental, college or general funds.

- Any financial benefit by individuals or groups other than the University of New Hampshire will disqualify a group from receiving the UNH Rate.
- Events that are partnerships between campus departments/offices and student organizations will be charged at the UNH Rate unless they meet all of the criteria for a Student Organization above. Student organizations cannot be used to front for campus departments for the purpose of reducing fees.
- An internal Encumbrance Number for the costs of all anticipated participants and other costs for the event must be received by the scheduling office in advance of the first day of the event (21 days in advance for “event and specialty rooms” and 2 days in advance for all other spaces).

Section 4.10 Room Use Rates/Rental Fee General Policies

A listing of charges and scheduled building hours is available in the Office of the Memorial Union and at www.unhmub.com. Charges are reviewed and approved by the MUB Board of Governors.

(a) Staffing Charges

Additional staffing, security, personnel, custodial coverage and other expenses will be charged as necessary. Fees are based on total reservation time, which may be longer than actual event time.

(b) “No Shows” and Cancellations

All charges related to a no-show or late cancelled event will be incurred and the sponsoring organization will be held liable for payment.

In the event curtailed operations are called (See section 9) and the Memorial Union closes, all fees for scheduled events will be refunded.

(c) Fronting

UNH Departments and Organizations found to be fronting for private fiduciary gain, commercial activities or private enterprise to receive a reduction of Memorial Union fees will be charged for room usage and services at the Standard Rate.

(d) Damages

- The Memorial Union reserves the right to require a refundable \$500 vandalism/damage deposit for some events. Deposits must be submitted to the Office of the Memorial Union at least three (3) days prior to the event. The funds will be returned within 10 working days after the event if there is no damage. For all events, any inquiries concerning damages will be directed to the President or Department Head of the sponsoring organization.
- Payment for damages resulting from patrons attending an event is the organization's responsibility.
- In the event of damages

- The organization will be billed current charge out rate and payment is due upon receipt of invoice.
- Billing for missing or damaged equipment will be directed to the sponsoring organization.
- A minimum fee of \$150 will be imposed if the space used is not left in satisfactory condition.
- The organization will not be allowed to schedule rooms until bill is paid.
- Sponsoring organizations who do not limit admission to UNH students and their guests or patrons 18 years or older will be assessed a \$500 vandalism/damage deposit and will be charged for additional personnel that may be required.

(e) Information Table Reservations

- The tables in the hallways of the Memorial Union Building are reserved for, distribution of literature and other goods, and event promotion by recognized student organizations and University departments. Tables may be reserved free of charge for a maximum of 8 days each month. Reservations can be made through the MUB website.
- University recognized student organizations and University departments may use designated tables to raise funds for their organization only if all proceeds go to the sponsoring organization or a designated charitable organization. Raffles require additional approval through the submittal of a permit request on Wildcatlink.unh.edu. Who is sponsoring, staffing, benefiting from and/or is otherwise affiliated with the raising and distribution of any gains from fundraising activities must be clearly indicated.
- Organizations or individuals shall remain behind the tables and shall not enter the hallways to engage in event promotion, distribution of literature or solicitation. In accordance with law and applicable policies, the University may, within the reasonable interpretation of its mission, limit the time, place, and manner of solicitation, distribution of literature, and event promotion.
- Surveys and questionnaires implemented in the MUB must be approved by a professor and be related to class work. Any other use of surveys or questionnaires must be pre-approved by the UNH Office of Sponsored Research
- “Display only” tables are not permitted. All tables must be staffed by members of the sponsoring organization or department at all times and all materials must be removed at the conclusion of the reservation.
- No Shows
Groups who reserve information table space and do not use it on two or more occasions in one semester will be denied the use of info tables for 16 academic weeks. (academic weeks are defined as spring and fall semesters and exclude summer and winter break/J-term sessions)

Section 4.11 Contracts and Insurance

- Non-University organizations hosting events are required to complete and comply with a contract which includes specific requirements for insurance.

Section 4.12 Use of Common Areas

(a) Rockingham, Merrimack and Grafton Lounges

- This space is to be used as a general lounge space to socialize, and study.
- The space may be scheduled for exhibits and activities that do not hinder public use of space. Special approval by the Director or designee is required to ensure appropriateness of the reservation for this space.
- The furnishings must remain in the room.
- No closed meetings
- Advertising use of space may not occur unless there is a confirmed reservation

(b) Other Lounges

- This policy includes the ~~Merrimack Lounge~~, Non Traditional and Veteran Student Lounge, Hillsboro Lounge, 3rd Floor Hallway, Food Court and any other non-traditional or public building space as defined by the MUB Administration.
- With limited exceptions as deemed appropriate by the MUB Administration, these rooms cannot be scheduled for meetings or events during the spring and fall semesters.
- The areas may be scheduled at the discretion of MUB Administration during non-academic times but must remain open to the public and are subject to the regulations outlined for common areas.

Section 4.13 Memorial Union Food and Beverage Policy

- Groups are responsible to inform the Memorial Union Scheduling Office if food will be in the scheduled space.
- Take-out food (i.e. pizza, deli trays, subs, etc.) may be delivered or brought to a function room that has been scheduled by the MUB Scheduling Office.
- With the exception of the Entertainment Center kitchen, electrical equipment, grills or sterno for the heating or cooking of food or beverages is not permitted.
- Any meeting room, conference room, event room or public area with food brought in by the client, must be left in the same condition found and excessive trash must be removed from the room by the client.
- Events with over 30 people who are bringing in food must have a Food Waiver signed by the MUB Director.
- The University will not be held liable for any food/beverage brought into the MUB, or any food/beverage not provided by UNH Hospitality Services.

Section 4.14 Ticket Sales

- All events in the MUB that charge admission must use the MUB Ticket Office to ensure complete and thorough accounting of monies occurs. Donation collections such as “pass the bucket” at events are not allowed. Special circumstances must be approved by the Director.
- In order to comply with fire codes all attendees at ticketed events must have a ticket.
- Those requiring use of the MUB Ticket Office must make appropriate arrangements with the Ticket Office at least 5 days in advance of the event.

Section 4.15 Events Contract/Rider Requirements

- All off campus bands/entertainers contracted by recognized organizations must, in accordance with UNH policy, be under written contract/rider and paid by the University. Student organizations contracted for entertainment will be paid through University transfer of funds. Contracts/rider must be reviewed by the Memorial Union Office, then approved and signed by the appropriate UNH official. No cash payments may occur.
- The University reserves the right to review appropriate contracts/rider prior to confirming use of the facility by non-University organizations. When applicable, failure to supply a contract will result in the cancellation of the reservation.
- An organization representative will be required to be on site at least fifteen minutes prior to the start of the event. The Building Manager will lock down space in the event if no organization representative is present or if the organization representative fails to comply with a request/direction of the manager. A representative is also required to identify him/herself to the authorities and be present during the entire event.
- Events utilizing more than two bands require the approval of the MUB Administration.

Section 4.16 Curtailed Operations Policy

Decisions to curtail operations at the campus-wide level are made by the University Administration. Curtailment notification announcements are made by 6 a.m., when possible. The decision to curtail operations is made because road conditions are dangerous, the campus is unprepared for parking and pedestrian traffic, or there are utility and power outages.

During curtailed operations all events with off campus attendance will be cancelled. In general, student organizations and small gatherings will be allowed to continue as long as the building is open. Exceptions, when granted, will be by the Memorial Union Director or his/her designee.

(a) Delayed Opening or curtailed operations announced before the building opens

- Off Campus staff is expected to observe the UNH campus decision. In keeping with our student focus, we will utilize on campus student staff to open the following operations:
 - Normal building opening
 - Information Center
 - Granite Square Station
- Games Room
- Scheduled MUB sponsored movies

(b) Curtailed Operations announced after the building is open

- During non-academic times (spring break, summer session J-Term), the MUB will observe UNH Administration declared curtailed operations and close the building. The Director or designee has the authority to open the building if prior arrangements have been made with event sponsors. Any additional costs to open during these times will be borne by the sponsor. The Building Manager on duty will be responsible to inform Dispatch, Ground & Roads, and University Operators that the building is open for specific events.

- In extreme weather or safety conditions after curtailed operations are announced, the Director of the Memorial Union (or her/his designee) has the authority to set an earlier time for closing.
- The Director of the Memorial Union has authority to close the Memorial Union in extreme weather conditions or when necessitated by life/safety issues.
- If the electricity or heat is out more than one hour during daylight hours we may close the building indefinitely or until power comes on and everyone must evacuate. If after dark, the power is not restored within 15 minutes, the building will be evacuated and closed.

Section 4.17 Scheduling and Room Use Policy Violations

- Organizations which have been found in violation of these policies will lose scheduling privileges for a period of one spring or fall academic semester.

ARTICLE V. OFFICE AND STORAGE SPACE ALLOCATION POLICIES

Section 5.01 Term of Allocation

- Organization offices and storage/locker space (here forward referred to as “space”) is allocated on an annual basis to recognized student organizations. Memorial Union Board of Governors Space Allocation Committee will determine allocations and assign space during spring semester for the next year's usage.

Section 5.02 Eligibility Criteria

- The Space Allocation Committee shall use the following criteria and considerations when determining whether a student organization is eligible for office space in the MUB:
 - The organization must be a UNH recognized student organization
 - The number of students participating in and affected by the organization
 - The ability and willingness of the organization to post and maintain regular office hours
 - The organization's willingness to share space if such an arrangement becomes necessary
 - The number of semesters the organization has been active on the UNH campus.
 - Misuse of any space already allocated, or previously allocated to the applicant by the MUB Board of Governors. The Board may conclude that space has been misused if:
 - The space was used for a purpose other than what it was allotted for or,
 - The facts within a previous application were inaccurate as a result of intentional falsification, or negligent preparation, or
 - There has been a violation of MUB building policies in the prior use of space within the union, or
 - There has been an abuse by the student organization or its members of MUB or University services or policy, or the prior use of space within the MUB resulted in the destruction of University property.

Section 5.03 Space Assignment Criteria

Once the Space Allocation Committee determines that an applicant will be awarded space within the MUB, it shall determine both the location of space as well as the amount of space it shall allocate to the qualifying applicant.

(a) Location

In determining the location, the Committee shall base its decisions on:

- The proposed use of the space
- Frequency of student contact
- Compatibility with adjoining organizations within the same suite or room
- The present location, if any, within the MUB of the qualified applicant
- Whether a specific location is essential to provide the service

(b) Size

In determining the size of the space allocated, the committee shall base decisions on:

- The proposed use of the space
- Frequency of student contact
- Size of staff
- Duties of staff
- Number of members
- Hours of office utilization
- Whether the need is continual or periodic

Section 5.04 Application Procedure

- The Board of Governors will make available an application form which will be submitted by all recognized organizations wishing to retain space within the Memorial Union as well as new organizations seeking space.
- All student organizations requesting space in the Memorial Union Building must annually complete an application for MUB office space. Late applications will not be accepted.
- Interviews between applicant organizations and the Space Allocation Committee may be required at the discretion of the Board of Governors.

Section 5.05 Allocation Process

(a) Preliminary Allocation

- If the Space Allocation Committee concludes that the applicant satisfies the guidelines outlined above, the Committee will determine the organization's need for space within the MUB and will try to accommodate those needs. If the Committee determines that there are more organizations worthy of space within the MUB than it can accommodate, it may deny space to an organization, which would otherwise qualify. If the Committee does deny space to such an organization, the decision must be supported by substantial evidence showing that the

decision was reached through consideration of which organizations would best satisfy the needs of the University community.

- The Space Allocation Committee will submit their decisions to the The Memorial Union Board of Governors who will then vote upon the preliminary space assignments and make appropriate notification of the decisions.

(b) Appeals Process

- Those organizations who disagree with their preliminary assignment or denial of space will be given a date by which they may file an appeal listing those reasons why their assignment is unsatisfactory or conflicting with the goals of the organization.
- All organizations that file for an appeal will meet with the Space Allocation Committee to express their concerns.
- All appeals will be evaluated by the Committee and will be presented to the Board for review.
- Once the appeals process is finished, the Committee will recommend final space assignments to the Board of Governors for approval.

(c) Final Allocations

- The Space Allocation Committee will bring all recommendations to the MUB Board of Governors. The MUB Board will make the final decisions on assignments and make appropriate notification of the decisions.

Section 5.06 Use Agreement

Student organizations granted space will be required to sign a Use Agreement which reiterates space use policies. Failure to abide by the policies may result in eviction and suspension of Memorial Union privileges, and/or further space allocation privileges, and/or subject to appropriate disciplinary action through the University Judicial System. It is expected that organizations using space in the MUB will abide by all student organization, Memorial Union Policies, University Rights, Rules and Responsibilities, and state and federal laws.

(a) Transition of Space

The transition of space between groups will be coordinated by the MUB Asst. Director for facilities. Unless approved exceptions have been made by the Asst. Director, “exiting tenants” are expected to vacate space no later than the last day of finals in the Spring Semester, and will be made available to the “incoming tenant (s)” as determined by the Assistant Director but no later than “move-in weekend” of the Fall Semester.

(b) Space Access / Security

Organizations are free to and are encouraged to utilize their office space anytime the Memorial Union Building is open.

Organization’s chairperson or president is responsible for distributing door combinations to authorized members.

Requests to change combinations are to be submitted to the Assistant Director of Facilities & Events by the organization’s president or chairperson. Organizations are strongly encouraged

to have the combination changed at the beginning of fall semester or whenever there has been a change in membership.

Office windows and doors must be closed and locked at the end of each day.

(c) After Hours Building Access

Any individuals having a legitimate reason to be in their office space beyond the normal operating hours of the building must request approval from the MUB Director in writing. Requests will only be accepted from the chairperson or president of the organization. After Hours Access must be renewed at the beginning of summer and fall terms.

(d) Entry/Inspection of Space

- When possible, the organization will be notified in advance when the following personnel must enter assigned space.
- Memorial Union staff may enter to perform routine safety inspections, to check for hazards and investigate complaints.
- University maintenance personnel may enter to perform cleaning and maintenance.
- The Durham Fire Department may enter to perform periodic fire and safety inspections.

(e) Care and Maintenance of Space

- Maintenance
All maintenance and/or housekeeping problems or request must be reported to the Memorial Union Assistant Director of Facilities & Events.
- Cleanliness
University Housekeeping will empty trash and vacuum office space once a week. Organizations are expected to keep their space reasonably clean and orderly at all times. If it becomes necessary to hire University personnel to clean the space, the cost of such services will be passed on to the organization.
- Recycling Efforts
It is expected that all student organizations with space in the Memorial Union will be responsible for recycling materials within their space and will remove items to collection sites on a regular (as needed) basis.
- Damage
Each organization is financially responsible for damages to their space (beyond normal wear and tear). Such damage includes broken windows, holes in walls or ceilings, and vandalism to University furniture and equipment. Damages must be reported to the Assistant Director of Facilities & Events immediately.
- Alterations to the Premises
A written proposal for any changes to the space must be submitted to the Memorial Union Director. Without written permission the organization may not;
 - Remove any University equipment or furniture from the premises
 - Make any structural or electrical alterations
 - Paint the walls, floors, or ceilings

- Use nails, screws, bolts, or decals on the doors, ceiling, walls, floors, windows, or otherwise permanently damage the space
- Make unauthorized repairs to the space
- Change or alter present locks or combinations or install additional security devices.

(f) General Requirements

- Prohibited Items

The following items are prohibited in assigned space

- Posting of anything on the exterior of the door or surrounding hallway walls. No more than 50% of an office door window may be obscured by postings or other covering.
- alcohol
- Illegal substances
- Hot plates or any other cooking appliances
- Pets
- Fire arms, explosives, fireworks, weapons, gasoline, oil based paint, candles or any type of open flame, and hazardous chemicals
- Non-UL listed electrical items
- Non-commercial grade upholstered furniture
- Anything generally prohibited in the building (see article III.1)
- Noise

Excessive noise, including the use of radios, televisions, etc., which may be heard outside the confines of the assigned space, as well as raucous behavior on the part of members or their guests is prohibited.

The speaker located in the hallway outside of the space occupied by the WUNH Radio Station is an exception to this rule and MUB staff reserves the right to monitor and dictate volume level.

(g) Liability

- The Memorial Union accepts no responsibility for items which are lost, stolen, damaged or destroyed.

(h) Sustainability

- The Memorial Union encourages members of organizations to demonstrate good sustainable practices in the MUB. Turn off lights and computers when not in use; minimize paper waste, recycle, etc.

(i) Telephone Policy

- Any telephones, long distance, fax, and Ethernet lines shall be paid for by the student organization.
- The MUB will pay for the telephone and Ethernet line moves if the Board of Governors changes the room during the space allocation process.

ARTICLE VI. DESIGNATION OF SPACE USE

Section 6.01 Process

- The process to change the designated use of space in the Memorial Union Building must be approved by the Memorial Union Board of Governors and the Director of the MUB.
- A proposal detailing the change must be submitted in writing to the Executive Board for review to determine if the proposal will be considered.
- The Memorial Union Board of Governors, the Director of the MUB or any University organization may initiate proposals.
- Proposals approved for consideration will be forwarded to the appropriate committee and/or the full board for review and approval
 - The Director of the MUB performs a review and approval process in conjunction with the Board.
 - If both agree on the decision, then appropriate University approvals are sought when necessary.
 - If the Board and the Director disagree, the decision is forwarded to the Vice President of Student and Academic Affairs for consideration.

ARTICLE VII. MAIL POLICIES (GRANITE SQUARE STATION MAILROOM)

Section 7.01 Assignment

- Granite Square Station addresses will be automatically assigned to all graduate and undergraduates living in residence halls EXCEPT:
 - Students who live in Gables or Woodside Apartments.
 - Transfer Students not living in residential housing.
- Any student who is not automatically assigned a Granite Square Station address may request one. Those boxes will be awarded based on availability and on a first come basis.
- Undergraduate students who continue as Graduate Students at UNH may keep their same Granite Square Station address by sending a request to gss.mailroom@unh.edu by May 1st of that academic year.
- Granite Square Station address assignment status will be available by logging into the student's WebCat webpage through MyCourses.
- Students who are living off campus and have an assigned Granite Square Station address but do not wish to have one may request to relinquish their address by visiting the postal center service window or by emailing gss.mailroom@unh.edu
- Addresses are deleted once a person is no longer a registered student.

Section 7.02 Renting a physical mailbox

- A student can request to rent a physical mailbox by contacting the postal center supervisor. The charge is \$25 per semester and payment is due upon assignment.
- Each student renting a physical mailbox will be given a key for the box and the key will be logged out to the student using a student ID card. The student will keep this key for as long as they maintain the mailbox assignment.

- Keys must be returned when the mailbox is closed or the student will be charged \$50 to their University account. Charges will be submitted to and processed through the University Business Office.
- Lost keys must be reported to the mailroom and a new key requested. There will be a \$20 charge for new keys. New keys will not be ordered / issued until payment for lost key is received.

Section 7.03 Distribution

- Mail must come addressed to assigned Granite Square Station address.
- Mail is sorted and handled as it arrives. Items that are shipped to Granite Square Station through an express service, such as Overnight Express, may be delayed by processing and are not always immediately available.
- Priority is as follows:
 - Student paychecks
 - All packages correctly addressed
 - First Class mail correctly addressed
 - Packages arriving with incorrect/incomplete address will be held for 5 business days. If the intended recipient does not inquire within that time, that package will be returned to sender
 - All "large" mail (magazines, papers) with correct address
 - First Class mail with incorrect address or name– within 48 hours of arrival to GSS
 - GSS staff will identify (look up) the correct address and deliver to recipient
 - Recipient will be notified to change address with sender within 60 days. After that time period all mail for recipient arriving at the GSS from that sender will be RTS- stamped insufficient address.
 - Students are required to use the preferred name option via the University's policy if they would like to receive mail/package addressed to their preferred name
- Mail will only be given to addressee.
 - Unless arrangements have previously been made with Postal Center administration
- No packages or mail will be released to a student without current student ID.
- Mail with incorrect names will not be distributed to file folder

Section 7.04 Forwarding

- No mail will be forwarded during the academic year if a box has been assigned and the student is currently attending class in Durham.
- When a student graduates or leaves UNH mail will be forwarded for one semester, to the student's permanent home address on file with the Registrar's office.
- During summer break, all first-class mail will be forwarded to the student's permanent address unless the student has requested to maintain use of the Granite Square Station address during the summer. Such requests must be made at the Granite Square Station mailroom Service Window.

- During winter break all mail will continue to be delivered to the student's Granite Square Station address unless the student has requested to have mail forwarded home during winter break. Such requests must be made at the Granite Square Station Service Window.
- Students will be charged to forward packages and priority mail with tracking information, unless the student submits written permission to forward the item without tracking information and the carrier allows this action.
- Unclaimed packages that have been held in the postal center for a maximum of 4 weeks will be returned to the sender.
- All forwarded mail will be forwarded to the permanent address on file with the UNH Registrar's Office. All permanent address changes must be made through the Registrar's Office.

Section 7.05 Advertisers Information / Flyers

- For a fee, flyers and other promotional mailers can be distributed to Granite Square Station addresses.
 - Flyers will be distributed after postage mail and packages.
 - Granite Square Station requires five (5) business days to complete flyer distribution.
 - Flyers with labels must be in box number order or they will be returned.
 - Intercampus mail is sorted with the postage mail unless it comes in trays, at which point it becomes "flyer" mail.
 - Flyers will not be accepted for distribution during the months of September and January.
 - Flyers must be of the acceptable size(s) stated on the flyer distribution form.

Section 7.06 Excessive Use of Granite Square Station Package Processing Center

- Any student receiving 5 or more packages on any day will be expected to pick up their packages within 2 business days of arrival.
- Packages will be returned to sender before the third and final notice for any student with more than 15 packages at the postal center at one time.
- **Student Businesses Using a GSS Mailbox**
 - The Memorial Union Administration will be the final judge as to whether a student is or is not using the postal center as a business delivery address.
 - Students using Granite Square Station as a delivery address for a student run business will pay \$5.00 per package per day for any package not picked up, beginning on the second business day of the postal center.
 - Any student using GSS as a business delivery address will pay \$5.00 per package per day for all packages over 10 in quantity received on any 1 day. A business day is when the Granite Square Station service window is open for 4 or more hours.
 - Packages may not be picked up until fees are paid.

Section 7.07 Liability

- Granite Square Station's liability for items lost by UNH will mirror that of the delivery company.
- Cash or currency should never be sent in mail or packages. Untraceable valuables should never be sent in mail or packages. Lost cash is never replaced by UNH or the Delivery Company.

- Granite Square Station reserves the right to dispose of any undeliverable packages that cannot be returned to the sender or taken by the carrier.
- Mail that is undeliverable or cannot be forwarded because no home address is on file will be handled based on individual item. First Class mail, Presorted Standard with a Return Service Requested, and subscription magazines will be returned to the sender. All others will be destroyed/recycled by the postal center.
- Granite Square Station is not responsible for notifying students for a perishable package, other than the normal notice for all other packages. Granite Square Station does not have refrigeration storage available.

ARTICLE VIII. POLICIES FOR POSTING / ADVERTISING

Section 8.01 Unregulated Posting Area

One corkboard on the first floor shall be a self-regulated "free posting zone." All other areas of the MUB are regulated. Areas not designated specifically in these policies are either regulated or posting is prohibited.

Section 8.02 Regulated Posting

(a) Sign Stands

- Posters and displays associated with a scheduled event in the Memorial Union Building may be placed on sign stands on the day of the event only. The posters must not be in violation of any stated policy, and must be removed at the conclusion of the event.
- Space and location of these sign stands is on a first-come, first-served basis.

(b) Student Organization Boards

- Some student organization offices have designated boards outside their office. The student org allocated the office space is responsible for monitoring their board.

(c) Banners

- Promotional Banner space, either above the food court seating area or on the exterior balcony above the south side ramp is reserved for recognized student organizations and departments only.
- Interior banners must be made of fire retardant materials while exterior hung banners must be weatherproof and all may be no larger than 3' x 10' horizontal format.
- Banners may be hung for no more than two consecutive weeks per month. Banners must be picked up at end of the time period or the MUB will dispose of the banner two (2) days after end of time period.
- No more than one (1) banner per organization, department, or event will be hung per location during any given time period.
- All banner spaces will be reserved through the Memorial Union Scheduling Office. Banner scheduling shall follow the same priority scheduling as for rooms.
- The MUB will not be held responsible for any lost, stolen or damaged banners.

(d) *Showcases*

- Short Term Showcases
 - Designated “short term” showcases can be reserved by the recognized student organizations and campus departments through the MUB online scheduling system.
 - Showcases are scheduled from Monday through Sunday for a two week maximum per month.
 - The reserving organization must clear the showcase on the last day of the reservation. The Memorial Union will not store material left in showcases after the allotted time and will not be responsible for material left in the showcases.
- Long Term Showcases
 - Designated “long-term” showcases can be reserved by the recognized student organizations and campus departments through the MUB online scheduling system. Assignments are based on the same priority criteria used for determining room reservation.
 - The organization will forfeit use of the showcase if not maintained and updated on a regular basis.

(e) *Third Floor East End Display Wall*

- The schedule and general content for this area is approved and scheduled one calendar year in advance by the Director or their designee. All production and installation labor cost are incurred by the department using the area.

Section 8.03 General Posting Requirements

The following requirements are applicable for all signs, flyers, banners, showcases or other similar forms of communication and promotion in the Memorial Union Building.

- Any poster with "hate speech" as defined in the Student Rights, Rules and Responsibilities will not be posted. Any poster/flyer containing profane/vulgar language is prohibited.
- Announcements, letters, bulletins, posters, etc., promoting or describing an event, meeting, program, etc., must clearly indicate the sponsoring organization(s). Promotions for off-campus events must clearly indicate the sponsoring organization and indicate that the event is not sponsored by the University.
- Using duct tape, tacks, staples, pins, nails, etc. in non-standard posting areas may result in damage billing.
- Only table tents produced through the Dining Office will be permitted on tables in the food court. Table tents are not permitted on any other table.
- Violations will result in written notification to the offender. Repeat violations by the same individual or organization may result in loss of all posting and/or scheduling privileges until the end of the following spring or fall semester.

POLICY APPROVALS

CHAIR, MEMORIAL UNION BUILDING BOARD OF GOVERNORS

Name: _____

Signature: _____ Date: _____

DIRECTOR, MEMORIAL UNION BUILDING

Name: _____

Signature: _____ Date: _____