

## POLICY MANUAL

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## Article I

### ABOUT THE BOARD OF GOVERNORS

1. 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 Directory 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

### USE OF EVENT AND MEETING SPACE

#### 1. Space Scheduling

##### a. Overview

- i. 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.
- ii. After priority scheduling requests have been processed (See Article I.1.c) reservations are handled on a first-come first served basis throughout the year, with the MUB scheduling office working to accommodate as many reservations as possible while remaining true to the MUB Mission.

##### b. Frequency

- i. Groups/Organizations are limited to no more than 12 room reservations each month.
- ii. Reservations of major events scheduled in the Granite State Room, Strafford Room, Entertainment Center and Theaters by an organization may not exceed two dates per month. Reservation(s) will be automatically cancelled if a setup meeting is not scheduled 30 days prior to the date of the event. The set up meeting must then occur within 15 days of the date of the event.

##### c. Priority Scheduling

Each spring, 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).

**i. 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 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 Director or designee must approve special events/series.
  - d. Conferences and special events occurring during Non academic periods (J-Term, spring break, Summer Session) may be scheduled at any time up to three years in advance following the established priorities. Summer events will be scheduled based on academic calendar and approval of the MUB Office, based on the mission of the Union. Priority will be given to events which target students and potential students, and those events which traditionally reoccur yearly.
2. Recognized Student organization events
3. University sponsored student events
4. University sponsored prospective student events
5. University community events meeting University sponsorship criteria
6. Conferences, institutes, and workshops meeting University sponsorship criteria
7. Community events
8. Other non-university event

**ii. 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 may reserve space for the following fiscal year (July 1-June 30) during spring Priority Scheduling. Organizations may schedule no more than 12 times each month. All requests will be processed on a first-come, first-served basis during that period.
2. After Student Org priority scheduling, all other groups and campus departments may reserve meeting rooms and requests will be processed on a first-come, first-served basis. Groups may schedule no more than 12 times each month.

iii. **“Day of” Reservations**

1. All “Day of” reservations are handled on a first-come, first-served basis.
2. Day of reservations may be made through the information desk, with approval of MUB Administration or the Building Manager on Duty, if appropriate, and are subject to room availability, availability of any necessary staff, and are subject to all applicable standard policies.
3. Study group space can also be requested on a “day of” basis, through the information desk. If a room is available, the requester will be asked to leave a valid UNH ID. Rooms used for study space are Room 321, 304, 207, and 233 only. Students looking for quiet study space can also use the Entertainment Center anytime there are not events scheduled.

d. **General Scheduling Policies**

i. **Set Up Meetings**

Tentative reservations for all meeting rooms must be confirmed at least 2 weeks 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 15 days prior to the date of the event. Failure to complete the meeting will result in the loss of the room.

ii. **Cancellations**

Cancellation of a reservation is required immediately after the sponsoring organization knows they no longer need the space. Late cancellations made within 48 hours of the event will be treated as a no show (See 1.c.iii.)

1. Organizations may not assign a reservation to another organization. Reservations must be cancelled and the other organization must apply for the space through the Memorial Union Scheduling Office.

iii. **No Shows**

Groups who reserve space and do not use it on two or more occasions will be denied the use of the facilities for the balance of the semester.

iv. **Academic Classes**

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

e. **General Use Requirements and Restrictions**

- i. Users of the facility are responsible for observing the Policies of the Memorial Union and all applicable UNH and USNH Policies, copies of which will be available for review through the Office of Memorial Union.
- ii. The sponsoring organization will be held responsible for the condition of the facility after the event.
  1. No holes, paint or markings of any kind, size, or location, which may permanently damage the facility are permitted.

2. Excessive trash must be removed by the client or charges will be assessed.
  3. 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.
- iii. Smoking is prohibited any where inside the building, on connected exterior decks, or within 20 feet of any entrance to the building.
  - iv. No alcoholic beverages are permitted on the premises.
  - v. Exits must remain clear at all times.
  - vi. Prior to the start of major events, State law requires the following announcement: "In the event of an emergency or fire alarm activation, you are required to leave the building via the nearest exit. Please note the exit doors in the room. Also, please be aware that there is no smoking permitted in the Memorial Union Building. Thank you." The Building Manager will familiarize the sponsoring organization with emergency procedures prior to start of event.
  - vii. 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.
  - viii. 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.
  - ix. 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 and must be securely supported on substantial bases and have the flame protected. Candles must not be in close proximity to any combustibles
  - x. 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.
  - xi. 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.
  - xii. 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 two 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.
  - xiii. Special services provided by other campus departments must be arranged by the sponsor and verified through the Scheduling Office. Billing for such services will be handled directly through the provider.

- xiv. The sponsoring organization has an obligation and responsibility to control all who are participating in their event. Responsibility includes vehicles used to load and unload equipment so access for emergency needs is maintained.
- xv. The Office of the Memorial Union, Police, and/or Fire officials reserves the right to terminate any activity which violates Memorial Union, UNH or USNH Policy.

**f. Use of Audio Visual Equipment**

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

**g. Requirements Related to Specific Rooms/Areas**

**i. 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.

**ii. Games Room**

1. Available for rent during non-peak times, as determined by the MUB Administration (normally Sunday through Wednesday.)
2. Open to members of the UNH community with an ID and their guests(s) or community members who are 18 or older.
3. A parent or guardian must accompany individuals under 18 years of age.

**iii. 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.

1. An organization/department may charge an admission fee.
2. Practice and rehearsal times may be scheduled twice per week in two hour blocks: 6 pm–8 pm; 8pm–10 pm; or 10 pm–12 am on Mondays, Tuesdays and Wednesdays and Sundays from 4pm-6pm, 6pm-8pm, 8pm-10pm, and 10pm-12am only.
3. Thursday, Friday and Saturday reservations are for functions/events only.

4. Meetings are allowed any day prior to 6pm.
5. Due to noise conflicts, reservations may be denied based on previously confirmed reservations in the Stafford Room or vice versa
6. In general, no more than two bands or acts will be approved.

iv. **Entertainment Center**

1. This space is designed to be used as event and function space. Recurring meetings will not be scheduled. Occasional meetings may be scheduled in this room at the discretion of MUB Administration when there is a lack of other appropriate space.
2. In general, no more than two bands or acts will be approved and all performers must use the Entertainment Center's sound system.
3. No decorations are allowed from the suspended lighting.
4. During non-scheduled time, the room is available for general lounge and study space.
5. Practice and rehearsal times may be scheduled twice per week in two hour blocks: 6 pm–8 pm; 8pm–10 pm; or 10 pm–12 am on Mondays, Tuesdays and Wednesdays and Sundays from 4pm-6pm, 6pm-8pm, 8pm-10pm, and 10pm-12am only.

v. **Theaters**

1. During the Spring and Fall semesters, the registrar's office is permitted to schedule recurring academic classes in the MUB Theaters prior to 12pm.
2. 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.
3. 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.
4. Ticket Office services are available. See Article 1 Section 6.

vi. **Stafford and Granite State Rooms**

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

h. **Events Related to Political Elections or Visits by Public Officials**

- i. 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.
- ii. 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.



- iii. Events are subject to all standard fees, regulations and policies of the University, the MUB and USNH unless specifically waived.
- iv. All fees will be billed in advance of the event and must be paid prior to the date of the event. Payment must be made either by credit card or a check made out to the University of New Hampshire.
- v. UNH Police may determine that a police officer must be on duty in the building during the visit. There will be charges for this service.
- vi. Organizers and participants must abide by all MUB and University policies related to posting, canvassing and soliciting.

**i. Commercial Use of Rooms – Vendor Policy**

- i. Vendors are defined as any group, business, etc., not affiliated with the University who are providing a service or selling a product. Vendors are guests of the University. The Memorial Union Building withholds the right to deny space or remove any vendor for violating the above policies or for any other reason deemed to be sufficient by the Memorial Union staff.
- ii. University enrolled students may request a room to sell their own product (ex. Homemade jewelry) and will be charged one-half of the current vendor room rental rate.
- iii. University Departments selling a product or service will be charged as a vendor.
- iv. Vendors may be permitted to rent designated rooms for commercial purposes provided that:
  - 1. Rooms will be reserved through the Memorial Union Scheduling Office and are subject to rental fees and availability.
  - 2. Vendors are limited to the room reserved only.
  - 3. Sales are limited to Monday through Friday and must begin after 8:00 a.m. and end no later than 8:00 p.m. unless previous arrangements have been made.
  - 4. 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.
  - 5. 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.
  - 6. The University of New Hampshire and the Memorial Union Building have specific policies regarding raffles and surveys. All raffles must be approved by the Memorial Union Office and the University Police Department.
  - 7. No credit card companies of any kind are permitted to sell or promote their products in the Memorial Union Building.

## 2. Memorial Union Event and Space Use Charge Information

- a. Charges are determined based on the event sponsor. In broad categories, charges are tiered for the following:
  - i. Student Organizations
  - ii. Campus Departments
  - iii. Campus Departments or Student Organizations sponsoring external organizations/businesses
  - iv. External Organizations/Businesses
- b. A listing of charges and scheduled building hours is available in the Office of the Memorial Union and at [www.unhmub.com](http://www.unhmub.com) . Charges are reviewed and approved by the MUB Board of Governors.
- c. 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.
- d. All charges related to a no-show or late cancelled event will be incurred and the sponsoring organization will be held liable for payment.
- e. When medical responses are required to treat individuals who sustain injury due to participation in potentially hazardous activities, the Durham Fire Department may levy additional assessments up to \$100 per incident.
- f. In the event curtailed operations are called (See section 9) and the Memorial Union closes, all fees for scheduled events will be refunded.
- g. Sponsors 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 established rates for non-University sponsors.
- h. Damages**
  - i. 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.
  - ii. A walk-through to assess the condition of the building will be performed prior to and following the event by a Building Manager. Payment for damages resulting from patrons attending an event is the organization's responsibility.
  - iii. **In the event of damages**
    1. The organization will be billed current charge out rate and payment is due upon receipt of invoice.
    2. Billing for missing or damaged equipment will be directed to the sponsoring organization.

3. A minimum fee of \$150 will be imposed if the space used is not left in satisfactory condition.
4. The organization will not be allowed to schedule rooms until such time as bill is paid.
5. 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. Further, the full rental rate for the facility will be assessed for live music (dance) events that do not advertise age restricted admission (18+) or who do not restrict admission.

i. **Insurance**

Non-University organizations sponsoring events that include levels of physical activity must carry a separate insurance policy for such event in the amount of \$1,000,000 listing the University as an additional insured.

3. **Use of Common Areas**

a. **Rockingham and Grafton Lounges**

- i. This space is to be used as a general lounge space to socialize, and study.
- ii. 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.
  1. The furnishings must remain in the room.
  2. No closed meetings
  3. Advertising use of space may not occur unless there is a confirmed reservation

b. **Other Lounges**

- i. This policy includes the Merrimack Lounge, Non Traditional and Veteran Student Lounge, Hillsboro Lounge, 3<sup>rd</sup> Floor Hallway and any other non-traditional or public building space as defined by the MUB Administration.
- ii. 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.
- iii. The areas may be scheduled during non-academic times but must remain open to the public and are subject to the regulations outlined for common areas in section 2a.

4. **Information Table Reservations**

- a. The tables in the hallways of the Memorial Union Building are reserved for solicitation, 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 10 days each month. Reservations can be made through the MUB website or in the MUB administrative office.

- b. 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 from the UNH Police Department and MUB Director. 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.
- c. For reasons of public safety and traffic flow, 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.
- d. Surveys and questionnaires distributed at tables must be approved by the UNH Office of Sponsored Research
- e. "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.
- f. **No Shows**  
Groups who reserve space and do not use it on two or more occasions will be denied the use of the facilities for the balance of the semester.

#### **5. Memorial Union Food and Beverage Policy**

- a. Groups are responsible to inform the Memorial Union Scheduling Office if food will be in the scheduled space.
- b. 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.
- c. 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.
- d. 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.
- e. Events with over 30 people who are bringing in food must have a Food Waiver signed by the MUB Director.
- f. 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.

#### **6. Ticket Sales**

- a. 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.
- b. In order to comply with fire codes all attendees at ticketed events must have a ticket.

## **7. Events Contract/Rider Requirements**

- a. 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.
- b. 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.
- c. 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.
- d. Events utilizing more than two bands require the approval of the MUB Administration.

## **8. Curtailed Operations Policy**

- a. 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.
- b. 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.
- c. Delayed Opening or curtailed operations announced before the building opens
  - i. 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:
    1. Normal building opening by Building Manager
    2. Information Center
    3. Granite Square Station
    4. Games Room
    5. Scheduled MUB sponsored movies
- d. Curtailed Operations announced after the building is open
  - i. 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.

- ii. 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.
- e. The Director of the Memorial Union has authority to close the Memorial Union in extreme weather conditions or when necessitated by life/safety issues.
  - i. 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.

## 9. Policy Violations

- a. 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 III

### OFFICE AND STORAGE SPACE ALLOCATION POLICIES

#### 1. Term of Allocation

Organization office, desk 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.

#### 2. 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:

- a. The organization must be a UNH recognized student organization
- b. The number of students participating in and affected by the organization
- c. The ability and willingness of the organization to post and maintain regular office hours
- d. The organization's willingness to share space if such an arrangement becomes necessary
- e. The number of semesters the organization has been active on the UNH campus.
- f. 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:
  - i. The space was used for a purpose other than what it was allotted for or,
  - ii. The facts within a previous application were inaccurate as a result of intentional falsification, or negligent preparation, or
  - iii. There has been a violation of MUB building policies in the prior use of space within the union, or

- iv. 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.

### **3. 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:

- i. The proposed use of the space
- ii. Frequency of student contact
- iii. Compatibility with adjoining organizations within the same suite or room
- iv. The present location, if any, within the MUB of the qualified applicant
- v. 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:

- i. The proposed use of the space
- ii. Frequency of student contact
- iii. Size of staff
- iv. Duties of staff
- v. Number of members
- vi. Hours of office utilization
- vii. Whether the need is continual or periodic

### **4. Application Procedure**

#### **a. Application Process**

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. Space will be allocated based on the Board of Governors allocation policy.

- b. 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.
- c. Interviews with organizations must occur with members of the Space Allocation Committee when:
  - i. An organization is not currently in the MUB.
  - ii. Non-renewal or revocation by the Board of the space
  - iii. Request or recommendation to change the current office space.
  - iv. Upon request of the organization to discuss space needs.
- d. The Committee will make preliminary space assignments based upon the applications, the information from the interview process, and the eligibility criteria listed in these policies.

## **5. Allocation**

- a. 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.
- b. 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. When the preliminary assignments are approved, all organizations that applied for space will be notified of the results.

## **6. Appeals Process**

- a. 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.
- b. All organizations that file for an appeal will meet with the Space Allocation Committee to express their concerns.
- c. All appeals will be evaluated by the Committee and will be presented to the Board for review.
- d. Once the appeals process is finished, the Committee will recommend final space assignments to the Board of Governors for approval.

## **7. Final Approval**

- a. The Space Allocation Committee will bring all recommendations to the MUB Board of Governors. The MUB Board will make the final decisions on Space Allocation.
- b. All organizations will receive the results of the final assignments, and those organizations that receive space will receive a packet outlining MUB office space use and policy.

## **8. Use Agreement**

Student organizations granted space will be required to sign a Use Agreement which reiterates the following policies. Failure to abide by the above 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**

**i. Check-Out Procedures**

1. If an organization is vacating a space, arrangements for a final check of the space must be scheduled with the Memorial Union Assistant Director of Facilities and Events by the last day of classes.
2. Remove all personal items and non-university furniture and equipment. The Assistant Director must be contacted to make arrangements for the proper disposal of items being discarded.
3. Leave the room clean and without damage.
4. Abide by a final room inspection by the Assistant Director of Facilities and Events or her/his designee to insure that all of the above tasks have been completed. Charges assessed for cleaning and/or damages must be paid immediately upon receipt of invoice.

**ii. Check-In Procedures**

1. Organizations may move into a newly assigned space as soon as the space has been checked by the Assistant Director. Arrangements for check-in should be discussed with the Assistant Director prior to the last day of final exams.
2. Submit an authorized Access List signed by the organization's chairperson or president to the Assistant Director of Facilities & Events prior to moving in. Those not included on the list will not be permitted access to the space without written authorization from the organization's chairperson or president.
3. Complete a thorough inspection of the space using the check-in list which may be obtained from the Assistant Director. This will insure that the space is reasonably clean and without damage prior to moving in.
4. Be responsible for the moving and set up of all furniture and equipment, and any other non-permanent changes to the space.
5. Inform the Assistant Director of Facilities & Events of your plans for summer use.

**b. Space Access / Security**

- i. Organizations are free to and are encouraged to utilize their office space anytime the Memorial Union Building is open.
- ii. Organization's chairperson or president is responsible for distributing door combinations to authorized members.
- iii. Requests to change combinations are to be submitted to the Assistant Director of Facilities & Events by the organization's president or chairperson. You are

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

- iv. Office windows and doors must be closed and locked at the end of each day.
  - v. **After Hours Building Access**
    - 1. 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. Once approval had been granted arrangements will need to be made with the Assistant Director of Facilities & Events to initiate the opening of an after-hours hand-reader account.
    - 2. After Hours Access must be renewed at the beginning of each summer, and the beginning of each fall.
    - 3. Exterior doors may not be propped open to allow after-hours access to others.
  - vi. **Entry/Inspection of Space**

When possible, the organization will be notified in advance when the following personnel must enter assigned space.

    - 1. Memorial Union staff may enter to perform routine safety inspections, to check for hazards and investigate complaints.
    - 2. University maintenance personnel may enter to perform routine emergency maintenance.
    - 3. The Durham Fire Department may enter to perform periodic fire and safety inspections.
- c. Care and Maintenance of Space**
- i. **Maintenance**

All maintenance and/or housekeeping problems or request must be reported to the Memorial Union Assistant Director of Facilities & Events.
  - ii. **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.
  - iii. **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.
  - iv. **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.

v. **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;

1. Remove any University equipment or furniture from the premises
2. Make any structural or electrical alterations
3. Paint the walls, floors, or ceilings
4. Use nails, screws, bolts, or decals on the doors, ceiling, walls, floors, windows, or otherwise permanently damage the space
5. Make unauthorized repairs to the space
6. Change or alter present locks or combinations or install additional security devices.

d. **General Requirements**

i. **Prohibited Items**

The following items are prohibited in assigned space

1. Posting of anything on the exterior of the door or surrounding hallway walls.
2. Consumption of alcohol
3. Illegal substances
4. Hot plates or any other cooking appliances
5. Pets
6. Fire arms, explosives, fireworks, weapons, gasoline, oil based paint, candles or any type of open flame, and hazardous chemicals
7. Non-UL listed electrical items
8. Non-commercial grade furniture
  - a. All upholstered furniture must be fire retardant commercial grade. If it does not meet this requirement, it will be removed.

ii. **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, which would interfere with the operation of other organizations is prohibited.

1. The wall mounted speaker located in the hallway outside of the space occupied by the WUNH Radio Station is an exception to this rule. If the volume of the speaker is at unacceptable levels it will be lowered by a Memorial Union staff member.

iii. **Liability**

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

iv. **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.

e. **Telephone Policy**

- i. The MUB will provide, on request, a telephone, basic phone service and/or voicemail for each room or desk space allocation request passed by the MUB Board of Governors.
- ii. All other requests for additional telephones, long distance, fax, and Ethernet lines shall be paid for by the student organization.
- iii. Phone numbers will be assigned to rooms (or desks in the case of space in room 156/158). If an organization requests a room change and wants to maintain the same phone number, all costs shall be paid by the 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. In the spirit of maintaining low costs for both organizations and the student body, the Space Allocation and Utilization Committee will make every effort to stabilize student organization space within the MUB.
- iv. All lines shall be placed on suspended service over summer and winter breaks unless otherwise requested. Continual service shall be recommended upon a case by case basis by the Director of the MUB or designee.
- v. Voice mailboxes can be accessed under suspended service

## **Article IV**

### **DESIGNATION OF SPACE USE**

**1. Process**

- a. 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.
- b. A proposal detailing the change must be submitted in writing to the Executive Board for review to determine if the proposal will be considered.
- c. The Memorial Union Board of Governors, the Director of the MUB or any University organization may initiate proposals.
- d. Proposals approved for consideration will be forwarded to the appropriate committee and/or the full board for review and approval
- e. The Director of the MUB performs a review and approval process in conjunction with the Board.
- f. If both agree on the decision, then appropriate University approvals are sought when necessary.

- g. If the Board and the Director disagree, the decision is forwarded to the Vice President of Student and Academic Affairs for consideration.

## Article V

### MAIL POLICIES (Granite Square Station Mailroom)

#### 1. Assignment

- a. Mailboxes will be automatically assigned to all undergraduates EXCEPT:
  - i. undergraduates who are 24 years of age by September 1 of any given academic year.
  - ii. undergraduates who live in Babcock, Gables, or Woodside Apartments.
  - iii. Mailbox assignment status will be available by logging into the student's WebCat webpage through BlackBoard.
  - iv. Mailbox keys for new mailbox assignments will be available and issued during scheduled semester orientation periods.
  - v. Any student, who is not assigned a mailbox, 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 GSS mailbox by sending a request via email.
  - vi. Students who are assigned boxes but do not wish to have one, may request (in writing) to have the box closed. Boxes will only be closed for hardship reasons on a case by case basis.
    1. Exceptions may include:
      - a. Students who live more than 25 miles away
      - b. Students who work full time and take classes at night
      - c. Students who are parents with children
      - d. Students working internships in another state
      - e. Any reason(s) deemed sufficient by Memorial union Director or designee.
- b. Mailboxes are closed, and students are expected to return their key once they are no longer a registered student.

#### 2. Keys

- a. Each student issued a 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.
- b. 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.
- c. 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.

- d. Locks on the mailboxes will be replaced and the students will be charged if keys are not returned.

### **3. Distribution**

- a. Mail must come addressed to assigned Granite Square Station mailboxes.
- b. 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.
  - i. Priority is as follows:
    - 1. Student paychecks
    - 2. First Class mail correctly addressed
    - 3. All packages with correct address
    - 4. All "large" mail (magazines, papers) with correct address
    - 5. First Class mail with incorrect address
    - 6. Packages and large mail with incorrect address
  - ii. No mail will be distributed over the counter once it has been placed in the mailbox (no key, no mail).
  - iii. Mail will only be given to the box holder.
  - iv. No packages will be released without the package slip and current student ID.
  - v. Mail with incorrect names will not be distributed to boxes
  - vi. No music or videos will be delivered with incorrect names
  - vii. Newspapers delivered to a Granite Square Station Mailbox will only be held for 10 days.

### **4. Forwarding**

- a. Mail will be forwarded or returned if it is not addressed to a correct Granite Square Station address.
- b. No mail will be forwarded during the academic year if a box has been assigned and the student is currently attending class in Durham.
- c. When a student graduates or moves, mail will not be forwarded until the key has been returned or the fee for a lost or unreturned key is paid.
- d. Mail will be forwarded to the student's permanent address for no longer than one (1) semester after that mailbox is cancelled.
- e. 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 GSS mailbox during the summer. Such requests must be made at the GSS mailroom Service Window.
- f. During winter break, all mail will continue to be delivered to the student's mailbox unless the student has requested to have mail forwarded home during winter break. Such requests must be made at the GSS Mailroom Service Window.

- g. 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.
- h. Unclaimed packages that have been held in the Mailroom for more than 4 months will be returned to the sender.
- i. 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.

**5. Advertisers Information / Flyers**

For a fee, flyers and other promotional mailers can be distributed to mailboxes.

- a. Flyers will be distributed after postage mail and packages.
- b. GSS mailroom requires five (5) business days to complete flyer distribution.
- c. Flyers with labels must be in box number order or they will be returned.
- d. There is a charge for unaddressed flyers. Paid flyers will not be disbursed without a hard copy of a University encumbrance number or check made out to UNH.
- e. Intercampus mail is sorted with the postage mail unless it comes in trays, at which point it becomes "flyer" mail.

**6. Student Businesses Using a GSS Mailbox**

- a. The Memorial Union Administration will be the final arbitrary as to whether a student is or is not using the mailroom as a business delivery address.
- b. 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 mailroom.
- c. 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 mailroom window is open for 4 or more hours.
- d. Packages may not be picked up until fees are paid.

**7. Liability**

- a. Granite Square Station's liability for items misplaced after reception will mirror that of the delivery company.
- b. Cash or currency of any sort should never be sent in mail or packages. Untraceable valuables should never be sent in mail or packages.



## Article VI

### POLICIES FOR POSTING / ADVERTISING

#### 1. Unregulated Posting Area

- a. One large corkboard wall on the second floor facing Granite Square Station shall be a self-regulated "free posting zone." MUB staff shall clear the board once a semester. No other regulation by MUB staff is necessary.
- b. All other areas of the MUB are regulated. Areas not designated specifically in these policies are either regulated or posting is prohibited.

#### 2. Regulated Posting

- a. Third Floor Bulletin Boards
  - i. All posters/flyers should be brought to the Information Center for approval and posting.
  - ii. Posters will be date stamped to be removed by building staff the day after the event, or two weeks from the date of posting, whichever is sooner.
  - iii. The Information Center will accept up to three poster/flyers if the poster size is 8 ½ x 11 or one posting if in excess of that size, up to a maximum of 11 x 17. These will be posted on the bulletin boards on the third floor. Any posters exceeding this size may be placed on the free posting zone or schedule a showcase.

#### 3. Sign Stands

- a. 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.
- b. Space and location of these sign stands is on a first-come, first-served basis.

#### 4. Student Organization Boards

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

#### 5. Banners

- a. Banner space is reserved for recognized student organizations and departments only.
- b. There are two (2) permissible banner locations.
  - i. Inside Third floor railing overlooking and facing towards the second level dining/seating area.
    1. Banners must be made of fire retardant material
  - ii. Outside Granite State Room Balconies.
    1. Banners must be made of weather resistant material

- c. Each banner location may support as many banners as can be placed in these locations without overlapping or violating fire codes.
- d. Banners may be no larger than 3' x 10'.
- e. Banners may be hung for no more than two consecutive weeks per month. Banners for all events will be removed the day after conclusion of event. 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.
- f. No more than one (1) banner per organization, department, or event will be hung per location during any given time period.
- g. All banner spaces will be reserved through the Memorial Union Scheduling Office. Banners will be brought to the MUB Scheduling Office of the MUB at least one day prior to hanging. Banner scheduling shall follow the same priority scheduling as for rooms.
- h. The MUB will not be held responsible for any lost, stolen or damaged banners.

## **6. Showcases**

### **a. Short Term Showcases**

- i. Designated 19" X 31" showcases, located primarily on the third floor, can be reserved by the recognized student organizations and campus departments through the MUB Scheduling Office.
- ii. Showcases are scheduled from Monday through Sunday for a two week maximum per month.
- iii. Showcase displays must be put up by Tuesday at 4:00 p.m. or the organization will forfeit the showcase reservation.
- iv. The reserving organization must clear the showcase on the last day of the reservation.
- v. 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.

### **b. Long Term Showcases**

- i. Designated showcases, located on the first and second floor are available for use by the semester or summer break period.
- ii. The Office of the Memorial Union shall accept applications for these showcases from recognized student organizations and campus departments. Applications will be accepted based on the need of the client and benefit to the campus community. Applications for long-term showcases will only be accepted during April for the summer break and fall semester. Applications for the spring semester must be completed during November. A separate application will be required for each period. The MUB management staff will formally review all applications received and determine showcase allocation(s) for each period.
- iii. A showcase agreement must be signed.

- iv. Showcases can be accessed by picking up a key and leaving an ID with the information desk.
- v. The organization will forfeit use of the showcase if not maintained and updated on a regular basis.

**c. Third Floor East End Display Wall**

- i. The schedule and general content for this area is approved and scheduled one calendar year in advance by the Director or their designee. There are typically no more than 5 displays during any one calendar year. All production and installation labor cost are incurred by the department using the area.

**7. 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.

- a. 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.
- b. 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.
- c. Further, the Memorial Union Office does not authorize or endorse any promotional item or package which has not received specific coordination, and approval for inclusion in a University sponsored event or activity.
- d. Using duct tape, tacks, staples, pins, nails, etc. in non-standard posting areas may result in damage billing.
- e. 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. Organizations and departments may submit information to be considered for inclusion on table tents through the website of the Office of Student involvement and Leadership.
- f. Delivery of Materials**
  - i. Requests to deliver newspapers, brochures, pamphlets or other materials to the Memorial Union must be approved by the Director or his/her designee. The Director may require that a sample is sent to his/her attention.
- g. Violations**
  - i. 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.

## **Article VII**

### **GENERAL BUILDING POLICIES**

1. Bicycles
  - a. Bicycles are not allowed inside the building.
  - b. 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. The first offense for illegal bike parking will receive a warning. A second offense of illegal bike parking will result in a \$100 fine to the owner.
2. Prohibited in the MUB at any time:
  - a. Bicycles, roller skates, rollerblades, skateboards or other wheeled recreation apparatus
  - b. Smoking
  - c. alcohol
  - d. animals (other than service animals)
  - 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

## **Article VIII**

### **EXCEPTIONS AND CHANGES TO MEMORIAL UNION POLICY**

1. **Exceptions/Changes to Memorial Union Policy**
  - 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.

# POLICY APPROVALS

**CHAIR, MEMORIAL UNION BUILDING BOARD OF GOVERNORS**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**DIRECTOR, MEMORIAL UNION BUILDING**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_