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Operating Policies and Procedures

Policies and procedures articulated in this manual ~~were~~ **present**
as of November 18, 2024, and are ~~subject~~ **subject** to change.

Some material in this manual adapted from the University of Connecticut Student Union Policies and
the University of North Florida Student Handbook.

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About the John A. Delaney Student Union

The John A. Delaney Student Union is a department established in 2009 within the University of North Florida (UNF) Division of Academic and Student Affairs. It is responsible for the management of the Student Union facility. The Student Union is the center of activity for students, faculty, and staff and is designed to enhance the quality of student life, support and provide student engagement activities, and contribute to the University's educational mission.

Mission Statement

Our mission at the John A. Delaney Student Union is to maintain a convenient, quality facility with a wide variety of venues and efficient services to help facilitate University programs for students, faculty, staff, alumni, parents, and guests. The Student Union strives to provide a student-centered organization that complements the academic experience of UNF students through supporting a variety of cultural, educational, social, and recreational programs.

*Unifying the
Osprey Experience*

General Building Policies

Spinnaker Media: East Building, 2nd Floor, Room 2200

Student Government East Building, 3rd Floor, Room 3300

Student Government Business and Accounting Office: East Building, 5th Floor, Room 3409

Student Union Administration: East Building, 7th Floor, Room 1302

Student Union Operations: East Building, 7th Floor, Room 1111

groups who wish to request an exception for a reservation hosted at the Student Union must receive prior approval from both the Student Union Administration and Environmental Health and Safety offices and follow the [Animals on Campus guidelines](#)

Appliances

The possession or use of appliances including, but not limited to, electric griddles, electric skillets, toaster ovens, space heaters, fog machines, and Bunsen burners, is not permitted in Student Union reservable spaces. Chafing dish burners are only permitted to be used by UNF Dining Services. approval must be secured from both the Student Union Administration Office and Office of Environmental Health & Safety to use microwaves, crock pots, or hot plates in reservable spaces, and User Groups must comply with [Environmental Health & Safety guidelines](#). Multiple approved appliances may not be plugged in to a single outlet using a power strip.

Attire

For health and safety reasons, all persons entering the Student Union must wear proper attire, which includes shirt and footwear. Individuals not wearing proper attire may be asked to leave the premises. All persons entering the Student Union must adhere to posted federal, state, local, and University requirements regarding attire.

Building Hours

The Student Union Administration Office will establish building hours in consideration of the needs of the University community. Standard hours will be established for periods when classes are in session during Fall and Spring semesters. Hours may vary for holidays, incursions, and the Summer semesters. Current building hours are listed on the [Student Union's website](#)

The Student Union Administration Office's hours are Monday through Friday 8 a.m. to 5 p.m., except for certain holidays and closures.

Candles and Open Flames

The burning of candles, incense, or any object involving an open flame is not permitted in the offices or indoor/outdoor reservable spaces of the Student Union, unless prior approval has been

received from the Student Union Administration Office and Office of Environmental Health & Safety.

Damage, Theft, Vandalism, and Removal of Student Union Property

All individuals using the Student Union facilities are expected to take reasonable steps to ensure proper care of the buildings and equipment. Any costs related to repair and/or replacement of Student Union facilities and/or equipment due to damage, theft, use or vandalism, whether accidental or intentional, shall be the responsibility of the User Group sponsoring the specific reservation during which the incident occurred.

Requests to move or remove any property purchased by and for use in the Student Union (e.g., furniture, paintings, sculptures, displays, flags, etc.) must be approved by the Student Union Administration Office in advance.

Emergencies

The Student Union is committed to the safety and security of all persons in the building and has developed appropriate emergency procedures. In the event of an emergency (e.g., fire, inclement weather, or bomb threat), the Student Union follows all local, state, and federal emergency regulations. The Student Union facility has a state-of-the-art fire safety system. In the event of an emergency such as a fire, the fire safety system will be

The Student Union utilizes a lightning detection system that sends text messages to staff when

Hallways and Stairwells

In compliance with fire and safety codes, hallways and stairwells must be free and clear of unauthorized items. An unauthorized item is defined as anything that is not a permanent Student Union item, such as a trash receptacle. Easels, display boards, information boxes, and other items are not to be placed in hallways and stairwells without prior approval from the Student Union Administration Office.

Monday through Thursday 7 a.m. to 6 p.m., Friday 7 a.m. to 5 p.m., and sometimes on weekends if there is a special event on campus. To verify special events, users are responsible for consulting the

Office. Sound in outdoor spaces requires a reservation and approval through the Student Union Administration Office.

Property Responsibility

The Student Union Administration Office is not responsible for loss, theft, or damage of personal or organizational property. Visitors should take appropriate care of such items.

Publicity

Temporary Signage

For the complete signage policy, see UNF's ["Signage" regulation](#). This service is available to University Departments and Student Organizations only. For all University Departments, temporary signage needs should be requested through UNF Marketing and Communications [UNF Project](#)

Requests

Student Government, Student Government Agencies, 10 (u) 6.1 (2) 10 w/ 6 (1) 2, 3 Td [11 (e)-v0qu

Electric scooters and bicycles may not be brought inside the Student building under any circumstances.

Weapons and Explosives

The [UNF Student Code of](#)

User Group Definitions

These definitions are used to determine which billing category and liability requirements under which a client falls for space reservations. For liability reasons, a member of the User Group must be present for the entirety of the reservation.

UNF Student Organizations and University Departments may not serve as fronts in order to circumvent policies and charges for other User Groups. The Student Union does not recognize co-sponsorships for reservations. If a Student Organization and Department are collaborating, then Departmental rental rates and policies will apply; if a Student Organization or Department is collaborating with an External Group, then External rental rates and policies will apply.

Individual Students

This group includes ~~UNF~~ students not affiliated with a Student Organization who wish to make reservations for non-commercial academic projects or activities. The Student Union Administration Office will evaluate appropriate charges for this group dependent on the nature of the reservation. In most cases, the reservation must be made by the relevant University Department. If the reservation is related to the student's employment for an outside organization, then the user is considered an External Group.

Meeting Room or Medium Meeting Room only.

Temporary Structure

Temporary structures include, but are not limited to, shelters, barriers, furniture, tents, canopies,

Guidelines for Space Reservations

Reservation Requests

Reservations may only be requested through the Web App reservations system [online](#). Emails, phone calls, voicemails, and in-person conversations do NOT constitute official reservation requests. Reservation requests are reviewed and processed in order of event date.

To inquire about space availability, browse the Web App reservations system or contact the Student Union Administration Office during business hours 904-620-2525 or su.reservations@unf.edu.

Normal business hours are 8 a.m. to 5 p.m., Monday through Friday, except for certain holidays and University intersession dates and closures.

User Groups are expected to:

- Complete and submit the appropriate Web App reservation request by the deadlines indicated in this manual.
- Comply with all local, state, and federal laws.
- Comply with all Student Union policies regarding safety (including, but not limited to, proper risk management procedures, liability insurance documentation, safety, crowd control, and room capacities).
- Sign appropriate facilities use agreements and provide information regarding the purpose and logistics of the event.

Note: Reservations for the Senate Chambers, Student Government Courtroom, and John E. Sapp Conference Room are made through Student Government. Reservations for the North Star Board Room are made through the Office of Academic and Student Affairs. Reservations for the Lufrano Intercultural Gallery must be made through the Gallery of Art. Reservations for the Boathouse must be made through Dining Services.

Request Deadlines

T

the Student Union Administration staff can

External Groups

Type of Event*	Request
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retracted, and the sponsor must submit a new priority event application. All priority status events are subject to review and approval by the Student Union Advisory Board at any time.

Each Student Organization and University Department is permitted to have up to four (4) distinct priority events per year. A particular priority status event is capped at two (2) occurrences per year. Additional occurrences may be scheduled during Phase 2. Student Government agencies are permitted more than four (4) priority status events, subject to Student Union Advisory Board approval. If charges apply to priority events, the sponsor will be subject to the rental rates effective at the time of the actual event (not at the time priority status designation was granted).

Phase 2: Priority Event Confirmation

During Phase 2, Student Organizations and University Departments granted priority status events must submit through [Web App](#) all dates, spaces, and logistics by the established deadline. This is necessary to ensure that all current priority events are scheduled prior to Phase 3 reservations

reservations are open to all UNF Student Organizations, University Departmental Students, and External Groups, including unregistered student groups. Student Organizations and University Departments may request additional events during Phase 4B.

Reservation Status

All reservation requests go through several stages of review and approval. Requests may be denied or amended at any stage of the approval process (see *Denial of Request*). Reservations should not be advertised until a "Confirmed" status has been secured.

1. Reservation requests submitted through Web App first receive "Requested" status. External Review" status, meaning the reservation is pending initial review by the Student Union Administration Office. The requested spaces and equipment are being held in the meantime. Reservations assigned "Requested" and "External Review" status should not yet be advertised.
2. Requests that have been initially reviewed by the Student Union Student Guest Services Assistant are next given "Tentative" status. Tentative reservations are pending review and approval by the Student Union Event Coordinator. Reservations assigned "Tentative" status should not yet be advertised.
3. "Confirmation Pending" status indicates the signed Facilities Use Agreement has been received, however the reservation may have other outstanding requirements before it can be confirmed. Reservations assigned "Confirmation Pending" status should not yet be advertised.
4. Reservations are given "Confirmed" status once the signed Facilities Use Agreement payment, and all required information and approvals for the reservation have been received by the Event Coordinator.
5. Failure to turn in required paperwork and information regarding the reservation will result in "Cancelled" status for failure to confirm. The Student Union Administration Office reserves the right to cancel any reservation that has not obtained a "Confirmed" status by the

deadline communicated via email by the Student Union Event Coordinator. Market Day reservations will be cancelled for failure to confirm by 6:00 p.m. on the Monday prior to the event. Failure to confirm twice in a single semester will impact future reservation privileges for the User Group (see *cancellations* section).

Denial of Requests

Requests and reservations may be denied based upon lack of available space or resources, conflicts with existing scheduled events, prior misuse of facilities or equipment, outstanding invoices or previous failure to pay fees, health and safety issues, violations of University or Student Union policy, Student Organization standing with the Osprey Involvement Center or Office of Fraternity and Sorority Life, excessive booking of space by Student Organizations, or when determined to be in the University's best interests.

Wait List

User Groups may contact the Student Union Administration Office via email to submit a "wait list" request if their first choice space is currently unavailable in Web App. If the space becomes available at a later time, the Student Union Event Coordinator will contact the User Group to determine their interest in reserving the space. Unless notice is given that a wait listed space has become available, the reservation is not confirmed. User Groups may not transfer or assign their reservation to another User Group.

Holds

Student Organizations and University Departments may hold space through Web App only. The Student Union Administration Office will not place holds for these groups. Student Organizations may not hold multiple possible dates for a single event or meeting longer than two (2) business days.

External Groups may hold space through Web App or contact the Student Union Administration Office to request a hold on a space for no longer than two (2) business days. If the External Group does not submit an official request through Web App within two (2) business days, the hold will be released and the space will be made available to other User Groups.

Event Spaces and Room Capacities

A list of [indoor and outdoor event spaces](#) available for rent, along with the various configurations and capacities of each space, can be found on the Student Union's website.

Reserved Versus Managed Spaces

Changes

The Student Union Administration Office should be notified by the User Group via email requests for reservation changes no later than two (2) business days before the event date. While the Student Union will make every reasonable effort to accommodate requests for changes, modifications cannot be guaranteed. Changes to a reservation may only be requested by one of the

contacts listed on the Reservation Requests for Changes should be emailed to su.reservations@unf.edu or the assigned Event Coordinator.

Cancellations

The

from tentatively holding space unnecessarily, which prevents other User Groups from reserving. The User Group may submit additional Market Day requests after two cancellations for failure to confirm; however, the Student Union reserves the right to prohibit further requests from a User Group for repeated failure to confirm reservations.

Cleaning Responsibilities

All User Groups are required to return spaces to their original condition before departing. Spaces should be clear of all trash and debris and all decorative materials removed. If staff must remove decorations and/or provide additional cleaning, a minimum charge of \$25.00 will be assessed. UNF Physical Facilities determines whether services beyond the standard post-event cleaning of the spaces is necessary; any charges assessed by Physical Facilities will be the responsibility of the User Group.

Requirement	Deadline for Student Organizations & Departments	Deadline for External Groups
Reservation request due	45	

per year. If approved, the User Group is responsible for the \$50 permit fee paid directly to Business Services.

3. *Sub-contracts.* User Groups may also subcontract off-campus food trucks through UNF Dining Services or Mayes Food Service. If approved, the User Group is responsible for the fee determined by UNF Dining Services or Mayes Food Service.

Homemade Foods

Homemade foods are permitted without restrictions at closed events, events limited to members or invitation only. Homemade foods are not permitted at open events, events open to the University community or general public. Contact the Student Union to be advised of the appropriate policies and procedures to ensure compliance with homemade food regulations. Use of any appliances to serve food must be approved by the Student Union Administration.

Pre-Packaged, Individually Wrapped, Non-Perishable Items

Food and beverage items that are pre-packaged, individually wrapped, and non-perishable may be purchased from any store/vendor and served at events without further approval required. All food and beverage given out during tabling reservations must be pre-packaged, individually wrapped, and non-perishable; otherwise, a Temporary Food Event Permit is required.

Temporary Food Event Permits

A Temporary Food Event Permit from the Florida Department of Health may be required when using non-affiliated food vendors in certain event spaces. All permit costs are the responsibility of the User Group and must be paid directly to the Florida Department of Health. Contact the Student Union to be advised of the appropriate procedures regarding these permits. Visit UNF's website for more information on [Temporary Food Event Permits](#)

Catering Prep Space

Arrangements to use the Student Union's Catering Prep Space must be made through the Student Union Event Coordinator in advance (see *Request Deadlines* section for specific timeline required). Use of the space will incur a minimum \$25 fee, dependent upon length of use. The Catering Prep Space is intended as a preparation area for catering purposes only. This area does not have

warming refrigeration, or cooking capabilities. Food and beverage items prepped in the Catering Prep Space must be confined to the reserved event space only.

When utilizing the Catering Prep Space, all users must review and complete the Log Book and abide by all guidelines stipulated by the Florida Department of Health and the Office of Environmental Health and Safety. Users must contact the Student Union Event Services Office upon arrival and prior to departure, in order to be signed in and out by a Student Union staff member.

The Catering Prep Space features test kits, and sinks for sanitation, rinsing, and handwashing. Users must leave the space in a clean condition following each event. All refuse must be removed and placed in trash receptacles located throughout the Catering Prep Space and event spaces. Any excessive cleaning charges assessed by UNF Physical Facilities are the responsibility of the User Group. The Student Union is not responsible for any items left unattended or overnight.

Student Organizations who arrive more than thirty (30) minutes after the event start time without informing the Student Union in advance will have their reservation canceled, not be permitted to access the space, and receive a “No Show” penalty (see *No Shows* section).

No Shows

Student Organizations who fail to inform the Student Union Administration Office in writing about reservation cancellations by the established cancellation deadline will receive a “No Show” penalty.

After

that the Student Union opens early or closes late for the event. If the setup for another reservation happening the next day is delayed due to an event with a late close, the User Group causing the late

Publication of Events

All reservations in Student Union spaces will be published on event schedules posted throughout the facility for wayfinding purposes. Student Organizations and University Departments may submit their events to be listed on the [UNF Calendar of Events](#). If changes are made to the date, time, or location of a reservation, the User Group is responsible for contacting UNF Marketing and Publications to request updates to the Calendar of Events. The Student Union does not have the ability to make changes to the Calendar of Events on behalf of User Groups.

Rain Plans

Alternate plans for outdoor events should be prearranged in case of inclement weather through the User Group's Student Union Event Coordinator. User Groups are subject to any associated fees for holding the rain space and must provide a cell phone number that Student Union staff can reach them at the day of the event. Rain calls must be made by the User Group at the day and time specified on the Facilities Use Agreement. The User Group must contact the Student Union Administration Office by the deadline to indicate whether or not the rain space will be used. Should the User Group choose to proceed without the rain space (or if the User Group fails to make the rd51/(e

setup. Rehearsal space must be reserved through Web App. University Departments and External Groups will be subject to applicable rental rates for dress rehearsal space.

Room Assignments

While reasonable efforts will be made to accommodate a User Group preference for room choice, the final assignment is at the discretion of the Student Union Administration Office and based upon maximizing space utilization in the Student Union. The Student Union Administration Office reserves the right to reassign space to meet campus needs including unanticipated maintenance, both before and after the Facilities Use Agreement is signed. If this occurs, the Student Union will notify the reservation's 1st and 2^d contacts via email.

Service Elevators

The service elevators are located in Building 58 West next to the Loading Dock and the Food Court. These elevators may be used to transport larger items such as catering or furniture, to 6th Floor event spaces. The service elevators have a maximum weight capacity of 5,000 pounds. The service elevators dimensions are 54 inches in width, 84 inches in height, and 101 inches in length.

Tents, temporary buildings, and other equipment may not be staked into the ground or affixed to any facility structure. Only water barrels, sandbags, or weights may be used and must be provided by the User Group. If needed, water hose access must be requested in advance through the Event Coordinator. Requests for exceptions to the staking policy must be made through the Event Coordinator and approved by Physical Facilities and Environmental Health & Safety.

Third-Party Vendors

The involvement of third-party vendors in reservations is at the discretion of the Student Union Administration Office and other authorized University personnel. Vendors must comply with all Student Union, University, state, federal, and local laws and regulations. Third-party vendors are required to submit valid proof of liability insurance, business license, and automotive insurance. A pre-event walkthrough or planning meeting with the User Group and vendor may be required.

The User Group must always have a representative present when a third-party vendor is on campus to supervise the vendor's services and activities and ensure compliance. This includes load-in and load-out activities. Student Union Administration staff will not supervise vendor activities on behalf of User Groups. Any damages caused by a User Group's vendors to University property are the responsibility of the User Group.

Solicitation, Sales, and Concessions

When selling any items or services at the Student Union, all User Groups must disclose the intended activities when submitting the reservation request. Approval will depend on space availability and non-duplication of existing concessions reservations and University contracts. Products for sale must not infringe on the rights of existing contractors with the University and must benefit the University, in accordance with Florida Administrative Code Rule 6090 regarding Commercial Activity. Aggressive selling tactics are prohibited. User Groups selling items must stay in the assigned area indicated on the reservation Facilities Use Agreement.

UNF Dining Services has first right of refusal for alcohol service in the Student Union Ballroom and the Boathouse. Mayes Food Service has first right of refusal for alcohol service on the Coxwell Amphitheater. The UNF Bookstore has first right of refusal for book sales on campus.

Sound

Events involving sound (e.g., public address systems, amplification devices, or other noisy activities) have the potential to interfere with University activities such as academic programs and administrative processes. It is at the discretion of the Student Union Administration Office to determine appropriate levels of sound in Student Union spaces and individuals/organizations must reduce levels upon request. Sound from sources other than personal listening devices must be pre approved by the Student Union Administration Office. Should it be necessary to hold an adjacent space

Rental Rates and Fees

Student Organization & University Department Rental Rates

Indoor Space	Student Organizations: Student Rate	Student Organizations: Ticketed/Charges	Departments: Hourly Rate
Union Auditorium	\$0	\$95	\$50 ⁴
Small Meeting Room (3601, 3602, 3605, 3606)	\$0	\$32	\$0 ^{1 4}
Medium Meeting Room (3804, 3805, 3806)	\$0	\$65	\$0 ^{1 2 4}
Student Union Ballroom (1/4)	\$0	\$65	\$20 ^{3 4}
Student Union Ballroom (1/2)	\$0	\$95	\$30 ^{3 4}
Student Union Ballroom (3/4)	\$0	\$125	\$40 ^{3 4}
Student Union Ballroom (Full)	\$0	\$155	\$50 ^{3 4}
Game Room*	\$0 ⁴	\$25 ⁴	\$25 ⁴

1- \$12/hr Service Fee 1-person minimum for event setup, if static set up is used

3 - \$12/hr Service Fee 2 person minimum for event setup

4 - \$12/hr Staffing Fee 1 person minimum, if Technical Associate is needed for the entirety of the event

*Only available when the Game Room is closed. Additional standard business hours or building open fees may apply.

Outdoor Space	Type	Student Organizations: Student Rate	Student Organizations: Ticketed/Charges	Departments: Hourly Rate
Osprey Plaza	Table/ Shared Space	\$0	\$15	\$0 ^{2 3 4}
Osprey Plaza	Market Days	\$0	\$15	\$0 ^{2 3 4}
The Green	Table/ Shared Space	\$0	\$15	\$0 ^{2 BT T>>T0 13 Tm}

External Group Rental Rates

Indoor Space	Weekdays	Weekends
Student Union Auditorium	\$100/hr	\$130/hr
Small Meeting Room (3601, 3602, 3605, 3606)	\$20/hr	\$30/hr
Medium Meeting Room (3804, 3805, 3806)	\$40/hr	\$50/hr
Student Union Ballroom (1/4)	\$80/hr	\$100/hr
Student Union Ballroom (1/2)	\$100/hr	\$130/hr
Student Union Ballroom (3/4)	\$120/hr	\$155/hr
Student Union Ballroom (Full)	\$140/hr	\$200/hr
Game Room*	\$25/hr	\$25/hr

*Only available when the Game Room is closed. ~~Four~~ Four-hour minimum rental applies, includes staffing fees. Additional non-standard business hours \$200/hr

Market Day Rates

The Student Union will periodically host Market Day events where vendors will be able to participate in a market style program to sell their items. All reservations include a 10'x10' area with one (1) 3'x6' rectangular table and two (2) outdoor folding chairs. Requests for more items or space will incur additional charges.

Market Day booth rates are as follows:

- External Groups \$30 (plus tax)
- University Departments \$5
- Student Organizations One free booth per Market Day (\$15 plus tax if selling items/services or collecting donations for organization's use for additional booths)

Rental Rate Stipulations

- Florida taxes are added to all prices unless payment is made from a state budget, or a current State of Florida

Payment Schedule

Student Organizations

- Payment is due in full two (2) business days prior to the reservation start date.

Departments

- The invoice will be sent within five (5) business days following the reservation start date.
- Payment is due seven (7) calendar days after the invoice has been sent.

External Groups

- A \$25 nonrefundable processing fee is due two (2) business days after submitting the reservation request.
- Reservations must be paid for in full fourteen (14) calendar days prior to the reservation start date.

Market Days

- *UNF Student Organizations and External Groups:* Each booking must be paid in full by 3 p.m. on the Monday prior to the Market Day date.

Payments may also be made in person at or sent to:

John A. Delaney Student Union

Building Partners and Student Organization Offices

Building Partners are defined as all University Departments, Student Organizations, and Auxiliary Services that occupy physical space in the Student Union. UNF Physical Facilities is responsible for the maintenance of the Student Union buildings and surrounding grounds. The Student Union will be maintained to the highest standard possible and present an inviting and welcoming environment for our partners, students, faculty, staff, alumni, and guests. Auxiliary Services vendors are responsible for the cleanliness of their respective areas.

Changes to Space

The Student Union Administration Office can assist departments in identifying the appropriate procedures for making changes to office spaces. Requests will be reviewed with appropriate campus partners to ensure that all changes meet building code requirements and comply with the warranty for building systems and equipment. The requesting department will be responsible for all costs associated with any modifications, changes, or alterations. For requests involving major modifications, contact the Student Union Administration Office at 904-620-2525 or su.reservations@unf.edu.

Keys

All doors in the Student Union use an Intellikey maintained by the University Lock Shop. Requests for keys must be made via the Physical Facilities web page. Departments are responsible for determining who should receive keys for their areas.

If keys are lost, replacement charges assessed by the Lock Shop will be the responsibility of the Building Partner, as indicated on the Key Request Form. Lost or misplaced keys must be immediately reported first to the University Police Department to obtain a case number. A new Key Request Form must be submitted to the Lock Shop with the approval of the Director of the Student Union. Keys should be returned to the Lock Shop upon an individual's termination of employment from the University.

This includes, but is not limited to, policies regarding smoking, alcohol and other drugs, weapons, animals, and parking. All violations of the Rights and Responsibilities listed in the UNF Student Handbook will be reported to the Office of Academic and Student Affairs

6. Approved individuals not in compliance with policies will lose “after hours” access privilege.

hours of the Student Union. If staff that have NOT been granted “after hours” access must remain in the building after normal operating hours, please notify the Student Union Administrative Office staff prior to 5 p.m. that day so that building staff can be notified.

The Student Union is only responsible for

and tables, cleaning and sanitizing restrooms, stocking paper supplies, and emptying trash and recycling containers. Student Union staff will conduct regular inspections of all spaces