Cancellation and “No Show” Policy

• Events must be cancelled at least one business day in advance of the event start time in order to avoid a fee. Events in Student Centers’ spaces cancelled with less than one business days’ notice will incur a late cancellation fee of $75 for each large meeting space and $25 for each small meeting space.

• If the group is a “no show*,” a fee of $100 for each large meeting space and $50 for each small meeting space will be assessed.

• Events clearly labeled as “Rain Location” in 25Live will not be charged any fees if the client ends up not needing the rain location site. This will not be considered a “no show.”

• If you reserve several spaces for your event and do not use any one of your assigned spaces, you will be charged a “no show” fee for each space not utilized during your event. Be sure to release any spaces you will not need at least one business day in advance of your event start time in order to avoid a fee.

For Registered Student Organizations

• RSOs will receive email notification of a cancellation or “no show” infraction within three business days of the offense. Once notification has been sent, RSOs have three business days to remit payment for the fine (see below for payment instructions). If payment is not received within three business days of the email notification, all events currently scheduled by the offending organization will be cancelled for the remainder of the semester (including non-Student Centers spaces). The RSO in question will not be able to make any new reservations until payment has been received.

• Payment can be made by bringing a check for the amount owed to Barbara Campbell in the OSI office (HUB, 2nd Floor). Checks should be made payable to George Mason University and have a memo line to indicate that the funds are for “Student Centers Fee.” Cash payments will also be accepted and can be paid to Barbara Campbell in OSI. Alternatively, if an organization has self-generated funds in their Organization’s account, they can contact Barbara Campbell to have the fine paid using those funds. Consult with Ms. Campbell to determine if this payment option is available to your RSO.

*An event is considered a no show if event staff visits the space 3+ times during the event reservation time and finds no one in the space. If you only plan on using your reserved location for a small portion of the scheduled time, be sure to update your reservation to reflect the shortened time and notify event staff that you are present for your event.

Setup Changes and Event Charges Policy

• If a client requires a major setup change (a different setup from what was confirmed in 25live) after the room is already set up, the client will incur a setup change fee of $100 for each large meeting space and $50 for each small meeting space. Changes will only be made if time and resources allow. Student Centers reserves the right to deny a set up change requested less than 24 hours prior to the event – most events are set up one day in advance of your reservation time.

• Any damages to the space or excessive cleaning/rearrangement required post-event will cause a client to incur a damage and/or cleanup fee comparable to the damage done. Clients are reminded to leave the space as they found it. This also applies to clients that rearrange the
existing furniture in a space and do not return it to the original configuration – this could result in the client being charged a fee similar to that of a major setup change.

• Clients will also be charged a major setup charge fee if they remove furniture or resources from spaces that they **have not reserved** for use at their own event/location. Only Student Centers staff should move, arrange, setup or strike event furniture and equipment.

Revised December 15, 2014