



THE UNIVERSITY OF TEXAS AT DALLAS
Student Union

**Student Union Reservations and Operations
Compliance (SUROC) Guidelines**

Introduction

The purpose of the Student Union Reservations and Operations Compliance (SUROC) Guidelines are to outline the rules and regulations of which Student, Sponsored-Student, and Staff/Faculty Organizations are to be held accountable to when using an event space and/or equipment within/belonging to the Student Union Building (SU), Student Services Building (SSB), Student Services Building Addition (SSA), or any of the accompanying Student Union operated outdoor locations. It is necessary for these SUROC Guidelines to be definitively outlined in order to ensure that SU/SSB/SSA event spaces and equipment are properly utilized and maintained so as to guarantee that each Student, Sponsored-Student, and Staff/Faculty Organization has equal access to same quality of events and equipment as all others.

This document contains the following sections:

1. **No-Show Policy**
 - A. Definition of a No-Show
 - B. No-Show Policy Compliance Regulations
2. **Failure to Vacate Policy**
 - A. Definition of Failure to Vacate
 - B. Failure to Vacate Compliance Regulations
3. **Damages to Property Policy**
 - A. Definition of Damages to Property
 - B. Damages to Property Compliance Regulations

1. No-Show Policy

Section 1.A

A No-Show occurs when an Organization fails to have at least one representative arrive on time for a reservation their organization has made for a space(s) within the Student Union Building (SU), Student Services Building (SSB), Student Services Building Addition (SSA), or any of the accompanying SU outdoor locations.

A “No-Show” is defined as the following:

- a. Failure of at least one representative of the Organization that has reserved a space to arrive within 30 minutes of the designated start time of their reservation.
- b. Failure of at least one representative of the Organization that has reserved a booth to check-in at the Student Union Control Desk (SU 1.106) within 30 minutes of the designated start time of their reservation.
- c. Failure to cancel the reservation on the EMS Web App 24 hours prior to the start of the reservation.

Section 1.B

After the accumulation of three (3) No-Shows for Student Organizations, and after two (2) No-Shows by a Staff/Faculty Organization, the following actions will be taken:

- a. Student Organization
 - i) Cancellation of all remaining reservations for the current semester.
 - ii) Depending on the proximity of the date of the last No-Show to the end of the current semester, the Organization will be restricted from placing any new reservations for the remainder of the semester or academic year.
- b. Sponsored-Student Organization
 - i) Cancellation of all remaining reservations for the current semester.
 - ii) Depending on the proximity of the date of the last No-Show to the end of the current semester, the Organization will be restricted from placing any new reservations for the remainder of the semester or academic year.
- c. Staff/Faculty Organization
 - i) Further action may be enforced at the discretion of Student Union Administration, which may include loss of reservation privileges and/or a No-Show Fee of \$100.

Student Union Administration reserves the right to uphold the SUROC No-Show Policy regulations in an appropriate manner that is in accordance with the circumstances that may apply to the given situation as determined by Student Union Administration.

2. Failure to Vacate Policy

Section 2.A

Applies when an Organization fails to vacate the premises in a ‘timely manner’ at the end of their reservation in the Student Union Building, Student Services Building, Student Services Building Addition, or any of the accompanying SU outdoor locations.

Vacating the premises in a “timely manner” is defined as the following:

- a. All persons must vacate the reserved area within five (5) minutes of the end of the reservation time listed on the hosting Organization’s reservation confirmation notice.

Section 2.B

After the accumulation of two (2) Failures to Vacate the premises in a timely manner by an Organization, the following actions will be taken:

- a. Student Organization
 - i) Cancellation of all remaining reservations for the current semester.
 - ii) Depending on the proximity of the date of the last Failure to Vacate to the end of the current semester, the Organization will be restricted from placing any new reservations for the remainder of the semester or academic year.
- b. Sponsored-Student Organization
 - i) Cancellation of all remaining reservations for the current semester.
 - ii) Depending on the proximity of the date of the last Failure to Vacate to the end of the current semester, the Organization will be restricted from placing any new reservations for the remainder of the semester or academic year.
- c. Staff/Faculty Organization
 - i) Further action may be enforced at the discretion of Student Union Administration, which may include loss of reservation privileges.

Student Union Administration reserves the right to enforce the SUROC Failure to Vacate Policy in an appropriate manner that is in accordance with the circumstances that may apply to a given situation, as well as, taking the appropriate steps to escalate the situation to a higher authority if necessary.

3. Damages to Property Policy

Section 3.A

The hosting Organization will be held responsible for any damages to the property of the Student Union Building, Student Services Building, and Student Services Building Addition, or any of the accompanying SU outdoor locations.

“Damages to property” are defined as the following:

- a. Any identifiable and verifiable damage done to any furniture, equipment, etc. belonging to the Student Union Building, Student Services Building, or Student Services Building Addition during the duration of the organization’s reservation.
- b. Only Student Union Administration can determine the severity of the damage (minor damages ex. scratches on tables; major damages ex. broken furniture).
- c. It is mandatory for the Organization to report any damages that occur during their reservation immediately; failure to do so will result in further consequences than those listed below.

Section 3.B

Depending on the severity of the damage that occurred during the Organization’s reservation, the following action will be taken:

- a. Student/ Student-Sponsored Organization
 - i) Minor Damages
 - (1) Organization representatives must meet with Administrative Staff from the Student Organization Center (SOC) and the Student Union to discuss damages and possible loss of reservation privileges.
 - (2) Will be charged the full price of replacement or repair.
 - (a) Bill must be paid within the timeline set by the Student Organization Center and Student Union Administration; failure to do so will result in a loss of reservation privileges until payment is received.
 - ii) Major Damages
 - (1) Organization representatives must meet with Administrative Staff from the Student Organization Center (SOC) and the Student Union to discuss damages and the extent of their loss of reservation privileges.
 - (2) Organization representatives will be referred to the Office of Community Standards and Conduct (OCSC), who will then determine any further disciplinary actions and the timeline for the collection of payment for the damages.
 - (3) Will be charged the full price of replacement or repair.
 - (a) Bill must be paid within the timeline set by the Office of Community Standards and Conduct (OCSC); failure to do

so will result in a loss of reservation privileges until payment is received.

b. Staff/Faculty Organization

i) Minor Damages

(1) Will be charged the full price of replacement or repair.

(a) Bill must be paid within the current fiscal year; failure to do so will result in loss of reservation privileges until payment is received.

ii) Major Damages

(1) Organization representatives must meet with Student Union Administration to discuss damages and potential loss of reservation privileges.

(2) Will be charged the full price of replacement or repair.

(a) Bill must be paid within the current fiscal year; failure to do so will result in loss of reservation privileges until payment is received.

Entry to Student Union Staff Restricted Areas are prohibited to all Organizations. Violations will be dealt with on a case-by-case basis depending on any damage done to these areas or their accompanying equipment.

Transparency Notice for the SUROC Damages to Property Policy: Fees collected for damages from Student/Sponsored-Student/Staff/Faculty Organizations will be used for the replacement or repair of the damaged item(s).

Concluding Statement

All Student, Sponsored-Student, and Staff/Faculty Organizations that request to use any SU/SSB/SSA event spaces and/or equipment, thereby agree to adhere to all SUROC Guidelines and will be held accountable accordingly, should they fail to do so. Student Union Administration reserves the right to enforce all policies outlined in the accompanying document to the extent of which is deemed necessary and appropriate; as well as, to change or add any policy to these SUROC Guidelines without any prior or later notice. It is the Student or Staff/Faculty Organization's responsibility to check the SUROC Guidelines regularly to assure that they are in compliance with its policies.