

Carriage House Facility Building and Reservation Policy Manual

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I. CARRIAGE HOUSE FACILITY INFORMATION

Staff

The Carriage House houses and is managed by the staff of the Lesbian Gay Bisexual Transgender Center which consists of 3 full-time staff members and 6 work-study students.

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All inquiries regarding reservations, availability and building policies can be directed to the <[Building Coordinator](#)>.

Location and Hours of Operation

The Carriage House is located at 3907 Spruce Street on Penn's campus. The north entrance is located on Irving St behind Civic House [3914 Locust Walk] and the south entrance is off of Spruce Street behind the WXPB Building [3905 Spruce].

Hours of operation are as follows:

Normal Hours: Monday –Thursday 10:00 am - 9:00pm and Fridays 10:00-6:00pm. Closed on weekends and official University holidays.

Summer Hours: Monday-Friday 10:00 am- 6:00pm. Closed weekends.

Event Hours: Reservations can be made outside of regular hours and are available at an additional charge. (See <[Facility Rental Fees and Service Charges](#)> for fee schedule.) **Events scheduled outside of regular hours must be submitted at least 48 hours in advance to insure secure public access.**

Available Spaces

The following rooms can be reserved by submitting an <[Reservation Request Form](#)>. **(Need fire capacity)**

<[MultiPurpose Room](#)>

<[Reading Room](#)>

<[Annex](#)> **(Limited availability)**

(Links to layout of the room in various angles/set- ups. And info about each room)

Food is NOT permitted in the Reading Room. Food may be served in the Multipurpose Room (MPR) and Annex. The Building Coordinator should be notified of the intent to serve food at an

event when the application is submitted.

Furniture arrangements for the MPR are flexible. <Special room arrangements> set-ups must be indicated on the application or the standard room arrangement will be used. Additional tables and chairs will be rented at the expense of the sponsoring organization.

<Housekeeping services> may also be required at the expense of the sponsoring organization for large functions at which food is present.

II. RESERVATIONS

User Eligibility and Scheduling Priority

User Priority

Consideration for reservations will be given according to the following priorities:

***LGBT Affiliated University Student/Staff/Faculty Organizations:** As the LGBT Center supports all LGBT groups on campus, Carriage House facility rental fees are waived for LGBT sponsoring organizations. These groups may be subject to additional charges for staffing, cleaning and security.

***Other University Student/Faculty/Staff Organizations:** University student organizations, faculty and staff departments and recognized alumni organizations may reserve space for official University/HUP business. Reservations may be subject to rental fees.

***Non-University Organizations/Entities:** Non-University organizations also may reserve space for private functions or for events open to the community provided that the activities are educational, cultural, philanthropic, social, or of service to the University community. Non-University Organizations may be required to provide documentation of insurance coverage in the dollar amount specified by the University and non-profit organizations may be required to provide a copy of their federal tax exemption certificate. All reservations are tentative until the estimated event charges are paid. Estimated event charges must be paid at least five business days prior to the event or the reservation will be cancelled.

Statement of Non-Discrimination: *The Lesbian Gay Bisexual and Transgender Center of the University of Pennsylvania is committed to non-discrimination on the basis of race, sex, national origin, sexual orientation, gender identity, age or handicap. Decisions regarding use of University facilities shall be made in keeping with this commitment.*

Scheduling Priority and Considerations

Scheduling and reservation will be done on a first-come, first-served basis with the exception of special events. Special events have priority over meetings in the

assignment of space. Special events are defined as programs that require advanced planning and advertisement. Examples of special event programs include parties, receptions, performances, orientations, lectures with guest speakers, conferences, meals, and fairs. The Building Coordinator reserves the right to determine whether an event will be classified as a program or a special event. In the event a program requests conflicts with a scheduled regular meeting, the organization meeting will be notified of the conflict at least 2 business days in advance to make new arrangements.

In the assignment of space, consideration will be given to the best use of facilities and their suitability to various activities and functions. The Building Coordinator reserves the right to make any changes in the assignment of facilities to best accommodate all activities held within the complex.

The Building Coordinator also has the right to limit specific rooms to specific activities and to deny any requests for the use of facilities if the space requested is not appropriate for the event.

All room reservations should be appropriate to size and type of event. The Coordinator has the right to reassign rooms and deny reservation requests for particular rooms if the number of attendees exceeds the designated fire capacity (see <[Fire/Safety Guidelines](#)>) or if the number of attendees is far below the capacity of the room.

Reservation/Cancellation Procedures

Reservation requests may be filed with the Building Coordinator by completing the online <[Reservation Request Form](#)>. Application may also be left in the office for processing during business hours. After the reservation has been processed, you will receive an e-mail notice as to the status of your request at least 2 business days.

Questions about the reservation process, changes to reservations which have already been confirmed, and arrangements for event services for confirmed reservations may be sent to the <[Building Coordinator](#)>.

Please do not submit more than one request for the same event. If you haven't received a response within 48 hours, please call the LGBT Center at 215-898-5044.

Cancellations must be made in writing to <[Building Coordinator](#)> at least 24 hours prior to a scheduled event. Telephone cancellations must be made during normal business hours with either the Building Coordinator or the Carriage House staff. For events staffed by SpectaGuard or Penn Police (see "<[Staffing](#)>"), the organization must cancel in writing to <[Building Coordinator](#)> at least five business days prior to the event. Any organization that fails to cancel at least five days prior to an event may be subject to all security staffing charges associated with the event.

Repeated failure to cancel or to use reserved spaces may result in suspension of reservation privileges.

Conflicts

Any scheduling conflicts discovered prior to or at the time of the events in question will be resolved by the organizations involved with the guidance of the Building Coordinator or Carriage House staff member on duty.

Events are scheduled so that they do not interfere with one another. However, a request will not necessarily be denied because of a potential noise conflict. Often, a group does not provide the information needed to make that determination. Also, each event is considered to be as important as the next. Organizations should keep this in mind when making their reservation.

If the noise level of one event interferes with another function, the conflict will be resolved by the organizations involved with the guidance of the Carriage House staff member on duty.

In a conflict situation, if the organizations cannot come to an agreement, the Carriage House staff member on duty has the right to make the final determination based on the available information.

III. FACILITY RENTAL FEES AND SERVICE CHARGES

There is ***no fee*** to reserve Carriage House facilities for meetings, lectures and programs occurring within normal operating hours sponsored by University organizations (with the exception of any <additional charges> incurred by the program).

The MultiPurpose Room and Reading Room may be rented out for a charge of \$75.00 per hour.

Facility rental fees will be waived for registered LGBT and allied student organizations, with the exception of special <additional charges> for staffing, clean-up and security if deemed necessary. All other individuals and organizations requesting use of Carriage House facilities for special events, however, will be charged at the listed rate. A University budget code or another method of payment must be provided before a reservation can be confirmed. We accept cash, check, money order and major credit cards.

All other charges are dependent upon the event type and are described below in the list of rental fees.

Housekeeping Services

The standard charge for housekeeping is \$81.90 after an event. Housekeeping services are required at the expense of the organization when:

- 1) A special room arrangement is requested
- 2) the event is catered,
- 3) special pre- or post-event cleaning is needed or requested and

- 4) the event takes place during Friday or Saturday (or at other times when University Housekeeping is not available).

Housekeeping services also may be charged to the organization if the room is not returned to its proper condition at the conclusion of the event or if food is taken into the Reading Room in violation of Carriage House policy. Such housekeeping rates vary according to the day and time of the shift.

Staffing/ Security

Any event occurring outside of the regular hours of operation is subject to staffing fees. Staffing requirements will be discussed with organizers when the event arrangements are made. In addition, a detailed estimate will be provided upon request to all groups required to pay for additional staffing. Staff is paid at an hourly rate.

Most non-academic events scheduled are routine functions sponsored by student organizations and present minimal security needs. At times, however, security may be determined necessary. If this is the case, an estimate for security will be given upon request and provisions for security under these circumstances will be at the expense of the sponsoring organization.

<Penn Police> may be scheduled for events requiring additional security at the cost of the sponsoring organization.

The Building Coordinator reserves the right to determine appropriate event security needs and to add additional security personnel at the organization's expense when necessary to ensure the safety of those in attendance and to ensure the security of the facility. Additional security will be brought in at the organization's expense while an event is in progress, if necessary.

Rental Equipment

Since meeting rooms have standard arrangements, it is important that the organization communicate any additional event needs to the Building Coordinator. Tables, chairs, stage risers, room dividers, stanchions, table linens, plants, fans, coat racks etc. may be rented at the organization's expense.

Presently, the only audio-visual equipment available for through the Carriage House is a 13" TV/VCR. If your event requires special AV equipment, arrangements can be made for equipment rental at the organizations expense, provided the request is made at least one week in advance. An estimate will be provided for rentals.

Organizations are welcome to provide their own AV equipment. Arrangements must be made with the Building Coordinator at least 48 hours in advance regarding the loading and unloading of rental equipment.

The Building Coordinator will make all arrangements for equipment provided that the request is made at least one week prior to the scheduled reservation. The organization will be given an estimate of charges for the rental equipment upon request.

If arrangements have been made with an outside organization to provide equipment rental, the Building Coordinator must be notified at least 48 hours in advance. Rental equipment deliveries will be refused if the Coordinator has not been notified in advance.

Equipment Responsibility

If equipment is stolen, lost, or damaged while under the care of the organization, the organization will accept full financial responsibility for the cost of replacing/repairing the equipment.

If an organization experiences difficulty with a piece of audio-visual equipment during an event the staff member on duty should be notified immediately. The staff member on duty will make every effort to correct the problem. Organizational members should not attempt to repair equipment, since damage resulting from the misuse of equipment will be the responsibility of the organization.

Special Room Arrangements

If extensive room arrangement is required, additional staff may be required at the organization's expense to set up or break down the room. If an organization plans to rearrange the furniture in the room at some point during their scheduled event, they must notify the Carriage House staff member on duty and return the furniture to the original location at the conclusion of the event. Furniture may not be placed in public areas of the building, such as hallways, or moved from one room to another without the permission staff member on duty.

Note: Doors may NOT be propped open. Please see staff member on duty about opening windows or adjusting the room temperature.

Event Billing and Payment of Charges

University and University-sponsored organizations must provide a 26-digit University account number prior to the acceptance of any application. Once the charges have been finalized, an invoice detailing the actual charges will be sent to the organization representative (or budget administrator) listed on the reservation form. All event charges will be billed to the account number provided by the organization.

If substantial costs are estimated for an event, the Building Coordinator reserves the right to bill up to fifty percent of the total estimated cost to the university account number prior to the event.

Student organizations are responsible for ensuring that their budget contains sufficient funds to cover the cost of the event.

University organizations without an account number, non-University, and University-sponsored or affiliated organizations must pay the estimated charges for their event **at least five business days in advance**. Payment may be made in cash, credit, money order or with a cashier's check. If payment is made with a personal or corporate check, the check must be received at least five business days prior to the event.

If all estimated charges are not paid in advance under the conditions outlined above, the event will be canceled.

If the actual event charges exceed the estimated charges, the organization will be billed for the remaining balance. Payment must be made in full within thirty days of the billing date on the invoice or the organization will lose reservation privileges for the buildings until the account has been settled. A second invoice will be mailed at that same time and if payment is not made in full within thirty days of the billing date on the second invoice, all upcoming events for that organization will be canceled and reservation privileges will not be reinstated until the account has been settled.

Past due balances (and reservation status) will be carried over from year to year even if the leadership of the organization has changed.

Payment for event services may also be made with VISA, MasterCard, ATM card or American Express.

III. RULES AND REGULATIONS

Responsibilities of Event Sponsors

The representatives of each organization are expected to:

- report all building maintenance issues to the Carriage House staff on-duty,
- comply with University and Carriage House facility policies and procedures as well as local, state and federal laws and ensure that members and guests do the same.
- provide accurate and complete information to the Building Coordinator when making room reservations,
- observe the cancellation policy,
- be in attendance through the duration of each event,
- conduct the event so that it ends on time,
- ensure that all members and guests leave the room by the reservation end time and the building by the stated closing time,
- notify the Carriage House staff member on duty before moving furniture,
- return the room to its proper arrangement, dispose of excess trash and remove all decorations at the conclusion of the event,
- ensure that members and guests treat the building, equipment and furniture with care;
- be considerate of other building users,
- supervise any children in attendance,
- pay event balances in full by the due date,
- follow the instructions of the Carriage House staff member on duty; and
- keep attendees out of the professional offices on the second floor.

Responsibilities of Carriage House Staff

Carriage House staff strive to:

- provide quality service to all clients,
- ensure that staff members are trained to effectively carry out their responsibilities,
- adequately inform users of building policies and procedures,
- establish and maintain a safe and comfortable environment,
- obtain and respond to user comments and concerns.

Posting Material (and/or Decorations) in the Building

Notices (fliers, posters, directional signage etc.) may not be posted on walls, doors, or woodwork without the explicit permission of the Building Coordinator. Materials posted on building surfaces without approval will be removed and disposed of and any resulting damage will be the responsibility of event organizers.

Organizations may be permitted to hang decorations in the room reserved for their function provided that they obtain the approval of the Building Coordinator or Carriage House staff member on duty. Only masking tape is to be used to hang decorations. Tacks, nails, or scotch tape may not be used on building surfaces. Decorations are not permitted in the public areas of the building.

Any organization that hangs decorations without permission or fails to remove decorations at the conclusion of their event will receive a written warning and will be charged for the housekeeping time necessary to remove the decorations.

Vandalism/Damage

Carriage House staff make every effort to keep the building in good condition. Any organization that damages the facilities, its furnishings and/or equipment will be held financially responsible and may lose reservation privileges.

Fire/Safety Guidelines

Fire Capacities

Each room has a legal fire capacity that will be enforced. Additional chairs will not be added to any room already at full capacity. If an organization fails to adhere to or willfully violates the fire capacity of any space or fails to cooperate with a Carriage House staff member's efforts to return the capacity to an acceptable level, the event may be closed down. If necessary, the <University of Pennsylvania Police Department> will be called in to assist. The organization will receive a written warning, will be fined \$30, and the event sponsors will be required to attend a fire safety seminar before scheduling another event in the building.

Open Flames

For your safety and the safety of your guests, open flames are not permitted in the buildings. The use of candles enclosed in glass orbs may be approved for special events if requested in advance. The organization will be responsible for all charges associated with labor necessary to remove any candle wax from the floor, carpet or furniture.

Alcohol Policies

The <**University Alcohol Policy**> will be adhered to all areas of the Carriage House.

Third Party Vendor Alcohol Policy

Please refer to the policy below if you will be holding an event with an off-campus vendor.

1. Undergraduate student organizations, which intend to sponsor Third Party Vendor events at which it is anticipated alcohol will be served and consumed, must register the event with the Vice Provost for University Life at least one week in advance of the event and strictly comply with the Third Party Vendor checklist. Failure to register a Third Party Vendor event at which alcohol is served does not exempt student organizations from the applicability of these rules.
2. Hard alcohol is permitted only at Third Party Vendor Events where conditions specified on the Third Party Vendor checklist are met.
3. All registered events at Third Party Vendors must have appropriately trained bartenders who are unaffiliated with the host organization and who are at least 21 years of age.
4. At all registered events at Third Party Vendors, the host organization must identify non-alcohol-consuming host monitors. There shall be at least one such host monitor for every 50 guests. These host monitors must be identified prior to the event and must be visually identifiable (e.g. armband, t-shirt or other visible designations of host monitor status) during the event to those in attendance.
5. The University supports the enforcement of all University, local, state and federal policies and laws by retail and wholesale distributors of alcohol on or near campus.
6. Third Party Vendor checklists are available through the Vice-Provost for University Life office, 3611 Locust Walk, 898-6081.

VIOLATORS OF THIS POLICY WILL BE SUBJECT TO UNIVERSITY DISCIPLINARY PROCEDURES.