

## **Late Cancellation /No Show Policy**

**Revised by Campus Center Staff (8.14.09)**

**Reviewed and Approved by Campus Center Advisory Board (9.25.09)**

Concluding the 2008 – 2009 academic school year, the Campus Center staff reviewed the existing Late Cancellation/No Show Policy which has been in existence since the Campus Center opened in January 2008. The Late Cancellation/No Show Policy has been clearly stated in the Campus Center Policy Manual and within the automated confirmation notices sent directly to clients. In requesting a room reservation, all clients agree to adhere to the policies and procedures which guide the operations of the Campus Center. Failure to read or understand a policy is not a defense for non-compliance.

### **Updates to the Policy**

#### **Two (2) Business Day Notifications**

There will continue to be required two (2) business day notification by the client to the Campus Center's Event Services staff for event spaces, meeting rooms and Information Tables for Category A and B clients (IUPUI student organizations and departments and schools). Organizations that fail to cancel their confirmed event space or Information Table at least two (2) business days in advance of the event will continue to be charged a fine.

Rationale: The two (2) business day's notification provides appropriate time for the Campus Center staff to receive the information and remove the event from our reservation's system. Proper advance notification provides an opportunity for another organization to reserve the space, and prevents Campus Center staff from doing any setup or preparation for the event.

#### **Information Tables**

The fine for a late cancellation or no show will continue to be \$25.

Rationale: It is half the dollar amount as the 1<sup>st</sup> time late cancellation/no show fine and continues to serve as a deterrent.

#### **Meeting Rooms/Event Spaces**

Instead of a flat \$100 fee there will be a three-tiered fine system, based on the number of late cancellations for the organization may accumulate. The calendar year would run July 1 – June 30. There would be an opportunity for clients to be released from the fine for situations outside human control (weather, death/illness of the speaker, etc...). There is no desire to penalize any group/client with a legitimate out-of-their control situation that causes for the late cancellation of an event.

The three-tiered fine system is as follows:

1 <sup>st</sup> time late cancellation/no show	\$50
2 <sup>nd</sup> time late cancellation/no show	\$75
3 <sup>rd</sup> time late cancellation/no show	\$100

Rationale: While the majority of the clients respect the use of the shared meeting room space in the Campus Center, a three-tiered fine system does serve as a deterrent for clients challenged in meeting the expectations of the policy. Our scheduling program, EMS, has a mechanism that can be used to allow for the number of cancellations to be tracked.

#### Additional information on the policy

In an effort to provide additional information to clients about the existence of the Late Cancellation Policy/No Show Policy, appropriate information will be added to the following:

- Main page of Virtual EMS
- Bottom signature release of the paper form
- Information added to 7-day reminder email

#### The Process

There is a mechanism in place for building managers and setup crew to record information about organizations that do not show up for their scheduled spaces. Event Scheduling Assistants can also record information about clients that cancel an event after the two business day deadline. That information is kept and can be reviewed on a regular even daily basis. If an organization fails to cancel or show up for an event, the organizer of the event will receive an email notification that a fine has been assessed. The notification email will also contain the terms of the fine, such as a failure to pay within 30 days could result in a loss of ability to reserve space in the Campus Center until the fine is paid. For student organizations, failure to pay within 60 days could result in referral to the Dean of Students Office for additional action. Payment can be made in the Campus Center Office, CE 278, between 8:00am – 5:00pm Monday – Friday. We are able to accept cash (exact change), check or credit card.

#### Appeal Process

If an organization feels that a fine has been assessed in error, they are asked to respond to the email with an explanation. If a reasonable explanation is provided the fine can be waived. If the fine is not waived, the group will receive another email reviewing the terms of the fine. If the organization continues to feel that fine was assessed in error, they have the opportunity to appeal the decision. Appeals will be reviewed by the Assistant Director/Business Manager of the Campus Center. A final decision regarding the status of your fine will be made and communicated with the organization within two weeks.

### CE Rain Site

The Campus Center staff will work with individuals using space for a rain date. Notification 2 hours before the event is suggested to decide if it will be inside or outside. The decision to use the Campus Center as a rain location must be agreed upon by the Campus Center Staff and the client. If the client is not going to use the Campus Center as their rain location, they must call and cancel all rooms. Not calling and cancelling will result in late cancellation/no show charges.

## **Frequently Asked Questions on the Policy**

### **Why is the fine set higher for meeting spaces than for information tables?**

The fine was set to encourage organizations to give the Campus Center proper advance notice of cancelled events at least two business days in advance. Advance cancellation allows other groups the opportunity to reserve the space, and prevents Campus Center staff from doing any setup or preparation for the event. Also, since some organizations are not required to pay for use of any space or pay a highly reduced rate, the fine has the potential to offset lost revenue.

### **When a fine is collected, what is the money used for?**

The money is put in a reserve fund which is used to replace equipment and furniture in the Campus Center.

### **When were we made aware of this policy?**

After making each reservation, the client receives an email confirmation which states the policy.

### **What happens if we have limited funds and a fine would be a challenge to pay?**

While many student organizations and departments may not have sufficient funds to pay a fine, the fine is valid and fair to ensure our meeting spaces are available for everyone to use.

### **What happens if we have had a change in leadership and the person that made the reservation is no longer part of our organization?**

It is the responsibility of the organization to keep track of its events and reserved spaces. If at any point a group is unsure of what reservations have been made, they can contact the Event Services staff to receive a list of existing reservations.

### **What if it was a campus holiday or break period and no one from our organization was on campus?**

The Campus Center Event services staff can be reached by email and/or phone. There is no requirement that an individual make a specific trip to the office to cancel a reserved space or information table. An e-mail cancellation notification is strongly encouraged so that both the client and Events Services will have a copy of what was sent to Event Services.

### **Why can't we just have a warning this time?**

An adequate set of warnings are currently provided through the room request confirmations, the confirmation reminder sent seven (7) business days prior to the event, the Campus Center website (<http://life.iupui.edu/campus-center>), and the reservation form.