



## Harold D. Melton Student Center General Reservations Guidelines

The Student Center Reservations Office is located in room 1115 on the first floor of the Melton Student Center. Staff are available from 7:45 a.m. – 4:45 p.m., Monday through Friday, to answer questions regarding events.

### RESERVATIONS TERMS & CONDITIONS

- The following information should be submitted to the Student Center Reservations office at least 2 business days prior to the event. Information submitted after this time may incur extra fees.
  - Changes to event duration. If the space is no longer needed for the reserved amount of time or if more time is needed, please work to inform Student Center Reservations staff.
  - Set-up information for meeting rooms and event spaces. If multiple set-ups are needed during the event, a reset fee may be assessed.
  - Audio visual equipment and assistance. Audio visual prices may vary. If equipment is damaged and/or equipment is missing after an event, a fee may be assessed.
  - Reservations cancellations. Customers failing to cancel an event with the Student Center Reservations office may be subject to a no-show fee and/or room fee.
- Groups should not change room reservations with other groups. Changes to reservations should be made by the Student Center Reservations office.
- Account numbers for billing should be given to the Student Center Reservations office prior to the event. If an incorrect account number is given, the customer will be responsible for requesting the necessary corrections.
- All campus events are subject to the [Campus Events Policy](#) and the guidelines within. Events meeting certain qualifications will need to be registered in the [Campus Event Planning System](#).
- Events that require registration and approval via the [Campus Event Planning System](#) are subject to cancellation if the event is not submitted or the submission is denied.
- If food will be present at an event, groups are responsible for the clean-up of the room after the event. If food is left in a space and/or the space requires extra cleaning, a cleaning fee may be assessed.
- If wireless internet service is needed for non-university attendees, please contact the Auburn University Office of Information Technology at 334-844-4944 or [servicedesk@auburn.edu](mailto:servicedesk@auburn.edu).
- Spaces overseen by the Student Center Reservations Office are accessible for individuals with disabilities. Please send requests for assistance in providing special accommodations to Student Center Reservations office by phone at 334-844-1320 or [reservations@auburn.edu](mailto:reservations@auburn.edu) no later than week before the event.
- Meeting and event spaces are assigned to accommodate the tentative attendance of an event. Room changes may be made if the number of participants or space requirements for an event change.
- Standard room rates will be charged for groups hosting meetings and/or events on Home Football Saturdays. Home Football Saturdays include the A-Day Spring Football Game, regular season football games, and other events as defined by Auburn University Athletics.
- Failure to comply with Harold D. Melton Student Center [policies and procedures](#) may result in termination of meeting privileges. Groups misrepresenting an event may be subject to a fine and/or loss of privileges.
- Reservations requests may be made by phone (334-844-1320) by email ([reservations@auburn.edu](mailto:reservations@auburn.edu)), in person (room 1115 in the Melton Student Center), or through the online reservations system (<https://www.mymazevo.com/>).
  - Reservations are made on a first come, first serve basis. Tentative Series



reservations (“blanket booking”) are not allowed.

- Harold D. Melton Student Center reserves the right to require security at certain events.

## **DAMAGE POLICY**

Decorations used in event spaces and meeting rooms should be free standing or secured to surfaces with painter's tape. Decorations should not be left in the space when the event is over. Decorations left in the space may incur a removal fee. Auburn University is not responsible for any items left in meeting rooms and event spaces after an event has ended. Customers assume full responsibility for the acts of all persons using the space and will be responsible for reimbursing Auburn University for all damages done to the property during the event.

### *Prohibited Items and Actions*

- Tape, nails, glue, or other adhesive material meant to affix signs and/or decorations to walls, doors, and other flat surfaces
- Glitter/confetti
- Open Flames (candles, pyrotechnics, etc.)
- Sand
- Water pools
- Moving and/or altering furniture, fixtures, and banners present in the Student Center

## **EXTERNAL CLIENTS**

External clients can host events through a formal sponsorship process. Prior to submitting a request for use of our spaces, the external client must secure sponsorship from a recognized Auburn University student organization or an Auburn University academic or administrative unit.

Sponsorship of external clients requires the student organization or campus unit to attend the event. Additionally, the sponsoring unit or group understands they assume responsibility for any unpaid costs or property damage associated with the event.

## **PAYMENT**

Payment for meetings or events sponsored by university departments or registered student organizations is due before the event. Payment must be made by the sponsoring organization or a university department. Non-profit and commercial organizations are required to pay for reservations in advance.

For your convenience we accept payment by university fund organization expenditure payment (FOAP) account number, cash, check or credit card (Visa, MasterCard, Discover Card, and American Express).

Departments or organizations with past due invoices will not be allowed to hold future events until all delinquent amounts are paid in full, with the possibility of canceling existing events.