

# **Lyndon B. Johnson Student Center & Event Services**

## **Event Policies**

The Lyndon B. Johnson Student Center & Event Services manages event spaces across campus including the LBJ Student Center (LBJSC), J.C. Kellam Administration Building (JCK) 11<sup>th</sup> Floor, and outdoor spaces including LBJ Mall, the Quad, Bobcat Trail, Concho Green, and Elliott Pavilion. The policies and procedures outlined below are intended to streamline the event planning process, create consistent event experiences, maximize space utilization, and maintain the integrity of the facilities.

### **User Group Type**

#### **Registered Student Organization**

Registered Student Organizations (RSO) may reserve space for meetings and events at the Registered Student Organization rate if it is for their group and not with another entity (See Sponsored info). RSO's must be in good standing according to Student Involvement & Engagement, all related policies and procedures required for RSOs must be followed, and RSO members will be responsible for planning all details and modification of the reservation.

#### **University Department**

Any University unit, department, college, or division may reserve space for meetings and events at the University Department rate if it is for their group and not with another entity (See Sponsored info). A department contact will be responsible for planning all details and modification of the reservation. Academic classes will not be scheduled in the LBJ Student Center, except for in the Teaching Theatre.

#### **Registered Student Organization and University Department Co-Sponsorship**

When University Departments and Registered Student Organizations co-sponsor an event, it will be charged University Department rates.

#### **Sponsored**

Any University Department or RSO requesting to utilize space that is partnering/hosting with a non-university entity will be charged the Sponsored rate. The university contact will be responsible for all details and modifications of the reservation. This person assumes responsibility for the actions of the organization they are sponsoring and must be present at the event. Failure to comply with the above requirements will result in being charged at the External Groups rate.

#### **Non-Profit Organization**

Any organization qualifying as a Non-Profit Organization can reserve meeting and event spaces at the Sponsored / Non-Profit Organization rate. Failure to demonstrate Non-Profit Organization status will result in being charged at the External Groups rate.

#### **External Groups**

These events are not associated with a University Department or Recognized Student Organization (RSO) and will be charged at the External Groups rate.

## Event Spaces

### Room Setups

Most event spaces offer a variety of setup types. One customer-selected room setup is included in the rental rate for all event spaces unless designated as a standard set. If a standard set space can be reconfigured, the additional setup rate may apply (See Reimbursable Rates).

### Dividable Event Spaces

Any event space at the LBJ Student Center with divider walls may be reserved as a portion of the room and the rental rate will be the percentage of the total room used applied to the full rental rate.

### Small, Medium, and Large Meeting Rooms

Meeting rooms which can be reserved for weekly meetings and lower capacity events. Meeting spaces are equipped with basic audio/visual equipment and are included in the room rental rate. Meeting rooms come in a variety of room setups to best fit your needs.

- Small Rooms (Under 500 Square Feet)
  - 204.3, 204.4, 304, 317
- Medium Rooms (501-1000 Square Feet)
  - 111, 204.2, 303, 313, 314, 321, 325, 326, 415
- Large Rooms (Over 1000 Square Feet)
  - 3-3.1, 3-5.1, 3-9.1, 3-12.1, 3-14.1, 3-21.3

## Booking Periods

The booking periods below serve as an overarching guideline for events. Exceptions to accommodate special events and internal planning may be made with the approval of the Director, LBJ Student Center & Event Services.

The following outlines when groups can begin room scheduling:

Type of Organization	Reservations for Regular Meetings begin	Reservations for Annual/Special Events begin
Registered Student Organizations	One semester in advance. - April 15 for Summer/Fall - October 15 for Spring	One year in advance
University Departments, Sponsored, Non-Profit, & External Groups	One year in advance	Three years in advance

## Deposit/Reservation Fee

All Sponsored, Non-Profit Organization, and External Group reservations will be charged a non-refundable deposit/reservation fee of 50% of the room charges to confirm the reservation. The deposit/reservation fee will be applied as a credit toward the final charges of the event and invoices totaling less than \$125 must be paid in full to confirm the reservation.

## Event Planning Requirements

### Reservation Review

All events held in LBJ Student Center managed spaces are subject to risk management review and may require input from Texas State University stakeholders such as (but not limited to) University Police Department, Environmental Health Safety and Risk Management, University Administration, Facilities, Student Involvement and Engagement staff, and LBJ Student Center personnel.

### Events Requiring Event Planning Meeting

An event planning meeting is required for larger events and events held by either External Groups or Non-Profit Organizations. This will be scheduled during the initial planning of the event and needs to be made a minimum of 10 business days prior to the event date. The goal of the meeting is to confirm event details, review policies and procedures, and coordinate remaining details including accommodations for any outside service providers involved with the event.

After the final event planning meeting, a final confirmation will be sent out to the main contact via email. This confirmation should be reviewed by the group and any changes need to be discussed with the Event Services staff.

### Room Assignments

- Event Services reserves the right to assign or reassign reservations based on the size of the group, type of program, and space available to assure the maximum and most appropriate use of space.
- Groups will not be charged more than their most recent quote if reassigned to a space with a higher room rate.
- If a group is assigned or reassigned to a space with a lower room rate, they will be provided with an updated quote including the lower room rate.
- Due to the nature of the facilities and proximity to other events, noise levels must be minimized unless appropriately planned for in advance.

### Reservation Status

- *Request* – The first status after an event request is made and not yet a confirmed reservation.
- *Event Hold* – A preliminary request to hold a date or room pending more information may be placed for a maximum of 10 business days, after which time the group must provide the required information needed to confirm the reservation or the event will be automatically cancelled.
- *Confirmed* – Event holds move to Confirmed status once all required information needed to confirm the reservation is provided to Event Services and the request is approved.
- *VIP Confirmed* – Confirmed events of higher profile or with VIP attendees.
- *Waitlist* – Event is next in line for a date/venue that is currently unavailable. This is an administrative status used internally by Event Services
- *Event Declined* – Event is declined due to factors listed described in the Denials section.
- *Cannot Accommodate* – Student Organization request will be forwarded to the Registrar for possible space in an academic building.

### Denials

While the LBJ Student Center and Event Services will make all reasonable efforts to accommodate requests, it reserves the right to deny use of the facility for programs, meetings, events, or any other activity deemed beyond the physical or technical abilities of the staff and facilities, a health or safety issue, or in conflict with University, State, or Federal policies and regulations.

### **Interruption or Termination of Event**

The LBJ Student Center reserves the right to cancel, interrupt, or terminate any event in the interest of weather-related emergency, public safety, and/or noncompliance with Texas State University policies.

### **Dedicated Audiovisual Technician**

To ensure quality service and proper use of audiovisual equipment, a dedicated audiovisual technician may be required for events held in special event spaces when needing audiovisual services, if additional equipment must be added, or when requested during the planning process to provide dedicated in-room technical support during a meeting or event. Event Services reserves the right to assign and require the appropriate technician(s) based on availability, event needs, and skillset required. Requests less than two weeks in advance are subject to staffing availability.

## **Changes and Events Occurring Outside of Normal Business Hours**

### **Special Openings**

Special Opening fees are applied to event reservations that are to occur on the day the facility is scheduled to be closed. Requests for a special opening need to be made a minimum of 10 business days prior to the event date. In addition to the rental charges, additional charges will apply for special openings. (See Additional Reimbursable Rates)

### **Extended Building Hours**

Extended building hours are applied to event reservations that either start or end after normal business hours. In general, facilities may not be open before 5:00am. or close after 1:00am, including setup and cleanup time. Events wishing to occur outside of normal or extended business hours will be evaluated on a case-by-case basis and exemptions might be made based on event type or staffing availability.

Requests for extended business hours need to be made a minimum of 10 business days prior to the event date. Additional charges will apply for extended building hours.

Any group remaining after the building's normal closing time or pre-arranged special hours will be assessed an additional fee for violating policy. The group is expected to promptly leave the building at the conclusion of their reserved time. If clean up still needs to be completed and LBJ Student Center staff can stay later, the group may remain to finish cleaning up but will still be assessed the additional fee. If the LBJ Student Center staff are unable to remain later, the group will need to leave and will be assessed a cleaning fee. (See Additional Reimbursable Rates)

### **Late Bookings**

Requests made within 2 business days may be subject to using the room in the condition and layout that exists at that time.

### **Late Change Policy**

All room setups and changes will be completed by LBJ Student Center staff. Should groups need additional event equipment, such as tables, chairs, audiovisual equipment, etc., they must contact Event Services staff. Event Services staff will attempt to accommodate these requests, but staff may not be able to accommodate all late change requests. Groups may not help themselves to event items. Additional charges for additional staff and/or an additional room setup may be associated with late changes to setups and/or the use of additional equipment.

## **Cancellation and No-Show**

Event spaces are in high demand and space is limited. Late cancellations or no-shows prevent others from making use of space. Therefore, a fee will be assessed for space that is not cancelled in a reasonable amount of time or is a no-show. Cancellations and no-show timelines and fees are as follows:

### **Registered Student Organizations**

- Reservations involving a single meeting room may be cancelled with no fee three or more business days in advance.
- Reservations involving special event spaces, multiple meeting rooms on the same day, or a single room on multiple days may be cancelled with no fee 10 or more business days in advance.
- Fees for late cancellation are 50% of the rental rate with a \$25 minimum.
- Day-of cancellation or failure to show for events and/or use event space as originally confirmed will be charged full rental rate with a \$50 minimum and may forfeit the ability to reserve space in the future.

### **University Departments**

- Reservations involving a single meeting room may be cancelled with no fee three or more business days in advance.
- Reservations involving special event spaces, multiple meeting rooms on the same day, or a single room on multiple days may be cancelled with no fee 10 or more business days in advance.
- Fees for late cancellation are 50% of the rental rate with a \$50 minimum.
- Day-of cancellation or failure to show for events and/or use event space as originally confirmed will be charged full rental rate with a \$75 minimum and may forfeit the ability to reserve space in the future.

### **Sponsored, Non-Profit Organizations, and External Groups**

- Reservations involving a single meeting room may be cancelled three or more business days in advance with no additional fees but will forfeit the non-refundable 50% of room charges paid at the time the reservation was confirmed.
- Reservations involving special event spaces, multiple meeting rooms on the same day, or a single room on multiple days may be cancelled 10 or more days in advance with no additional fees but will forfeit the non-refundable room charges paid at the time the reservation was confirmed.
- Day-of cancellation or failure to show for events and/or use event space as originally confirmed will be charged full rental rate with a \$100 minimum and may forfeit the ability to reserve space in the future.

## **Weather-Related Policies**

### **Rain Site Policy**

Indoor spaces managed by the LBJ Student Center may be reserved as a weather back-up for outdoor events. If a group requests an indoor space as a rain location, the space will be put in a hold status.

If another group is interested in the space prior to the scheduled event, Event Services will contact the group immediately. At that point, the group can either confirm the space, including room charges if applicable, or release the space to the requesting group for their use. If the group confirms the space, then they have two (2) business days prior to the start of the event to release the space to receive a 50% discount on the room rate. After that, 100% of the room rate will be charged.

### **Inclement Weather**

If Texas State University is closed due to inclement weather, all events scheduled in spaces managed by LBJ Event Services will be cancelled. Please refer to Texas State University's home page for additional information.

## **Decorations**

Spaces at the LBJ Student Center may not be set up or decorated in any manner without prior consent from the LBJ Student Center staff. The LBJ Student Center must approve the location and type of special decorations, balloons, banners, or signs (indoor and outdoor). This includes tape and adhesives on items or surfaces. Standard building signage must not be covered or otherwise obstructed. All exit doors, exit lights, fire sprinkler heads, fire alarm pulls, fire extinguishers and other emergency or safety equipment must be kept free of obstacles or decorative material and remain visible. Please note the following items that are not permitted in the LBJ Student Center:

- Straw or other dry plant material
- Special effects equipment, such as smoke, fog and fire machines, sparklers, etc.
- Candles
- Confetti, glitter, rice, dance wax, powder or similar materials
- Any paint, chemicals or liquids that can damage the facility

The LBJ Student Center asks that clients do not post event or directional signage throughout the building without the approval from LBJ Student Center staff. Various sign holders and easels are available for use and coordinating needs prior to events will help ensure availability. Post-event cleaning and damage fees may apply if reported by building staff and will be billed to the organization. Any special needs for decorations, exhibits and displays beyond the scope of this policy must be approved by the Director, LBJ Student Center & Event Services. The LBJ Student Center is not responsible for the loss of any materials, displays, gifts, favors or other items left in the building.

### **Special Lighting**

Requests for specialty lighting should be requested a minimum of 10 business days before the event. LBJ Student Center will try to accommodate requests with less notice but may be unable due to unavailable staff and equipment.

## **Other Event Policies and Guidelines**

### **Additional Setup/Cleanup/Rehearsal Time**

- All setup, cleanup, and rehearsal time should be factored in when planning the duration of an event reservation. If additional time is needed on days outside of the event, rooms (when available) may be reserved for an additional fee. (See Additional Reimbursable Rates)
- Rooms requiring a mid-event setup change will be charged the additional setup fee. (See Additional Reimbursable Rates)

### **Violation of Catering Policy**

Failure to follow the LBJSC Food Policy will result in a fee (See Additional Reimbursable Rates) and possible suspended privileges to reserve space in the future.

### **Excessive Cleaning, Room Reset, and Damaged/Stolen Items**

Full repair or replacement costs will be assessed for all damages and excessive cleaning. Groups may be given an opportunity to come back and clean if circumstances permit to avoid cleaning charges. (See Additional Reimbursable Rates)

### **Storage/Shipping**

If a group needs to store items prior to their event, they must reserve spaces as available and pay applicable rental rates. LBJ Student Center is not responsible for lost or damaged items. LBJ Student Center cannot receive shipments of materials without advance approval from the Event Services staff. Items shipped without prior approval will be refused and returned to the sender.

### **Event Security**

LBJSC Event Services will assist in the arrangements for events determined to need additional security. The sponsoring organization must comply with all security requirements and will be responsible for related expenses. (See Additional Reimbursable Rates)

### **Parking**

Arrangements for parking may be made through Texas State Parking Services by phone 512-245-2887 or [online](#).

### **Appeals**

All appeals to pricing and associated fees can be made to the Director, LBJ Student Center & Event Services.

### **Related University Policies**

A complete list of University policies can be found [here](#). Users of the facility are responsible for adhering to all University policies.

## Appendix A: Special Event Spaces

Special Event Spaces are designated as the LBJ Ballroom, Grand Ballroom, Teaching Theater, George's, and Amphitheater, and outdoor spaces managed by the LBJ Student Center. Requests for space not listed for event reservations may be made to LBJSC Event Services are subject to the approval of the Director, LBJ Student Center & Event Services and additional rates may apply.

### Teaching Theater

- During the Fall and Spring semesters, university classes are scheduled in the Teaching Theater from 7:30am to 5:00pm, Monday-Thursday and from 7:30am-12:00pm on Fridays. The Teaching Theater is open for event reservations when not in use for classes.

### George's

- Programming ideas will be considered through the [Co-sponsorship application](#). Submitting a co-sponsorship application form does not guarantee use of the space. All co-sponsored events must be sponsored by a Registered Student Organization or University Department, be of an appropriate size, and consistent with the mission of the university and LBJ Student Center.
- Requests for private use will be considered on a case-by-case basis, are subject to the approval of the Director, LBJ Student Center & Event Services, and rates may apply.

### Amphitheater

- Amphitheater event requests will be considered on a case-by-case basis, are subject to the approval of the Director, LBJ Student Center & Event Services, and rates may apply.

### Outdoor Spaces

- The LBJ Student Center manages outdoor space reservations for the LBJ Mall, the Quad, Bobcat Trail, Concho Green, and Elliott Pavilion.
- Information regarding outdoor reservations can be found [here](#).



## Appendix B: J.C. Kellam 11<sup>th</sup> Floor Meeting and Event Spaces

The Lyndon B. Johnson Student Center is responsible for reservations and support of the 11<sup>th</sup> floor of the J.C. Kellam Building comprised of the Executive Conference Rooms (1103 A&B), Ballroom (1101), lobby area, and kitchen.

### JCK 11<sup>th</sup> Floor Ballroom

- Use is limited to university departments.
- The Office of the President holds the highest priority and will not be charged for the use of the space.
- The use of audiovisual technology will require a dedicated audiovisual technician and additional fees may apply.

### JCK 11<sup>th</sup> Executive Conference Rooms

- Use is limited to University Departments and rates may apply.
- The Office of the President holds the highest priority and will not be charged for the use of the space.
- All offices directly associated with members of the cabinet will not be charged for use of the Executive Conference Rooms.
- University Department reservations in the standard set for less than four hours will not be charged. Additional fees may be assessed for reservations lasting more than four hours.
- Executive Conference Rooms A & B are considered standard set rooms. Groups requesting changes to the setup may be assessed the additional setup fee.
- Events requesting the Executive Conference Rooms in conjunction with the Ballroom may take priority and all efforts will be made to find an alternate space for the previously scheduled meetings.
- Executive Conference Room reservations will not require a dedicated audiovisual technician unless determined necessary by LBJSC Event Services or upon request.

### JCK 11<sup>th</sup> Floor Lobby

- The JCK 11<sup>th</sup> Floor Lobby may be used in conjunction with events held on the 11<sup>th</sup> Floor for check-in.
- Requests for use of the 11th Floor Lobby for anything other than event check-ins are subject to the approval of the Director, LBJ Student Center & Event Services and the designated building proctor for JCK.

### JCK First Floor Lobby

- The JCK First Floor Lobby is considered a public space and must remain accessible during building hours but may be used in conjunction with events held on the 11<sup>th</sup> Floor for check-in.
- Requests for use of the First Floor Lobby for anything other than event check-ins are subject to the approval of the Director, LBJ Student Center & Event Services and the designated building proctor for JCK.

### Security

- JCK building hours are Monday-Friday 7:00am-7:00pm. Events outside of the hours of JCK require [event security](#) and will be considered on a case-by-case basis and are subject to the approval of the Director, LBJ Student Center and the designated building proctor for JCK. The sponsoring organization will be responsible for all expenses related to event security in addition to special opening / extended building hours fees.

## Appendix C: LBJ Student Center and JCK 11<sup>th</sup> Floor Food and Beverage Guidelines

### Catering

Carved and Crafted by Chartwells is the exclusive caterer in LBJ Student Center and JCK 11<sup>th</sup> Floor.

Contact Event Services (512-245-2264 or lbjreservations@txstate.edu) with any questions regarding food/beverage options.

### Alcoholic Beverages

Chartwells is the only caterer permitted to serve alcohol in the LBJ Student Center ([see UPPS No. 03.01.18 Purchase of Alcohol.](#))

Prior approval must be granted and the approved [Alcoholic Beverage Activity Form](#) must be submitted to Conference Services at least 5 business days prior to event date.

### Exceptions for University Departments and/or Registered Student Organizations

All food and beverages must be provided by Chartwells for Non-University Sponsored Events and Off-Campus Clients.

University Departments and Registered Student Organizations are only allowed to bring the following items to their meeting rooms (Ballrooms excluded):

- BBQ from [Approved Vendors](#). Non-Approved Vendors are not allowed to make deliveries in the LBJSC.
- Pizza
- Cakes/cupcakes
- Snacks
  - o Chips, crackers, popcorn, candy, cookies/homemade baked goods, donuts, whole fruit, nuts, bagels, granola bars, soft drinks, bottled water

### Donated Food or Special Menu Item

If a University Department or Registered Student Organization expects to receive food donations or require a special menu item that cannot be provided by Chartwells Catering, an [LBJSC Food Policy Exemption Request](#) must be submitted and approved by the LBJ Student Center and Chartwells.

### Departmental Potlucks

Potlucks are approved only for University Departments and can take place in approved meeting rooms. Due to additional concerns regarding power, safety, and food handling, all reserving departments must consult with Event Services to arrange for proper set-up. The [Food Approval Form](#) must be completed to receive approval prior to your event.

### Processes/Forms

Departments and Student Organizations: If Chartwells is not providing food for your event, a [Food Approval Form](#) must be completed, submitted, and approved prior to bringing food into the building, at least 2 business days prior to the event date.

