

- » Only enter event requests into 25Live that have been approved by your department head (this does not include meetings); Community Relations operates under the assumption that requests have been approved once they are received in 25Live.
- » Do not promote or plan an event until you have received your confirmation email from 25Live.
- » You must allow at least seven business days prior to the event date when a reservation includes resource requests (e.g., set-up, AV, ITS).
- » While an event is still in the Draft state, you can make changes to your request. Once it has moved to Tentative/Confirmed, you must email Community Relations requesting an edit to be made. Please include the reservation number in the edit request.
- » Review all details in your confirmation email from 25Live. Modifications to a confirmed event must be sent via email at least five business days prior to start date. Changes less than five business days from your start date are not guaranteed.
- » Remember to notify Community Relations if a meeting or event is cancelled so that the space can be released and resource providers can be contacted.
- » When entering a reservation request, make sure that the time listed is the actual start time of the event. Do not add a buffer; Community Relations will do so. Inaccurate start times can impact scheduling for resource providers. If you need to be in the room ahead of time for warm-up/set-up, please include that in the notes section, NOT the event time.
- » Always enter your requests into 25Live; do not send separate emails with what you need. Even if details are unknown, just enter the information and a note stating that details are to be determined in the Requestor Event Notes box. This way, nothing gets lost in email and it will continue to show in the Drafts queue.
- » If you are entering a laptop cart request for a class, you must include the number of laptops and room number of where the class takes place in the Notes box. You cannot select the location because it shows a conflict of the existing class.

## **Additional use of space notes**

- » **Crimi Auditorium** — Moving forward, the center stair cover is always in; if you would like it removed, you must request that in your 25Live reservation.
- » **John C. Dunham Hall 109** — This space is always set classroom style for 40 people; requests to rearrange furniture for an event less than three hours long are not guaranteed due to the high volume of events in this space.
- » **McWethy Room** — This space is always set in a “pod-style” arrangement for 50 people; requests to rearrange furniture for an event less than three hours long are not guaranteed due to the high volume of events in this space.

## Reservations involving Chartwells

- » Catering reservation requests must be confirmed by Community Relations through 25Live at least 10 business days prior to event date so that there is sufficient time to plan accordingly with Chartwells.
- » Requestors must use the pre-existing catering menu provided by Chartwells.
- » No catering provided by Chartwells in the classrooms.
- » No food from outside vendors, unless catering has been approved in 25Live and Chartwells has determined it cannot provide catering services.
- » Catering menu items must be confirmed with Chartwells at least seven business days prior to your event date. Final numbers are due at least five business days prior to event date; please make sure these final numbers are as accurate as possible to combat food waste.
- » Cancellations must be made five business days prior to the event date.
- » Hot food is only allowed where there is a kitchen or holding area near, such as the Welcome Center, University Banquet Hall, Spartan Spot, and the Hill Center for Student Success. Spaces like Eckhart Hall 306, John C. Dunham Hall 109, Institute for Collaboration 213, and the Tucker Room can accommodate small beverage set-ups, box lunches, and drop-off items, such as cookies.
- » Requestors should work directly with Chartwells when ordering and are required to provide their department GL at that time.
- » ***Please refer to the Chartwells menu for additional policies and fees in relation to the services it provides.***