



OTTER STUDENT UNION GUIDELINES & PROCEDURES

Host your next event with the Otter Student Union!



GUIDELINES & PROCEDURES

The Otter Student Union (OSU) offers CSUMB students, staff, faculty and external clients the opportunity to reserve a variety of spaces for meetings, events, and more. The OSU is an ideal setting for conferences, activities, and special events due to its centralized location on the CSUMB campus, various event amenities, and onsite catering services. Reservations can be made through MyRaft for recognized student organizations, 25Live for faculty and staff, or through our OSU request system.

To provide assistance with the planning of an event and facilitate the reservation process these scheduling guidelines are designed to assist with defining responsibilities, management of resources, and providing for safe and orderly event planning and execution.

CATEGORIES OF OSU CLIENTS

There are three categories of clients (in no specific order/priority):

1. Recognized CSUMB Student Organizations
2. CSUMB Departments
3. External Clients

FACILITIES

The OSU facilities include:

1. Otter Student Union, Building 552
2. Exterior spaces located outside of the Otter Student Union

GENERAL POLICIES

1. OSU accepts reservations on a first-come, first-served basis. However, priority will be given to OSU business and recognized student organizations. Campus departments and recognized student organizations can request starting July 1 for the fall semester, November 1 for the spring semester, and April 1 for the summer. External requests can be made August 1 for the fall semester, December 1 for the spring semester, and May 1 for the summer.
2. OSU will make the final determination on which space is appropriate for the requested reservation based on the information provided in the request, available space, and conversations with clients.

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3. Any location used during non-operating hours will incur a facility and employee fee to keep the building open and have OSU staff available. A minimum of one (1) weeks notice for requests and OSU staff approval is required.
4. Reservations and space will be confirmed once the OSU guidelines are acknowledged and submitted by client to OSU reservations staff.
5. Per OSU management discretion, depending on the size, type, and nature of the event, reservations may require additional services such as: University Police Department, security, parking services, catering, custodial, facilities management, etc. These services may accrue additional fees and clients must coordinate with the respective departments.
6. The OSU reserves the right to change location and/or cancel an event or meeting when necessary. Every effort will be made to notify the client in advance and to accommodate the client in an alternative location.
7. Labor fees may be assessed for reservations requiring changes to existing standard room setups, special room setups, and requests for cleaning/refreshing rooms during reservations. Requests must be submitted at least five (5) business days in advance.
8. Clients are expected to be courteous to other clients by restoring the room to the way you found it and by leaving at your scheduled end time.
9. The OSU is not responsible for any items left unattended in the facility. Any items found in meeting spaces will be turned over to the OSU Information Desk.
10. The following are not permitted in the OSU and reservable outdoor spaces:
 - a. Lit candles or open flames.
 - b. Signs, posters, or other materials taped to the walls, windows, or doors. Signage and decor must be free standing, placed on tabletops, or coordinated in advance with OSU staff.
 - c. Helium balloons, glitter, confetti, and other decorative items that leave small debris.
 - d. Any other items that may cause damage to the OSU.
 - i. If additional cleaning of the room is necessary, a cleaning fee may be assessed.
11. Usage and/or burning of incense will be reviewed on a case by case approval process.
12. CSUMB has an in-house catering service. No food or drink is allowed unless purchased through Otter Kitchens. Orders should be placed a minimum of ten (10) business days prior to the event. Larger events require a minimum of thirty (30) days notice. Any exceptions to this policy must be approved by Risk Management, Director of the OSU, Director of Contracted Services, and Chartwells. Confirmation of a catering order or approval of a catering exception may be required. Please visit the Dining Services website for more information: csumb.edu/dining/catering
13. The OSU is a public venue and as such, all movies shown must have copyright approval. Proof of copyright approval must be emailed to the OSU administration prior to the event.

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14. All items must be removed at the end of each event/meeting. Users will incur a cleaning charge if the space requires additional cleaning.
15. Clients are responsible for any damages that occur in OSU facilities or property. Clients agree to indemnify, defend, and hold harmless OSU and its employees against and from all claims, liability, cost, or expense arising out of or caused by client's use of OSU facilities. Appeals may be taken before the OSU Board of Directors.
16. Clients are responsible for ensuring compliance with all applicable fire codes. Designated maximum capacity for any event will not be exceeded at any time. Exit aisles, staircases, fire alarm systems, emergency exits, and any pertinent signage may not be blocked at any time.
17. Any events that have physical activity require a release of liability/waiver release form for each participant. Forms can be found on the Environmental Health, Safety and Risk Management website: csumb.edu/risk/forms
18. Any event that includes art, paint, or craft supplies require cloths/tarps for tables and floors.
19. Clients are responsible for arranging for the delivery of event materials and/or equipment to the OSU. Otter Student Union employees are not responsible for the movement, setup, or teardown of any equipment or materials.
20. If space is available, clients can reserve storage space prior to or after an event for storage of materials/equipment. Fees may apply.
21. The OSU strongly encourages all event organizers to obtain insurance for their event, information about insurance can be found on the Environmental Health, Safety and Risk Management website: csumb.edu/risk

FACILITY CHARGES

1. OSU Rates
 - a. Please reference current rate sheet for OSU facility rental rates.
 - b. Additional rates will be determined by the OSU Administration.
2. Space Usage
 - a. Facility charges will be assessed for all time that the client is using the facility, including setup and breakdown of the event, and storage of materials prior to or after an event. Exceptions to this policy will be reviewed on a case-by-case basis.

AUDIO/VISUAL AND VIDEOGRAPHY PRODUCTION

1. Any event being held in the OSU and any of the exterior spaces located outside of the Otter Student Union that needs audio/visual production equipment is required to use the OSU audio/visual services and equipment. Please inquire about pricing with OSU management. Any exceptions need to be approved by the OSU administration.

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2. OSU has the capacity to provide advanced audio/visual production equipment for outdoor events or in other event spaces on campus. Please inquire about pricing with OSU management. Please note that electrical needs will be needed to provide any audio/visual production equipment for outdoors event spaces (outside of the OSU) and requests must be submitted at least 30 days in advance with the appropriate campus partners.
3. OSU has the capacity to provide livestream and video production services for events held in the OSU facility or across campus. Please inquire about pricing with OSU management.

GUIDELINES & CHARGES FOR CLIENTS

CATEGORY 1 - RECOGNIZED CSUMB STUDENT ORGANIZATIONS

All requests must be made through MyRaft and require that you work with your advisor.

Recognized student organizations have the following privileges:

- Up to two (2) meetings/events per week, per semester, free of charge in the meeting rooms;
 - These rooms have built-in A/V equipment. This category of reservation does not include A/V equipment in addition to the built-in equipment.
- One (1) event, up to two (2) hours, per semester in the OSU Ballroom free of charge, this includes general lighting, general audio, and video projection. Additional resources or services can be requested, additional fees may apply.
- Due to the high demand for the OSU ballroom and efficiency of operational support, requests for client set-up are limited to one (1) hour for setup and one (1) hour for take down at a time convenient to the operation of the OSU. Requests for additional time may be reserved if available and determined by the OSU Administration.
- Additional resources or services can be requested, additional fees may apply.
- Free tabling on Main Quad Plaza/Inter-Garrison Plaza.

These privileges apply so long as said meetings/events are sponsored only by the recognized student organization or in conjunction with other recognized student organizations.

Should recognized student organizations want to host meetings/events beyond what is listed above, requests will be considered on a first-come, first-served basis by the OSU team and may be subject to fees. The OSU is committed to equity for all recognized student organizations and wants to ensure facility availability for as many students as possible.

If a recognized student organization is collaborating with a different client and is the primary sponsor of the event, the above privileges may be used. If a recognized student organization is a secondary sponsor, the applicable client rate based on the primary sponsor will be applied.

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Recognized student organizations may not reserve space for other organizations for the purpose of securing lower room rental rates and/or bypassing procedures. The organization or individual named on the reservation is the Client and primary sponsor and is solely responsible for communicating with OSU and initiating, planning, implementing, attending, and financing the event in coordination with OSU.

- The event must be requested by the Recognized Student Organization who will be responsible for the event.
- The client named on the reservation must be present at all required pre-event and planning meetings leading up to the event.
- The name of the registered student organization hosting the event must be prominently displayed on all marketing materials.
- The client or representatives from the organization must be on site during the event.
- The client is responsible for paying all rental and support service fees resulting from the event.
- Clients may not sublet or in any way reserve space on behalf of another group.
- Clients found to be misrepresenting their event may lose reservation privileges.

If a recognized student organization has outstanding invoices or owes money to the OSU, that client's scheduling privileges may be suspended.

Early opening and late closing charges associated with the event will be assessed on a case-by-case basis.

If a recognized student organization plans to cancel their meeting/event, they must notify OSU staff in writing so the space can be made available to other clients. If they do not notify, they will receive a written warning. If they fail to notify a second time, scheduling privileges may be suspended. See cancellations section for timelines.

CATEGORY 2 - CSUMB DEPARTMENTS

All requests must be made through 25Live and require an Event Logistics Form.

If a campus department is the primary sponsor of an event with any client, the campus department rate will be assessed.

If a campus department is the secondary/minor sponsor of an event with any client, the applicable client rate for the primary sponsor will be applied.

Early and late closing charges and other costs (labor, setup, reset, etc.) associated with the event will be assessed on a case-by-case basis.



CATEGORY 3 - EXTERNAL CLIENTS

All requests must be emailed to reservations@otterstudentunion.org

External clients are defined as individuals with no affiliation or relationship with CSUMB. Additionally, any student not associated with a recognized student organization.

If an external client is the primary sponsor of an event with any client, the external rate will be assessed.

If an external client is the secondary/minor sponsor of an event with any client, the applicable client rate for the primary sponsor will be applied.

Early and late closing charges and other costs (labor, setup, reset, etc.) associated with the event will be assessed on a case-by-case basis.

RAIN HOLDS

1. If a campus department, individual CSUMB student/faculty/staff/alumni, or community client requests to hold a space in OSU in case of rain, and the reservation is canceled, half of the regular rate will be assessed.
2. If a recognized student organization requests to hold a room in case of rain, they need to make a good-faith effort to determine whether the room will be needed five (5) business days in advance to the scheduled event and notify OSU staff regarding their decision to keep or to release the room.
3. Student organizations and campus departments can reserve the OSU Ballroom as a backup for an outdoor event, if available, however the room must be used "as is" and a cleanup fee will be assessed. The determination of moving the event inside must be made at least 24 hours prior to the event.

DEPOSITS

Community clients must provide a deposit of 50% of rental fee as stated on the OSU reservation document.

CANCELATIONS

Reservations must be canceled five (5) business days prior to the scheduled date for all conference rooms in OSU or twenty (20) business days in advance for the OSU ballroom or rental charges will be assessed. Any exceptions would be reviewed on a case-by-case basis by the OSU administration.



OSU FACILITY SPACES

RESERVABLE SPACES

1. Conference Rooms
2. OSU Ballroom
3. The Rookery (Game Room)
 - a. Events may be hosted in the game room as determined on a case-by-case basis with OSU management and may incur setup/teardown fees.
4. Meditation Room
 - a. Open prayer/meditation hours are any time the facility is open, unless there are events booked.
 - b. Groups wishing to host events in the Meditation Room may book during the following hours: 8am-11am, 1pm-3pm, and 5-7pm. Exceptions to these times need to be approved by the OSU administration. Note that the Meditation Room has no setup equipment, so events will incur setup/teardown fees.
5. Bayview Terrace/Main Quad Plaza/Inter-Garrison Plaza - These are open spaces
 - a. These outdoor spaces must adhere to noise and other ordinances put in place by CSUMB regarding outdoor events.
 - b. Early and late closing charges and other costs (labor, setup, reset, etc.) associated with the event will be assessed on a case-by-case basis.
 - c. Clients are expected to restore the space to the way it was found and by leaving at their scheduled end time.
 - d. Any use of a tent and/or pop-ups requires a special event safety plan, non-water based weights for each leg (20-25lbs per leg), and a fire extinguisher. Additionally, the back of each tent must be 20 feet away from any building. It is the client's responsibility to acquire the necessary equipment needed for the use of a tent.
6. Tabling & Portable Audio System
 - a. Tabling reservations and certain small events on the OSU Main Quad Plaza or Inter-Garrison Plaza are free for Recognized CSUMB Student Organizations and CSUMB Departments provided they follow the guidelines above.
 - b. Tabling must be reserved in advance via MyRaft or 25Live. Clients will need to check in at the OSU Information Desk prior to their tabling event.
 - c. OSU has a small, portable audio sound system available for use in any OSU managed outdoor space. The system is available on a first-come, first-served basis for tabling or event reservations made through MyRaft or 25Live.
 - d. For safety reasons, the OSU restricts the number of tables to be used in OSU outdoor spaces.

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7. Additional Tabling Guidelines

- a. No selling of goods or services, unless pre-approved by OSU management.
- b. No food or beverages, including samples, unless pre-approved by OSU management.
- c. No tents indoors.
- d. Outdoor tents require non-water-based weights for each leg (20-25lbs per leg) and must be 20 feet away from any building.
- e. No marketing materials may be taped to the building.
- f. Any additional marketing materials outside of printed materials and/or technology must be approved before the event.
- g. Any audio-visual equipment needs to be approved before the event.
- h. Electrical needs need to be confirmed and approved before the event.
- i. Promotional items may be handed out if they're not in competition with campus partners.
- j. The use of the OSU loading dock needs to be confirmed before the event. Additionally, the loading dock is only to be used for unloading and loading purposes.
- l. The OSU is not responsible for any parking needs.
- m. All handout materials need to be printed prior to the event.