

If it is necessary for a group or organization to cancel a reservation, this policy serves to create a structure around events and reservations within the purview of Student Engagement and Campus Life (SECL). Student organizations, University departments, and external/non-University groups will be held responsible for all charges incurred as a result of any commitments made to facilitate an event where the group has not successfully cancelled the event/reservation within the guidelines of this document.

Meeting Rooms and Non-Major Venues:

Student Organizations

- If a **student organization** fails to cancel a room reservation by noon the business day prior to the event, the group shall be assessed a no-show penalty. If the Student Engagement and Campus Life Event Planning Office receives no notice of cancellation, the entire fee for room (if appropriate) and any equipment rental will be charged. Meeting room reservations must be cancelled by e-mail or in person with the Event Planning Office.
- The **no-show** penalty is activated when a student organization does not cancel a reservation within the required timeframe prior to the scheduled event. This includes meeting room and major venue reservations. No-show notices are sent to alert organizations of each individual no-show occurrence. If a group receives three no-show penalty notices in the same semester, they will be placed on “hold” status for the remainder of the semester. With a fourth no-show, the Event Planning Office reserves the right to cancel all currently booked reservations, in addition to applying the “hold” status. “Hold” status prevents organizations from making reservations until the start of the next semester. If organizations incur a “hold” status across multiple semesters, additional restrictions or probation may result.
- If equipment (non-Production Services equipment) needs to be reduced or cancelled from a reservation, it must be done so no later than 48 hours prior to the reservation or the full amount of the rental will be charged.
- The above does not include Production Services equipment and labor charges. See the Production Services Guidelines and Information section at the end of this document for production cancellation charges.
- Rooms that result in a “no-show” will be made available to other clients 30 minutes after the event start time.

University Departments and external/non-University groups

- If a **University department** fails to cancel a room reservation at least 3 business days prior to the event (regardless of the venue), the group will be assessed a cancellation fee of \$25.00. If the Event Planning Office receives no notice of cancellation (no-show), the entire fee for room and equipment rental will be charged in addition to the cancellation fee. Meeting room reservations must be cancelled by e-mail or in person with the Event Planning Office.
- If an **external/non-University client** fails to cancel a room reservation at least 7 business days prior to the event (regardless of the venue), a \$25.00 cancellation fee will be assessed. If the Event Planning Office receives no notice of cancellations (no-show), the entire fee for room and equipment rental will be charged in addition to the cancellation fee.
- If equipment (non-Production Services equipment) needs to be reduced or cancelled from a reservation, it must be done so no later than 48 hours prior to the reservation or the full amount of the rental will be charged.

- The above does not include Production Services equipment and labor charges. See the Production Services Guidelines and Information section at the end of this document for production cancellation charges.
- Rooms that result in a “no-show” will be made available to other clients 30 minutes after the event start time.

Major Venues:

Student Organizations

- If a **student organization** fails to cancel a major venue reservation fourteen (14) business days prior to the event, the group shall be assessed a no-show penalty. If the Student Engagement and Campus Life Event Planning Office receives no notice of cancellation, the entire fee for room (if appropriate) and any equipment rental will be charged. Major venue reservations must be cancelled by e-mail or in person to the Event Planning Office.
- The **no-show** penalty is activated when a student organization does not cancel a reservation within the required timeframe prior to the scheduled event. This includes meeting room and major venue reservations. No-show notices are sent to alert organizations of each individual no-show occurrence. If a group receives three no-show penalty notices in the same semester, they will be placed on “hold” status for the remainder of the semester. With a fourth no-show, the Event Planning Office reserves the right to cancel all currently booked reservations, in addition to applying the “hold” status. “Hold” status prevents organizations from making reservations until the start of the next semester. If organizations incur a “hold” status across multiple semesters, additional restrictions or probation may result.
- If equipment (non-Production Services equipment) needs to be reduced or cancelled from a reservation, it must be done so no later than 2 business days prior to the reservation or the full amount of the rental will be charged.
- The above does not include Production Services equipment and labor charges. See the Production Services Guidelines and Information section at the end of this document for production cancellation charges.
- Major venues are defined as: Commonwealth Ballroom, Old Dominion Ballroom, Colonial Hall, Haymarket Theatre, Graduate Life Center Multipurpose Room, Graduate Life Center Auditorium, and Burruss Auditorium.

University Departments and external/non-University groups

- If it is necessary to cancel a reservation in a major venue, University Departments and external/non-University groups must do so by email notice or in person to the Event Planning Office.
- If a University department fails to cancel a major venue reservation fourteen (14) business days prior to the event, this will result in the department being assessed a cancellation fee of \$50.00.
- If an External/non-University group fails to cancel a major venue in less than 60 business days prior to the event date will result in the group being assessed a cancellation fee of \$50.00.
- External/non-University groups that cancel a major venue reservation less than 30 business days prior to their event will be charged the full venue rental fee.
- If the Event Planning Office receives no notice of cancellation (no-show), the venue rental fee and equipment rental will be charged for both University Departments and external/non-University groups.

- If equipment (non-Production Services equipment) needs to be reduced or cancelled from a reservation, it must be done so no later than 2 business days prior to the reservation or the full amount of the rental will be charged.
- The above does not include Production Services equipment and labor charges. See the Production Services Guidelines and Information section at the end of this document for production cancellation charges.
- Major venues are defined as: Commonwealth Ballroom, Old Dominion Ballroom, Colonial Hall, Haymarket Theatre, Graduate Life Center Multipurpose Room, Graduate Life Center Auditorium, and Burruss Auditorium.

Production Services Guidelines and Information:

Student Organizations, University Departments and external/non-University groups

- Any group or organization utilizing Production Services in any space (meeting room, major venue, public space, or other), must have a completed and signed contract 48 hours prior to the event.
- If it is necessary to cancel a reservation that requires Production Services, it must be done so in writing by emailing Production Services no later than 48 hours prior to the load in call for event set up which is indicated on the Production Services event confirmation.
- If a cancellation occurs 24 to 48 hours prior to the load in call for event set up, the group or organization will be charged 50% of the equipment rental.
- If a cancellation occurs within 24 hours of the load in call for event setup, the group or organization will be charged 100% of equipment rental and labor charges as noted on the Production Services event confirmation. (This includes outdoor events that are cancelled by the client due to weather)
- At times, Production Services may need to utilize external resources for equipment and labor. This will always be included on the Production Services event confirmation. The client takes on the responsibility for all agreed upon charges from an external vendor whenever a cancellation is made.

Other Cancellation Information:

Student Organizations, University Departments and external/non-University groups

- Student Engagement and Campus Life (SECL) reserves the right to cancel any event within its facilities based on the following items:
 - Inclement weather – SECL will notify client as soon as weather call is determined.
 - If Virginia Tech closes the campus due to weather or other event
 - When there is a safety concern related to the event or event set up
 - If client has not fulfilled commitment to provide additional labor or support as agreed upon related to Production Services*
 - If there is no signed confirmation from Event Planning or Production Services*
 - *A cancellation fee will be assessed. Cancellation fee amounts are as noted above.
- Appeals related to assessed fees can be brought forward to a committee as necessary. A written justification of why the fees should be reversed and any supporting documentation must be provided to Student Engagement and Campus Life within 30 business days of receiving the bill. Upon receiving the request, the committee will meet within 14 business days to make a decision. Please send all appeal requests to SECLAdmin@vt.edu.