

WCSA Event/Event Registration Policies

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Amusement Rides/Novelties Policy

Only certain vendors are allowed to be contracted for events on campus. Approved vendors are listed below:

Amusements rides – Hammerl Amusements

Novelties – Blue Apple, Bobby K

Due to the risk management policy, no bungee rides/novelties or dunk tanks shall be allowed. If you would like to use a vendor that is not approved, please consult the associate director of Wilson Commons Student Activities.

Arrow Sign Policy

An arrow sign is a plastic mobile whiteboard that is used to assist people in finding events throughout the Campus Center. Arrow signs will be put up based on reservations in EMS for all events in the following locations: Hirst Lounge, Havens Lounge, May Room, and the Feldman Ballroom. The signs will indicate the title of the event and the room that the event is occurring in according to what is listed in EMS and placed in high traffic areas to direct people to the events occurring that day.

Balloons Policy

Helium balloons cannot be given away as part of a program and must be tethered as decorations. If the event has balloons suspended with magnets (e.g., in the May Room), the sponsoring organization must work with Event and Classroom Management and/or the company that is hanging the balloons to arrange for removal of the magnets in a timely manner.

There are four ways to get helium and balloons for your event:

1. Hire a company like Balloon Effects International to decorate your event.
2. Rent a helium tank and regulator from a local company that delivers. You can purchase balloons and blow them up yourself. Please work with your advisor for this option.
3. Purchase a disposable tank from Party City, purchase balloons, blow them up yourself, and contact Norm Rhow at (585) 273-5501 to dispose of the tank when you are finished.
Note: For smaller events, you will need less than 50 balloons.

4. Use the helium tanks and balloons available by utilizing the Supply and Resource Request Form 14-days prior to your event.

The first option is more expensive, but involves little student volunteer effort. The second, third, and fourth options are much more affordable, but require advance preparation with the balloons, volunteers to blow up balloons, arrange them, and return the helium tank to the vendor (or dispose the tank).

Safety Requirements for Operating a Helium Tank

UR Risk Management policies require helium tanks to be secured in the proper way while on University property. Wilson Commons Student Activities (WCSA) has made arrangements to provide you with the necessary equipment and storage of helium.

Please follow these steps in order to ensure safety of yourself and others:

1. After you have ordered a helium tank, please contact WCSA to inform the staff of the anticipated delivery date.
2. When helium tanks are delivered to Wilson Commons, they must immediately be secured with chains and a padlock to a special helium tank cart at all times. When not in use, these tanks must be stored in room 304. You can gain access to this room through WCSA staff or the evening/weekend building manager. If you have ordered a tank through a vendor that delivers, please direct them to WCSA at Wilson Commons room 201.
3. When you are ready to blow up balloons, please contact the manager on duty in Wilson Commons in order to gain access to the tank.
4. Do not move the cart and tank. The manager will assist you in transporting them to the Ruth Merrill Center.
5. Once the equipment has been moved, remove the safety cap and attach the regulator/nozzle. You must blow up the balloons in the Ruth Merrill Center.
6. When you are finished with the cart and tank, the manager will assist you in transporting them back to the approved storage location.

Bonfires Policy

As soon as your group identifies that it wishes to put on a bonfire or s'more pits, you must meet with your primary advisor to discuss your intentions for the event. You will then schedule a campus providers meeting that includes your primary advisor, University Fire Marshal, facilities, public safety, and residential life review the event.

At the event the main **bonfire can be no taller than six feet.**

Approved Location

Bonfires and s'more pits can **only be held on Sage Lawn**. You can reserve the O'Brien Conference Room for event supplies night before/day of including wood, food, extinguishers.

Supplies

Supplies needed:

- # Wood (you must supply your own)
- # Hose (provided by facilities)
- # Fire extinguishers (provided by University Fire Marshal after the deposit is paid)*
- # Small burn barrels for roasting s'mores (provided by facilities)
- # Buckets of water next to small burn barrels (you must supply)

Only acoustic music is allowed at these events (no amplifiers).

* Event managers are must be trained on fire extinguishers by the Fire Marshal.

Staffing

At least 15 people must be staffing the event at any given time. If this number is not met, the event will not be approved. If your groups will be using the s'mores pits then you will need to add one additional person **per pit**.

Food

If food will be part of the event you must include the campus sanitarian as part of the campus providers meeting. Facilities will provide trash cans for the event.

Candles Policy

Flame Candles

Candles that can be lit are not allowed on the River Campus or in any University-owned residential building.

Use of Candles in the Interfaith Chapel Sanctuary

Candles can only be used during religious worship when the worship is led by a recognized and chapel-affiliated religious leader. Eucharistic candles, unity candles for weddings, Shabbat candles, and havdalah candles are permitted under the supervision of Interfaith Chapel chaplains or religious leaders. Oil lamps and incense sticks can be used for religious rituals under the supervision of a recognized and chapel-affiliated religious group leader. When vigils are held, electric tea lights can be used by those attending the vigil.

Battery-Operated Candles

Collection Drive Policy

Student Organizations looking to host a collection drive must submit an Activity Registration for such. Departments looking to host a collection drive must submit a Supply and Resource Request Form 14-days prior to the event date. Reservations are made on a first-come, first-served basis. Collection drive boxes placed without approval will be removed.

It is the Student Organization/Department's responsibility to provide the collection drive box. The box must be labeled with the sponsoring Student Organization/Department's name, the dates of collection, where the items are being donated, and what items are being accepted (i.e. clothing, non-perishable food, school supplies, etc.). Currency **cannot** be collected.

The responsible Student Organization/Department is encouraged to check the collection box frequently to empty the contents. The collection box must be removed from its location within two days of the reservation end date. Wilson Commons Student Activities is not responsible for theft of items placed in the collection box.

Approved Locations

Anderson Tower – Lobby

Brooks Crossing Apartments - Community Room, River Level

Burton Hall - First Floor Lounge

Crosby Hall - 0 Lounge

Genesee Hall - 3rd floor residence hall lounge opposite the kitchen

Gilbert Hall – First Floor Lobby/Vending Area

Hill Court, Gale House - Entry Lobby

Hoeing Hall - Laundry Room

Lovejoy Hall - Laundry Room

O'Brien Hall - Community Kitchen

Riverview Apartments - Building F

Susan B. Anthony Hall - First Floor Elevator Lobby

Tiernan Hall - Laundry Room

Valentine Tower - Community Room

Wilder Tower – Lobby

Wilson Commons - Common Connection Desk

Frederick Douglass Commons - Building Manager Desk

Genesee Hall - Building Manager Desk

Hillside Market (only for events working with the Food Pantry)

Decorations Policy

All decorations and balloons must be removed by the sponsoring organization or department after an event. No decorations can be affixed to painted surfaces. No decorations should impede access to railings, stairways, or exits. All decorations must adhere to university fire codes.

Event Setups and Audio Visual (AV) Policy

Event support through Event and Classroom Management (ECM) is our preferred method of AV and furniture setup needs. If a different vendor is being used, the associate director of student life operations must give approval in advance.

When ECM is setting up a room for an event, please respect their needs for the space. For example, pianos cannot be played while ECM is working in the space.

Food and Alcohol Policy

Events with Food

Events with food must use an approved caterer or follow the rules for food events on the Sanitarian's website. All events with alcohol in Wilson Commons and/or Douglass Commons must be catered by Meliora Catering. See the catering page for more information.

If using a drop-off catering service, the sponsoring organization is responsible for cleaning up and disposing of the garbage associated with the event. If the garbage in a room is full after a food event, the sponsoring organization must notify the building manager.

Eating Competitions

All participants must sign off on a physical liability release and Medical Emergency Response Team (MERT) must be on site for the event. The sponsoring organization is responsible for all cleanup.

Events with Alcohol

Any event involving alcohol must adhere to the University's Drug and Alcohol Policy.

SWARM Monitors

Events with alcohol require organization's to assign a SWARM monitors prior to the event date. All SWARM monitors must attend training through University Health Service (UHS).

One SWARM monitor is required for every 25 expected guests. SWARM monitor duties include:

- # Being present throughout the event
- # Making sure all NYS laws, and University of Rochester policies and guidelines are followed
- # Monitoring for signs of alcohol poisoning, drug overdose, or other worrisome situations
- # Watching for disruptive, harmful or unsafe behavior
- # Knowing who else is monitoring the event and how to contact them in case of emergency
- # Wearing the SWARM monitor t-shirt throughout the event*
- # Check proof of age at the door for all guests entering the event
- # Mark attendees as over or under 21
- # Control the service of alcohol; anyone under the age of 21 or who are visibly intoxicated must not be served
- # Frequently check restrooms and other areas where partygoers may be
- # Keep unused rooms, such as bedrooms, locked and secure
- # Ensure that nothing is blocking a fire exit
- # Ensure occupancy limits for the house and rooms are obeyed

*All student organizations interested in hosting an event(s) with alcohol will be given up to eight t-shirts at no cost. Additional t-shirts, replacement t-shirts, etc. will be available for purchase. The price of each t-shirt is \$10.

SWARM monitors cannot consume **any** alcohol or drugs before or during the event.

Food Truck Policy

Food Trucks

In order for a student organization to host a food truck on campus, they must complete a food truck application. This application is due by midnight on **August 10 for fall semester** events and **January 15 for spring semester** events.

There are limited times for student organizations to hold events with food trucks. The stronger your application, the more likely we'll be able to support your event. We look for a number of things including extent of planning, expected attendance and audience, collaboration, and focus of event.

To host a food truck on campus, student organizations must:

- # Have a plan to cover associated costs including:
 1. The \$30 permit fee per event
 2. Up to \$150 for facility services
 3. Additional event costs
- # Ensure the requested food trucks is on the authorized food truck list
- # Confirm that their primary advisor on Campus Community Connection (or advisor's designee) is present before, during, and after the event to supervise

Food trucks may also be allowed on campus as a catered event. Catered events are events where food is provided free to the guests and not sold to individual participants. If the event is catered, the event must be approved through the food truck event form through the campus Sanitarian's Office.

Events with food trucks cannot happen between Meliora Weekend and spring break due to weather concerns and timing.

During academic year breaks and summer sessions food trucks may also be allowed to sell on campus if sponsored by the Breaks Committee and/or the Arts, Sciences and Engineering Office of Summer Programs and Part-Time Studies.

The current approved locations with the number of trucks are: Southside (one truck), O'Brien (one truck), Wilson Quad (up to three trucks), and LeChase/Rettner Plaza (up to two trucks). They **cannot** be located in fire lanes, on pavers, behind the Sage Art Center, or on the Eastman Quad.

All food trucks will be required to provide the following:

- # Certificate of insurance, naming the University of Rochester as an additional insured, evidencing the following insurance:
 - General Liability Insurance with \$1 million per occurrence/\$2 million aggregate
 - Auto Insurance with \$1 million in coverage
- # Workers' Compensation Insurance as required by New York State (NYS)
- # Disability Insurance as required by NYS
- # Copy of Monroe County-Issued Permit
- # Copy of Current Food Safety Certification for at least one food handler
- # Agree to follow the NYS sanitary code regulations for retail food trucks
- # Allow for a Campus Sanitarian's Office inspection prior to or during the event

In addition, all food trucks must sign a contract with the University. Food trucks are not allowed on campus at any other time or occasion.

Questions should be directed to the [Brian Magee](#), associate director of Wilson Commons.

Gambling Policy

In compliance with New York State Penal Law § 225.05 and additional federal regulations, gambling is illegal and not permitted at the University of Rochester or among its student organizations. A person “gambles” when they risk “something of value” on the outcome of a “contest of chance” with the hope of receiving “something of value” if they win. The following guidelines ensure compliance with these regulations:

~~Stu~~Students or organizations cannot bet on, wager on, or sell pools for any athletic event.

~~The~~There cannot be an admission fee or ticket when games of chance are involved.

~~Ne~~Neither the University nor an organization sponsoring a poker tournament, casino night, or similar event can receive proceeds from that event.

A ~~st~~udent organization hosting a poker tournament, casino night, or similar event can only hold one such event per semester. These events cannot be held where alcohol is served.

~~Ra~~Raffles are not permitted. Door prizes may be offered wherein all attendees have an equal chance to participate and no entry/participant fee is charged.

Poker

Poker is considered a “contest of chance” in New York State. Therefore, the University of Rochester cannot knowingly allow any student organizations to gamble – meaning risk something of value, such as money – on poker games using University of Rochester property or resources. Student organizations may play poker, however *gambling* on poker is not permitted. For example, the cards club may host poker games using chips that are distributed free of charge and may not be exchanged for anything of value.

Poker tournaments are permissible if no gambling is allowed, but please keep in mind that:

- # The event should be free of charge. Accepting an admission fee for the chance to receive something of value at the end (particularly a share of a “pot”) is impermissible gambling.
- # Under no circumstances can a participant win a “pot” or any other form of prize money as a result of their participation in a poker. No money can change hands.
- # There should be no advertising to the general public. UR community only.

Bingo

- # No entry fee can be charged for the event
- # Students or organizations cannot charge for Bingo boards

Locations for events with animals

All animals used for events on campus must be registered therapy animals from a known agency (e.g. Lollypop Farms, etc.). All student organization events involving animals must be registered in CCC.

Events with animals can be held in the following locations:

- # Carlson Library
- # Rush Rhees Library
 - Hawkins Carlson Room
- # Wilson Commons
 - Hirst Lounge
 - May Room
- # Douglass Commons
 - Ballroom
- # Spurrier
 - Den**
- # The Chapel
 - Brennan Room
 - River Level
- # Hill Court
 - Slater Community Room
- # Jackson Court
 - Wilder Lobby Lounge and Jackson Court Fireplace (outdoors)
- # First Year Hill (including Genesee and Susan B Anthony)
 - Harper Lounge**

- # Residence Quads (including First-Year Quad Burton-Crosby and Fraternity Quad)
 - Tiernan Community Room**
- # Southside
 - Valentine Community room and Southside Courtyard (outdoors)
- # Brooks Crossing and Riverview
 - Riverview Building F**

** indicates cat friendly

Departments looking to request an exception should contact [Lynn Stork](#). Student Organizations looking to request an exception must submit an [Exception Form](#).

Marketing/Advertising Opportunities

The Campus Center has a variety of methods for Departments and Student Organizations to market and advertise upcoming Activities.

Student Organizations can request a reservation for Banners, Chalkboard, and Digital Signage through the Activity Registration process.

Departments can request a reservation for Banners or Digital Signage through the WCSA Resource request form located on CCC.

Banner and Chalkboard Reservations are made on a first-come, first-served basis. A confirmation or denial email will be sent to the individual who submitted the initial request. Requests must be submitted at least ten (10) business days prior to the requested start date.

Space specific policies are listed below.

Marketing/Advertising Opportunities Cancellation Policy

Reservations can be canceled by student organizations through Activity Registration and by departments by emailing wcsa@rochester.edu. Cancellation should be submitted by 10:00 A.M., at least 2 business days before the start of the reservation. Reservations that are not canceled will result in loss of future reservation privileges for the resource requested.

Banners

Wilson Commons banner space is located on the Havens Lounge bridge.

Reservation Length and Restrictions:

- # All banner requests will start on a Sunday and end on the following Saturday.
 - Banners will be available for pick-up from Common Connection the day after the reservation has concluded.
 - If a banner is not picked up, WCSA will contact the organization/department, and keep the banner for one week.
 - After one week, the banner will be disposed.
- # Consecutive reservation requests will not be accepted and only one banner reservation will be approved for an organization or Department, at a time.
- # Banners must be delivered to Common Connection by 5 p.m. the Saturday before your reservation begins.
 - Banners not received by this time will result in the cancellation of your reservation.
- # Student Organizations and Departments are not permitted to hang their own banners.
- # All banners must state the sponsoring Organization or Department.

Banner Dimensions:

Banners are to be no wider than five feet across and no more than eight feet long. Typically, banners are hung by cutting two holes in the top of the banner. Due to the chance of ripping, paper banners are not accepted.

Banner Creation:

Student Organizations can request banner design and/or printing services through the Graphic Arts Department. Printing costs may apply.

To paint your banner on campus, reservations can be made to utilize designated space in Hirst Lounge after 8 p.m. through Virtual EMS.

Chalkboard

Wilson Commons' third floor lounge chalkboard is available for Student Organization use.

- # All chalkboard requests will start on a Sunday and end on the following Saturday.
- # If the chalkboard has not utilized by Monday at 5 P.M. and the reservation has not been properly canceled, future reservation privileges may be suspended.
- # All displays must clearly state the sponsoring Student Organization.
- # Any chalking done without a reservation will be erased.

- # Student Organizations must use chalk provided by Wilson Commons Student Activities. Chalk is available for pick up at Common Connection.
- # If the chalkboard is not empty at the start of the reservation, please contact the Campus Center Building Manager.

Digital Signage

All recognized Student Organizations and University Departments are welcome to submit information related to upcoming events, or deadlines, to be displayed on digital signage in Student Life Spaces. Submissions will appear on screens in Wilson Commons (Starbucks Lounge, Common Connection Entrance, Screens outside Wilson Commons Room 121 and 122), Douglass Commons (Behind the Building Manager desk, near the Feldman Ballroom), and Genesee Hall (third floor lounge).

Content displayed on digital signage does not reflect the views of, or equate to, an endorsement from Wilson Commons Student Activities or the University of Rochester.

- # Images will remain on the screens until the event is over, or until the end of the semester – whichever occurs first.
- # Multiple images may be submitted for the same event, but they must be different designs. If the event is ongoing throughout the semester, after one month of posting, only one slide may remain on the screen.
- # During special events, content may be temporarily removed.

Content Guidelines:

- # Orientation layout should be in landscape format.
- # Images must be submitted in .jpg, .jpeg, .gif, or .png format.
- # Images with offensive verbal or graphic content will not be posted.
- # For best resolution on screens, we ask the image be at least 17 in. x 11 in., and at most 32 in. x 16 in.

Music/Sound Policy

The building manager and/or Event and Classroom Management (ECM) will determine the appropriate volume level for events.

WRUR can provide DJ service for an event, but cannot provide additional amplification for events beyond a single announcer microphone.

ECM is the preferred vendor for sound in student life spaces. If you would like to use an alternative company, ECM will give you guidance on the process (i.e., insurance, etc.), recommended alternatives, and final approval for use of an alternative company. The associate director of student life operations must be notified any time a vendor other than ECM is being used in a student life space.

Off-Campus Events with Alcohol Policy

The Event Registration Committee will evaluate how many events with alcohol will be permitted in a given weekend and on a given day. There is a current moratorium on bar nights that are not 21+.

Rules vary based off the type of event:

- # Formals
- # Bar nights
- # All other events with alcohol

All off campus events involving alcohol must submit an event request at least two weeks prior to the event. After the event takes place, an Assessment Form must be completed for a group to preserve the ability to host events involving alcohol in the future.

The University reserves the right to cancel the event or restrict an invited guest from leaving the premises if, in their opinion, a significant health or safety issue exists.

Formals

Any recognized group on campus may host a formal.

Transportation Requirements

The sponsoring organization must provide bus or shuttle to the venues and only allow individuals to board the buses who have a University of Rochester student ID and whose names are on the predetermined guest list. There should be set times for busses to come and go.

Tickets should be used to control:

- # Access to the buses by only those eligible to attend the event
- # Traffic flow to the buses to prevent rushing to the buses by a crowd that could exceed the bus occupancy

The sponsoring organization must designate event managers whose responsibilities include managing the boarding of the buses.

Age Requirements

If the formal is to include students under 21, the group must have a reasonable number of students 21 years of age or older.

Public Safety Requirements

The sponsoring organization may be asked to provide, at its expense, ample Public Safety presence during the event. This will usually entail one officer station at the pick-up location for the duration of the event. The need for Public Safety will depend on the size and scope of the event and will be determined by the Event Registration Review Committee.

If additional Public Safety officers are needed for the event, the sponsoring organization will bear the expense.

Bar Nights

The Event Registration Review Committee will approve no more than one 21 and over bar night event per evening, and only on Thursday, Friday or Saturday nights. The University, through its designees, reserves the right to cancel the event or restrict an invited guest from leaving the premises if, in their opinion, a significant health or safety issue exists.

The sponsoring organization must designate at least two event managers. One must ride to venue with the group and being in charge all night one site. The other must remaining at the pickup/drop off location to ensure the boarding and unloading of buses runs smoothly. Event managers must also check University of Rochester and government-issued IDs.

Transportation Requirements

The sponsoring organization must provide bus or shuttle and verify attendees' ages by at least two forms of identification (student ID and a government picture ID) prior to boarding the buses departing for the venue.

Stamps will be used to control:

- # Access to the buses by only those eligible to attend the event
- # Traffic flow to the buses to prevent rushing to the buses by a crowd that could exceed the bus occupancy

Monroe school buses should be used rather than the First Transit buses.

Age Requirements

All students using the busses and attending the event must be 21 or older.

Public Safety Requirements

The sponsoring organization must provide, at its expense, ample Public Safety presence during the event. This will usually entail one officer stationed at the pick-up location for the duration of the event.

If additional Public Safety officers are needed for the event, the sponsoring organization will bear the expense.

Other Off-Campus Events with Alcohol

The Event Registration Review Committee, or the associate dean of students, shall review and approve or deny all requests for events. Factors to be considered will include the:

- # Type of establishment
- # Timing of event
- # Historical data
- # Intended audience

The sponsoring organization may be asked to designate event managers per the event registration process whose responsibilities include managing the boarding of the buses (if applicable).

Transportation Requirements

The Event Registration Review Committee, or the associate dean of students, will determine whether transportation must be provided to the event location. If transportation is required then the sponsoring organization must provide transportation at its expense.

If transportation is required the sponsoring organization may also be asked to provide, at its expense, one or more public safety officers station at the pick-up location for the duration of the event. The need for public safety will depend on the size and scope of the event and will be determined by the Event Registration Review Committee.

If additional Public Safety officers are needed for the event, the sponsoring organization will bear the expense.

Paint/Tie-Dye, and Messy Events Policy

Banner painting can only occur in Hirst Lounge in Wilson Commons. See the [Banner Policy](#) for details.

If paint, tie-dye, glitter, or other potentially messy substance is being used during an event, the sponsoring organization is responsible for covering and protecting all tables, surfaces, and floors surrounding the event space. Sponsoring organizations can work with [Event and Classroom Management](#) to provide plastic to cover event areas.

Only water-based art supplies can be used during an event.

All paint brushes and other equipment must be cleaned in a janitor's closet sink. This can be accessed through the building manager. Supplies should not be cleaned in bathroom sinks.

If event participants need to use the bathrooms to clean themselves up after an event (e.g., throwing cream pies, food sales, etc.), the sponsoring organization is responsible for providing the supplies for the participants to clean themselves off and must check the bathrooms after the event.

If something does spill or make a mess, the sponsoring organization is responsible for contacting the building manager immediately.

Physical Activity Policy

All participants must sign a [physical liability release](#) and Medical Emergency Response Team (MERT) must be notified of the event.

Risk Management Plan Policy

Your event may need a risk management plan if it includes:

- # Food
- # Alcohol
- # Busing to a location
- # Ticketing

These plans should be specific to the event being hosted. For each risk area (food and sanitation, alcohol, transportation, ticketing and money management, crowd management), the plan should address what the group's strategies are to avoid risk before and during an event, and control risk once it has been identified. Your advisor can help you create a comprehensive risk management plan.

See the [public safety event services page](#) for information about how they assist with events.

Showing Movies/Films Policy

Any time a student organization is showing a movie as part of an event, it must be registered through CCC. The advisor will tag all necessary individuals to make sure that all copyright laws are followed.

See the [film and video copyright page](#) for more information.

Social Event with Off-Campus Guests in Public Spaces Policy

Any time a student organization hosts an evening party/social event with off-campus guests in a public space (May Room, Feldman Ballroom, etc.) the policy below must be followed.

Off-campus guests needs to sign up on a google document prior to the event. The [Department of Public Safety](#) will allow guests to be added to the list up to 6 p.m. the night of the event. Guests will need to show valid college ID upon arrival. Names must be checked off the list when entrance is made.

All fliers and publicity must acknowledge that only pre-signed up guests with valid college ID will be admitted. We strongly urge all publicity to go through collegiate channels.

The organizers of the event will meet with public safety prior to the day of the event to talk through good risk management strategies and will be present and available during the event.

An advisor and other representative from the department that houses the organizing group must have someone in attendance at the beginning of the event to make sure all proper signage is utilized and the event is properly staffed.

Price escalation will only be allowed if the group follows these protocols:

- # Well-advertised cut-off times for early pricing on all promotional materials including flyers, Facebook events, email invitations, and CCC submissions
- # Designated volunteers to work the line for 15 minutes leading up to the advertised cut-off time
- # Raffle tickets or wristbands to designate all guests who arrive in the line before the cut-off time
- # Five to ten minute grace period, determined by Public Safety, on a case-by-case basis

Ticket Policy for Hosting Organizations

The Wilson Commons Student Activities (WCSA) Ticket Program offers several options for selling tickets to events sponsored by student organizations. Tickets can be sold online and/or at The Common Market for UR students, faculty, staff, and the general public. All tickets are shown online at rochester.universitytickets.com. Only College Student Organizations, Fraternity and Sorority Life Organizations, and Residential Life Organizations can sell tickets through the WCSA Ticket Program.

If the student organization is selling tickets for a fundraiser, the Fundraising Policy takes precedent and must be followed.

Ticketed Event Policies

- # College Student Organizations selling tickets to events or requiring ticket printing services, must utilize the WCSA Ticket Program.
 - o Fraternity and Sorority Life organizations and Residential Life Groups are not required to use the WCSA Ticket Program.

- # Ticket sales are only available during the academic year.
- # All ticketed events must be registered in CCC 14 days before the event. The activity registration must indicate that the event needs tickets.
- # Tickets for new events go on sale every Monday morning when The Common Market opens. This applies to both in-person and online sales.
 - Tickets will not go on sale on federal holidays or when the University is closed. Instead they will go on sale the next business day.
- # Online sales end at 3 P.M. the day of the event or 3 P.M. on Friday for events that occur over the weekend. A reservation list for online sales will be emailed to the student organization.
- # Complimentary (comp) tickets can be requested in the activity registration.
 - Comp tickets have \$0.00 as the price of the ticket. These tickets are typically used for event managers, advisors, giveaways or special guest tickets.
- # “Off-the-Stack” tickets may be sold at The Common Market. These tickets are provided by the student organization and are not printed at The Common Market (i.e. movie theater tickets, tickets to Darien Lake, Fringe Fest tickets, etc...).
- # Tickets sold at The Common Market will be available for purchase with cash, credit card, and UROs, unless the student organization specifically requests one of these options be removed. Online purchases are made with credit card only.
 - Events that utilize Meliora Catering, may sell tickets using declining funds, only after receiving approval from Meliora Catering in the activity registration.
 - See appendix A for more information regarding the guidelines for declining.
- # Ticket sales for catered meals will end when The Common Market closes on the night before the caterer’s final head count is due.
- # UR undergrads must be charged the lowest ticket price for all College Student Organization events and for programs that receive supplemental funding. The one exception is events with catered meals.
 - Ticket prices for catered meals must be equal to the cost of food and beverage (plus administrative fees).
- # Ticket prices are not discounted or reduced for any reason. Once prices are approved they cannot be changed.
- # All College Student Organizations, Fraternity and Sorority Life, and Residential Life Groups must adhere to all activity registration policies.
- # Exceptions to this policy can be requested through the WCSA Exception form: Request an Exception.

Door Sales

- # All College Student Organizations (funded and non-funded) must use the WCSA Ticket Program for door sales.
 - Fraternity & Sorority Life groups using the WCSA Ticket Program for sales at The Commons Market or online, must follow the door sale/MBO policy.
 - Depending on the anticipated door sales, WCSA will determine if an event will have Mobile Box Office run the door sales, or if the student organization will be required to sign out petty cash and be in charge of their own door sales.
 - If signing out a petty cash bag:
 - Each petty cash bag will have a pre-determined amount of cash and a reconciliation sheet.
 - If the event happens during the week, the bag will be ready to be picked up by 12 noon that day from the SOFO office. If the event is on the weekend, the bag must be picked up by Friday at 3 P.M..
 - Immediately following the event, the Student Organization must return cash bag, with all the cash (petty cash and earned income), and the completed reconciliation sheet, to the SOFO office. If SOFO is closed, the student organization should call the Campus Center Building Manager (585-329-9093).
 - If assigned a Mobile Box Office:
 - The Mobile Box Office will be staffed by a student employee of WCSA and will accept cash and credit card sales.
 - If door sales were requested, but the tickets at The Common Market sell out prior to the event date/time, a Mobile Box Office employee will distribute online tickets at the event (if applicable).
- # All tickets sold at the door must be the same price as the General Public tickets.

Post Event Expectations

- # After an event, WCSA staff will confirm final sales numbers and send an email a summary of the sales to the student organization's business manager, event coordinator, and primary advisor. It may take up to 30 days for this information to be processed and sent.
- # Once the above email is sent, the income will be transferred internally to the student organization's account(s).
 - Fraternity and Sorority Life income will be sent by check.

Appendix A: Declining Guidelines

- # Students and Student Organizations may request to use declining as a method of payment for Catering Events on the University of Rochester River or Eastman Campuses.
- # Declining can only be used towards the ticket price (equal to the cost of food) at an event ordered through Meliora Catering.
- # Declining cannot be used to pay for alcohol or alcohol-related expenses.
- # Declining cannot be donated to help cover the cost of an event.
- # A student organization cannot use both the WCSA Ticket Program and Meliora Catering to collect declining for an event.
- # Declining can be used to cover the costs of ticket fees through The Common Market as well as the Meliora Catering Administrative Fee.
- # A final guest count must be sent to Meliora Catering by 9 A.M. at least three business days prior to the event.
- # The total guest count provided to Meliora Catering will be based off of the actual number of tickets sold.

Ticket Purchases

General Purchasing

- # To purchase any tickets, customers must have a University Tickets
- # Ticket sales are conducted at The Common Market with cash, credit card, or UROs. Certain events may accept Declining as well.
- # Tickets to certain events are available online by credit card only at University Tickets.
 - o All faculty, staff, and general public customers purchasing tickets online will be charged an online convenience fee of \$4.
 - o There is no convenience fee for undergraduate students purchasing tickets online.
 - o All online tickets are will call only, the customer's name will either be added to a Reservation List or have a physical ticket available for pick at the door of the event. E-tickets are not accepted.
- # Some ticketed events also have tickets available for purchase at the door of the event. Door sales run by The Mobile Box Office will accept cash and credit card sales. All other door sales will accept cash only.

- # Student organizations and university departments that wish to purchase tickets via Blue Requisitions may bring the completed requisition to The Common Market during its normal operating hours.

Ticketed Events Requiring Travel

- # Ticketed events located 25+ miles from campus require an Individual Travel Waiver to be submitted.
 - For more information on the Group Travel Policy visit WCSA's Off Campus Trips webpage.
- # Customers that fail to complete an Individual Travel Waiver prior to purchasing a ticket for the event are not authorized to purchase a ticket, nor are they authorized to travel.
- # These events have a *one ticket per person maximum* and are only able to be sold to the individual traveling.
 - University departments wishing to purchase multiple tickets for these events must submit a list of attendees, all of whom are required to fill out the Individual Travel Waiver prior to the department purchasing the tickets.

Refunds and Cancellations

- # All ticket sales are final and WCSA will not issue any refunds or returns. Exceptions to this policy may only be provided if an error was made at the time of sale by a staff member or The Common Market employee.
- # If an event is cancelled or postponed, affected customers will be notified via the email address associated with their University Tickets account, and provided three windows of time that they can pick up their refund. If the customer cannot make any of the designated times, the customer must schedule an appointment within five business days of the initial email or forfeit their refund.
 - The physical ticket, original form of payment, and ID must be present at the time of the refund.