



A. GENERAL POLICIES

1. Union customers are expected to respect the facilities and the rights of other individuals. Any person in the facility who engages in any disorderly conduct, including verbal or physical abuse of any employee or other person is subject to immediate removal from the facility and possible loss of privileges.
2. Customers of the Arkansas Union facility and its grounds must abide by university regulations as well as Federal, State, and Local laws.
3. All customers using University spaces are expected to adhere to the Fayetteville Policies and Procedures on use of university facilities and outdoor space and Arkansas Union policies.
<https://vcfa.uark.edu/fayetteville-policies-procedures/fama/7080.php>
4. All students using the facility are expected to abide by the University's student code of conduct.
<https://ethics.uark.edu/>
5. Activities or functions held in the Arkansas Union cannot conflict with existing businesses in the Union.
6. Discrimination in the use of the Arkansas Union facility regarding disability, race, religion, sex, sexual orientation, or nationality is prohibited.
7. All academic classes are scheduled through the Office of the Registrar.
8. Animals: Animals are strictly prohibited from inside the Arkansas Union, except for registered service animals (whether in service or in training). Animals may not be used for fundraising activities. The University of Arkansas has a [campus policy prohibiting pets on campus](#). Use of animals must conform with the university's policies on safe animal handling, and permission must be obtained from the Office of Research Compliance before animals are used in any capacity for events in the Union. More information is available at <https://research.uark.edu/units/rscp/animal-care-and-use.php>
9. The Arkansas Union's hours are available on its website. The Arkansas Union may also close or have different hours over breaks and during inclement weather.
10. The Arkansas Union Services reserves the right to change, modify, add or remove portions of these terms at any time without notice at our sole discretion, and, unless otherwise indicated, such changes will become effective immediately.



B. RESERVATION POLICIES

1. Reservable spaces in the Arkansas Union may only be used with confirmation from the Arkansas Union Event Services. Event/Meeting Spaces and informational tables can be reserved online before 48 hours of the event time at <http://unionevents.uark.edu>. Customers needing an exception or last-minute booking with less than 48hrs notice can email aevents@uark.edu or call the Arkansas Union Event Services office 479-575-2146. Bookings are not approved until you have received a “Confirmed” confirmation email.
2. All reservable spaces and equipment are first come, first served. Exceptions to this are at the discretion of the Arkansas Union Associate Director.
3. Arkansas Union Staff reserve the right to move or adjust reservations as required to optimize space in the facility and provide best-fit services to our customers.
4. Reservable rooms and spaces are not intended to be used for individual studying or group projects, except when reserved by the organization or held as such by the Arkansas Union Director. Thesis Defenses and other significant academic events must be reserved by professional staff of the corresponding university Department as an official departmental event. Certain rooms designated by the Arkansas Union Services as study rooms are exempt from this policy.
5. The Arkansas Union does not have a kitchen for event use. Bathroom sinks or water fountains should not be used to dispose of liquid products or washout soiled items, such as (but not limited to), coffee pots, coffee cups, paint brushes, or dirty linens. Improper use of facilities may result in property damage charges. (See Property Damages in Section C Building Use Policies).
6. Customers may not block doors or deny Arkansas Union staff access to meeting rooms under any circumstances. Customers are also not allowed to cover the peep holes in the doors of meeting rooms unless agreed upon in advance. (See Fire Code in Section C Building Use Policies)
7. **Security Policy:** The Arkansas Union may require a security/police officer for large group reservations and/or events for minors ages 0-16. The security/police officer will be booked by Union Event staff and paid for by the customer booking the event. (See Security Assessment in Section C Building Use Policies).
8. **Fronting Policy:** The Union defines “fronting” as an RSO or Department using their rate structure to benefit an outside entity without meeting all requirements for the lower rate. Any RSO or Department caught “fronting” will be required to pay the proper rate for their reservation and may have future reservations canceled.
9. **Fixed Rooms:** The Arkansas Union has designated rooms as “fixed” set-ups. If a different set-up is requested, Arkansas Union Staff may move or adjust reservations as needed to optimize space in the facility to provide best-fit services to guests. In the event an adjustment is not possible customers will be notified and directed to other options. If a modification is possible, special set-ups charges may be assessed.



10. **Conference Rooms:** Rooms designated as conference rooms by Arkansas Union Event Services are classified as “fixed” setups. (See fixed rooms policy above). Conference rooms are only reservable as-is. The conference table and chairs will not be moved for events.
11. **International Connections Lounge Use:** The International Connections Lounge rentable space is ONLY the open middle area. The round tables along the walls and a 4’ walkway are public areas and cannot be reserved or blocked during an event. The round tables along the wall will not be moved for events. We do not allow live band performances or music that violates our sound regulations policy (see sound regulation policy in section C) in the ICL unless it is after 5pm on weekdays or the weekend. Live sound performances may not be approved in the ICL due to limitations of the space. Please email auvents@uark.edu for questions and clarification.
12. **Dividable Rooms:** Air walls which divide rooms are not to be moved or adjusted in any way by customers using the space. If an adjustment needs to be made, please contact Arkansas Union Event Services for assistance. Unauthorized use may result in loss of booking privileges and/or property damage charges. (See Property Damages in Section C Building Use Policies).
13. **Union Theatre Use:** The Union Theater’s daytime use is that of dedicated classroom space M-F, with events permitted afterwards. No food or uncovered drinks are allowed in the Union Theater. The organization hosting the event is responsible for cleaning at the completion of the event. Failure to clean to the satisfaction of the Arkansas Union staff may result in the cancellation of future reservations and appropriate cleaning charges.
14. **Union Mall:** The Union Mall between the fountain and Mullins Library is operated by Facilities Management and reserved through their [website](#).
15. **Use of Union Equipment:** Customers may be required to leave their University ID as collateral for certain AV equipment. The ID will be returned when Arkansas Union equipment is turned in. The screens, sound, and AV in the Union Theater and Ballroom are not self-serve items. If AV equipment in these areas is not set up when you arrive, please contact the Union Event Services office at 479-575-2146. Any customer attempting to work the equipment themselves may lose their privileges in the future.
16. **Catering:** Ozark Catering Company is the exclusive provider of catering for all events in the Arkansas Union. All arrangements for food at events must be made through them once space is confirmed. Table linens are rented through Ozark Catering Co. Arkansas Union Event Services only provides table skirts. <https://uark.catertrax.com/>



17. **Outside Food in Meeting Spaces:** This policy is only applicable to Registered Student Organizations (RSOs). RSOs may provide up to \$200 worth of commercially individually prepackaged food for closed meetings scheduled in the Union. A closed meeting is defined as an event with only attendees from the organization present. Events open to other groups, or the public are not closed meetings.

Allowable outside food is limited to:

- Prepackaged bags of chips or pretzels
 - Prepackaged cookies, candies, or nuts
 - Bottled or canned water, soda, or juice (Must be Coke products in compliance with the university Coke contract)
- a) Prepackaged items are defined as individually wrapped goods that were packaged before sale. For example, a party platter of cookies would not be approved but small prepackaged bags of Oreos would be approved.
- b) Any RSO providing their own approved food or beverage items are responsible for providing all serve ware and ice. Ozark Catering will not provide any plates, napkins, cups etc. for any food or beverage items not purchased from Ozark Catering.
- c) Any food and beverage that is not listed above is to be purchased from Ozark Catering or from another Chartwells on-campus location such as the Union Food Court.
- d) Please reach out to Ozark catering if you have questions regarding allowable items.
<https://uark.catertrax.com/>

18. **Outside Food for Information Tables:** Groups may provide up to \$50 worth of commercially individually prepackaged candies or chocolates to pass out. No other food items will be permitted. All beverages must be purchased from Ozark Catering.

- a) Prepackaged items are defined as individually wrapped goods that were packaged before sale. For example, chocolate kisses or lollipops would be permitted items.
- b) Please reach out to Ozark catering if you have questions regarding allowable items.
<https://uark.catertrax.com/>

19. **Bake Sales & Food Give-Aways:** Bake sales, partnerships with external food vendors, food giveaways, or surveys involving food are strictly prohibited.

20. **Catering Fine:** Failure to abide by the above catering policies will result in a 1-time only semesterly warning. Violations may assess a fee each time thereafter. Repeated offenders may result in cancellation of future reservations.



21. **Fundraising:** The Office of Student Activities located in Arkansas Union Room A665, must approve any fundraising activity by a registered RSO on Arkansas Union grounds. Fundraising Activities include, but are not limited to, selling any item or service, charging admission to an event, and taking donations for charity. During a fundraiser, an RSO member must always be present. Contact the Office of Student Activities at 479-575-5255. NOTE: Individuals and Non-University entities are not allowed to fundraise for themselves or for philanthropic organizations.
22. **Decorations and Art Activities:** Customers must have decorations and art activities approved by Arkansas Union Event Services. Anything that could damage the facility, including but not limited to painting, permanent marker, taping, gluing, confetti, nailing, and glitter are strictly prohibited. If an event requires any of the above items, approval from Union Event Services is required before the event can take place. Customers may be required to cover union equipment in plastic or other event modifications may be needed before approval. Applicable repair/cleaning charges will apply to violators along with limited, restricted, or termination of rights to use the Union.
23. **Inflatables:** Inflatables may be allowed if approved by the Arkansas Union Associate Director. A footprint of the inflatable along with dimensions and the contract from the company is required two weeks prior to the event.
24. **Balloons:** The use of Mylar helium balloons in the Arkansas Union is prohibited. Latex helium balloons may be used but should always be tethered to a heavy object. All balloons must be disposed of after an event. Releasing helium balloons at the Arkansas Union is strictly prohibited.
25. **Movie Licensing:** Customers are expected to follow all university, state and federal laws regarding movie licensing when showing copyrighted materials at events.
<https://provost.uark.edu/policies/122010.php>
26. **Blood Drives:** All blood drives must take place in the Ballroom and must be partnered with professional medical organizations such as Pat Walker Health Center or the American Red Cross.
27. **Billing Structures:** All Reservations in the facility will fall into one of three billing categories: RSO/Department, Sponsored, and Non-University. The Arkansas Union Director will have final say whether an event meets the requirements for a given rate structure. Current rate structures are available at the Arkansas Union [website](#).
 - a. RSO/Department events are those put on by student groups, or departments for university purposes, for student, faculty, and staff audiences, with no external partnership or funding.
 - b. Sponsored events are those put on by student groups or departments, which may or may not be for university purposes or have a university targeted audience and may involve external partnership and funding.
 - c. Non-University events are those not put on by student groups or departments, without a university purpose or university audience, and use an outside funding source.



28. **Billing Policy:** All billing information must be received prior to the start of an event, including University Work Tag numbers, billing addresses, and required deposits.
 - a. RSO/Departments are required to use a Work Tag for billing. Exceptions will be made on a case-by-case basis. For more information on acquiring a Work Tag contact the RSO Registration office at 479-575-5257.
 - b. Sponsored group's payments will be billed to the RSO/Department sponsoring the event at the sponsored rate.
 - c. Non-University event payments are due one week prior to the event date. After the event, billing will be assessed and adjustments in payments made if applicable. Any rejected payment methods may be subject to additional fees. Past-due invoices may result in cancellation of current and future reservations.
29. **Deposits:** The Arkansas Union reserves the right to require deposits for any event that we may deem necessary.
30. **Event Times:** Reservations should begin and end when scheduled. Arkansas Union Event Services may assess fees for events outside normal building hours, late starts, and late finishing meetings.
31. **No Shows:** The Arkansas Union is open for events when the University is open. This includes, but is not limited to; Spring Break, Winter Break, Reading Day, etc. Once an event is confirmed, the reservation will stand until the event ends or is canceled. It is the responsibility of the customer to cancel any event they decide not to hold. Customers that do not show up to their event will result in a 1-time only semesterly warning. Events may be assessed a NO SHOW charge plus the original cost of the event each time thereafter. Repeated offenders may result in cancellation of future reservations.
32. **Cancellation Policy:** Events may be canceled within 72 hours of the event. Events meeting our cancellation policy will be refunded 100% of their payment. Late cancelations will result in a 1-time only semesterly warning. Events may assess a fee each time thereafter. Repeated offenders may result in cancellation of future reservations.
33. **Weather Policy:** The Arkansas Union recommends that all events scheduled to take place outdoors schedule an alternate location or date in case of rain/inclement weather. The decision on whether or not to use the Union as an "in case of rain (ICOR)" location must be made within 48hrs of the start time of the event for weekday events. If the event is on the weekend the weather decision must be made by Friday at 5pm. Failure to notify Arkansas Union Event Services of weather decisions may result in cancellation of the event.



34. **Emergency Policy:** During emergency situations, the Arkansas Union performs as follows:
- If the University is closed due to inclement weather, a campus incident, or other emergency, all reservations in the Arkansas Union will be cancelled automatically. Any payments made in advance will be refunded. The Arkansas Union will remain open to act as a safe building, at the discretion of the Arkansas Union Director.
 - If the University does not close, but inclement weather or campus conditions either require the Union's resources or pose a threat to the Arkansas Union's safety, the Arkansas Union Director will decide if events are to be canceled. If the Arkansas Union Director cancels events, any payments made in advance will be reimbursed.
35. **Banners and Table Tents:** Banners and table tents are reserved through the Union reservations website: unionevents.uark.edu. They are permitted only in designated reservable spaces. Please see banner and table tent policies (Section E & F) for more information.
36. **Information Tables:** Groups at information Tables must limit activity to the confines of the table. Activities may not restrict traffic flow or interfere with other tables. Loud or boisterous activity is not allowed (see sound regulations in Section C Building Use Policies). "Hawking," defined as calling out/approaching passers-by, is prohibited.
37. **Information Table Locations:** Information tables are restricted to the following locations:
- 3rd Floor in front of the Food Court (2 total in the atrium space)
 - Mall area in front of the Union (3 North side/Club Red, 3 South side/Hill Coffee Co.)
38. **Rise Vision:** Digital advertisements and displays for approved groups are available through Rise Vision on Arkansas Union TVs throughout the building. Please email auerevents@uark.edu for more information.
39. **Other promotional spaces:** The International Connections lounge windows are available to rent for window clings. The stairs leading from floors 3A to 4 and from 4 to 5 are also available for rental for stair clings. Please email auerevents@uark.edu for inquiry on window and stair cling reservations.



C. BUILDING USE POLICY

1. **Access:** No person or their possessions should enter or occupy any space designated as off limits to them, this includes maintenance and custodial areas, construction zones, roofs, balconies, high-level atria, and other spaces.
2. **ADA Lift:** No person may use the ADA accessible lifts in the Ballroom or the University Programs Theater unless the individual requires ADA assistance. ADA lifts are reserved for individuals with disabilities. Under no circumstance should these lifts be used for moving equipment. Unauthorized use is strictly prohibited.
3. **Fire Code:** All events must comply with fire code. Open flames, candles, smoke/fog machines, hay, the blocking of any doors and exits, as well as other fire hazards, are strictly prohibited.
 - a. An event or space not in compliance with fire code may be immediately shut down, and the space evacuated, until proper adjustments are made.
4. **Property Damage:** Destruction of Arkansas Union property/equipment may result in any of the following:
 - a. Reimbursement for damages or cost for replacement of equipment. If a prior deposit was provided and the cost exceeds the deposit, additional charges may be accessed.
 - b. Cancellation of future reservations and/or banning of future reservations.
 - c. Community service for the Arkansas Union.
 - d. Reporting of the incident to the Office of Student Standards and Conduct as well as UAPD.
5. **Soliciting:** The University has [strict guidelines](#) regulating solicitation on campus by all parties. Parties not in compliance with this policy will be removed from the facility.
6. **Security Assessment:** If (1) an event is expected to have minors ages 0-16 or 500 or more people in attendance; or (2) a security assessment is requested by an Arkansas Union or University official; or (3) in the opinion of the organizer, the event might require security, Arkansas Union Event Services will contact UAPD for a security assessment. If UAPD recommends that security be provided for the event, Union Event staff will coordinate with UAPD and add the charges to the customer's reservation total. Security costs will be billed to the event organizer. NOTE: If the event is Associated Student Government (ASG) funding, the security assessment must be included in the budget 5-7 weeks in advance of the event.
7. **Smoking:** Smoking and the use of tobacco products (including cigarettes, electronic cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products) by students, faculty, staff, and visitors and prohibited on all University of Arkansas properties.
8. **Sound Regulations:** If, in the opinion of the Arkansas Union Services, the live music or amplified sound inside the Arkansas Union is disturbing other Union meetings, and/or occupants, the group must lower the music or amplified sound to the satisfaction of Arkansas Union Event Services.



D. Audio Visual Event Policies

1. Please reach out to Arkansas Union Event Services regarding any questions for the below Audio-Visual policies. We are happy to clarify and explain any questions regarding your event needs. You can email auerevents@uark.edu or call 479-575-2146 and ask for an event staff member.
2. Arkansas Union Event Services will determine what is appropriate and applicable regarding needs, requests, or requirements of booked talent, event entertainment, or guests in congruence with all technical and safety requirements.
3. **Event Staff Usage:**
 - a. Arkansas Union Event Services will provide personnel for the connection of videos, presentations, microphones, clickers, and connection of other Arkansas Union equipment.
 - b. Customers are responsible for “run of show” and stage management.
 - c. Arkansas Union Event Services will not be accountable for executing any form of “cues,” or advancement of slides, videos, audio, staging, or lighting unless agreed upon prior to the engagement. This also includes PowerPoint presentations.
 - d. Arkansas Union Event Services does not assign personnel to appropriate or carry a microphone during events such as Q & A sessions.
4. **AV Technicians:** Audio Visual technicians are personnel dedicated solely to an event and may be required by Union Event staff or requested by the customer depending on the event needs. An hourly fee will be charged per dedicated Audio-Visual Technician.
5. **Advanced AV:** Arkansas Union Event Services has limited equipment to produce, or host live musical performances, theatrical, or technological events that require full audio, video, or technological reinforcement. Event Services will make the determination if functions or events can and or will be supported by “in-house” equipment and technology. This also includes the utilization of Arkansas Union Events’ staff and student workers.
6. **BYOD:** The Arkansas Union operates with a BYOD or Bring Your Own Device policy. If the event requires audio and/or video, customers must provide their own laptop or other device. Please make sure it is fully functional, and all presentation needs are in order before said event. Arkansas Union Event Services does not rent-out laptops or other devices. If a device is needed for rent, contact Student Technology Services at 479-575-8602.
7. **Music/Playlists:** Arkansas Union Event Services does not furnish background, or atmospheric music for events. Please make sure a playlist is compiled and comprised before the event if it is necessary. It should be housed on the same source device as the main presentation.
8. **Crestron Panels:** Access and use of Crestron Systems shall be at the control and discretion of Arkansas Union Event Services. This is not reflective of classroom usage.



9. **Tech Riders:** It is the responsibility of the customer to communicate and provide, in detail, specific information and technical riders that pertain to said event and functions. Arkansas Union Event Services, if necessary, will reach out to vendors regarding facility and technical details that require collaboration.

10. **Electrical Tie-Ins:** In case or need of an electrical distribution system, or an "A/C tie-in", Arkansas Union Event Services will need at least a 30-day notice prior to the day of event. This is to ensure the Arkansas Union, and Facilities Management are aware of the requirement. Facilities Management and the Arkansas Union Building Facilities Supervisor will be solely and exclusively responsible for "tie-in" and "untying" of any external feeder cable or A/C power distribution systems. It will be the responsibility of external parties or production companies to schedule, within a reasonable timeframe, the execution of these actions. Electrical tie-ins will result in a maintenance labor fee of \$50 per hour needed for tie-in and tie-out.



E. Inside/Outside Banner Policies

1. All banner spaces are reserved on a first come first serve basis.
2. Banner space reservations must not exceed a period of two weeks, 14 calendar days.
3. Banners cannot contain glitter. Banners with glitter will not be approved.
4. Banners must identify of the sponsoring customer.
5. Banners cannot be of individual or personal campaign nature.
6. Any banners that were not approved by the Arkansas Union staff will be removed and discarded.
7. The Union staff will hang all inside and outside banners. Banner must be dropped off at the Union Event Office 519 or the Union Administrative Offices 634 before the start date of the reservation. The reservation contact will be called after the reservation ends and the banner is ready for pick up.
8. All outside banners must be professionally made with grommets in all four (4) corners; and an additional two (2) grommets should be placed along the top and bottom of banners exceeding 8 feet in length.
9. Banners are limited to the length and width of the display area. Banners that do not meet the specified dimensions may not be approved.

a) Inside Banner Max Dimensions:

- 2 feet High X 10 feet Long

Location: Inside Connections Lounge #1, & #2
Outside Connections Lounge #1, #2, #3

- 5 feet High X 5 feet Long

Location: 4th Floor Stairwell #1, #2
6th Floor Balcony #1 - #10

b) Outside Banner Max Dimensions:

- 3 feet High X 11 feet Long

Location: Hill Coffee Outside Balcony #1, #2, & #3
Club Red Outside Balcony #5, #6, & #7

- 3.5 feet High X 27 feet Long

Location: Outside Middle Balcony #4



F. Table Tent Reservation Policies

1. All table tent spaces are reserved on a first come first serve basis.
2. Table tent reservations must not exceed a period of two weeks, 14 calendar days.
3. No more than two (2) customers may display table tents at the same time.
4. Table tents must carry the identification of the sponsoring organization.
5. Table tents cannot be of individual or personal campaign nature.
6. Any Table tents that were not approved by the Arkansas Union staff will be removed and discarded.
7. Table tents may be placed on tables in the following locations: Living Room, the rounds tables along the sides of the International Connections Lounge, and 2nd & 3rd floor lounge areas. Table tents are not permitted in any Chartwells' dining locations including the food court.
8. Table tents cannot be larger than 8.5" x 11".
9. Customers are responsible for placing and picking up the table tents on the tables.
10. Failure to abide by the above policies may result in loss of table tent privileges for the customer.