Booking rooms for your student group – FAQs

**Q: WHAT ROOMS ARE THERE AVAILABLE FOR STUDENT GROUP BOOKINGS?**

Student groups have access to the following rooms:

a. Classrooms and lecture theatres (after week 3 of the semester).

b. Campus Hub (C10A) rooms, including Level 3 conference rooms and the Green Room.

c. Atrium.

Catering is available to purchase for Campus Hub venues only.

**Q: WHAT IS THE PROCEDURE TO BOOK A ROOM?**

To book a room, please:

1. Fill in a booking form available in Student HQ Office, at the back of this handbook or download from student group webpage
   https://www.mq.edu.au/on_campus/get_involved/student_groups/faqs_forms/
2. Read the Terms & Conditions of Room Hire (located on page 2 of Booking Form)
3. Ensure the entire form is completed, including:
   a. Estimated number of participants, date and time.
   b. The preferred room in regards to size requirements.
   c. Description of the activities to be undertaken within the room.
   d. Alternative dates and times as well as contact details.
4. Form must be signed by an Authorised Representative
5. Ensure that an Event Proposal and risk assessment is also submitted if any of the following issues apply;
   a. Any event that is opened to; or advertised to a public audience.
   b. Events that will feature high profile, special and/or external guests.
   c. Where the expected turnout for the event exceeds 50 people.
   d. In venues, other than the university rooms or Campus Hub conference rooms, like Central Courtyard, C5C Courtyard etc.
   e. Where attendees are being charged a fee to attend.
   f. Where special requirements and/or event support is needed.
   g. Where faculty or external parties are involved.
   h. Where events are held off-site
6. Submit form to booking form tray located at the Student HQ office or email it to studentgroups@mq.edu.au at least 5 days prior to the event
7. Any room booking related to career service needs must obtain approval from the Career and Employment Centre (located at Student Connect, C7A), please contact the office prior to room booking.

**Note:** Booking forms must clearly reflect the nature of the booking and the requirements (including ALL required dates). The name of the applicant, email address and contact number must be clearly written. Unclear or illegible forms will make processing time considerably longer as well as being potentially invalid. Booking form without Authorised Representative signature will not be processed. Misleading information in booking forms will have consequences for the student group.
Q: CAN I BOOK A ROOM FOR WEEKLY MEETINGS?

Yes, that is possible, but it is subject to availability. Classrooms can be booked for weekly events after week 3 of the semester.

Q: WHAT POLICIES ARE THERE FOR UNIVERSITY CLASSROOMS AND LECTURE THEATRE BOOKINGS?

Booking Policy for University classrooms

1. No bookings in week 1-3 of Semester 1 and 2
2. Bookings during the break are possible and subject to availability.
3. Weekly bookings are possible between week 4 and week 13 of the semester.
4. No loud noise or singing (nothing that could disrupt an academic class next door)
5. Campus rooms booked for the weekend will be opened by security, therefore you do not require a security pass
6. Rooms are to be left in a presentable state at the conclusion of the booking
7. Tables and chairs are not to be removed from the rooms under any circumstances
8. Food or drinks are not permitted within University rooms; food can be eaten outside of University rooms.
9. Classroom bookings have a five (5) day turnaround. Please consult with the Student HQ prior to booking a room and make sure there is enough time for the booking to be made.

Q: WHAT POLICIES ARE THERE FOR C10A CONFERENCE ROOMS AND ATRIUM BOOKINGS?

Booking Policy for conference rooms and Atrium

1. Some external catering is allowed in Campus Hub conference rooms.
   a. An exception to this is for an event held in the Atrium. Student Groups can supply their own food in extenuating circumstances, but a Food Waiver Form must be signed
2. Opening Hours:
   a. 8am to 10pm weekdays, during semester.
   b. 8am to 10pm during semester break weekdays.
   c. If an event is outside of these hours, a security fee will apply.
   d. If you wish to hold an event/meeting that does not fall within the above parameters, ensure that you speak with Student HQ for assistance. There may be additional charges associated with venue costs and catering service.
3. All bookings for rooms on Level 3 of the Campus Hub and the Atrium are managed by Crunch Catering. All bookings are subject to Crunch Catering policies and procedures. It is advised that student groups consult with Student HQ prior to requesting a conference room or the Atrium.
4. All Atrium bookings must be accompanied by an event description, event timeline and clear budget statement. Atrium bookings are considered case by case and extra charges may apply depending on the nature of the event.
5. Campus Hub bookings have a seven (7) working days turnaround period and require clear event description (including catering). All Atrium bookings must be consulted with Student
HQ prior to booking and must be done in advance (3 weeks prior to the event date is advised).

6. Bookings may be adjusted or altered at short notice at the discretion of Crunch Catering.

7. It is required that final confirmation of details with Crunch Catering is made or bookings will not be considered confirmed.

8. Function Room Allocation – Crunch Catering reserves the right to substitute similar function space at management’s discretion

9. Re-allocation of space – Crunch Catering reserves the right to reallocate a function should the expected numbers decrease below the confirmed minimum

10. Other Functions – Crunch Catering reserves the right to book other functions in the same function room up to one hour before the scheduled function commencement time and one hour after the scheduled function finishing time. Additionally the venue reserves the right to book a concurrent function in adjoining rooms at any time.

Q: WHAT POLICIES ARE THERE FOR GREEN ROOM BOOKINGS?

1. This room is a great venue for student group formal and informal meetings, such as Annual General Meetings (AGMs) or committee meetings.

2. This room is not fitted with AV equipment; however, a projector can be booked through Crunch Catering, but is subject to availability and may incur cost.

3. Green Room Bookings have a five (5) day turnaround period and are subject to availability. If no reply in regards to a Green room booking has been given within five (5) working day, please contact Student HQ.

Q: CAN A STUDENT GROUP HIRE AV EQUIPMENT?

AV Equipment is available with most room bookings, but is subject to availability. Student groups are able to book rooms with lecterns and to use all the equipment in the classrooms that they have booked, including the microphones and screens. When booking classrooms or lecture theatres, it is recommended that student groups visit the room some days prior to the booking day to make sure the room is appropriate.

Other AV equipment can be borrowed from Student HQ and Crunch Catering. This includes data projector, screen, microphones and speakers. AV equipment can be requested when booking a room. Student HQ AV equipment borrowing procedure:

- Let Student HQ know that you need AV system for your event in case you have been booked in a room or venue without sound system
- An Authorised Representative has to come to Student HQ office on the day of the event and sign off the AV equipment. The person is then responsible for the integrity of the equipment until its return.
- Return the equipment right after your event if it is during working hours or return it by 10am on the next day if the event is not during working hours and sign that you returned it.

To borrow equipment from Crunch Catering:

- Equipment from Crunch Catering can be used for any room booking within the Campus Hub.
- Equipment can be booked through a Campus Hub Conference room booking (Green room or conference rooms) or directly through Crunch Catering (office located on level 3 Campus Hub)
• Equipment request has to be done at least 2 weeks in advance to make sure that it will be available.

Loss or damage of equipment will incur cost for the Student Group.

**Q: WHAT SHOULD I DO IF I NEED TO CANCEL A ROOM BOOKING?**

Cancellations – Cancellations require a minimum of 3 business days’ notice (or one month notice for an event confirmed by Student Group Services) and must be sent via email to studentgroups@mq.edu.au.

If a Student Group does not cancel via the correct channels within this time period, or does not attend a booked event, they may be liable to cover the full costs of the event, rather than this being covered by Campus Life.

**Q: CAN I ORDER CATERING AS PART OF MY ROOM BOOKING?**

Catering can be provided to student groups for a cost by Crunch Catering. For an event that requires catering, include a general overview on booking form:

1. Requirements for catering
2. Budget (with cost per head) Time you want catering to be delivered
3. Crunch Catering will then provide you with further information including menus and prices.

**Q: WHAT CAN I DO IF THE ROOM I BOOKED IS NOT OPEN OR THERE IS AN EMERGENCY?**

You will need to call security if:

• The room is locked at the time of your booking.
• You need to use the lectern or any other equipment in the room and need access to it.
• There is an emergency.

Campus University Security, available 24 hours .......................................................... 9850 7112
Campus Life Security (for Campus Hub Building) ......................................................... 0414 180 925

**Q: WHAT CAN I DO IF I NEED ACCESS TO A LECTERN?**

All classrooms and lecture theatres are equipped with a phone line. If you have any problem accessing the equipment in the room, please call the phone number above for Campus University Security.
Q: WHAT OTHER POLICIES SHOULD I HAVE IN MIND WHEN BOOKING A ROOM?

Booking Policy

1. **Availability** – Due to the limited number of rooms available on campus, room bookings will be approved on a first come first serve basis based on fair usage. Student groups will be provided with rooms according to the availability of these rooms. Note: there are limited available rooms during recess and exams. Bookings are to be made during the semester and cannot be made more than 6 months in advance.

2. **All bookings will need to be made through Student Groups Admin at the Campus Engagement office / Student HQ either in writing, via email or via Check In** – Information to be included: description of event, date(s) of event, starting and finishing times, menus, (plus proposed budget for catering) number of people expected, involvement of external parties or Faculties, room set-up and other additional requirements. This information is required no less than five (5) working days prior to general events and no less than fifteen (15) working days for events that require a greater amount of planning or require an event proposal.

3. **Level 3 conference rooms** - When booking the level 3 conference rooms, all Student Groups are responsible for the set up and pack up of the room. If Crunch Events & Catering is required to set up, charges will be incurred. If there is any cleaning that needs to be done after the Student Group booking, it will be charged to the Group at a minimum of $105.

4. **Event proposals** – All events containing one or more of the following aspects will require an event proposal (Event Proposal Template forms are available at Student HQ):
   i. Any event that is opened to; or advertised to a public audience.
   ii. Events that will feature high profile, special and/or external guests.
   iii. Where the expected turnout for the event **exceeds 50 people**.
   iv. In venues, other than the university rooms or Campus Hub conference rooms, like Central Courtyard, C5C Courtyard etc.
   v. Where attendees are being charged a fee to attend.
   vi. Where special requirements and/or event support is needed.
   vii. Where faculty or external parties are involved.
   viii. Where events are held off-site

5. **External catering** – is not permitted under any circumstances. Exceptions may be made on a case to case basis and will be at the discretion of Student HQ and Crunch Events & Catering.

6. **External sponsorship** – Events that are to be sponsored by external companies must be approved by Student HQ at least five (5) working days prior to the event happening.

7. **Career-related events** – Any career-related events, particularly those that involve representatives from external companies must obtain approval from the Careers Hub office at least ten (10) working days prior to the event.

8. **Confirmation of Booking** – Applications are not confirmed until the contact person receives written confirmation via email from Student Groups Admin or Crunch Events & Catering. It is the responsibility of the student group to verify the confirmation document, ensure all requested requirements are detailed (including AV equipment, room setup and catering) and to send the signed confirmation document via email to Crunch Events & Catering. In the case of the University classrooms and lecture theatres, rooms will not be available until after the first three (3) weeks of semester.

9. **Cancellations** – Cancellations require a minimum of **three (3) business days'** notice (or one month notice for an event confirmed by Student Groups Admin). If a Student Group does not
cancel via the correct channels within this time period or does not attend a booked event, they may be liable to cover the full costs of the event, plus charged a $105+GST cancellation fee.

10. **Event Scheduling** – The Student Group agrees to begin the function and vacate the designated function space at the scheduled times agreed upon. The venue will not be held responsible should all guests not be punctual in arriving or being seated, or should speakers, attendees or the client delay the commencement of any event, or if any other interference beyond the control of the venue does not permit us to commence service at the contracted time.

11. **Function Room Allocation** – Macquarie University or Crunch Events & Catering reserves the right to substitute similar function space at management’s discretion.

12. **Re-allocation of space** – Macquarie University or Crunch Events & Catering reserves the right to reallocate a function should the expected numbers increase or decrease from the confirmed number.

13. **Other Functions** – Crunch Events & Catering reserves the right to book other functions in the same function room up to one hour before the scheduled function commencement time and one hour after the scheduled function finishing time. Additionally the venue reserves the right to book a concurrent function in adjoining rooms at any time.

14. **Displays and Signage** – No items are to be nailed, attached, pinned, screwed or glued to the walls of any area of the venue unless otherwise approved by Macquarie University or Crunch Events & Catering. We recommend using blu-tack.

15. **Security** – Macquarie University or Crunch Events & Catering will not accept responsibility for the loss or damage to any equipment, personal belongings or merchandise left on the premises prior to, during, or after the function. Events which run past venue operating hours will incur a security fee per hour plus GST. Campus Hub venues are open from 8am to 10pm, Monday to Friday and 9am to 3pm during the weekend during Semester time.

16. **Insurance** – The Student Group is responsible for obtaining confirmation that their activities will be covered by the Liability Indemnity Insurance.

17. **Damages** – The Student Group is financially liable for any damage sustained to the venue (during the requested booking time and date) whether through the actions of their guests, their outside contractors or any other persons attending the function.

18. **Compliance** – The Student Group is responsible for the orderly behavior of their guests in accordance with the Student Code of Conduct and Macquarie University or Campus Life reserves the right to intervene where it seems fit.

19. **Fire, Life and Safety** – Macquarie University or Crunch Events & Catering retains the right to adjust any set up to ensure fire, life and safety codes are not breached.

20. **Cleanliness** – The Student Group is responsible for ensuring the venue provided is left in a clean and tidy state and rubbish is placed in the receptacles provided. Failure to do so may incur a cleaning cost which will be charged to the Student Group.