

10 Things Every Requestor Should Know Before Submitting a Reservation Request

1. Academic Space Restrictions

Campus Reservations is unable to confirm requests for academic spaces during the first two weeks of a semester. If you submit a request during or before this window, we will add it to our Academic Waiting List (to be processed once we receive clearance to do so from Class Scheduling, typically after they have finished placing classes). For more information on whether a space is considered academic, please visit the Details sub-tab for locations and review the corresponding Categories in 25Live Pro.

2. Tentative Scheduling

Occasionally, Class Scheduling will grant advanced clearance to tentatively process requests on dates and at times when classes are unlikely to be scheduled (Saturdays and weekday evenings after 4 p.m.). These reservations will remain tentative until the course schedule is finalized (after the third week of the semester). If a class requires the space, your event will be relocated to a comparable location and you will be notified immediately.

3. Finals Week Restrictions

Academic spaces cannot be reserved during Finals Week (except prior to 4 p.m. on that Wednesday). Please plan ahead and reserve a non-academic location for your event. For more information on whether a space is considered non-academic, please visit the Details sub-tab for locations and review the corresponding Categories in 25Live Pro.

4. Cancellations

If your event is canceled, please send Campus Reservations a cancellation email with your reservation's reference number (e.g., 2019-ACKFLN). Please note that we require all cancellations to be sent in writing and are unable to accept any via the phone. Please be sure to cancel unneeded reservations as soon as possible so that other requestors may host events on campus.

5. Affirmation

Please read the Affirmation present in 25Live Pro at the end of the Event Wizard form. By checking "I agree," you acknowledge all policies presented in this section.

6. Setup and Takedown Time For Your Event

Requestors are responsible for adding their own setup and takedown times. The setup crew requires at least 1 hour of setup time and 1 hour of takedown time for all events requesting custom setup accommodations. Larger events and spaces may require additional time. A space may come "as is" if you do not add appropriate setup or takedown time to your event. Always review your confirmation email to ensure adequate time is allotted. If your setup instructions are not confirmed at least 3 business days prior to your event, the room will come "as is" for your event.

7. The AV Capabilities of the Room You Wish to Reserve

If you require additional AV support, or wish to know more information about a particular room, please contact ITRS (see departmental website for a list of supported spaces) or Damen Student Center (for DSC and CF spaces) before your event date. If the aforementioned departments are unable to assist, please check out equipment from the Digital Media Lab or rent equipment from Conference Services as early as possible.

8. Responding to Our Emails

Campus Reservations will send an email correspondence from our scheduling system if we have questions about your request or if the space you're requesting is unavailable. We will not be able to process your request until we receive a response, so please be sure to reply in a timely manner.

9. Modifying Your Reservation

If you have already reserved a location for your event but need to change the date, time, or space, simply send us an email with the reference number of your reservation and the changes you wish to make. Please note that we require all modifications to be sent in writing and are unable to accept any via the phone. We will email you if there are any issues and send you an updated confirmation once the changes have been processed.

10. Submitting Your Requests Early

Campus Reservations can schedule all non-academic spaces two years out. We encourage you to submit your request as soon as possible if you are planning a large event. Space fills up very quickly!