Reservations

Login here to [25Live][1] if you are ready to book your event:

**How to Request Space and Current Booking Windows**

**How to Request Space**

- Registered Student Organizations (RSOs) - Online, Email, In-Person
  - Organization must be active in HeelLife.
  - Requestor must be listed on the organization's HeelLife roster.
Request will not be accepted by organization advisors.

- **UNC-CH Departments and Campus Based Non-Affiliates - Online, Email, In-Person**

- **Non-Affiliates - Email or In-Person**

**Email / Phone:**

- Anyone may submit a request via **email, phone or in-person**. Request may be submitted by email or by phone to **eventservices@unc.edu**[2] or 919-843-3832.

**In-Person Requests:**

Request may be made in person by visiting the Carolina Union, Office of Event Services at 209 South Road Chapel Hill, NC 27599, 3rd Floor Suite 3103. at least two (2) business days before a requested meeting date and forty-five (45) days prior to the requested event date. Any requests submitted under these deadlines are not guaranteed to be considered and are subject to late request fees.

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**Current Booking Windows**

**Weekend & Monday meeting requests must be submitted by 5pm Wednesday.**

**Fall 2022: August 14 ? November 30**

- Carolina Union supported General Purpose Classrooms will be reservable starting August 30, 2022, M-F after 6 pm and weekends in alignment with the Carolina Union [operating hours][3].

**Spring 2023: January 9 ? April 28**

- Carolina Union supported General Purpose Classrooms will be reservable starting two weeks after the start of the semester, M-F after 6 pm and weekends in alignment with the Carolina Union [operating hours][3].
First Day of Reservations 2023

First Day of Reservations (FDR) will be Thursday, April 13, 2023. On FDR, Carolina Union spaces will be available for booking for Fall 2023 - Spring 2024.

Helpful Things to Know When Building Your Reservations in 25Live

Reoccurring Meetings

- Submit only one reservation for reoccurring meetings by using the Repeating Pattern feature.
  - Make separate reservations for Fall and Spring reoccurring meetings

Reservation Timeline

We recommend that all clients add Pre-Event and Post-Event times to their reservation. Here is how to interpret the times in your reservation. If you need assistance update your reservation please reach out to Event Services.

**Setup and Take Down (not adjustable):** this timeframe in your reservation is the system designated buffer for our Event Services team to setup and takedown your event, clean the venue, and reset for the upcoming reservation. Event organizers are not permitted to utilize this time for event needs. If additional time is needed after your event please let your Scheduler or Event Manager know so that Post-Event time can be factored in.

**Pre-Event:** this time frame is your time to setup for your event (decorate, confirm correct setup, rehearse, etc.). Thirty-minutes to one hour of pre-event time is recommended.

**Event:** The start time (doors open) and end time (program end) of your event.
**Post-Event:** this timeframe is your time to takedown decorations and equipment from your event. Thirty-minutes to one hour of post-event time is recommended for attendee departure and event clean-up.

<table>
<thead>
<tr>
<th>Event Occurrences</th>
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<tbody>
<tr>
<td>Date</td>
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<tr>
<td>Wed Nov 30 2022</td>
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**Holds and Waitlist**

- Reservations must have a designated name/title, no ?Holds? will be confirmed.

- There is not a waitlist feature in 25Live. You may check a location's availability in 25Live for updates.

**How to Find Carolina Union Locations in 25Live**

- Search using "GSU"
- Use the 25Live Public Location Searches
  - Carolina Union Meeting Rooms
  - Carolina Union Exterior Locations
  - Carolina Union Performance Locations

**How to Update Your Reservation**

Any requests to change the date/time, space, layout, equipment, contacts and services
on a reservation can be requested through email, phone or in person to Event Services.

After any update to your reservation you should receive a new confirmation and event details/estimate document. You can request a new copy at any time by emailing Event Services.

**Event Planning Checklist**

**Seven Weeks or 45 Days Before Your Event:**

1. Submit your request for space. All reservations are considered tentative until you receive a confirmation email from Event Services. Do not publicize your event until you receive a confirmation from our office.
2. Meet with your reservation Event Manager. Consultations meetings can be scheduled online, here [4].
   1. Provide general setup needs.
   2. Provide general run of show (pre-event times, event times, and departure times)
3. Sign the Event Service Agreement
4. Review Risk Management Information
5. Review Event Details & Estimate and reply with updates or approval.
6. Most events will be confirmed after above steps 1-3 have been completed.

**Two Weeks Before:**

1. Submit detailed event timeline (run of show), setup and AV needs no less than 2 weeks before your event or during your event consultation meeting. These details must be reviewed by the events team to ensure that we can meet your expectations for your event. If timeline and AV needs are not received in a timely manner for review Event Services may cancel your reservation.
2. Request any event add-ons like: additional tables, chairs, microphones, sign holders, etc. no less than 1 week before your event. Ask your reservation team member for more details about what is available for your event.
3. Review your reservation estimate. There is a minimum invoice amount of $25.00 for services and/or equipment assigned to a reservation. Day of request for equipment / services may have charges associated.

**One Week Before:**

1. Review your most recent event details and estimate (if applicable). Event Services
is not responsible for missed information regarding your events timeline once the event is confirmed. Communicate any errors or changes regarding your event ASAP to ensure they are corrected in a timely manner.

Two Days Before:

1. Submit any media (PowerPoint, Video, etc.) to Event Services. Our team will review the materials and follow-up if there are any questions or concerns.

How to Cancel Your Reservation

- All cancellations of space, staff, and equipment must be submitted in writing (email is acceptable) to Event Services.
- Cancellations by UNC or Carolina Union: The University and Carolina Union have the right to cancel any event due to an emergency or perceived threat for any circumstance including, but not limited to, severely inclement weather, flood, facility condition, staff difficulties, civil tumult, strike, epidemic, acts or regulations of public or University authorities (including, without limitation, social distancing measures to limit the spread of contagious disease), interruption or delay of transportation service, utilities failure not due to University negligence, acts of God or war, terrorism, hazard to public safety, arrest or conviction of a member of Purchaser for behavior in conflict with the mission of the University, or any cause beyond the control of the University.
- **Event Cancellations:** Failure to confirm and/or provide event details to the Office of Events Services at least three weeks (21 days) in advance will result in the cancellation of the event.
- If a reservation is canceled more than three weeks (21 days) prior to the event, no charges will be assessed provided the Office of Event Services or the University has not incurred expenses required to provide the requested facilities or other services.

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Event Cancellation Fee</td>
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<tr>
<td>Less than 3 weeks</td>
<td>25% of event related charges</td>
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<tr>
<td>Less than 2 weeks</td>
<td>50% of event related charges</td>
</tr>
<tr>
<td>Less than 1 week</td>
<td>100% of event related charges</td>
</tr>
<tr>
<td>No Show/No Cancellation Fee</td>
<td>100% of event related charges</td>
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</tbody>
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- **Meeting Cancellations:** Cancellations must be received at least two (2) business days in advance of the meeting date. If client fails to cancel a reservation and the
meeting is not held, all incurred expenses and a no-show fee of $25 will be charged.

- **Cube Cancellations:** Cancellations must be made a minimum of two (2) days in advance. Failure to do so will result in the loss the paint cart deposit.

**How to Check In/Out of Your Reservation**

- All clients must check in at the Carolina Union Welcome Desk when you arrive for your reservation, regardless of event location.
- University affiliated organizations must present their OneCard at check in. Non-Affiliate groups should check in with their driver license and phone number.
- Once your reservation has concluded, you will need to check out there as well.
- Student organizations must check in/out at the Carolina Union for reservations in General Purpose Classrooms.
- Failure to check in/out will lead to a reservation no-show on your account and potential fees/loss of reservation access.

**Reservation Closeouts**

All reservations go through a close out process after the event date or last reoccurring booking. All reservations with charges are invoiced on the 2nd and 4th Friday of each month. Invoicing dates may be adjusted to accommodate building closures and holidays. Information about how to pay your Carolina Union invoice can be found [here](https://carolinaunion.tsandy.ovcsa.unc.edu/paying-your-carolina-union-invoice-0).

**Other Campus Venues**

For more on campus venues for events visit [ReserveCarolina](https://reservecarolina.unc.edu/).

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*Source URL:* https://carolinaunion.tsandy.ovcsa.unc.edu/departments/event-services/reservations

*Links*

[2] mailto:eventservices@unc.edu
[3] https://carolinaunion.tsandy.ovcsa.unc.edu/about/hours-operation
[6] https://reservecarolina.unc.edu/