

# RESERVATIONS 101

## Event Services Guide for Meetings & Events

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UNC  
STUDENT AFFAIRS



carolina union  
MORE THAN A BUILDING

# Why Start With Us

Event Services books over half of the spaces on campus and we have strong partnerships across campus to help us secure space including:

- *Union Meeting Rooms*
- *Union & SASB Plazas*
- *Union Performance Spaces (Great Hall, Auditorium, West Lounge)*
- *Art Gallery*
- *Pit and Pit Solicitation Tables*
- *Rehearsal Space*
- *Davis Courtyard*
- *CUBE*
- *50 General Purpose Classrooms*
- *Stone Center*
- *Camps Rec Spaces (Hooker Fields, Fetzer Gym)*
- *Auxiliary Spaces (Rams Plaza)*
- *Housing Spaces (volleyball courts, grills)*
- *Facilities Spaces (Historic Quads: Polk Place, McCorkle, Bell Tower)*
- *Carmichael Arena*



# Reservation Schedule

Our office operates on reservation scheduling cycle. Each fall and spring semester has a First Day of Reservations where spaces become available based on the schedule below.

## What spaces can you book and when?

### FALL

- Union spaces for the spring become available for reservation and will remain open through the spring semester.
- General Purpose Classrooms for the fall semester become available and end at the close of fall semester.

### SPRING

- Union spaces for the fall become available for reservation and will remain open through the fall semester.
- General Purpose Classrooms for the spring semester become available and end at the close of spring semester.



# First Day of Reservations

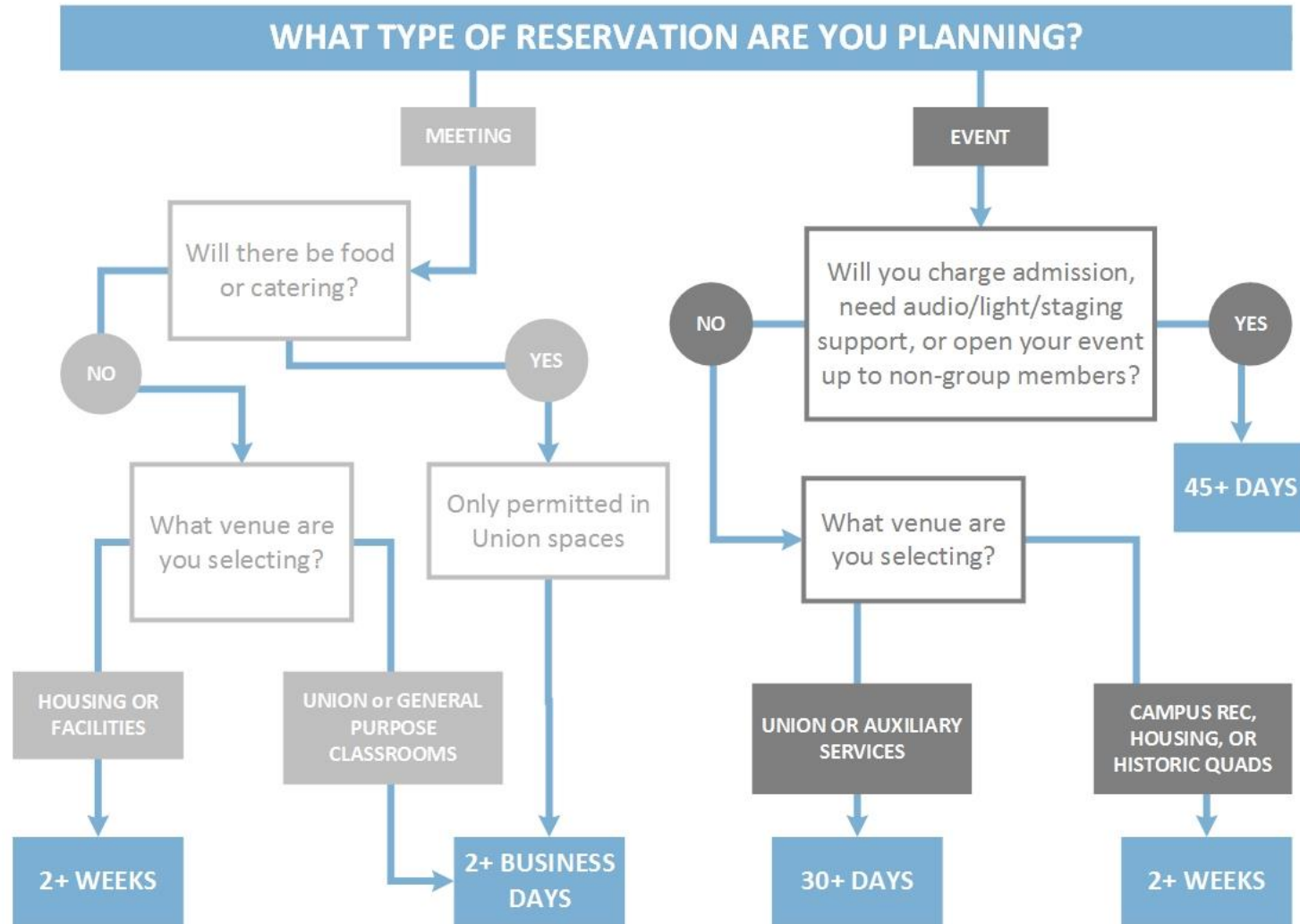
The First Day of Reservations always occurs 12 business days from the first day of classes. Our office begins accepting reservations online through Reserve Carolina at 9am.

<http://reservecarolina.unc.edu>

## What's my login?

- Each organization has a single unique login issued by the Office of Event Services.
- For student organizations, the user name and password is emailed to the primary contact, as listed on [studentlife.unc.edu](http://studentlife.unc.edu) at the start of the academic year.
- If you do not have an account you can request one through our request form linked on Reserve Carolina.

# Determining Timelines



# EM Glossary

There are a few terms you should know when working with Event Services

**OPEN vs CLOSED** – A reservation is considered “open” if non-members of the reserving organization are able to attend. “Closed” reservations are only available to members of the reserving organization. Open reservations may require Guest Services staffing.

**BLACKOUT DATES** – These are dates where production equipment and/or labor are unavailable.

**CHECK IN/CHECK OUT** – An organization representative must check in prior to the start of their reservation and directly after the end of their reservation. At the end of your reservation please ensure you have left the room in the same condition as you have found it to avoid charges.

- For reservations within the Union please visit the Information Desk
- For reservations in General Purpose Classrooms please meet with one of our staffers at the scheduled classroom building.

**NO SHOW** – This means the reservation time/space request was not fully utilized and/or the reserving organization failed to check in or out for the reservation.

- Receiving a “No Show” results in a charge of \$25 and can lead to a loss of reservation privileges.

# EM Glossary

Your reservation can have different statuses assigned indicating where they are in progress. Here are a few that are important to know.

**RM REVIEW NEEDED** – This status indicates our team is currently reviewing your request and a meeting may be scheduled with you to review your request details.

**HOLD** – This status indicates your reservation has not yet been confirmed. The space is not available to others during this time, however you may not advertise the location until your reservation is confirmed.

**CONFIRMED** – This status indicates you completed steps 1-5 of the event confirmation process or emailed at least 2 business days in advance to confirm your meeting room and you may advertise your reservation.

**WAITLIST** – If a space is unavailable, you can request a waitlist status. If the space becomes available, you will be notified.

**CANCELLED** – This status indicates the space is no longer needed or you did not meet a required deadline. Be sure to review our cancellation policy when making your reservation.