

**Conference and Event Management
Complimentary Space Booking FAQ'S**

1. Who can book the complimentary spaces?

- a. Any internal university faculty or staff.

2. What determines whether the group is an internal campus group or an external group? How do we determine this?

- a. Payment with IDB or PCard, budget approval signature from budget owner, space usage is for university business and attendees are internal community members.

3. What spaces are considered complimentary?

<u>Rooms</u>	<u>Occupancy</u>
Dining Centre:	
Blue Room	110
Legacy Suite	60
Hotel Alma:	
Senate Room	120
Charleswood	12
Brentwood	12
Parkdale	12
Montgomery	12
Varsity	16
Rosemont Room	35
Residence:	
Aurora	25
Crowsnest	25

4. Will the process for booking spaces change?

- a. No. Please continue to contact CEM through the cem@ucalgary.ca email or directly contact the event planner that you are accustomed to calling or emailing.

5. What other considerations are there for booking spaces?

- a. Complimentary spaces may only be booked within a 60-day window. For example, April 5 bookings for spaces will only be taken up until June 5. Should you wish to book a space outside of the 60-day window, internal rates will apply.

- b. Conference and Event Management reserves the right to move a group to a more appropriate space should the attendance or registration not meet their original expectations.

6. Why can only book within the 60-day window?

- a. Conference and Event Management reserves the right to protect spaces for conference and group business that typically book further in advance. By hosting these external groups, the benefits from spin off revenues in Hotel accommodations, food and beverage, bookstore purchases and parking revenues. This allows us to continue Ancillary's support of academic, research and student programming initiatives.

7. Will clients still receive a Booking Agreement if the space is complimentary?

- a. Yes. Clients will continue to receive a booking agreement. The agreement will continue to outline Conference and Event Managements' policies and procedures.

8. Will a method of payment be required to book complimentary spaces?

- a. A method of payment will still be required to cover catering and other incidentals.

9. What if I am unsure of my dates and I want to put a hold for space?

- a. Sixty days out from the event date, we will hold space. Anything outside this date will not be confirmed.

10. How many holds will CEM accept for one booking?

- a. Maximum of two holds and two dates

11. What if I cancel my event? Is there a fee for cancelling?

- a. There is no charge for cancelling space bookings.
- b. If you have ordered food and the event is cancelled, the standing Aramark food and beverage cancellation policies apply.

12. Why can we have only certain meeting rooms at no charge, but not the following spaces you also manage: Red & White / EEEL / Taylor / Schulich / Classrooms at no charge?

- a. Spaces outside the main core of our office area need additional support and resources. There are economies of scale that can be utilized for the Hotel, Dining Centre and Residence buildings.

13. I am planning a conference with registration and hotel rooms. Is this considered complimentary?

- a. All conferences and space associated will be offered the appropriate rate for the type of group or association booking the conference.