

University of Hawai'i at Hilo  
Student Services Center  
Facility Use Policy

The guidelines listed below represent only the facility use policy for the University of Hawai'i at Hilo Student Services Center (SSC) under the Office of the Vice Chancellor for Student Affairs (OVCSA), Division of Student Affairs (DSA).

Questions regarding facilities use and room reservations, policies and guidelines should be directed to the Facilities Coordinator prior to submitting your reservation:

Facilities Coordinator  
SSC, W-309  
Phone: (808) 932-7469  
Email: [joshima@hawaii.edu](mailto:joshima@hawaii.edu)

**Space and Priority Use Guidelines**

The facilities and rooms in SSC are to be used for UH Hilo-related purposes only. The priority use for general areas and meetings rooms identified below include, 1) DSA units, 2) Non-DSA units within the building, 3) UH Hilo administrative offices, and 4) UH Hilo departments and programs. 5) Academic classes or CSO or RISO advised by DSA faculty/staff or non-DSA faculty/staff within the building are not allowed to use any of the meeting rooms.

Space and Room Number	Maximum Capacity	Days and Times Available	Food/Drinks Allowed	Available Technology and Equipment*
W-201-Multipurpose	73	M-F, 8:00 am-9:00 pm	Yes	S,N,W,P & PC
Outdoor Covered Lanai, 2 <sup>nd</sup> Floor	12	M-F, 8:00 am-9:00 pm	Yes	NA
W-202	Kitchen	M-F, 8:00 am-9:00 pm	Yes	NA
2 <sup>nd</sup> Floor Bathroom	NA	M-F, 8:00 am-9:00 pm	NA	NA
E-214	12	M-F, 8:00 am-4:30 pm	No	S,N,W & P
E-216	4	M-F, 8:00 am-4:30 pm	No	S,N,W & P
E-218	4	M-F, 8:00 am-4:30 pm	No	NA
E-219	4	M-F, 8:00 am-4:30 pm	No	NA
W310	8	M-F, 8:00 am-4:30 pm	No	N,W,P & WB

\* Screen (S), Active Network Jack (N), Wireless Access (W), Phone Line (P), Polycom Capability (PC), White Board (WB)

Users are responsible for their own technology, A/V and media needs including providing equipment not on the list. The Facilities Coordinator can provide tech support and/or training upon request. Please make arrangements at least one (1) day in advance of the meeting or event.

## Reservations Procedures

1. Check facility/room availability online: <http://hilo.hawaii.edu/studentaffairs/reserve/>
2. Complete the **Facility/Room Reservation Request Form**. A facility/room request is not considered final until a confirmation email is received.
3. Only UHH Staff members are allowed to request reservations and a confirmation email will be sent to the requesting email address usually within 48 hours. Reservations are scheduled in the order received and in accordance with the priority use guidelines. **A minimum of two (2) days is required to process reservations.** If you are requesting facilities/room within 24 hours, contact your cluster leader to make the request to the Facilities Coordinator.
4. As appropriate, the facility/meeting room W-201 door(s) will be preprogrammed to open and close in accordance with the approved reservations. You can also request a key for the facility/room between 8:00 am to 4:00 pm the day of the event from the Facilities Coordinator. Keys must be returned immediately for the next reservation. Units, departments or programs will be charge \$10 for any lost keys.
5. Cancellation of facilities/rooms should be made 24 hours in advance by sending an email to [joshima@hawaii.edu](mailto:joshima@hawaii.edu). Late cancellations or repeated and unexplained “no shows” up may result in loss of facility/room use privileges.

A “no show” is considered when the user fails to be present at the requested time or reservation. The Facilities Coordinator or designee will wait 15 minutes after the group’s requested time has started. After this 15 minute waiting period the room will be secured. When the user fails to honor their reservations without giving the Facilities Coordinator prior notice, the following actions are taken:

1<sup>st</sup> no show / rules & policies violation– user will be issued an email warning

2<sup>nd</sup> no show / rules & policies violation – user will be issued a second email warning and may be assessed cost of staff time.

3<sup>rd</sup> no show / rules & policies violation – user will lose their privilege to use SSC facilities/room use for a minimum of three (3) months.

## Rules and Policies:

1. General Rules and Policies
  - Meeting/Event coordinator is responsible for making all arrangements for the meeting/event including all technology and equipment not in the room(s) or additional furnishings.
  - Meeting/Event coordinator is responsible for security, safety and maintenance of the facility/room and all contents. This includes turn-off lights and ensuring the doors are locked at the end of the meeting/event.
  - No items shall be taped, tacked or fasten to the tables, walls, ceilings or floor of any of the rooms unless it is detailed in the Facilities/Room Reservation Request Form and approved for the meeting/event.
  - Users are responsible for the behavior of their members and guests.

- Users will abide by all statutes, ordinances and policies of the State, County, University and Campus Center. Failure to observe such statutes, ordinances, and policies will result in the suspension of facility use privileges.
- Children under 12 must be accompanied and supervised by an adult who will assume responsibility for their safety and welfare.
- Motorized vehicles, skateboards, rollerskates and other similar devices are prohibited in the facility. Bicycles are not allowed in the building.
- Only service animals are allowed in the SSC.
- Smoking is prohibited in all enclosed areas, including the bathrooms, and lanai.
- The use of noxious chemicals, combustibles and cooking equipment, except by authorized personnel in designated area, is not allowed. Prior approval by the Vice Chancellor for Student Affairs is required for such use.
- Meeting/Event coordinator understands that their unit, department, or program will be responsible for any loss or damages to the facility/room. The meeting/event coordinator may wish to schedule a facility/room check prior to and after the meeting/event with the Facilities Coordinator to avoid any inappropriate charges being assessed.

## 2. Physical Set-Up/Clean-Up

- Plans to change the facility/room physical set-up must be detailed in the Facility/Room Reservation Request Form and must be approved before any changes can be made.
- The user is responsible for ensuring the facility/room is cleaned and restored to the original set-up at the end of the meeting/event.
- The user is responsible for removing all trash from facility/room that allows food and/or drinks. The trash should be disposed of in dumpsters behind the Mookini library, not in trash receptacles around the SSC.
- Upon request, brooms, mops, and additional trash bags, can be provided to the user by the Facilities Coordinator.

## 3. Allowance of Food and Drinks

- Food and drinks for meetings/events are only allowed in designated areas and rooms of SSC.
- Plans to serve food and/or drinks for meetings/event must be detailed in the Facility/Room Reservation Request Form and must be approved by the UH Hilo Food Services Contractor (Sodexo) before food and drinks can be served.
- Alcohol beverages are prohibited unless granted official approval prior to the meeting/event. For all meetings/events, authorization for alcohol service must be approved by the UH Hilo Vice Chancellor of Student Affairs and must be catered by Sodexo, with service in those areas stipulated in their liquor license. Obtain an application for authorization from the Facilities Coordinator.

## Non-Compliance

Users that do not comply with the SCC facility/room use policies may lose future use privileges.