

COOK-DEVOS CENTER FOR HEALTH SCIENCES EVENT POLICY

SLT 6.22

Date of Last Update:

July 31, 2008

Approved By:

- Senior Leadership Team

Responsible Office:

Conference Planning & Hospitality Services

POLICY STATEMENT

Located in the "Health Hill" area of Michigan Street, the Center for Health Sciences takes our health education and research initiatives to a higher level. The Meeting and Event Planning office provides support for our internal faculty, staff and student meetings and events, as well as the education and health care community members. The event spaces in the facility accommodate groups as small as 5 and as large as 150 and are available for a variety of uses to community events with a health related focus, and Grand Valley groups. The private meeting rooms, multi-purpose room and formal auditorium lend themselves for a variety of functions.

All events held in the Center for Health Sciences must be academically related or have a health/medical related community focus. Our concentration is that of an academic facility accommodating students and we will use our discretion to determine what event is best suited for the facility. Our staff will assist you in determining the best campus location for your event.

All catering arrangements for meetings and events are handled through our offices by our experienced and knowledgeable staff. From boxed lunches to formal receptions, we are able to accommodate all of your catering needs. The building also houses The Recovery Room Cafe, by Bagel Beanery. The cafe, located in the lobby level, serves specialty coffee beverages, bagels, bagel sandwiches, Paninis, snacks, desserts and various other food and beverage items.

Not only does the Center bring together all of our health-related programs in a state-of-the-art facility, it serves as a catalyst for establishing unique partnerships with area hospitals, research organizations, and health care professionals. Students will enjoy the advanced learning opportunities made possible by these joint ventures. The building is home to Grand Valley's health curriculum, including the Kirkhof College of Nursing, and the College of Health Professions. Additional building occupants include the Grand Rapids African American Health

Institute, the West Michigan Science and Technology Initiative, and SmartZone tenants.

PROCEDURES

Our team of meeting professionals has determined the following guidelines to assure smooth coordination for every aspect of planning this event.

Function Requirements

All meeting requirements, food and beverage requests, and audiovisual details should be confirmed no later than seven (7) days prior to the function date.

The Cook-DeVos Center for Health Sciences building hours are:

Fall/Winter

Monday-Thursday 7:00 am - 10:00 pm.

Friday 7:00 am - 5:00 pm.

Saturday 8:00 am - 4:00 pm.

Closed Sunday

Spring/Summer

Monday - Thursday 7:00 -10:00pm.

Friday 7:00 - 5:00 pm.

Closed Saturday and Sunday

Room space may be tentatively reserved if there is a need to finalize speaker arrangements, etc. before confirming your reservation. This tentative "hold" will be set for a time period determined by our planning coordinator. The client will be advised as to the time period and its expiration date. At the expiration date, the tentative "hold" will be automatically removed if the client has not called to confirm otherwise. There is no financial commitment for tentative reservations.

Room rent is based on the size of the space required for the event. This cost will be figured in four (4) hour increments of time. If more time is needed, additional costs may be incurred. (Any event booking from 8:00 am - 5:00 pm will be charged for only eight (8) hours in consideration of traditional business and meeting hours.)

We assign function space according to the anticipated number of guests. If the number of guests increases or decreases, it may be necessary for us to reassign the space accordingly. An increase will be accommodated if space is available, and will result in additional rental fees.

The Meeting & Event Planning Office is solely responsible for the shape and environment of the Conference Center. In the event that you may require extraordinary audiovisual or room set-up, the Meeting & Event Planning Office must be informed. We will make every effort to accommodate

your needs. Only vendors contracted through the Cook-DeVos Center for Health Sciences will be allowed on premise. Loading dock facilities are available for the transport of all conference materials. Materials and equipment for your event may be shipped directly to the Cook-DeVos Center for Health Sciences. Prior arrangements must be made through the Meeting & Event Planning Office for access. The Cook-DeVos Center for Health Sciences is not responsible for damage to or loss of any materials or equipment displayed or stored in the building. Items will be given the same care and protection as given to GVSU property.

Guidelines for shipment of materials:

1. All shipments must be granted prior approval.
2. Shipments will be accepted within 48 hours of event time, and not outside of this time frame.
3. All shipments must arrive at the Conference Services Department Monday through Friday, between the hours of 8:00 am and 4:00 pm.

Any shipment not meeting all of these criteria may not be accepted.

Grand Valley State University is pleased to offer conference guests complimentary parking, on a first come, first serve basis, in the Upper Level of our designated University parking structure. Details regarding access to our complimentary parking will be discussed in the planning of your event. Parking maps and directions are available by contacting the CHS Meeting and Event Planning Office at 331-5807.

Guarantee Policy

In order for our caterer and staff to be fully prepared for your event we require a minimum number of guaranteed guests seven (7) working days prior to your event. This number cannot be reduced. The "Final Count" must be given three (3) business days prior to your event. Increases made after this deadline will be accommodated, if possible, and are subject to a 25% late fee based on the number increased. We will charge for the number served, or the number guaranteed, whichever is greater. Food service is prepared based on this guarantee, and if no final number is given, service will be prepared based on the number given at the time of booking.

Cancellation Policy

By signing the contract, you agree to pay a cancellation fee equivalent to the full contracted room rate for the loss of business if your event is cancelled within thirty (30) days of the planned function, as well as any additional costs already incurred. Applicable to executive and specialty spaces and affiliate clients.

Notice of cancellation between thirty-one (31) and ninety (90) days of planned function, all deposit monies are non-refundable. Applicable to executive and specialty spaces, and affiliate

clients.

Notice of cancellation from ninety-one (91) days out, client has the option of changing the date (must be done on day of cancellation) and transferring the deposit to the new date. Otherwise, client will be refunded all monies, with the exception of a \$50 administrative.

Space reduction/Event date change: are considered cancellation of space, and will be treated in the same manner.

Should cancellation of your event become necessary less than 10 working days prior to the event, you will be responsible for 50% of the food and beverage costs. Cancellations received less than two (2) working days from the event are responsible for 100% of the contracted food and beverage charges.

Pricing

All room rental, audiovisual, food and beverage are subject to the customary six (6%) percent Michigan State Sales Tax. A service charge of (18%) eighteen percent is applied to all food and beverage service. There is a minimum \$75.00 charge for all conference center caterings. Published food and beverage rates are subject to change without notice.

Conference Room Liability

In the unlikely event that damages to the Center for Health Sciences should occur as a result of your function, liability for damages to the premises will be charged to the representative making the arrangements, based on actual repair or replacement cost.

The Cook-DeVos Center for Health Sciences cannot assume responsibility for the damage to, or loss of, any merchandise or articles left prior to, during, or following an event.

The affixing of anything to walls, floor, ceiling, or plants is strictly prohibited. Glitter and/or confetti are not to be used inside or outside the building. Candles must be contained in a lamp or isolated source. The Conference Services Department will assist you with hanging banners, decorations, displays, and promotional material.

Billing and Deposits

Invoices will be generated at the completion of your event. Invoices are due and payable net 30 days. A late charge of 1.5% per month will be assessed on all unpaid invoices. Sales/use tax will be added to the total billing

We ask that full payment of the balance due be made at the completion of your event unless credit has been established with our accounting office prior to your event. Direct-billed amounts are to be paid in full within thirty (30) days upon receipt of invoice. Final charges may be applied

to the following credit cards: MasterCard, Visa, Discover, and American Express. Invoice terms are net 30 days. Any unpaid balance is subject to a finance charge.

Cook-DeVos Center for Health Sciences

Phone: 616-331-5807 Fax: 616-331-5819

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Web – www.gvsu.edu/meetatgvsu
