

VEMS User Guide & Internal Bookings Regulations

2019-2020

Updated as of 2019-04-30





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1. INTRODUCTION

1.1. What is VEMS?

- Virtual EMS or the “*Virtual Event Management System*” is the online room booking system used by the Students’ Society of McGill University. It is for all SSMU-affiliated Services, Clubs, ISGs, and Staff Members.
- Virtual EMS makes the event planning process more efficient and organized - all bookings made are recorded and tracked using Virtual EMS.
 - Please note that VEMS cannot be used to book Outdoor Equipment, Gerts Bar or the Ballroom (refer to the booking forms found on the VEMS home page under “Links”).





1.2 What can we use the rooms for?

- With such a variety of spaces to choose from, you are guaranteed to find a room that suits your needs! Our spaces vary in size, some have built-in A/V equipment, others blackboards and whiteboards, and all of our rooms are equipped with furniture!

Examples: Conference, Meeting, Workshop, Guest Speaker, Party, Banquet, Award Ceremony, Art Gallery, Fair, Networking, Presentation, Kiosk/Tabling etc.

1.3 How many hours can I book weekly?

- 15 hours per week of subsidized room bookings for Full Status SSMU Clubs and Services in the University Centre.
- Interim Status SSMU Clubs receive a 50% discount on room bookings
- 10 hours for ISGs in the University Centre.
- All additional hours will be subject to an hourly room rate (fee). All SSMU affiliated groups will receive a 50% discount on all exceeded room booking hours.

1.4 What are your operating hours?

The University Centre is open for bookings:

- Monday & Tuesday 7am-12am.
- Wednesday-Friday from 7am-2am.
- Saturday from 10am-10pm.
- On Sundays, the University Centre is closed, yet you may still make a reservation. However, any bookings made outside operating hours are subject to additional fees:
 - Sunday fees: As of fall 2016, the building is closed on Sundays. The following fees apply to any groups including SSMU Clubs, Services & ISGs wishing to have the building opened for them:
 - \$350 cleaning fee
 - \$30/hr for security



- \$35/hour for porters
- In the winter months, an additional hour(s) should be added to account for snow removal.

2. GENERAL INFORMATION

- Booking requests must be made at least 48 hours in advance (business days).
 - Your reservation is not considered confirmed until you have received a confirmation and approval by the Events Administrator via email.
 - Please refrain from advertising/marketing your event prior to receiving this final confirmation.
 - If you have a last minute request, you must contact the Events Administrator directly. They will do their best to accommodate your request (no guarantee)!
- The executive submitting the reservation request shall be responsible for providing complete and accurate information.
 - Misrepresentation or omission of information may result in delays or cancellation of your event request.
 - Be sure to fill out your requests in detail and submit any relevant supporting documentation via the attachment field and/or to the Events Administrator in a separate email (i.e. Guest Speaker Waiver, Sale & Service of Food Waiver, Declaration of Sponsors, etc.)
- All event reservations must be made by authorized executives, and may not be booked on behalf of other parties.
 - As the client, you are responsible for the Event and its' activities. You must ensure that all participants and external suppliers are aware of and adhere to the Terms & Conditions.
 - Do not share your EMS credentials with third parties.
- All bookings must adhere to your group's constitution and/or mission and comply with the Terms & Conditions for SSMU Events. This includes all SSMU internal regulations, policies, procedures or directives, as well as all applicable federal, provincial and municipal laws.



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- The presence of any sponsors, businesses or the promotion of products at your event (including the display of third-party sponsors/names) must be approved in advance by the SSMU.

IMPORTANT NOTE:

The Operations Department carefully monitors SSMU space usage. Your access may be revoked, any existing reservations will be cancelled, and the SSMU may take further actions in regards to the suspension of booking and event services should the following be discovered (including but not limited to):

- You are not cancelling unused reservations;
- You fail to reply to communications regarding your event(s);
- You fail to provide contract signatures (when required);
- You fail to pay for your event on time (in accordance with the payment schedule);
- You are not respecting reservation times;
- You are not returning the space to its original condition (i.e. Damages and/or debris);
- You are found to be abusing your privileges of the EMS booking system;
- You are misrepresenting the reason for your space usage;
- You are misrepresenting for whom you are reserving the space;
- You have outstanding balances owed to the SSMU (over 90+ days).

3. ACCESS

3.1 I am an SSMU-recognized Club, Service or ISG, but I haven't received my login information

Contact the **Events Administrator** and copy the [SSMU VP Student Life](#). If you are a new group or user, it is possible that an account has not been created for you yet.



3.2 Accessing VEMS

Log-in Information:

- All SSMU-affiliated Clubs, Services and ISG's should have their own user ID and password. Outgoing executives should share this information with their successors. All user IDs will be the official SSMU email (ie. yourclub@ssmu.ca) used by your organization – personal emails will not be authorized.
- To log-in, visit <http://ssmuems.ssmu.mcgill.ca/emswebapp/> and select the second tab, “My Home”.

Insert your User ID and Password.

Sign In

User Id *

Password *

Sign In

3.3 How do I reset my password?

- New users will be provided with a temporary password. Once you log in for the first time, we recommend you change it.
 - Select “I’ve forgotten my password”.
 - Input your email and the captcha code. You will be sent a link to reset your password. If you cannot remember your email, please contact the **Events Administrator**.

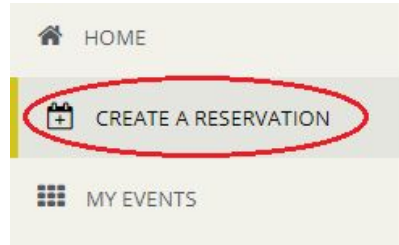
[⚠ I've forgotten my password.](#)

4. MAKING AN EVENT REQUEST (BOOKING)



4.1 How do I submit a reservation request?

- To create a new request, select “Create a Reservation” from the sidebar on the left-hand side.



- You may be prompted to select from one or more “Reservation Templates”. Select the “Space Request” template you desire.
 - Selecting “Book Now” will initiate the booking process, while “About” will include a brief description of the specific template you are using.
 - Choose a Building Request Template to make a room request.
 - Choose the Kiosk & Tabling Request Template to book a kiosk or table.

My Reservation Templates

680 Sherbrooke Space Request	book now	about
University Centre Space Request	book now	about
Kiosks & Tabling Request	book now	about
3471 Peel Space Request	book now	about
3501 Peel Space Request	book now	about



4.1.1 Step 1 – Rooms

The screenshot shows the EMS Room Request interface. The page title is "Room Request" and the user is logged in as "Events Administrator". The main heading is "3501 Peel Space Request". There are three tabs: "1 Rooms", "2 Services", and "3 Reservation Details". The "Rooms" tab is active. The page shows a "New Booking for Wed Apr 3, 2019" with a "Next Step" button. On the left, there are search filters: "Date & Time" (Date: Wed 04/03/2019, Start Time: 7:00 AM, End Time: 8:00 AM, Eastern Time zone), "Locations" (all), and "Let Me Search For A Room" (Setup Types: no preference, Number of People: 1). On the right, there are sections for "Selected Rooms" and "Room Search Results".

- Use the panel on the left side of the screen to generate results that match your specifications.
 - Input the date, start time and end time.
 - Input an estimated number of attendees in the “Let Me Search for a Room” tab. If no number is inputted, your search will not generate results.
 - Tip: Input “1” to browse all room in that building.
 - Click “Search”.
- To browse rooms and their features, simply click on the room name and a box will open, giving you access to the room details, features, images, etc.
 - Each space will also display the room’s capacity (number of people allowed in the space).



The screenshot shows a 'Rooms You Can Request' table and a pop-up window for the 'Conference Room'.

3501 Peel St. (ET)	
Conference Room	12
Lower Level Loft	25
Main Floor Front	24
Main Floor Parlour	10

The 'Cap' (Capacity) column header is circled in red. The pop-up window for the 'Conference Room' shows the following details:

- Room Code: CONF
- Description: Conference Room
- Room Type: Meeting Room
- Floor: Floor 01
- Notes: Room Features: Built in Screen and Projector, Air Conditioning, Desktop Computer, Conference Table, 12 Ergonomic Chairs

- If the room is available on the date and time you have requested, a small blue circle (+) will appear beside the Room Name. Select it to move to the next step in the booking process.
 - All shaded time slots are NOT available.
 - These could be light grey (the building is closed) or dark grey (there is already a reservation in place).

The screenshot shows the 'Room Search Results' interface with a calendar view. The 'SCHEDULE' tab is active. The calendar shows availability for the 'Conference Room' (12 capacity) from 7 AM to 6 PM. The '7 AM' slot is marked as 'Private'.

Rooms You Can Request	7 AM	8	9	10	11	12 PM	1	2	3	4	5	6
Conference Room 12	Private											
Lower Level Loft 25												
Main Floor Front 24												
Main Floor Parlour 10												

- A small dialogue box will pop up, asking you to input the number of attendees and set-up type you wish to receive.
 - Click “Add Room” to proceed to the next step.



Attendance & Setup Type ✕

To continue, please enter the number of attendees and desired setup type for this Room.

No. of Attendees *

Setup Type *

Add Room
Cancel

4.1.2 Step 2 – Services

- Select “Next Step” in the top right corner of the page in order to select various services.

1 Rooms
2 Services
3 Reservation Details

My Cart (1)
Create Reservation

Next Step

- You will be prompted to select various services, equipment and/or furniture that is available for use in the selected room (these will vary depending on each space).
- Select a resource by clicking on the item; you will also be prompted to input the quantity desired.

Services For Your Reservation

Furniture/Equipment (3501)

Equipment ▼	
25007 - Coat Rack	25007 - Extension Cord 25ft.
25007 - Flip Chart	25007 - Power Bar 4ft.
Furniture ▼	
25007 - Folding Chairs (Basement)	25007 - Folding Tables 4ft. (Basement)



- Please note that resources are available on a first come first served basis (while supplies last). The quantity left in inventory will be indicated.
- Select “OK” and then “Next Step” to continue.

25007 - Flip Chart

Includes Markers

- 1 + (available inventory: 1)

Special Instructions

OK Cancel

4.1.3 Step 3 – Reservation Details

- The final step is the “Reservation Details” tab. In this section you will be asked to complete your Event Details, Customer Details, Attachments (if applicable), etc.
 - Please note that if you need to attach more than one file simply use the “Ctrl” button on your keyboard when selecting files.
 - Be sure to complete all fields with a (*).
- Questions may differ depending on the chosen space

Reservation Details

Event Details

Event Name * Event Type *

Group Details

Group * Q

1st Contact

Attachments

Select your files Drag and drop your files here

Additional Information

Will you be hosting any guest speakers? *



- Once you have completed the form, select “Create Reservation”

Create Reservation

- Once this is selected, your request will be sent for review. This does not mean your booking has been confirmed!
 - Please allow 24-48 hours for us to process your request.
 - Once it has been processed You shall receive a space confirmation within 2 business days of submitting your request via email:
 - “Request Approved” - will be sent if everything is in order and no signatures or payments are required.
 - “Contract Signature Required” - will be sent if a signature and/or deposit is required.
 - “Follow Up” - will be sent if additional information is required before completing your reservation.

4.1.3.1 Example Email

Hello,

Your booking request has been confirmed. No signature is necessary, however, you are still required to abide by the rules and regulations found in the Event Contract and Rental Agreement (attached). Please read the terms and conditions carefully and be sure to respect capacity.

Should you have any questions or concerns, or simply need to cancel your reservation, please do not hesitate to contact us!

Best,

Events Department



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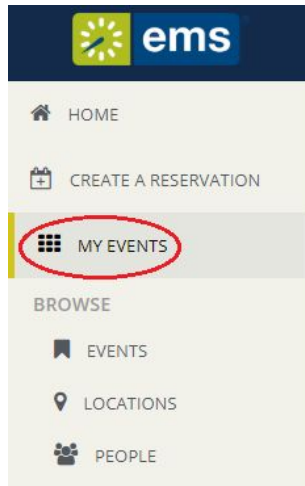
514-398-8966

3501 Peel - Request Approved

Group	Reservation: 10802	Quantity	Price	Amount
Events Administrator SSMU Events 3600 McTavish suite 1200 Montreal, QC H3A0G3 Canada	Event Name: TEST Status: Confirmed Phone: 514-398-8966 Email Address: eventsadmin@ssmu.ca Event Type: Meeting			
Bookings / Details				
Wednesday, April 03, 2019				
1:30 PM - 2:00 PM TEST (Confirmed) 3501P MAINFRONT				
Reserved: 1:27 PM - 2:03 PM				
Room Charge: (0.5 hours @ \$110.00/hr)		1	\$55.00	\$55.00
Less 100% Discount				-\$55.00
Subtotal				\$0.00
Grand Total				\$0.00

4.2 Can I check the status of my booking request online?

- Yes, you can! Simply click on the “My Events” tab located on the left menu panel.



- You will then be able to navigate through your existing reservation requests.
 - To view the status of your request, look under the “Status” header above your reservation.
 - “Web Request” means your request has been sent and is pending review.
 - “Pending - Gathering Information” means information or documentation is missing.
 - You will also receive a follow-up email requesting further information.
 - “Confirmed” means your request has been approved.



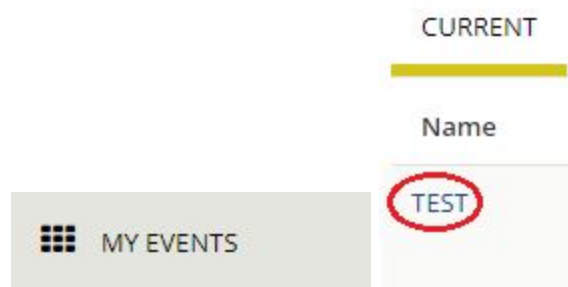
- You will also receive a confirmation email.

*Please note that all requests remain **pending** until you receive **final confirmation** from the Events Administrator.

CURRENT		PAST				
Name	First/Last Booking ^	Location	Group	Services	ID	Status
test	Mon Apr 15, 2019/ Mon Apr 15, 2019 (single booking)	3501 Peel St. - Lower Level Loft	SSMU Ev...		10804	Web Request
TEST	Fri Apr 26, 2019/ Fri Apr 26, 2019 (single booking)	3501 Peel St. - Conference Room	SSMU Ev...		10803	Confirmed
TEST	Fri Apr 26, 2019/ Fri Apr 26, 2019 (single booking)	3501 Peel St. - Conference Room	SSMU Ev...		10803	Pending - Gather Infor...

4.3 What do I do if I need to modify or add to my reservation after I've submitted my request?

- After submitting your request, you may still make changes to the date, time, location, services, and contact information.
 - Please note, however, once a change or modification is made, the processing stage will have to be **repeated** (allow 48 hours to re-process).
 - If your reservation was confirmed before you made any changes, it will be changed to “Web Request”.
 - Always refer to your “Status” for a point of reference.
- You can modify your existing reservation by clicking on “My Events”; and then on the “Name” of your reservation.





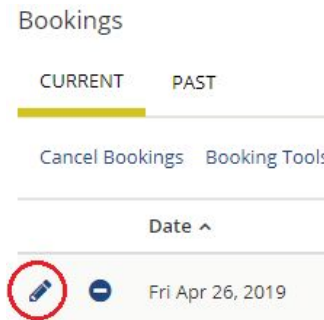
- You will then see your “Reservation Summary”
 - Click on “Edit Reservation Details” if you would like to modify your Event Name, Event Type or your Group Contact Information.



- Click “Save Reservation Details” once you’re satisfied with your changes.



- Click on the pencil icon below under the “Bookings” section if you would like to change the Date, Time and Location of your reservation.



- Click “Update Booking” once you’re satisfied with your changes.



- It is recommended to contact the **Events Administrator** right away if you would like to make any changes to your existing booking. This allows for **faster** processing. Any contracts that are updated will also be sent back reflecting all of the changes and modifications made, as well as any adjustments to your invoice (when applicable).

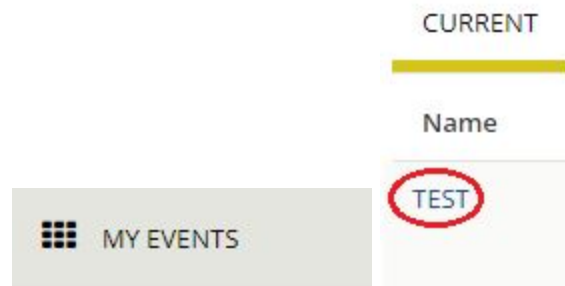
4.4 What if I want to make a recurring booking?

Directly email the **Events Administrator** with your request and it will be processed shortly. Be as detailed as possible! Provide them with the correct dates, times & location of your booking.

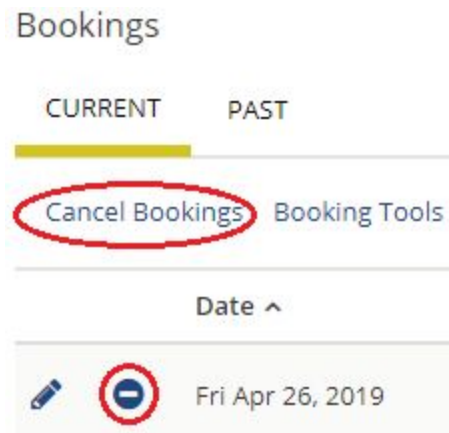


4.5 What do I do if I need to cancel my booking?

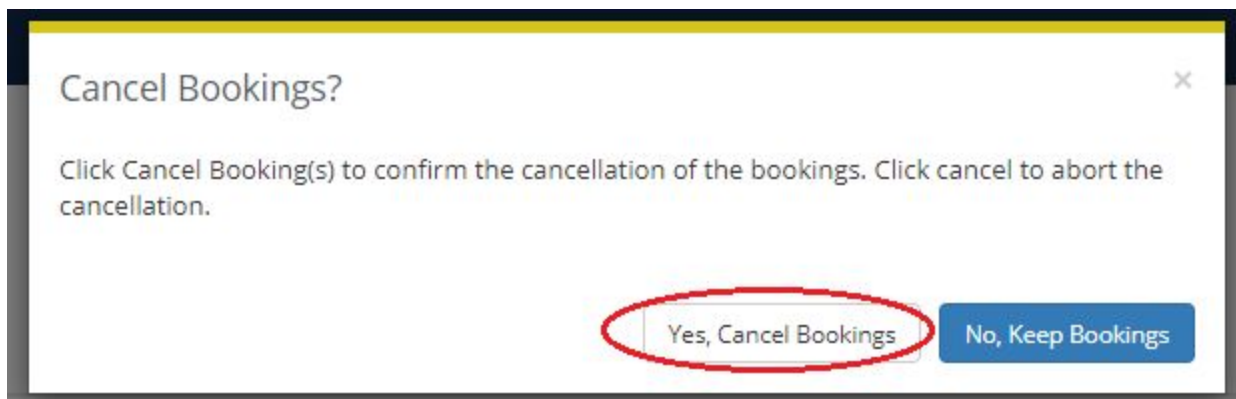
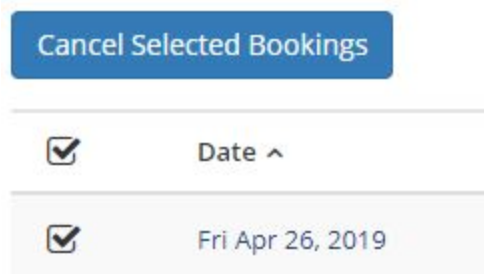
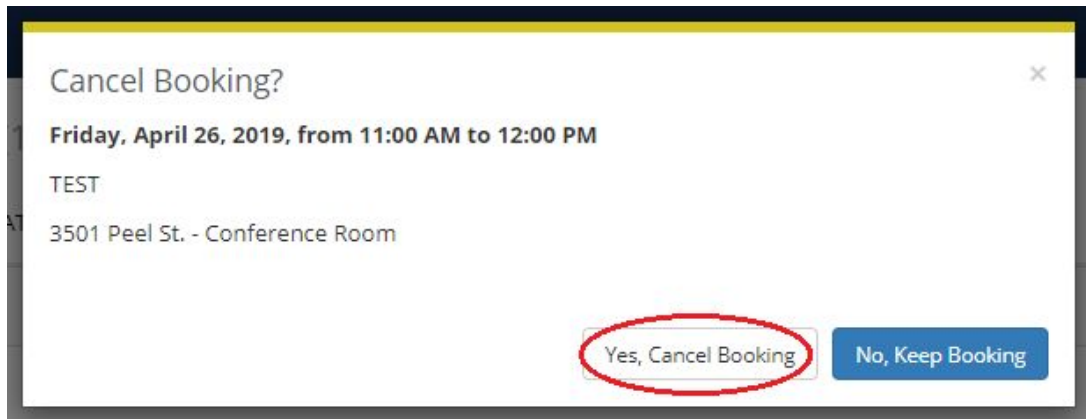
- You can cancel existing reservations online (VEMS) **48 hours before** your booking to avoid cancellation fees.
 - You can cancel a reservation by clicking on “My Events”; and then on the “Name” of your reservation.



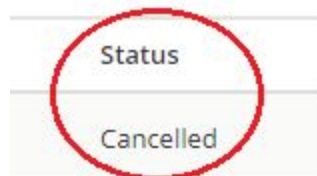
- Click on the circle icon below **or** “Cancel Bookings” under the “Bookings” section to cancel your reservation.



- Click “Yes, Cancel Booking” to complete the cancellation process; **or** check the box “” and select “Cancel Selected Bookings” and then “Yes, Cancel Booking.”



- You can check the status of your cancellation under “My Events”



- Alternatively, you can inform the [Events Administrator](#) as soon as possible via email; they will cancel your reservation on your behalf.



- Please note that fees in accordance with Section 5 of the [Events Contract and Rental Agreement](#) may apply:
 - Bookings that include charges/services are subject to cancellation fees and will be applied as follows:

Cancellation Received (Business Days)	Fees
20 or more days notice	No fees applied
10-19 days notice	\$50.00 administrative fee
0-9 days notice	100% of the cost estimated in the Agreement will be applied

- Free bookings are subject to a no-show/cancellation fee and will be applied as follows:

Cancellation Received (Business Days)	Fees
48+ hours before the reservation	No fees applied
Within 48 hours of the reservation	\$25 administrative fee

4.6 I'm seeing an error message when I try to book.

- Make sure you are filling out all of the required fields;
- Be sure to book your events at least 48 hours in advance (same-day bookings or requests made the day before are not be permitted online);
- Check if the building is closed (i.e. holiday);
- Check is the room is already in use;
- Verify if you are booking too far in advance (we only accept booking requests up to 2 months in advance).



- Take into account set-up and take-down time; allow for 15 mins before or after another group's scheduled event.

4.6.1 If you are still encountering booking errors

Contact the [Events Administrator](#) and include the details of the booking you were attempting to create. Attach a 'print screen' shot if possible. If they cannot solve the problem immediately, they will make the booking for you in the meantime.

5. OTHER BOOKABLE SPACE & RESOURCES

The following spaces and resources are not bookable via VEMS and must be requested through the following forms and approved by the Events Administrator.

5.1 Booking a Jam Space, Kitchen, Theatre Space

Please note that these spaces are for SSMU Internal use only. Due to the nature of the spaces, they are all subject to various Terms & Conditions, Codes of Conduct and Procedures. They are primarily operated by SSMU Services: **Midnight Kitchen, The Musicians Collective** and **Players' Theatre Group**. These groups will have certain blackout periods reserved throughout the year.



To request space, please fill out the following form:

<https://ssmu.wufoo.com/forms/other-bookable-space-in-the-university-centre/>

Once it is received, it will be sent for processing. You will be required to sign a "Terms and Conditions" agreement for the respective space.

5.2 Outdoor Equipment & Furniture

Rentable items include tents, BBQs, tables and chairs. Arrangements must be made with the Events Administrator to pick-up rented equipment and/or furniture. Upon pick-up, you must present your McGill ID and make a deposit in full at the SSMU office.

Additionally, you are responsible to drop-off your equipment within our operating hours (Monday-Friday 9am-4: 30 pm). If you do not return your equipment on time, you will be charged for an additional day.



To request Outdoor Equipment & Furniture, please fill out the following form:



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<https://ssmu.wufoo.com/forms/wwon0qv0p7c5xo/>

5.3 Requesting Catering (independent from all other services)

SSMU Catering is available independent from a University Centre room booking. You may place an order (for pick-up only). Arrangements must be made with the Events Administrator to pick-up your order.



To make Catering, please fill out the following link:

<https://ssmu.wufoo.com/forms/z1gfwckq18zqlh4/>

5.3.1 Menu

Our carefully constructed menu includes a variety of options for your meeting, conference, or party! Custom menus are also available upon request. Please advise us of any dietary restrictions, intolerances or allergies when making a request.



Check out our menu here:

<https://ssmu.ca/wp-content/uploads/2018/11/Catering-Menu1.pdf?x14259>

5.4 Booking the Ballroom

The Ballroom is the largest bookable space in the University Centre. This space is perfect for large events such as conferences, banquets, formal dinners, ceremonies, concerts, fairs and markets.

5.4.1 How do I book the Ballroom?



To book the Ballroom, please fill out the following form:

<https://ssmu.wufoo.com/forms/s1fgs5x10wvhkow/>

The Events Administrator will contact you after your request has been processed. You may be prompted to provide additional information and/or details pertaining to your event. A quote will be provided upon request.



5.5 Booking Gerts Bar

Gerts Campus bar is a great place to host your next event! Please note that reservation times may be limited due to peak hours in the bar. Sections are available for bookings during the week, however, exclusive private bookings of the entire bar are reserved for weekends only!

Please be advised that you may not sell admittance tickets to the bar for your event on a weekday, as Gerts is open to the public.

5.5.1 How do I book Gerts?



To book the Gerts, please fill out the following form:

<https://ssmu.wufoo.com/forms/z1dcgye910oq9z6/>

The Events Administrator will contact you after your request has been processed. You may be prompted to provide additional information and/or details pertaining to your event. A quote will be provided upon request.

5.5.2 Can I reserve tables at Gerts?

Yes! You may reserve tables at Gerts for up to 20 people. Again, reservation times will be limited due to peak hours in the bar. Tuesday, Wednesday and Fridays are our busiest nights. We suggest booking a table well before 6:30 pm or on a slower weeknight, as we cannot guarantee to seat.

6. GENERAL FAQ

6.1 Food

Student groups often have fundraisers for their clubs and services that include the sale of food such as doughnuts, etc...

While the SSMU does not oblige student groups to obtain the mandatory permit required by the Quebec government, they do require that;

- All food served/ or sold by clubs should be clearly labeled
- Food allergen signs posted and visible onsite during the sale and service of food on or off-campus.



Students' Society of McGill University

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Located on Haudenosaunee and Anishinaabe, traditional territories

All food that is not ordered through the SSMU or a SSMU-approved caterer will have a Cleaning & Disposal Fee of \$ 50.00-100.00 applied to the reservation.

During the sale or service of food, no cooking or food preparation is permitted in any of the rooms except designated kitchen areas. Any warmers used should be electric, and open flames are strictly prohibited. Proper food handling practices should be employed when serving food.



For more details on food handling practices and safety, refer to the following guide:

https://ssmu.ca/wp-content/uploads/2018/11/MAPAQ_food_handlers_guide.pdf?x14259

All food should be clearly labelled, and food allergen signs posted and visible onsite during the Event.

6.2 Catering (Internal)

Our carefully constructed menu includes a variety of options for your meeting, conference, or party!

You can choose options from our current [menu](#) or request a custom order by contacting the [Events Administrator](#) directly. Please advise us of any dietary restrictions, intolerances or allergies when making a request. If the SSMU food services are unable to provide the requested services, the Renter may arrange catering through SSMU's preferred external caterers. SSMU's recommended caterers have experience working at McGill University and are familiar with its regulations, policies, and procedures.

Catering can both accompany a room booking or be booked independently.

For catering requests accompanying your room booking, please select the option for SSMU Catering when prompted in the [SSMU VEMS portal](#). The Events Administrator will send you a [Menu](#) and the [Catering Form](#) to fill out should you request this service. Custom menus are also available upon request.

For catering requests (independent from all other services), please fill out the following [form](#). Arrangements must be made with the Events Administrator to pick-up your order.

6.3 Cleaning & Disposal Fee (External)

While you are welcome to bring your own food or use an external caterer, the cleaning and disposal fee may apply. The cleaning and disposal fee covers the cost of extra cleaning and disposal associated with food consumption. The fee was instituted in 2017. The fee is applicable for any food or drinks in any quantity (e.g. coffee, bags of chips, juice boxes, pizza, samosas) with the exception of a personal



lunch. Ask us if you aren't sure! Also, keep in mind any potential food allergies, intolerances and dietary restrictions that your guests may have when planning your own menu.

Omission to declare any external food or beverages at your event may result in the suspension of booking privileges. Be advised that you will be invoiced for the full amount of the cleaning and disposal fee, should you fail to notify the Events Administrator and external food and/or beverages be found at your event.

6.4 Alcohol

6.4.1 Can alcohol be served at my event?

Yes, the SSMU has an alcohol license that applies to the University Centre. Due to the nature of this license, alcohol in the building must be supplied and served exclusively by the SSMU. All outside alcohol will be confiscated and discarded. You can submit a request for alcohol when booking via VEMS (within your request for a room). Please note that **no** underage participants will be admitted into event spaces offering alcohol without exception. Advise your guests to bring a valid, government-issued, photo ID (18+). The SSMU reserves the right to deny access to any person(s) who fail to meet this condition.

6.4.2 If I would like to serve alcohol at my event, are there any fees associated?

Yes, there are various fees that may apply. Besides the cost of beverages being consumed, all events requiring alcohol must retain the services of the SSMU. This includes fees for booking, service, gratuities and security personnel (see Fees & Payment section).

6.4.3 Can we play drinking games or poker?

Those booking our rooms are expected to establish a culture of responsible drinking during their event. Drinking games and casino games (gambling) are not permitted. Security is present to ensure that there is no behaviour that puts anyone's health or well-being at risk.

6.5 Coat Check

6.5.1 Is it possible to run coat check at larger events?



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Yes, coat check is a service available at your events at an additional cost. Coat Check must be operated by designated SSMU employees only. Under no circumstances will an outside entity be able to operate the coat check or be admitted into the space.

You may choose whether or not you would like to charge your guests a coat check fee. All revenue earned through coat check fees will be collected on your behalf.

Alternatively, if you would like to rent a coat rack for smaller events, you do not require SSMU staff to service your event. However, please be vigilant when requesting this item. You must either keep them under strict surveillance (never leave the coat rack outside of your requested space) or post a notice on the risks of leaving valuable objects in pockets etc. The SSMU is not liable for any lost or stolen items!

6.6 Decorations

6.6.1 Am I allowed to put up decorations?

Yes, you are more than welcome to hang up decorations. However, all decorations must be taken down once the event is over. If you require a ladder, proper supervision and authorization are required. Unsafe use of ladders can result in serious injuries or death. All decorative items must be attached with masking tape; the use of adhesives and other hanging hardware is not permitted.

You may also move around the furniture, yet all components of the reserved areas must be returned to their original condition/location after the event. The SSMU reserves the right to apply post-event charges should to room require maintenance (leftover debris) and/or the furniture and equipment is damaged.

If you decide to use/move furniture, please note that it is not permitted to block any entrances or staircases. Refrain from moving equipment and/or furniture out of the room and into the halls. All emergency exits must remain clear at all times for safety reasons.

6.7 Music & Sound

You may use audio equipment for music or sound within your space as long as the noise level does not create a disturbance for other tenants. SSMU's onsite manager has full authority to ask the Renter, DJ or live music presenter to turn the entertainment down and/or off. If repeated disturbances are created, the Renter and its guests may be expelled from the Rental Space or the offending noise may be ended at the discretion of SSMU. In the event of disturbances to the point of expulsion, no portion of the event costs will be refunded to Renter.



6.8 Sponsorship

“Sponsorship”

Refers to a business transaction between your Student Group and a company/business in which financial assistance, products or services are provided and/or exchanged.

“In-Kind Sponsorship & Discounts”

In-kind sponsorship is a type of sponsorship where the sponsor agrees to provide goods or services (value in kind) instead of monetary contribution as part of a sponsorship agreement.

If you and your Student Group are regular customers of a particular business, then you may be able to negotiate sponsorship in the form of a discount:

- This could be money off equipment, supplies or food ordered from a specific store or vendor (ie. 15% off at Subway);
- reduced admission price to events (group rates);
- or a discount when hiring specific services or facilities.

“Prohibited Sponsors”

Please be advised that there may be some companies and organisations that would not be allowed to sponsor Student Groups, as they have been banned from advertising through the SSMU due to legal or policy reasons. Sponsorships involving controlled substances, tobacco brands, alcohol, gambling, and adult entertainment companies are not permitted.



All Sponsorship agreements must first be declared to the SSMU by submitting the [Sponsorship Declaration Form](#).

Please be advised that this includes external parties tabling at your internal and external events.

Fill in the “Sponsorship Declaration Form”, detailing all you’ve agreed when meeting with the sponsor. It’s important that you include as much detail as possible, in case there are any issues with your sponsorship later on. Think about any possible things that might go wrong or any circumstances where you might not be able to deliver what you’ve agreed. Also, do not promise anything on behalf of any other student groups (or the SSMU)- even if your group has a joint agreement, clearly define your responsibilities separately.



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Once your form has been received, it will be carefully reviewed by the Operations Department. Your group will then be contacted within 2 business days.



Additional information, if available, is required by referring to the [External Sponsorship Guide](#).

6.9 Guest Speakers

The SSMU recognizes the value that guest speakers with demonstrated expertise in an area of interest can bring to the McGill community. Accordingly, student groups may from time-to-time desire to invite a guest speaker to their events who may contribute intellectually, culturally or otherwise to the McGill community.



It is the responsibility of the event organizer to complete the “[Guest Speakers Waiver](#)” form and return to the Events Administrator (within 3 days of declaring and/or requesting your event) so that it can be processed and approved.

When a guest speaker event is approved, the Campus Security may also be consulted to determine whether or not it is necessary to hire security or event management personnel to assist with the event. If security or other event management personnel are deemed necessary, the student group may be responsible for any fees associated with the event.

6.10 Kiosks & Tabling

Throughout the year, tables are available for booking in the University Centre’s lobby and near the second-floor cafeteria. The building has a constant flow of between 1,000 to 1,400 McGill students, faculty and staff streaming in and out on any given day.



Kiosk and table reservations can be requested via VEMS:
<http://ssmuems.ssmu.mcgill.ca/emswebapp/>

Kiosks & Tabling Request

[book now](#) [about](#)

**Follow the same steps for “Making an Event Request (Booking).” You will receive a confirmation email once your request has been approved.*



6.10.1 Are there fees associated with booking a kiosk or table?

If you are an SSMU Club, Service or ISG, you are allotted **8 subsidized hours a week** for kiosk and table reservations. Please note that this is **independent** of your subsidized room booking hours. If you exceed your free tabling hours for the week, tables and kiosk can be reserved at an hourly cost with a 50% discount (see Fees & Payment section).

6.10.2 Am I allowed to sell samosas or baked goods at the table?

Food and beverages are not permitted at the kiosks and tables, except for the second-floor cafeteria table.

6.10.3 Am I allowed to sell tickets or other merchandise?

Yes! Student groups may reserve tables and kiosks to distribute information, promote events, distribute tickets, recruit, perform registration, fundraise, and sell merchandise (with the exception of selling food and/or beverages).

6.10.4 Is my group allowed to book on behalf of one of our sponsors or community ties?

No. Student groups may not reserve tables or kiosks on behalf of an individual, group, business or organization not affiliated with the SSMU - even if it is part of a fundraising effort or collaboration with said group. However external groups including non-profit organizations, local business, charities, etc. may book tables and kiosks by submitting a request form. This includes members of the McGill community that desire to sell or promote products or services.

6.10.5 Can I put up posters, advertisements or information pertaining to the tabling?

It is the responsibility of the event organizers to respect any regulations governing the distribution of advertising material on the McGill University campus and in McGill University buildings, as well as any applicable laws of the City of Montreal. Keep in mind that any promotional materials must be approved by the SSMU before they are posted in the University Centre.

Advertisements, posters, or information pertaining to the tabling program must be attached (with masking or painters tape only) to the groups' table. Materials cannot be placed on walls, doors, glass surfaces or other building surfaces/fixtures. All materials must be removed at the end of the tabling period by the group and the area must be returned to pre-use condition.



For more information on promoting your events and postering in the University Centre, please contact the [Communication and Publication Manager](#).

6.11 Miscellaneous FAQ

6.11.1 Am I required to clean the room after I host an event?

We request that you return the room to its original condition post-event. However, the SSMU Porters will assist you with equipment & furniture. Charges may apply if the room is not returned to its original condition in accordance with the “**Events Contract and Rental Agreement**.” SSMU reserves the right to apply cleaning charges post-event if it is deemed necessary. We advise that you properly dispose of any waste and/or debris (garbage, recycling, etc.), as well as collect any personal items.

6.11.2 I forgot an item or article of clothing at the event. Is there a lost and found?

Although the SSMU takes no responsibility for personal effects and possessions left on the Rental Space prior, during or after any event. The SSMU does maintain a lost and found and will hold recovered items for a period determined reasonable by the SSMU (90 days). It will remain the responsibility of the Renter to contact the **Lost and Found department** to attempt to recover any items at **514-398-6800**. Our Lost and Found is located on the first floor of the Brown Building, 3600 McTavish in the SSMU General Office, Suite 1200.

You may also contact the **SSMU Security** for assistance and/or more serious matters (ie. theft) at **514-766-5989**.

In order to claim an item, please follow these instructions:

- Stop by in-person at the SSMU General Office;
- Accurately describe the item(s);
- Provide picture identification upon claiming; and (for students and staff) your McGill ID number;

6.11.3 What do I do if I arrive at my room and it is already in use?

Our internal event management system physically prohibits us from double booking groups. If you have received a confirmation email from us or signed a contract for your event, you are entitled to the space.



In the case that another group is using your room. First, ask to see confirmation of their booking. If the conflict cannot be immediately resolved, please call the **Events Administrator (514-398-8966)** during business hours for assistance or the **Gerts Supervisor (514-606-8966)** for events that occur outside of regular operating hours.

7. SUPPORTING DOCUMENTS



Guest Speaker

<https://clubsportal.ssmu.ca/waiver-form-for-external-guest-speakers/>



Sponsorship Declaration

<https://ssmu.wufoo.com/forms/sponsorship-declaration-form/>

8. FEES & PAYMENT FAQ

8.1 Room Rates

* Applied if free hours are exceeded at a 50% discount

* All pricing is in Canadian Dollars (CAD)

* Fees are subject to change without notice

University Centre	
B-29	\$ 85.00/hour (-50%)
B-30	\$ 85.00/hour (-50%)
Madeleine Parent (202)	\$ 160.00/hour (-50%)
Lev Bukhman (203)	\$ 180.00/hour (-50%)
South Side Cafeteria	\$ 140.00/hour (-50%)
Room 302	\$ 100.00/hour (-50%)



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Ballroom (301)	\$ 200.00/hour (-50%)
Club Lounge (401)	\$ 75.00/hour (-50%)
Blue Room (403)	\$ 75.00/hour (-50%)
White Room (420)	\$ 85.00/hour (-50%)
Green Room (433-A)	\$ 75.00/hour (-50%)
Room 435	\$ 50.00/hour (-50%)
Purple Room (434)	\$ 50.00/hour (-50%)
Yellow Room (436)	\$ 50.00/hour (-50%)
Gerts Full Bar	\$ 200.00/hour (-50%)
Gerts North (Half)	\$ 100.00/hour (-50%)
Gerts South (Half)	\$ 100.00/hour (-50%)

Kiosks & Tabling

Main Kiosk	\$ 110.00/hour (-50%)
Student Lounge Table	\$ 85.00/hour (-50%)
Elevator Table	\$ 85.00/hour (-50%)


3501 Peel

Loft	\$ 150.00/hour (-50%)
Main Floor Front	\$ 110.00/hour (-50%)
Main Floor Parlour	\$ 70.00/hour (-50%)
Conference Room	\$ 80.00/hour (-50%)



8.2 Services

- * No discounts are applied to Services
- * All pricing is in Canadian Dollars (CAD)
- * Fees are subject to change without notice

Alcohol Service	<p>Items - Fees vary upon selection</p> <ul style="list-style-type: none"> ● Beer ● Wine ● Cocktails ● Non-Alcoholic, etc. <p>Booking Fee - \$ 50.00 Server - \$ 22/hour Gratuity - 18% of total items sold</p> <p><i>*Contact the Events Administrator for pricing & service options (ie. Ticketed, Open Bar or Cash Bar).</i></p>
Catering Service	<p>Items - Fees vary upon selection Server - \$ 22/hour (for Banquet/Dinner service only)</p> <p> See Menu</p> <p>Custom Menus available upon request!</p>
Self-Catered Events	<p>Cleaning & Disposal Fee \$ 50.00-100.00 <i>*Covers waste management and clean-up post event;</i></p>
Coat Check Service	<p>Booking Fee - \$ 50.00 Operations Staff - \$ 22/hour</p> <p><i>*Coat check can only be serviced by SSMU Staff. *Coat check fees can be collected for fundraising purposes for private events.</i></p>



Security Service	Operations Staff - \$ 30/hour - a minimum of 4 hours <i>*Security agents will be applied at the discretion of the Building Director and Operations Director.</i>
Event Coordinator	Operations Staff - \$ 25.00/hour

8.3 Furniture/Equipment

**No fee for furniture/equipment already featured in the room*

**No discounts are applied to additional furniture or equipment*

**All pricing is in Canadian Dollars (CAD)*

**Fees are subject to change without notice*

Additional equipment: <ul style="list-style-type: none"> ● Ballot Box ● Coat Rack ● Directional Sign ● Electric Piano ● Flip Chart ● Food Warmer ● Linens ● Mobile Blackboard ● Mobile Whiteboard ● Podium ● Water Cooler 	<i>\$ 20.00 Flat Fee for all additional equipment (multiple items)</i>
Linens	<i>\$ 10.00/each</i>
Water Cooler	<i>\$ 20.00/rental + \$20.00/water jug</i>
Cutlery	<i>\$ 0.45/each</i>
Plates	<i>\$ 0.75/each</i>



8.4 Outdoor Furniture/Equipment

- * No discounts are applied on outdoor furniture/equipment
- * Outdoor furniture/equipment requires a deposit
- * Late returns are subject to additional charges
- * All pricing is in Canadian Dollars (CAD)
- * Fees are subject to change without notice

BBQ (tools included)	\$ 50.00/day
BBQ Propane Tank	\$ 30.00 - If propane tank is returned empty post-event; alternatively return the propane tank full with proof of receipt.
Chairs	\$ 3.00/Chair
Tables	\$ 8.00/Table
Tent	\$ 15.00/Tent

8.5 Audio/Visual Equipment

- * No fee for A/V already featured in the room
- * No discounts are applied to additional A/V required
- * All pricing is in Canadian Dollars (CAD)
- * Fees are subject to change without notice

Additional equipment: <ul style="list-style-type: none"> ● Cables & Extension Cords ● Adaptors ● Power Bars ● Microphones ● Speakers ● Media Carts ● Portable Screen & Projector 	\$ 20.00 Flat Fee for all additional equipment (multiple items)
Light Bars (LED)	\$ 15.00/each



8.6 Additional Fees

**All pricing is in Canadian Dollars (CAD)*

**Fees are subject to change without notice*

Set-up & Take-down	Operations Staff - <i>Varies depending on length (time) and/or type of staff required.</i>
Stage Relocation	\$ 350.00
Storage	<p><i>Varies depending on length (time) and/or storage and space required.</i></p> <p><i>*Limited storage is available upon request. Storage fees will be applied to any items left overnight or beyond normal delivery times.</i></p> <p><i>*It is not the responsibility of the SSMU to ensure that pick-ups are scheduled and executed.</i></p>
Delivery/Loading	<i>Varies depending on length (time) and/or if a Parking Permit is required.</i>
Guest Wifi Access	<p>\$ 25.00 Administrative Fee + \$ 1.00/user</p> <p><i>*Guest accounts for internet access can be made available upon advanced request. Guest accounts are only valid for a specified period of time deemed by SSMU and may be subject to an additional fee.</i></p>
Parking	<p>\$ 25.00 Administrative Fee</p> <p><i>*Parking is limited, however, permits may be available upon request.</i></p> <p><i>* Fee is subject dependent upon timing and requirements.</i></p> <p><i>*Vehicles should not be parked overnight unless authorized by SSMU.</i></p>



	<i>*All vehicles must clearly display a valid parking permit.</i>
Porter	<i>\$ 30.00/hour - a minimum of 4 hours *To open or close the building outside of operating hours, Sundays and Holidays.</i>
Set-Up & Take-Down	<i>Varies depending on the type of labour.</i>
A/V Technician	<i>\$ 25.00/hour</i>
Holiday Cleaning	<i>\$ 350.00</i>
Sunday Cleaning	<i>\$ 350.00</i>
Cafeteria Cleaning	<i>\$ 350.00</i>
Post-Event Cleaning	<i>Varies depending on the condition of the space (floors, debris, etc.)</i>
Maintenance or Damages	<i>Varies depending on the condition of resources (equipment, furniture, etc.)</i>
Operations Staff Overtime	<i>\$ 22/hour</i>
Free Hours Exceeded	<i>Room Rate/hour - 50%</i>
No-Show	<i>\$ 25.00</i>
Late Cancellation	<i>\$ 50.00 or 100% of the total reservation charges *dependent on cancellation schedule</i>

8.7 If my reservation includes charges, how do I make a payment?

- You will be sent an email with an attachment, “Event Contract and Rental Agreement,” which outlines all of the details and charges associated with your reservation. It also includes the “Terms and Conditions” of your contract.



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SSMU Events
3600 McTavish, suite 1200
Montreal QC H3A 0G3

514-398-8966

Event Contract and Rental Agreement

Group	Reservation: 10807			
TEST SSMU Events 3600 McTavish suite 1200 Montreal, QC H3A0G3 Canada	Event Name: TEST Status: Pending - Gather Information Phone: 514-398-8966 Email Address: eventsadmin@ssmu.ca Event Type: Meeting			
Bookings / Details		Quantity	Price	Amount
Monday, April 08, 2019				
4:00 PM - 5:00 PM TEST (Pending - Gather Information) 3501P MAINFRONT				
Reserved: 3:57 PM - 5:03 PM				
Room Charge: (1 hours @ \$110.00/hr)		1	\$110.00	\$110.00
Less 100% Discount				-\$110.00
Additional Fees:				
22001-Free Hours Exceeded(2 hours @ \$110.00/hr)		1	\$220.00	\$220.00
Less 50% Discount				-\$110.00
<i>Exceeded subsidised booking hours by 2 hours.</i>				
	Subtotal			\$110.00
	Grand Total			\$110.00

- You will need to print and read the “Terms and Conditions” of your contract. Then sign and return this contract to eventsadmin@ssmu.ca as a **PDF** or alternatively, you can leave a **physical copy** at the reception of the **SSMU Office**.
- Incomplete Contracts will **not** be processed. Please be sure to fill out the spaces allotted for the **[RENTER]** at the **beginning** and the **end** of the “Event Contract and Rental Agreement”. You must provide a signature.
 - Please write legibly. We recommend using your group name and primary contact when signing the contract:
 - ie. SSMU Ski & Snowboard Club % John Doe



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1

EVENT CONTRACT AND RENTAL AGREEMENT

BY AND BETWEEN:

STUDENTS' SOCIETY OF MCGILL UNIVERSITY;
(hereinafter called "SSMU")

AND:



[as stated above];
(hereinafter called the "Renter")

2

[RENTER]

Per:
Name:
Title:
Duly authorized as I/we so declare.



8.8 Making a Payment

- A deposit representing 50% of your total reservation charges is required upon signature of your "Event Contract and Rental Agreement."
- The balance of the reservation and all other amounts owing shall be paid upon receipt of the final invoice.
- Any internal outstanding balances, exceeding the payment date (over 30+ days) will result in the suspension of room bookings services and the finances will be transferred directly from your bank account. Repeated late or non-payments will be subject to sanction.
- The methods of payment accepted by SSMU are VISA, MasterCard, Cash and Cheque. Some forms of payment may be subject to additional fees.
 - All payments should be made out to "**Students' Society of McGill University**".
- Payments can be made over the phone by contacting the **SSMU Accounting Department** at **514-398-6808** or **514-398-6805**.
 - You must provide the reservation and contract number and/or a copy of your contract.



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SSMU Events
3600 McTavish, suite 1200
Montreal QC H3A 0G3

514-398-8966

Event Contract and Rental Agreement

Group	Reservation: 10807
TEST SSMU Events 3600 McTavish suite 1200 Montreal, QC H3A0G3 Canada	Event Name: TEST Status: Pending - Gather Information Phone: 514-398-8966 Email Address: eventsadmin@ssmu.ca Event Type: Meeting

- Alternatively, you can make your payment directly at the **SSMU’s Front Desk** located at 3600 *McTavish Street, Suite 1200, Montreal, Quebec H3A 0E7.*

8.9 HELPFUL LINKS

To view all other Terms & Conditions (ie. conduct, expectations, responsibilities and liability) within the internal “Event Contract and Rental Agreement,” review the following documents:



University Centre Contract

<https://ssmu.ca/wp-content/uploads/2018/11/University-Centre.pdf>



Gerts Bar Contract:

<https://ssmu.ca/wp-content/uploads/2018/11/Gerts.pdf>



Equipment Rental Contract:

<https://ssmu.ca/wp-content/uploads/2018/11/Equipment-Rental-Contract.pdf>