

## University Unions Online Reservations Frequently Asked Questions

### **Q: I can't find my group in the database when I search. How do I get my group added?**

A: First try clicking the "Browse" button, and select "Locate Group"

In this field, you will want to type in any portion of your group's name. Select "Locate" and every group with that portion of the name will pop up.

If you do not see your name in the database, you can request to be added by contacting the Texas Union Hospitality Office at [hospitality@universityunions.utexas.edu](mailto:hospitality@universityunions.utexas.edu).

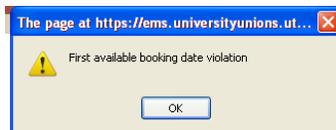
### **Q: Do I have to be an officer of my Registered Student Organization (RSO) to make a reservation?**

A: Yes. You must appear as an authorized representative as listed on the Student Activities website here: <http://deanofstudents.utexas.edu/sa/vieworgs.php>.

### **Q: I am an officer for my RSO but I don't see my name listed under my group's contacts. How do I get added?**

A: If your name is not listed as a contact in the reservation system AND you are an authorized representative as listed with Student Activities, select "temporary contact" and enter your contact information.

*PLEASE NOTE: If you are NOT listed with Student Activities we cannot process your reservation request. In order to modify the RSO's authorized representatives please contact the Student Activities office.*



### **Q: I'm getting a message that says (first available booking date violation) but I don't understand why. What happened?**

A: You may have made a request for a room when the Texas Union or the Student Activity Center is closed. The Student Activity Center opens reservations on a semester by semester basis. You may have attempted to book a time that is not yet open for reservations or when it is closed.

Note that event start times must be set for 30 minutes after the buildings open. For example, our buildings open at 10 AM on most Saturdays during the long semester. Accordingly, the earliest you could request an event to *begin* is 10:30 AM; however, in this scenario, organizers would have access to the

room at 10 AM for setting up.

Please see this link for Texas Union building hours: <http://www.utexas.edu/universityunions/texas-union/info/building-hours>

Please see this link for Student Activity Center building hours:  
<http://www.utexas.edu/universityunions/student-activity-center/info/sac-building-hours>

You may also have requested a room before the cut-off limit for requests. Requests must be submitted before 8 AM the day prior to your desired event date.

*Please note that requests submitted less than two business days before the event date are subject to a \$10 late request charge.*

**Q: Why can't I see the availability of the Texas Union Ballroom and Theater?**

A: These are large capacity specialized rooms that are high in demand; the University Unions manages reservations to maximize building utilization and assigns these accordingly.

To request availability for Texas Union Ballroom or Theater, please contact the Texas Union Hospitality Office at 512-475-6677.

**Q: I need to make changes to a request I sent. How do I edit a reservation request?**

A: To edit the reservation after you have saved it, go to the Reservations tab and select "View My Requests".

Select the name of the reservation you wish to edit.

Click the  (green plus sign) to edit or add services.

To edit reservation details\* (event name/type), click "Edit Reservation" on the far right of that field.

*\*NOTE: You may make changes to events online up to two weeks before the planned event.*

*If you want to make changes to your Texas Union event **less than** two weeks before it, please contact the Texas Union Hospitality Office at [hospitality@universityunions.utexas.edu](mailto:hospitality@universityunions.utexas.edu).*

*For changes to your Student Activity Center event **less than** two weeks before, please contact the Student Activity Center Events & Activities Office at [sacreservations@universityunions.utexas.edu](mailto:sacreservations@universityunions.utexas.edu).*

**Q: I need to cancel a room request. How do I do this?**

A: To cancel a reservation\* after you have saved it, go to the Reservations tab and select “View My Requests”. Select the name of the reservation you wish to cancel then click **X** (red x) next to the name and OK when prompted. Late cancellation charges may be assessed when applicable. More information about the University Unions cancellation policies can be found at the following sites:

Texas Union

<http://www.utexas.edu/universityunions/texas-union/space/cancellation>

Student Activity Center

<http://www.utexas.edu/universityunions/student-activity-center/space/room-cancellations>

*\*NOTE: You may cancel your event online up to two weeks before the planned event.*

*If you want to cancel your Texas Union event **less than** two weeks before, please contact the Texas Union Hospitality Office at [hospitality@universityunions.utexas.edu](mailto:hospitality@universityunions.utexas.edu).*

*For cancelling your Student Activity Center event **less than** two weeks before, please contact the Student Activity Center Reservation Office at [sacreservations@universityunions.utexas.edu](mailto:sacreservations@universityunions.utexas.edu).*

**Q: The room I want isn't showing up after I click "Find Space".**

A: If the room does not show, it may be unsuitable for your needs. For example, the occupancy may be too small or the room may not be suitable for dancing.\* You may also want to check your filters to see if whether some features could be unchecked.

*\*NOTE: The following rooms are suitable for dancing:*

Texas Union

- *Quadrangle*
- *Ballroom*
- *Theater (stage only)*

Student Activity Center

- *Dance Rehearsal Space*

**Q: How do I schedule a recurring (weekly/monthly) meeting?**

A: After you have logged in, under the 'Reservations' tab click on either 'UNB Recurring Meeting Request' for the Texas Union or 'SAC Recurring Meeting Request' for the Student Activity Center.

**Q: What is the 'group set' set-up type (this applies to Texas Union reservations only)?**

A: Group set is akin to 'room as-is'. The difference is that certain rooms may have a stack of padded chairs for furnishing that can be configured by the client\*. The rooms that allow 'group set' are as follows:

- African American Culture Room
- Asian American Culture Room
- Chicano Culture Room
- Eastwoods Room
- Lone Star Room
- Pearce Hall
- Sinclair Suite

University Departments pay nominal setup and cleaning charges for the use of rooms. These charges are waived if a department uses the room 'as-is'. By choosing this option, the department *will not* require the delivery of any equipment or additional furnishings. If a department chooses to 'group set' a Texas Union room, the department is responsible for returning the room to its original condition following the event. Departments will be charged the setup/cleaning fee if this has not occurred.

*\*NOTE: On occasion, rooms that normally have stacks of chairs for 'group set' may not have these in place due to operational demands. If this happens to be the case and the chairs were not previously reserved for the event, the reserving group will need to make a late request which may be subject to a \$10 late charge.*

**Q: When I submitted my request, the room appeared available, but I received an email stating that the space was not available. Why did this happen?**

A: The University Unions manages reservations to maximize building utilization and assigns rooms accordingly. This may have contributed to your unavailability notice. Also, depending on a variety of factors, there are times when a requested event would not be possible due to restraints with building or staffing resources.