

University of Wisconsin Extension Conference Centers  
**Facility and Event Services Policies**



# University of Wisconsin-Extension Conference Centers Facility and Event Services Policies

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## **1. Introduction**

Following are the official policies for the University of Wisconsin-Extension Conference Centers (ECC) pertaining to eligibility, scheduling protocol, food service, technical equipment use, financial arrangements, and other important matters. These policies are reviewed by the UW-Extension Conference Centers/Instructional Communications Systems Advisory Committee (ECC/ICS Advisory Committee).

The advisory committee is a forum for ECC and ICS to share information about operations with various departments. It also creates an opportunity for users of ECC and ICS facilities and services to give us feedback—providing suggestions on how ECC and ICS can improve, what new services are needed, and current departmental concerns. The scope of the discussions covers both in-person conferencing services as well as instructional technology and distance education services.

The current policy is dated July 1, 2008.

For answers to questions regarding ECC policies, please contact:

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## **2. Purpose**

The University of Wisconsin-Extension Conference and Distance Education Facilities are dedicated to providing the highest-quality learning environment and support services for educational programs and events hosted by organizations affiliated with the UW System and other educational institutions, as well as federal, state, regional, and local governmental groups, and others who meet the eligibility requirements as described in detail in section 4, below.

As part of the UW-Extension & UW Colleges, and through close association with UW-Madison and other statewide UW institutions, the primary purpose of ECC is to help fulfill the teaching and public service missions of the University by providing:

- Learning environments that are accessible, functional, comfortable, attractive, and competitively priced

- Responsive, customer-oriented staff members who provide:
  - Professional assessment of customer needs
  - Assignment of meeting rooms, lodging, and all related equipment and services
  - Instructional technology and distance education services and equipment from basic to advanced applications
  - Food service of high quality, variety, and value
  - Comprehensive conference planning services
  - Registration services

### **3. Scope**

Extension Conference Centers is comprised of four divisions:

1. The Pyle Center
2. The Lowell Center
3. Registrations/Student Records
4. Conference, Meeting, and Event Planning Services (CME)

These policies cover the scheduling and use of:

- Meeting rooms, including conference rooms and specially-equipped distance education classrooms
- Dining rooms, lounges, rooftop terrace, and exhibit areas
- Overnight lodging accommodations and on-site parking at The Lowell Center
- Local, statewide, and worldwide distance education and teleconferencing services
- External (off-site) venues utilizing ECC services
- Food and Catering services
- Registration services
- Contracted conference, meeting, and event planning services

### **4. Eligibility for Use**

- A. The space and services of ECC are available to support official functions of University of Wisconsin System academic departments and administrative units; university-related agencies such as the UW-Madison Alumni Association, UW Foundation, and Friends of WHA; and other local, state, and federal governmental agencies; educational institutions; and Native American Nations.

ECC provides highly focused learning environments for professional development, training, and meetings. The Pyle Center is also available for UW credit classes that require the specially equipped distance education classrooms and support.

B. Other groups (not previously identified) may use space and services of ECC, if they meet ALL of the following stipulations (1-4):

1. The function complements and does not directly compete with University of Wisconsin programming in terms of content or target audience.
2. The function is primarily educational and/or training, and not a social event. Receptions and social activities can be held in conjunction with educational functions that otherwise meet these criteria. Exceptions approved by the building manager.
3. The function is sponsored by a University of Wisconsin unit or governmental agency. Sponsors are required to sign event contracts. The primary sponsor is responsible for appropriate service charges and agrees to the conditions outlined in the contract agreement. If the primary sponsor fails to meet all the obligations incurred, the sponsoring UW unit, or governmental agency, will then accept full responsibility for those obligations.
4. The primary purpose of the function should not be to, directly or indirectly, sell a service or product, or solicit prospective business, which will financially benefit any individual or entity. For example, ECC will host technology related vendor demonstrations. The primary purpose of these demonstrations must be to provide education or discuss educational applications.

C. The use of ECC for political meetings/events is governed by UWS21.04 of the Administrative Code.

D. ECC will only schedule U.W. Registered Student Organization (RSO) meeting activities based on the following sequence of guidelines:

1. Groups have tried to reserve meeting space through the Memorial Union, and have been told by the Central Reservations Office that no campus space is available.
2. The student organization has a UW Department sponsor who will sign the ECC Contract and Policy Agreement form.
3. Both the departmental sponsor and the organization members agree to all policies and guidelines. Additional charges will be assessed if any policies or guidelines are violated.
4. Events take place during ECC's regular building hours.
5. The space reserved will be set using one of ECC's standard room setup options.
6. No dances, bands, or recruiting activities are involved.

Use of ECC facilities for social purposes is strictly limited. All social activities must have departmental sponsorship and serve the legitimate interest of the department to promote professional networking, staff development, employee recognition, etc. Suitable examples would be staff retirements, departmental holiday parties, or receptions for conference participants. Interpretations and exceptions to this rule should be addressed to the Director of ECC.

- E. For non-distance education conferences, the program coordinator or authorized representative must be present, responsible, and continuously available for consultation about the details of each function.

The following departments/agencies are eligible to schedule rooms in ECC facilities in this priority order:

1. UW-Extension, UW Colleges, and UW-Madison/Outreach
2. Other UW institutions and governmental agencies
3. University-related agencies
4. Others

## **5. Instructional Communications Systems (ICS) Policies**

All instructional technology support, distance education services, and other media technologies for ECC are provided by Instructional Communication Systems (ICS), a separate unit of the UW-Extension. Instructional Communications Systems maintains its own policies pertaining to the classroom support and distance education services and technologies it offers. Detailed policy information about such is available separately in the ICS website at: [www.uwex.edu/ics/](http://www.uwex.edu/ics/). This information includes a complete listing of all available equipment, instructions for ordering and scheduling, rates, and other related topics.

## **6. Room Assignment, Set-up, and Pricing Policies**

ECC staff will work with you to schedule appropriate meeting rooms, equipment, and other services to meet the unique needs of each group served. Staff reserves the right to change assigned locations of your meeting rooms, lounges, and dining area to meet daily operational requirements. Meeting Coordinators are advised *not* to include specific room numbers in any published materials (including web sites).

Rooms are generally assigned in three segments according to the following schedule:

- Morning (7:30 a.m. – 12:00 noon)
- Afternoon (1:00 p.m. – 5:00 p.m.)
- Evening (6:00 p.m. – 10:00 p.m.)

For programs extending over two or more days, the meeting rooms will be reserved for that program for all three segments and will remain the same for the entire duration of the program whenever possible.

In addition to conference meeting rooms, The Pyle Center features rooms designed and permanently equipped for originating and receiving distance education events. The Pyle Center also features computer labs, dining rooms, and lounges. Preference will be given to scheduling these rooms for functions that will utilize them fully. They may be scheduled for other functions, but these functions are subject to room reassignment at any time.

Most conference rooms, including second and third floor pre-function/reception areas, Main Dining Room, and South Dining Room in The Pyle Center, as well as the meeting rooms and lounges at The Lowell Center **are available for no charge.**

However, charges do apply to special purpose rooms listed below. For additional details, please refer to the *ECC Services and Equipment Rate Schedule* at [conferencing.uwex.edu](http://conferencing.uwex.edu). In some cases, fees are also charged when unusual or complicated setups are required.

**Special purpose rooms where fees apply:**

**Scheduling preference given to functions needing:**

**The Pyle Center:**

Computer Labs (209 & 314)	Software training
Distance Education Room 235	High Definition digital technologies
AT&T Lounge Room 106	Food service and reception area
R.P. Lee Lounge Room 109	Food service and reception area
Alumni Lounge	Food service and reception area
Rooftop Terrace*	Food service and reception area

**The Lowell Center:**

- Dining Room                      Food service and reception area

All fees for The Pyle Center's lounges and rooftop terrace, as well as the dining room at The Lowell Center are nonrefundable and must be prepaid prior to the event in order to guarantee the space. Note: If ECC *assigns* one of these spaces for a lunch or break, no set-up charge is applied.

**\*Rooftop Terrace Event Rain-check Policy**

Even though we'd like to guarantee perfect weather, there are times when conditions beyond our control make it necessary to move an event indoors. But that doesn't mean

you've missed the opportunity to experience the Rooftop Terrace when the weather is beautiful. Should your event need to be relocated due to inclement weather, we have a rain check policy that allows you to re-book another event on the Rooftop Terrace at no charge, given that it is held before the season ends the year following your original event.

### **Public Areas and Corridors**

The buildings feature several flexible and informal gathering spaces that can be ideal for registration, exhibits, and receptions. ECC event staff will work with you to meet your program needs while ensuring adequate traffic flow and minimizing noise disruptions for all users.

### **Room Set-up Fees**

The goal of ECC is to be as flexible as possible when accommodating requests for different room set-ups—there are a variety of options from which to choose, such as: classroom or work hop, lecture, U-shape, herringbone, hollow-square, circle, and others. Certain rooms have a “standard set-up” configuration considered to be optimal for the particular space, and a few rooms have fixed-furniture arrangements that can not be modified. Typically, as mentioned previously, with the exception of the “special-purpose rooms”, there is no charge to the customer for room set-up. However, fees may apply when:

- a request is made for a set up that is drastically different from the “standard setup” for that room,
- there are last-minute changes,
- there is a need to make a major mid-day change in the room configuration.

## **7. Initial Requests and Contract Agreements**

To reserve space and/or services provided by ECC, requests can be made by submitting an Initial Request Form online (form is available on the ECC website) or by calling or stopping by the ECC Scheduling Office located in The Pyle Center. After a space/service request is received, ECC staff will check availability for the preferred dates.

Before ECC can guarantee rooms and services, a contract agreement (including proper authorization, specific billing, and key-contact information) must be completed and signed by the client within a maximum of two (2) weeks. When sponsors are involved, it is the responsibility of the signing sponsor to secure proper approval (including financial responsibility) by the appropriate departmental dean/director.

Agreement documents must be completed and returned to ECC within a two-week time period to formally confirm the reservation. *If such agreements are not finalized within that two-week period, the temporarily held space may be released and made available to others.*

When ECC receives the signed agreement, billing, and key contact information back from the client, official planning can begin. In most cases, one ECC event planner is assigned as primary liaison during the planning process. Depending on the size and nature of the event, other ECC staff may become involved as is necessary. Typically, the client and the assigned ECC event planner plan the event together according to a mutually agreed-upon timeline.

## **8. Planning Timelines**

Planning and implementing a successful event takes time and forethought. Large, complex events may require several months of preparation and should be booked up to two years in advance. On the other hand, it may be possible to schedule and set up small, simple meetings in just a few days or weeks.

To ensure that meeting spaces and services are reserved properly, specific planning information must be provided to ECC on a scheduled basis (beginning with the event contract and specific billing and key-contact information). As plans evolve, it will be necessary to communicate them to ECC accordingly. If ECC does not receive necessary information in a timely manner, and/or if requests for information go unanswered, space may be released for reassignment towards other uses.

### **Key information schedule:**

- For most classes and conferences, the bulk of the planning should be completed at least **six weeks** prior to the event date, at which time an updated Event Plan will be provided for final review and confirmation of details. The planning update will contain specific information pertaining to the agenda and timing of events, room setup, instructional technology equipment and teaching needs, food service schedules, menus, estimated counts, and billing information. Clients are asked to review the plan carefully for completeness and accuracy. If there are any outstanding issues, now is the time to address them.
- Orders for all instructional technology equipment provided through ICS should be submitted no later than **four weeks** prior to the start of your conference. Equipment is subject to availability and reserved on a first-come, first-served basis through the program scheduling process, and is subject to availability.
- Holds on room blocks for overnight accommodations are released **four weeks** prior to the event.
- Applications for reserved parking permits should be submitted at least **four weeks** before they are needed.
- All menu choices must be completed **two weeks** prior to the event.
- We require preliminary attendance figures and event details during the planning process. **Four working days** prior to the first day of the function, a signed event confirmation with firm guarantees of all details is required. Late requests and/or

change orders will be fulfilled based upon availability of food, equipment, and staff. Additional fees may apply.

- **On the day of the event**, room keys and a welcome/confirmation letter summarizing the schedule and services provided are distributed by the Front Desk. Throughout the day, conference center staff will be available to respond to immediate questions or concerns.
- **After the event**, follow-up surveys are available to provide helpful feedback to ECC and ICS staff.
- Invoices within approximately ten (10) working days of the event's close.
  - Invoices for Registration Services are issued on a quarterly basis.
  - Invoices for contracted conference, meeting, and planning services depend on several factors and will be issued within a reasonable timeframe after the close of the conference.
  - Payment is due within ten (10) days of issuance. Interest at the rate of 1.5% per month (18% per annum) will be assessed on all invoices 20 days past due.

## **9. Event Reservation/Scheduling Priorities**

- Events that require meeting rooms and other services such as catering, technical/media equipment, lodging, and/or other kinds of support may be scheduled up to 24 months in advance or longer with approval from the ECC director.
- Programs that need *space only*, but do not require additional materials or services, may be scheduled up to one month in advance.
- Events utilizing distance education rooms and services that involve multiple sites require different amounts of advance notice. The time required for advanced scheduling depends on the type of event and the locations of the sites, as well as the specific distance education networks or services being utilized.
- Late requests and/or change orders may or may not be fulfilled based upon availability of equipment and staff. Requests within 48 hours of the event cannot be guaranteed and may result in additional service charges.

## **10. The Lowell Center Guest Room Policies**

Lodging at The Lowell Center is intended for persons attending conferences or other related events associated with the UW academic departments and administrative units; University-related agencies (such as the UW-Madison Alumni Association, UW Foundation, and Friends of WHA); local, state, and federal governmental agencies; American Indian Tribal Nations, or others traveling on business related to these entities. Visiting alumni and parents of students are also welcome to book rooms at the center.

## **Room Rates:**

The Lowell Center is a not-for-profit facility. Guestroom rates are determined as a part of our budget process each spring for the next fiscal year beginning July 1<sup>st</sup>. Rates may be subject to change effective July 1<sup>st</sup> and January 1<sup>st</sup> of each year.

Current State of Wisconsin Travel Reimbursement Rates will be honored for groups being billed directly to a University or State department. State Rates will also be honored for individuals paying with a departmental purchasing card or who are eligible to claim reimbursement through a Travel Expense Reimbursement (TER). For details about State Rate Eligibility, please refer to section 13 below.

## **Securing Reservations and Cancellation Policy:**

The Lowell Center requires either a credit card or a department's authorization to guarantee a room reservation. Cancellations can be made up to 6:00 p.m of the day of arrival except for special events. (see below)

## **Special Events:**

**Spring Commencement:** Reservations may be made up to one year in advance (beginning on the Monday following the current year Spring Commencement). A maximum of 4 rooms may be reserved by a family/group. Room rate premiums over the current rates are charged for this high-demand weekend. Cancellations may be made up until May 1<sup>st</sup>. After May 1<sup>st</sup>, no cancellations will be accepted.

**Homecoming and Parents' Weekend:** Reservations accepted 90 days prior to Homecoming and Parents' Weekend. Room rate premiums over the current rates are charged for this high-demand weekend. Cancellations may be made up until the Monday prior to Homecoming or Parents' Weekend. After Monday, no cancellations may be accepted.

**Other Home Football Games:** Reservations accepted 90 days prior to each Football game. Room rate premiums over the current rates are charged for these high-demand weekends. Cancellations may be made up until 6pm of the day prior to arrival.

## **Holiday Closing Policy**

Because of low demand around Holiday times, the Lowell Center may close. If a group desires lodging at these times, the Lowell Center will stay open with a minimum guarantee of 20 rooms per night. If the group does not generate a minimum of 20 rooms per night by three weeks prior to arrival, the Lowell Center reserves the right to close and will assist in the relocation of guests who have already reserved rooms.

Event coordinators may reserve blocks of five or more sleeping rooms by calling ECC Scheduling Department at (608) 262-0881. Room blocks can be held until four weeks before a program starts. At that time, any rooms not yet assigned will be returned to the general inventory. These rooms will then be available to others on a first-come, first-served basis.

Individual guests may make reservations for up to five rooms by contacting the Front Desk staff at either hotel directly. Toll Free Reservations can be made by calling: (866) 301-1753. They may also use the Internet Reservation System to book rooms online at conferencing.uwex.edu.

**Other Related Information:**

**Accessibility:** The Lowell Center offers fully accessible guest rooms and other conveniences to serve persons with disabilities. Program participants who have specific questions about these facilities or wish to request a reasonable accommodation because of a disability should contact the program director or event coordinator. Individuals wishing to book accessible rooms may also call the front desk for more information.

**Smoking:** The Lowell Center is a smoke-free facility and smoking is not permitted within 25 feet of the building entrance or exits outside. A cleaning fee shall be assessed to those guests that smoke in a non-smoking room.

## **11. Food Service/Catering Policies**

### **General Policies**

- All food and beverages served in the Extension Conference Centers must be purchased from ECC Food Services.
- Groups using the centers cannot hire other catering agencies or bring in their own food or beverages. Groups that do not adhere to this policy will be charged for all items brought in to the center at ECC catering rates.
- In accordance with our food and safety guidelines, no food can be released to guests to take outside of the building after an event.

### **Booking Dates and Guarantees**

- Menus should be developed in consultation with ECC event coordinators or food service manager and submitted at least **FOUR WEEKS** before the event.
- In order to meet food-ordering deadlines, all menu choices must be completed **two-weeks** prior to the event.
- Final counts and catering orders must be guaranteed before noon, **FOUR BUSINESS DAYS** preceding the event.

### **Minimum Orders**

- For events booked 12 months – 24 months in advance, a minimum food/catering order of at least \$5.00 per person is required.
- For events booked less than 12 months in advance, no minimum is required.
- Note: Minimum orders are associated with some specific menu items and catering setups. For example, a minimum of 25 people is required for buffets. A minimum

of 15 is required for plated entrees. For smaller groups, please consult your meeting planner.

### **Catering Services Cancellations**

- No catering charges are applied if cancellations are made at least 10 days prior to the first day of the event.
- If food and catering is cancelled between five and nine days prior to the event groups will be charged 50% of their order.
- No refunds will be made if cancellations are made less than five days prior to the event (after the final guarantees are submitted).
- If cancellations are made due to inclement weather, some charges may apply. Please contact the ECC Scheduling Department for details.

### **Pricing**

Our Full Catering Services Menu contains the description and prices for all of our food and catering services, including details about special packages that are designed to simplify conference planning. For those who qualify, we also offer a wide selection of menu choices that are priced to meet State of Wisconsin travel reimbursement rate requirements.

Due to fluctuating market conditions, prices are subject to change without notice until commitment date. Price commitments will be provided 60 days before the scheduled function. A late charge may be assessed for deviations from scheduled times. Please alert your speakers and schedule events carefully.

Receptions: Unless otherwise specified, the normal setup for receptions includes table linens, plastic plates and utensils and other basic supplies for food service. If china and flatware is desired, there is an additional charge of \$2.00 per person.

### **Ordering/Pricing Policy for CMPs (Complete Meeting Packages)**

ECC offers a variety of packages that include different combinations of meals and break service options. One option is the CMP which can be configured differently, depending on specific needs of the group ordering the package.

- The Full-day CMP applies to meetings scheduled to end at or after 1:00 p.m. Groups will be charged for all participants, regardless if they stay for lunch
- The morning AM/Lunch CMP applies to meetings scheduled to end before 1:00 p.m. Groups will be charged for all participants, regardless if they stay for lunch.
- The afternoon PM/Lunch CMP applies to meetings that begin at 11:00 a.m. and end by 4:00 p.m. Groups will be charged for all participants, regardless if they are in attendance during lunch.

## **12. Service of Alcoholic Beverages**

The service of alcoholic beverages is controlled by certain guidelines as described below. The Extension Conference Centers offers several options for your bar set-up needs. Please review the policies carefully before ordering alcoholic beverages for your event.

### **Terms and Definitions**

- **Cash bar** = the guests pay.
- **Charge bar** = the hosting group pays for all drinks.
- **Standard bar** = includes beer, house wines, and non-alcoholic beverages.
- **Full bar** = includes a variety of liquors, house wines, beer, and non-alcoholic beverages.

### **General Policies**

- Alcoholic beverage service is available only in conjunction with food service.
- All alcoholic beverages must be provided and served by catering staff.
- No outside alcoholic beverages are allowed to be brought into the building, and we do not allow corkage fees.
- Designated UW-Extension Conference Center staff is required to be present at all times while alcohol is being provided at a program. All managers, supervisors, lead workers, bartenders, and designated staff must attend and be certified for alcohol awareness training.

**Program Focus:** Alcohol service should never be the main focus of the program, but rather an enhancement. Advertising of the event should not emphasize alcohol service.

**Control of Service:** We recommend that all organizations and individuals sponsoring programs with alcohol utilize all methods available to reduce the possibility of alcohol abuse or misuse. For all student programs where some of the attendees will be underage (defined by law), wrist banding is required. The sponsoring organization will be charged for the wrist bands and the staff to monitor that this policy is enforced. Bartenders will band and serve only the attendees who are of legal drinking age.

**Conduct:** Sponsoring organizations are responsible for the actions of their guests and must comply with UW-Extension alcohol policies. Violations may result in the revocation of the organization's facility user privileges.

It is the intent of ECC to limit Charge Bars (open bar to program attendees) to two hours. Exceptions to this policy must be approved by the manager of the respective Conference Center.

### **13. State-Rate Eligibility**

UW-Extension Conference Centers (ECC) is pleased to offer a special menu that includes menu selections that do not exceed the maximum reimbursement-rate limits set for UW-System, State of Wisconsin, and other governmental agencies. To qualify for these prices, groups/events must meet certain eligibility criteria and follow specific approval and documentation procedures. For more detailed information, please refer to the policies and guidelines governing your agency (see below). You may also wish to talk with your departmental financial specialist for further clarification.

#### ***UW System Financial Administration Meeting Guidelines and Travel Information Policies and Regulations***

<http://www.uwsa.edu/fadmin/travel.htm>.

<http://www.uwsa.edu/fadmin/meetguid/appa.htm>.

#### ***State of Wisconsin State Accounting Manual***

<http://www.doa.state.wi.us/docview.asp?locid=3&docid=4511>

Section V: Expenditures

Sub-section 17: Meetings, Breaks & Meals

<http://www.doa.state.wi.us/docview.asp?locid=3&docid=587>

Section V: Expenditures

Sub-section 10: Employee Travel & Other Reimbursements

#### ***State of Wisconsin Office of Employee Relations Compensation Plan***

<http://oser.state.wi.us/docview.asp?docid=5038>

Section F: Uniform Travel Schedule Amounts

***\*Note to University and Governmental Agencies:*** Please indicate what food services are included as part of conference arrangements in your program agenda brochure. Accounting procedures will not permit you to pay for food services not indicated in your brochure.

## **14. Cancellation Policies**

### **Meeting Space Cancellations**

- All fees for The Pyle Center's lounges and rooftop terrace, as well as the dining room at the Lowell Center are nonrefundable.
- When a program cancellation is necessary, please call the Scheduling Department as soon as possible to release the conference space for reassignment.

### **Catering Services Cancellations**

- No catering charges are applied if cancellations are made at least 10 days prior to the first day of the event.
- If food and catering is cancelled between five and nine days prior to the event, groups will be charged 50% of their order.
- No refunds will be made if cancellations are made less than five days prior to the event (after the final guarantees are submitted).
- If cancellations are made due to inclement weather, some charges may apply. Please contact the ECC Scheduling Department for details.

### **Distance Education Networks/Technological Services Equipment and Service Cancellations**

Equipment and services may be cancelled with notice at least **48 hours** in advance of the scheduled use, with the exception of the computer labs (see below). Charges will be assessed for any service or equipment contracted from outside providers. When cancellations are made with less than 48 hours advance notice, clients will be assessed the full charge for all ordered equipment or services. For details, please visit: [www.uwex.edu/ics/services.htm](http://www.uwex.edu/ics/services.htm).

### **Computer Lab Cancellations**

Cancellations due to low enrollment will not be charged (**48 hours** advance notice required). For cancellations for any other reasons, charges will apply. For details, please refer to the *ECC Services and Equipment Rate Schedule*.

### **Lodging Cancellations**

Guestrooms will be held until 6:00 p.m. on the scheduled date of arrival unless guaranteed for late arrival with a credit card (MasterCard, VISA, Discover and American Express). If cancellations are not made by 6:00 p.m., the first night's lodging will be charged to the credit card. For Special Event Weekends' cancellations, see the Lowell Center Guest Room Policies.

## **Parking Cancellations**

Reserved parking permits must be cancelled at least 24 hours in advance or clients are responsible for the parking fee.

## **15. Financial Arrangements**

All financial arrangements for space, equipment, and services must be made in advance. Appropriate billing contact information **must be on file before the reservation is confirmed**. The financial guarantee will include provisions to cover any expenses or losses incurred as a result of changes from the final arrangements.

Detailed invoices of actual expenses incurred will be provided. Instructional Technology Services provided by ICS are invoiced separately from other services provided by ECC.

- ECC invoices are issued within approximately ten (10) working days of the event's close.
- Invoices for Registration Services are issued on a quarterly basis.
- Invoices for contracted conference, meeting, and planning services depend on several factors and will be issued within a reasonable timeframe after the close of the conference.
- Payment is due within ten (10) days of issuance. Interest at the rate of 1.5% per month (18% per annum) will be assessed on all invoices 20 days past due.

## **16. Smoking Policy**

The Pyle Center and The Lowell Center are both smoke-free facilities. Outside, smoking is not permitted within 25 feet of the building entrance or exits. All other spaces are non-smoking.

## **17. Pet Policy**

Pets are not allowed in any of ECC facilities. Service animals are always welcome.

## **18. ADA / Accessibility**

ECC fully conform to the 1990 Americans with Disabilities code specifications. All room configurations must comply with ADA. Program participants who have specific questions about ECC facilities or wish to request a reasonable accommodation because of a disability should contact the program coordinator.

## **19. *Parking Policies***

### **Reserved Parking for The Pyle Center and The Lowell Center**

Conference participants attending events at The Pyle Center and The Lowell Center may apply for reserved parking by submitting a Reserved Parking Request Form. Enrollees of programs handled by ECC Registrations Department will receive a request form along with their program confirmation. Program coordinators of small groups not registered by ECC Registrations Department may also wish to send parking reservation forms to participants. Request forms are available online at [conferencing.uwex.edu/parking.pdf](http://conferencing.uwex.edu/parking.pdf), or by calling the Front Desk of The Pyle Center at (608) 262-1122.

Reserved Parking Request Forms should be completed and returned with payment at least 10 days before the event. Upon receipt by ECC, a parking permit will be mailed to the enrollee.

### **Public Parking**

Several parking garages, surface lots, and on-street parking spaces are located within a short walk of the Conference Centers. Most city and campus lots operate on a first-come, first-served basis, but some have limited visitor permits (see Reserved Parking above). For details, please visit [conferencing.uwex.edu/location\\_park.cfm](http://conferencing.uwex.edu/location_park.cfm).

### **Parking for Overnight Guests**

Overnight guests staying at either The Lowell Center may receive complimentary parking (one car per guest room) upon request. Parking needs should be indicated when making room reservations.

### **Parking for Persons With Disabilities**

Generally, drivers with State of Wisconsin disabled permits or DIS and VET plates may park in the disabled parking stalls near the conference centers (unless signs indicate UW disabled permits are required) and at the meters (if over 30 minutes) without paying an additional fee. Customers with special needs are encouraged to contact their program coordinator to make appropriate arrangements.

## **20. *Registration and Student Records Policies***

Registration Services are provided for a fee, and must be arranged at least 90 days in advance of the date of the event. To find out more about ECC Registration services, please contact the Registration and Student Records Manager by calling (608) 262-6696 or visit: [conferencing.uwex.edu/services\\_registration.cfm](http://conferencing.uwex.edu/services_registration.cfm).

## **21. Conference Meeting and Event Planning Services Policies**

Comprehensive Meeting and Event Planning Services (CME) are available to coordinators who would like assistance in organizing the many details involved in successful events. A team of professionals, supported by experts in the fields of catering, media services, and registrations will provide a productive and smoothly executed event, from the smallest detail to the most complicated arrangement. For more information about the full range of conference planning services offered, please contact the Conference Planning Services Manager at (608) 262-5514 or visit: [conferencing.uwex.edu/services\\_confplan.cfm](http://conferencing.uwex.edu/services_confplan.cfm).

For more information,  
please contact:

The University of Wisconsin-Extension  
Conference Centers Scheduling Department  
(608) 262-0881  
[conferencing.uwex.edu](http://conferencing.uwex.edu)