

Bookable Spaces Management Policy – Principles and Guidelines

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Approval Authority	Executive Director, Learning Resources
Contact Officer	Campus Services Manager – Learning Resources

Introduction

This policy identifies the principles and guidelines used for booking and timetabling spaces at the University of Canterbury (the “University”) in order to meet users’ needs.

Definitions

Academic activities – any activity directly contributing to the learning, teaching or research functions of the University. Administrative, social, ceremonial, community-related, business-related, professionally-related, and infrastructure support activities are considered to be indirect and are excluded from this definition.

Ad hoc bookings – bookings for activities which are not part of a University approved “course”. Also known as casual bookings or one-off bookings.

Casual – refers to usage which is not ‘regular’ as defined below.

Central timetable and room booking system (“central system”) – the timetabling and room bookings databases, management systems, web interfaces and other associated software used by the Timetable Unit.

Centrally-booked space – These spaces are ‘allocated’ to Learning Resources and are spaces which can only be booked through the Timetable Unit and/or Ad Hoc bookings Unit. Outlook calendars or other informal booking systems for these spaces should not be run outside of these booking systems.

Booking requests for non-centrally-booked space are managed by colleges, academic departments/schools, or service units. Only authorised staff within these units can accept bookings for non-centrally-booked spaces. Such spaces must be included in the

University's timetabling and room booking system and be available for others to request when not in use.

Core events –special events which are integral to the University, but limited to events identified and/or managed by the central Events and Partnerships Team

- Major recruitment and retention events
- Public lecture events (as defined below)
- VIP / UC stakeholder events
- Approved conferences convened under the name of the University

Note: Core events do not include conferences organised on behalf of external organisations.

Event Organiser – a member of the University's staff, or the University of Canterbury Students' Association (UCSA) Events Team, or a person responsible for organising an external conference or event.

External – applies to groups, parties or organisations which are not 'internal' as defined below.

Formal examinations – centrally-controlled University examinations and tests as defined in [Examinations – Procedures and Guidelines \(PDF, 494KB\) \(Staff Only\)](#)

Group activities – includes all types of classes, meetings, and events, but excludes things like individual study or individual office work.

Internal – applies to groups consisting wholly or primarily of University staff or students.

Public lecture events – lectures at which a distinguished speaker will give a presentation that is open to the full University community and/or the public and is widely advertised.

Public spaces – bookable areas that are not covered elsewhere in this document, to be defined and listed by the Timetable Unit as required on a case-by-case basis.

Regular – refers to usage at regular intervals for 50% or more of a semester or other defined teaching period.

Social activities – any activity which is primarily social or sports-related. Most clubs, societies and interest groups will fall into this category.

Specialised space/s – space/s suitable for group activities but equipped with special purpose furniture or equipment suitable only for a specific type of activity or subject area.

Teaching – activities of academic staff and visitors that are scheduled in a University-wide timetable.

Note: For the purposes of this policy, the definition of teaching is wider than for the [Course Timetabling Principles and Guidelines \(PDF, 154KB\)](#), to recognise that there may be assessable requirements within course prescriptions that are not taught in the typical timetable structure or on a regular weekly basis, and to recognise that other University entities, such as the Staff Professional Development and Community Education Programmes also require access to teaching rooms to accommodate their teaching requirements.

Teaching periods – semesters, terms and summer school periods with dates as specified in the relevant University Calendar or by the College of Education, Health and Human Development.

Timetable Unit – the unit within Learning Resources responsible for timetabling and room bookings.

Timetabling hours – University timetabling hours which run from 8am-10pm, Monday to Friday during the published teaching periods

University-related activities – any activity related to the academic, administrative, infrastructure support or social operations of the University.

Web Room Booking System – one of the web interfaces of the central timetable and room booking system, allowing users to make room bookings online.

Policy Statement

The purpose of this policy is to provide a framework for booking spaces that meets users' needs, in ways which are equitable, efficient, practical, and consistent with all other relevant University compliance documents.

This policy applies to all bookable spaces within University premises.

This policy does not cover facilities leased to third parties, such as kitchens associated with cafes, as these are not available to any other parties for any use.

Principles

General

The Executive Director, Learning Resources is responsible for ensuring adherence to this policy, but may delegate this to the Manager, Campus Services.

Timetabling and space bookings are the responsibility of the Timetable Unit and Ad hoc Room Bookings. Decisions about timetabling and room bookings will be made in the first instance by the Timetable Unit and Ad hoc Room Bookings. Any problems with, or complaints about, timetabling should be addressed initially to the Timetable Unit. Any

timetabling matters not resolved at that level, and any appeals against a decision of the Timetable Unit, should be raised with the complainant's Head of Department/School (HOD/S).

Any problems with, or complaints about, ad hoc bookings should be addressed initially to Ad hoc Room Bookings. Any matters not resolved at that level, and any appeals against a decision of Ad hoc Room Bookings should be raised with the complainant's HOD/S.

Organisation of Events

1. Each event must have an Event Organiser. The exception to this is where the event involves only University staff or students and is held in a single room managed by the department/school organising the event.
2. The Event Organiser is responsible for coordinating all aspects of the event and is answerable for the event outcomes. He or she must be made aware of his or her responsibilities prior to taking on the role. The Event Organiser may use the services of others, but cannot abdicate responsibility. Ad hoc Room Bookings are not responsible for coordinating the event or services.
3. The Event Organiser must be a member of the University's staff, a representative of a University of Canterbury Students' Association (UCSA) affiliated club or society who has been ratified by the UCSA, or an organiser appointed by an external organisation, and must attend the event for the duration of the event or appoint a representative who must attend. Any such representative should be identified to the University by the Event Organiser.
4. The Event Organiser must provide authorisation for the use of a cost centre for additional costs incurred as a consequence of the event. Space bookings may not be confirmed until cost centre details are provided.
5. External parties providing security at events on University premises must have the specific written approval of the Manager, Security & Campus Support prior to engagement. The Manager, Security & Campus Support has the right to refuse or to approve any third party security provider.
6. For non-University related organisations it is a condition of hire that Public Liability insurance cover with a limit of indemnity of no less than \$5,000,000 is carried to insure against loss or damage to University property which may eventuate.
7. The Event Organiser must complete an Event Safety Checklist prior to the commencement of the event. Event Safety Checklists must be kept on file and be available upon request.
8. Ad hoc Room Bookings are responsible for all non-timetabled room bookings, and will advise all people booking space of their responsibilities under this policy and associated guidelines, but are not responsible for event management.

9. Campus Services is responsible for providing adequate space to accommodate the teaching and ad hoc requirements of the University based on target room frequencies and occupancies, information provided by the Timetable Unit, and the surveyed use of rooms.
10. Learning Resources is also responsible for ensuring that the physical spaces are appropriate for the event in terms of built environment (e.g., flooring, walls, lighting) and that services are provided (power, water, gas, heating, audio-visual and cleaning). Crowd control, security and emergency management are the joint responsibility of Learning Resources and the Event Organiser with any associated costs borne by the Event Organiser.

Priority of Space Usage

Different types of usage, such as teaching activities, non-teaching activities, and administrative activities are incommensurable; therefore, when they compete for space their relative prioritisation will be a question of judgement.

When competing claims cannot be resolved by negotiation, a decision will be made by the Timetable Unit in the first instance. If priority of use cannot be resolved, the Executive Director, Learning Resources can be approached to exercise its right of veto in consultation the Assistant Vice Chancellor (Academic).

Space Usage Guidelines

The following guidelines apply to prioritisation of space usage. These guidelines are not definitive and in situations where more than one guideline applies, decisions will be made on a case-by-case basis.

1. University facilities are normally reserved for University-related activities. They may be made available to third parties for events that are not associated with the University's own business.
2. The following prioritisations will occur:
 - a. Academic activities over non-academic activities (this may include some academic conferences;
 - b. Formal examinations over other academic activities;
 - c. University-related activities over non-University related activities;
 - d. Teaching over other activities during the University's standard timetabling hours within teaching periods as defined in the [Course Timetabling Principles and Guidelines \(PDF, 154KB\)](#);
 - e. Core events over any other ad hoc bookings on the proviso that bookings are submitted by the date that lecture theatre requirements must be submitted to the Timetable Unit.

3. Booking requests for the use of the following spaces and periods will normally be confirmed on a first come, first served basis:
 - teaching and circulation spaces (outside of teaching periods); and
 - public spaces that are not circulation spaces at any time.
4. Events must be suitable for the venue requested in terms of both the space, anticipated occupancy and location.

Location terms and conditions will be approved by the Manager, Campus Services, and will identify the restrictions on the use of lecture theatres, and identified public spaces and specialised spaces to ensure that only events suitable for the venue are booked.

Terms and conditions must include:

- The total capacity of the spaces within the location. These may vary dependant on the time of day. As foyers and other spaces which function primarily as circulation space cannot be treated separately, their listed capacities must allow for occupants entering and leaving lecture theatres and other teaching spaces. This may preclude these spaces being used for some functions.
 - The hours of general access and the procedures required for after-hours access.
5. Culturally important venues may have restrictions on their use due to the specific nature or cultural importance of the location.
 6. Block-booking space for extended periods per day or week, whether on a one-off or regular basis, in order to reserve it for possible use and thus prevent others from booking the space on an equitable basis, is not permitted.
 7. Space bookings must be cancelled if the activity is cancelled.
 8. Event Organisers may not schedule an event in a venue that is already subject to a pending confirmation. In exceptional circumstances, where the Event Organiser believes that their event is of sufficiently high priority to the University (i.e., is directly related to recruitment, will showcase the University to VIPs, or has a reputational value to the University), they may contact the Events and Partnerships Team Leader. The Events and partnership Team Leader will review the application and provide a recommendation to the following Senior Management Team (SMT) members for their consideration and decision:
 - Executive Director of Student Services and Communications;
 - Executive Director, Learning Resources;
 - Assistant Vice-Chancellor (Academic); and
 - Deputy Vice Chancellor.

Space Charging Guidelines

Decisions relating to space charging depend on multiple factors. Learning Resources will use the following guidelines:

1. All external usage will normally attract a charge.
2. All usage for social activities which involves additional service costs will normally attract a charge. For most facilities, this will include, but will not necessarily be limited to, usage outside core teaching hours.
3. Charges may be at different rates, depending on the activity's relevance to the University.
4. University entities offering event management services may charge a reasonable fee for providing these services to cover their direct and indirect costs, but must not recover occupancy charges, which will be recovered by Campus Services.
5. External parties booking rooms, and academic conferences and other similar activities organised by the University (and for which registration fees are charged), are to be charged for the use of University facilities to recover all costs and occupancy charges. A bond may be charged to cover damage to University property.

Procedures

Room/Space Booking

Room bookings may be recorded via the Timetable Unit, Ad hoc Room Bookings, or the Web Room Booking System.

The use of all space booked through the Timetable Unit and Web Room Booking System will be visible to all staff and students. All non-specialised space must be recorded through these systems.

Requests for information or reports may be made in any way.

1. Timetable Unit
 - All course-related bookings, whether casual or regular, will be made through the Timetable Unit. This ensures accuracy and reporting.
 - No timetable changes or room bookings made through the Timetable Unit may be considered as confirmed until a confirmation email has been received from the Timetable Unit.
 - All specialised space used wholly or partly for teaching will be included in the central system.
2. Ad hoc Room Bookings:
 - Ad hoc Room Bookings are responsible for all non-timetabled room bookings, and will advise all persons booking space of their responsibilities under this policy and associated guidelines, but are not responsible for event management.

- Rooms booked will not necessarily be the rooms requested; see 'Priority of Space Usage' section above.

3. Web Room Booking System:

- This is intended to be used only for internal, non-course-related, casual bookings. All bookings made by external users must be made through Ad hoc Room Bookings, and not through the Web Room Booking System.
- The availability of the Web Room Booking System, and the rooms which it includes, may be limited to certain periods of the year and to a limited set of rooms, both to be determined by the Timetable Unit and Ad hoc Room Bookings.

4. Specialised Space

- All specialised space used wholly or partly for teaching will be included in the central system.
- Specialised space used only for research will not be included in the central system. Any situations where teaching cannot be distinguished from research will be handled on a case by case basis.
- Where specialised space is managed by a department/school, other departments/schools may request the use of this space. Accepting bookings for the use of a specialised space by others is at the discretion of the department/school managing the room.

Requests for bookings in specialised rooms must be treated equitably.

Escalation Procedures and the Right of Veto

To manage risks to the University's staff, students, reputation and property posed by activities in bookable spaces, the following processes and rights of veto exist:

1. The Executive Director, Learning Resources holds the right of veto over all proposed activities or uses of space, and may decline any request on the grounds that said proposed activities or uses of space would constitute inappropriate use of facilities.
2. Prior to an event, any of the parties involved may contact the Event Organiser to discuss concerns regarding whether an event is an appropriate use of University facilities or appropriate to the particular venue.
3. If the concerns cannot be resolved through discussion, the issue is to be referred to the Executive Director, Learning Resources who may determine that an event is not appropriate and therefore must not proceed or must be relocated to a more appropriate venue.
4. The following people have the right to close down an event (including during the event itself) if there is an unacceptable risk of injury or damage to people, property or the University's reputation:
 - Any member of the Senior Management Team (SMT);
 - Managers, Campus Services and Engineering Services; and

- Manager, Security & Campus Community Support;
- Communications and Engagement Manager.

Vetoing an event or closing it down if in progress must be on reasonable and defensible grounds as there may be a significant cost in taking this action. Legal, contractual, and reputational considerations must be taken into account when making the decision.

Related Documents and Information

UC Policy Library

- [Course Timetabling Principles and Guidelines \(PDF, 154KB\)](#)
- [Examinations – Procedures and Guidelines \(PDF, 494KB\) \(Staff Only\)](#)
- [Space Allocation Policy \(PDF, 263KB\)](#)

University Website and Intranet

[UC Bookable Spaces \(University Facilities Management website\)](#). (View the link under Web Room Booking).

Contact details

- **Event Organiser email:** room-booking@canterbury.ac.nz
- **Timetable Unit and Ad hoc Room Bookings email:** timetabling@canterbury.ac.nz
- **Space allocation: Space Management.** Lorraine.pearce@canterbury.ac.nz

Document History and Version Control Table			
Version	Action	Approval Authority	Action Date
<i>For document history and versioning prior to 2013 contact ucpolicy@canterbury.ac.nz</i>			
1.00	Conversion of document onto new template and document pushed out	Policy Unit	Aug 2013
1.01	Appendix amalgamated into main document. Hyperlinks updated	Policy Unit	Sep 2013
1.02	Minor amendments: updating of titles and minor changes to Principles/Guidelines	Director, Learning Resources	Feb 2014
1.03	Hyperlinks updated.	Policy Unit	Jun 2014
2.00	Scheduled review by Contact Officer.	Policy Unit	Jan 2015
3.00	Scheduled review – minor changes including updating definitions and title of DVC (Academic).	Policy Unit	Mar 2016
3.01	Changes made to bring in line with 2016 Delegations Schedule: Senior Events Coordinator added to those with right to	Policy Unit.	Mar 2016

	close down or veto event; 'reputational' added to considerations.		
3.02	'Faculty' references changed to 'College' to reflect College-Faculty merger.	Policy Unit	Jun 2016
3.03	Changes to document layout, content changes to reflect veto delegations around space usage of Executive Director, Learning Resources, make consistent with <i>Course Timetabling Principles and Guidelines</i> , new introduction added.	Executive Director, Learning Resources	July 2017
4.00	Scheduled review by CO. Minor changes to wording and updating of titles.	Policy Unit	April 2018

This policy remains in force until it is updated.