CAMPUS RESERVATIONS

HANDBOOK FOR FACULTY AND STAFF

Contact Information:
Telephone: (773) 508-8117
Fax: (773) 508-3181
Email: campus-reservations@luc.edu
25Live Website: https://campusres.luc.edu/25live
Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.
**Reserving a Room:**


- Please be as specific as possible when you contact us to make a request. It is extremely helpful if you know information such as which room you would like to request. Please refer to later pages in the packet that provide a description of the rooms available for reservation so that you can host your event in the appropriate space.

- Please use the Reference Number (example: 2013-AAHGBF) in any correspondence regarding your reservation.

- You must make your reservation request 7-10 days in advance. All set-up details must be entered at this time, or received no fewer than 3 business days before your event, to guarantee set-up.

- You will receive a confirmation email (please bring it to the event).

- If you need to cancel your event, please email us with your reference number before your event date.

- No reservations will be taken over the phone, via email, or in person. ALL requests must be placed through 25Live. If 25Live is not operational, requests may be placed via email to campus-reservations@luc.edu.

**Cancellation Policy:**

All cancellations must be made at least 48 hours prior to the date of your event. To cancel a reservation, send an email with the reference number of the reservation you wish to cancel to campus-reservations@luc.edu or campusres-cancellations@luc.edu.

Due to limited space availability, Campus Reservations frequently performs random audits to ensure reserved facilities (academic and non-academic) are being used. These audits can occur during daytime, evening, and weekend hours.
If a space is reserved, but not used or cancelled:

1. First-time offenders will receive a warning email explaining our cancellation policy and its consequences.
2. Second-time offenders will need to contact Campus Reservations prior to being able to place future reservations.
3. Third-time offenders’ supervisors will be notified of repeated offenses.

**Reserving a Banner or Table:**

- Banner spaces are only located in Centennial Forum Student Union (CFSU). There are no Water Tower Campus banner spaces.
- Banner requests must be made 14 days in advance of the requested start date, and turned in at the CFSU Information Desk 7 days prior to the start date.
- Banners must be no more than 3 feet wide and 11 feet long.
- Banner reservations are for a maximum of 14 days.
- A copy of the Reservation Confirmation must be dropped off with the banner. If the confirmation is not included, the banner will not be hung.
- If the banner is not dropped off by the deadline the Campus Reservations staff reserves the right to cancel the reservation. CFSU staff members may also refuse banners that do not meet the necessary criteria to be hung in the Student Union.
- Tables are located in CFSU, LSB, outside of the IC, and the Simpson Living Learning Center at the Lake Shore Campus and Terry Student Center and Corboy Law Center at the Water Tower Campus.
- Table reservations must be made 7 days prior to the requested start date.
- No reservations will be taken over the phone, via email, or in person. ALL requests must be placed through 25Live. If 25Live is not operational, requests may be placed
via email to campus-reservations@luc.edu.

**Policies and Procedures:**

- Reservations are processed on a first-come, first-served basis.

- Only requests submitted via 25Live will be processed. In the case of an emergency, it is at the discretion of the Campus Reservationist to accept and approve events not received via 25Live.

- Processing a request may take up to 2 business days. More time may be needed when requesting an academic space.

- Duplicate and multiple reservations may be deleted at the discretion of the Campus Reservationist after attempts to contact the requester have been made. An electronic notification of the final determination will also be sent, and the status of the reservation will be available for viewing on 25Live.

- Requests for academic spaces (classrooms, auditoriums, computer labs) cannot be processed until the third week of the given semester due to academic scheduling.

- Space Confirmation print-outs must be brought to all events. Campus Safety has the right to remove anyone from a space if they cannot produce proof of reservation.

- Set-up information will not be taken over the phone or in person. Please include set-up information in the online request. If necessary, please send an email with set-up information, including the reservation reference number to: campus-reservations@luc.edu

**Using 25Live:**

25Live is not supported by Internet Explorer. Please use Mozilla Firefox or Google Chrome to access 25Live.

**Making a Request:**

2. Enter username and password. Usernames and Passwords are available for faculty, staff, and registered student organizations ONLY. Faculty and Staff will sign in using their university ID and password.

3. Click on the Event Creation and Editing Tab.

4. Enter an Event Name.

5. Choose an Event Type from the "All Event Types" drop-down menu. Click on it so that it appears in the "Selected Event Type" field.

6. Choose a Sponsoring Department from the department index. Click on it so that it appears in the "Selected Organization" field.

7. Enter an Expected Headcount.

8. Choose a Start Date and End Date -- these two dates should always be the same. If the event has multiple dates, select the Repeats Ad Hoc dropdown next to the "Event Repeats?" header and click on the dates you wish to add.

9. Choose a Start and End time. If your event requires setup, be sure to add setup time by clicking the "Pre-Event/Setup durations?" link below the start time and adding at least 1 hour in the setup field. Campus Reservations also recommends 30 minutes of takedown time to be added to your event's end time.

10. Search for the room you wish to reserve and click on the room to add it to the "Selected Locations" field. If you do not have a specific room in mind, you can browse by capacity, building, or room type using the Find By... criteria. You will automatically be recommended available rooms. We suggest checking the Room Inventory (http://www.luc.edu/campus_reservations/importantlinks/roominventory) to be sure that these rooms are appropriate for your event.

11. If you have special set-up instructions or any other notes, type them in the Event and Room Setup Description field. Please note that all classroom spaces and some conference room spaces come with an "as is" setup. Please type "as is" in this field if you are requesting these rooms.
12. When complete, click Finish.

After you submit your request, we will review it for approval. We will send you an email from our system within 2 business days. Please read this email thoroughly, as it may be further correspondence for a request we could not confirm.

For more information on how to use 25Live, please browse our Training Manual or watch our Training Videos available on the Campus Reservations website (www.luc.edu/campus-reservations).

**Checking the Status of a Request:**


2. Log in and click on the green Events tab.

3. Be sure that the Your Event Searches sub-tab is selected. Click on Pre-Defined Groups and choose Events You Have Requested.

4. A table will appear below with a list of all requested events and their states (far-right column).

**Requesting Audiovisual Equipment:**

**Centennial Forum Student Union (CFSU):**

- If requesting AV equipment for the spaces in CFSU, please contact Bryan Goodwin (bgoodwin@luc.edu).

**Teleconferencing Equipment**

- If requesting teleconferencing equipment in any designated teleconference space, please contact the IT Help Desk (extension 4-4444) for assistance.

**All other campus spaces:**

- For all other audiovisual assistance, you will need to contact ITRS at helpdesk@luc.edu.
• Requests must be made at least 7 business days in advance of your event. A space confirmation must be received prior to making the AV request.

**Rooms Available:**

• For a full list of rooms reservable through Campus Reservations, as well as room information and larger spaces reservable through other departments, check our Room Inventory at http://www.luc.edu/campus_reservations/importantlinks/roominventory.

All reservations must be placed at least 7 business days in advance of the event. Please note banner reservations must be placed 14 days prior to the start date.

All academic spaces (classrooms, auditoriums, labs) are held for the first 14-21 days of any academic semester due to academic scheduling. No classroom requests can be confirmed during the hold period, even those occurring after the hold date. There are NO exceptions.

The purpose of a room reservation policy is to manage the usage of university facilities and resources for internal and external groups. Facility rental fees apply to select groups as defined below.

**Alcohol Usage Procedures:**

Loyola University Chicago does not have a license for the sale of alcoholic beverages on the Water Tower Campus or the Lake Shore Campus. The following procedures address specific steps that must be followed as part of any event at the University where alcohol is served. ARAMARK, the University’s food service provider, has secured a caterer’s liquor license for any events taking place. The following procedures must be followed in order to conform to the caterer’s license in accordance with the Chicago Municipal Code and the Illinois Liquor Control Act:

These procedures are in addition to other policies regarding alcohol use on campus by students, staff and faculty which can be found in the Student Handbook, the Employee Handbook and applicable business and employment policies, including but not limited to, the Entertainment Expense Policy and the Fitness for Duty Employee Policy.

These procedures do not supercede any existing policies related to alcohol.
**Important Information:**

**FOR ROOM SET-UP:** Fill out the Event and Room Setup Description field of your reservation request. If you need to update your room setup, please email Campus Reservations AT LEAST 3 business days before your event date. Room setup may not be modified if you submit your request within 3 business days of your event date.

**FOR EMERGENCY SET-UP REQUESTS:** Please contact Campus Safety at 773.508.6039. Ask for Millard Set-Up Services to be emergency paged. They will respond to your request as soon as is possible.

**FOR A LOCKED ROOM:** Please contact Campus Safety at 773.508.6039. An officer will respond to your request.

**IF YOUR ROOM IS OCCUPIED:** Have a copy of your reservation with you at all times. If the group will not vacate, please contact Campus Safety at 773.508.6039. An officer will respond to your request and remove the occupants.

**IF YOUR AV EQUIPMENT IS MISSING:** ITRS can assist you. Please call 8-7174 for Lake Shore Campus support, or 5-6645 for Water Tower Campus support. Support Center office hours are 8:00 a.m. to 9:00 p.m., Monday through Friday, with limited hours on Saturdays.

**CHANGES TO YOUR RESERVATION:** Changes may be submitted by email to campus-reservations@luc.edu. Please include the Reference Number of the reservation (example: 2013-AAFYSU) and details of the requested change. Please use 25Live to request events, look at room availability, and to look at scheduled events at Loyola’s Lake Shore and Water Tower Campuses. Please note that the information displayed on 25Live is not real time and that room and service requests are processed on a first-come, first-served basis. A space that appears available on 25Live may not be available when you submit your request.

Campus Reservations will make final determination regarding room availability. Appropriate space substitutions may occur at the direction of the Campus Reservationist based on space availability. The University reserves the right to decline any request. All reservations are subject to change.