



## Frequently Asked Questions

[Click on the link to go to the Section]

<b>User Permissions and Access FAQ</b>	<b>2</b>
<b>Reservation Form FAQ</b>	<b>3</b>
<b>Request Status FAQ</b>	<b>5</b>
<b>Food FAQ</b>	<b>6</b>
<b>Alcohol FAQ</b>	<b>7</b>
<b>Equipment Rental and Audio Visual Srvs FAQ</b>	<b>8</b>
<b>Event Planning FAQ</b>	<b>9</b>
<b>Event Charges FAQ</b>	<b>10</b>

## User Permissions and Access FAQ

- **Who is authorized to be a Requestor for space at the University?**
  - Staff and Faculty with a valid Concordia University ID number can request a room.
  - External clients can contact [hospitality.booking@concordia.ca](mailto:hospitality.booking@concordia.ca) or call at 514.848.2424 ext. 5981 for more information on the process and space.
  - Students with a valid Concordia University ID number may browse venues and availabilities, but only authorized Booking Officers [of student groups and associations](#) have the authorization to submit the request on behalf of the individual student. See [What are my User Permissions & Access?](#) for more information.
  
- **How do I know who my Booking Officer is?**
  - If you are a student, please contact the [Dean of Students Office](#) to establish who may submit your request on your behalf.
  
- **How do I register my Student Association?**
  - For more information on how to register your student association please see the [Dean Of Students webpage](#).
  
- **How do I know if my space is confirmed if a Booking Officer places the request on my behalf?**
  - You can request the confirmation from your Booking Officer.

## Reservation Form FAQ

- **How do I know which Reservation form to complete?**
  - Reservation forms have been created to address different activities and timelines. See [Which Reservation Form do I need?](#) to choose which one best applies to your activities.
- **Who is a Requestor?**
  - The individual authorized to complete the Reservation form on behalf of a Group (Department or Association) in order to request space on Campus, responsible for ensuring that the event adheres to all University event-related policies and Booking Terms and Conditions.
- **What is the difference between the Requestor and the Onsite Contact?**
  - The Requestor has placed the reservation request but the **Onsite Contact** is the person who is responsible for being onsite during the entire event (if not the Requestor), and assumes responsibility for ensuring that the event adheres to all University event-related policies and Booking Terms and Conditions.
- **What is the Group?**
  - The Department, Student Group or Association which the Requestor represents.
- **What spaces are available to host events on campus?**
  - The MyEvents **Browse Venues tab** will display Hospitality administered space.
  - See the [Designated Space Administrators list](#) for more options.
- **Can I book classrooms for my event?**
  - Yes, however priority is granted to academic course scheduling. Your request will be placed on a waiting list until the Registrar's Office has completed their Schedule.
- **How do I know which space is best for my event?**
  - My Events will present you with choices according to the criteria you provide (i.e. attendees, activity, etc). If you still have questions, contact Petra Alves, Manager, Conference Services at [petra.alves@concordia.ca](mailto:petra.alves@concordia.ca).
- **How much notice is required to request a space?**
  - The amount of notice required varies depending on the event type and venue.
  - See [Which Reservation Form do I need?](#) for submission deadlines.
- **Can I host an event at any time on campus?**
  - Events must take place within the University's Building hours, 8:00AM to 11:00PM daily.

- **Can events be held on statutory holidays?**
  - Events cannot take place during University holiday and closure dates. Please see the [University Holidays & Closure webpage](#) for all applicable dates.
- **What does the “First Available Booking Date Violation” pop-up message mean?**
  - This means that you are not within the lead time required for the Reservation Form that you have chosen. See [Which Reservation Form do I need?](#) for further explanation.
- **What does the “Request Violates Building Hours” pop-up message mean?**
  - This means that your requested event start or end time is not within an allowable timeframe. Events must take place within the University’s Building hours, 8:00AM to 11:00PM daily.
- **Can I add attachments to my request?**
  - Some reservation forms allow you to attach documents. If not included in the form you choose, you can do so in the “Attachment” tab once you are in **View My Request** mode.

## Request Status FAQs

- **Is my request automatically confirmed once I submit it?**
  - No automatic confirmations are sent when you submit your request. Upon submission, you will receive a Reservation Summary, outlining your information – this is NOT your confirmation. You shall receive a space confirmation within 2 business days of submitting your request with the exception of classrooms. Classrooms requests are placed on a waiting list until Academic Scheduling has finalized their course schedules.
  
- **How do I change information on my request once I have submitted it?**
  - All changes (i.e. to modify on-site contact, add rooms and services, change times, cancel request, etc.) should be sent to [hospitality.booking@concordia.ca](mailto:hospitality.booking@concordia.ca), or directly to your Event Coordinator if your space has already been confirmed.
  
- **How long do I need to wait to get a confirmation of my booking?**
  - You may go to the **View My Requests** tab in MyEvents to see the progress of your request. Classroom requests are placed on a waiting list until the Academic Scheduling period is completed. For all other requests, a space confirmation will be sent within 2 business days from the time of your submission.
  
- **How do I know if my space is confirmed if a Booking Officer places the request on my behalf?**
  - You may contact your Booking Officer directly in order to verify the status of your request.

## Food FAQs

- **Can I have food at my event?**
  - Provided you abide by the necessary instructions for Food at Events in accordance to the Policies and Procedures. See [What are Catered or Self-Catered Events?](#)
  
- **Do I need to complete a Food waiver?**
  - Some self-Catered events require Food Waivers. See [What are Catered or Self-Catered Events?](#) to know when a Waiver applies to your event.
  - Through MyEvents you will not need to complete a Waiver form, but is it mandatory that you agree to the Food Waiver Terms and Conditions within the Reservation Form.
  
- **Do I need a Food Permit and how do I get one?**
  - You are responsible for obtaining the required permits, within deadline and assuming all associated cost. See [How do I get a Food or Alcohol permit?](#) for instructions and deadlines according to University Policy.

## Alcohol FAQs

- **Can I have alcohol at my event?**
  - Provided you abide by the necessary instructions for Alcohol at Events in accordance to the Policies and Procedures. See: [Alcohol at Events](#)
  
- **Do I need an Alcohol permit and how do I get one?**
  - You are responsible for obtaining the required permits within deadline and for assuming all associated costs. To find out if your event requires an Alcohol permit, see: [Alcohol at Events](#)
  - If you do require a permit for your event, see [How do I get a Food or Alcohol permit?](#) for instructions and deadlines according to University Policy.
  
- **Do I still need to fill out a separate waiver for alcohol?**
  - Some events with Alcohol require Waivers; see [Alcohol at Events](#) to know when a Waiver applies to your event. Through MyEvents you will not need to complete a Waiver form, but is it mandatory that you agree to the Waiver Terms and Conditions within the Reservation Form.
  
- **Do I require professional bartending staff to serve alcohol?**
  - Alcohol may only be served on campus by personnel from the University Approved Caterers list OR by persons with valid University Server Intervention Program (SIP) certification. [Click here to learn more about the certification and to register for training.](#)

## Equipment Rental and Audio Visual Services FAQs

- **Are all rooms equipped with furniture and audio-visual equipment?**
  - The MyEvents Browse Venues tab provides descriptions and features within a given venue. If you have additional equipment or audio-visual requirements, you can request them through the Reservation Form. Be sure to see the ? icon in the Reservation Form for Equipment/Services Terms and Conditions.
  
- **What if I need equipment or furniture but do not require space from MyEvents?**
  - For Event-Related Furniture (i.e. Podium): **Select the MyEvent Equipment Only Reservation form**
  - For Audio-Visual equipment: Email requests to (minimum 5 business days in advance): [sgwbooking-IITS@concordia](mailto:sgwbooking-IITS@concordia) for the SGW campus and [loybooking-IITS@concordia.ca](mailto:loybooking-IITS@concordia.ca) for the Loyola campus
  
- **Can I set-up and dismantle the room furniture myself?**
  - No, as per University health and safety regulations, only University trained staff are permitted to move, dismantle and set-up furniture. Indicate your preferred set-up on your request form and the Hospitality team will make arrangements with the necessary personnel. Professional fees may apply.



## Event Planning FAQs

- **How do I begin planning the details of my event?**
  - An Event Coordinator may be assigned based on your event requirements.
  - Within your email confirmation, you will be provided with your Coordinator's name and contact information and he/she will be available to help you plan the details of your event based on your needs. If a Coordinator has not been assigned, you may request this service at [hospitality.booking@concordia.ca](mailto:hospitality.booking@concordia.ca)
- **Can I have Minors at my event?**
  - Yes, but you are responsible for adhering to the Minors on Campus Policy and obligations therein such as obtaining the necessary waivers/documents as per the policy.
- **Can I host an event with an external group?**
  - Yes, this is referred to as Co-Hosting an event and you must indicate the name of the external organization co-hosting with you. Please note that a different rate structure may apply for such events.
- **When will I be able to advertise my event?**
  - You must only advertise your event once you have received your space confirmation. Until such time, your request remains a submission and therefore the pending event cannot be advertised.

## Event Charges FAQs

- **What are the costs associated to hosting an event at Concordia?**
  - The costs vary depending on the nature and detail of each event. Some event- related charges which may apply are: room and furniture rental fees, room and furniture set-up; cleaning, catering fees; personnel on site; audio-visual equipment, cancellation fees, and applicable permits, etc. See [User Event Criteria & Rates](#).
- **How do I get an estimate of what costs are involved with my event?**
  - Upon submission of your Request form, you will receive a Reservation Summary outlining a preliminary quote according to the space and/or services that you indicated on your original request. For any additional service requests made either through MyEvents or an Event Coordinator, you will receive a revised summary via email with a quote reflecting the changes.
- **Is there a cancellation fee for booked rooms?**
  - Internal Users: A cancellation fee of \$50/venue applies for events cancelled in less than 10 business days prior to event date.
  - External Users: Cancellation fees are subject to the University Space Agreement.
- **What is a budget code and how do I get one? (Staff, Faculty and Students Only)**
  - **Staff/Faculty:** Your Departmental Accounting Coordinator/Budget Officer will provide you with a budget code and authorization to charge expenses.
  - **Students:** Only the Booking Officers of student groups and associations have the authorization to submit requests on behalf of students/student groups. Once your request is submitted via your Booking Officer, an account code will be provided by the VP Finance of the group if they authorize the event. If the Booking Officer does not yet have this approval at the time of the request, they must indicate **TBC123** in the relevant field until a budget code is assigned.
- **Do I need a budget code if there are no expenses for my event?**
  - A budget code is required for to process your request whether fees apply or not.