



Wellness & Recreation Services

UNIVERSITY OF COLORADO **DENVER**

Wellness & Recreation Services Reservations & Events Manual 2017-2018

TABLE OF CONTENTS

1. Introduction
2. Rental Process
3. Priority Listing
4. Staffing Policies
5. Facility Use Policies
6. Food & Beverage
7. Alcohol
8. Outside Vendors or Sponsors
9. Media and Photography Policy
10. Certificate of Insurance
11. Facility Rental Rates
12. Staffing Rates
13. Quote Policy
14. Deposit Policy
15. Invoice and Payment Policy
16. Tax Exemption
17. Cancellation Policy
18. Lost or Damaged Equipment and Custodial Charges
19. Parking



1. Introduction

- a. CU Denver Wellness & Recreation Services offers meeting and events space for CU Denver student organizations, CU Denver affiliates, as well as external entities in the Denver community. The Lola & Rob Salazar Student Wellness Center provides a variety of meeting and activity spaces for all sizes and needs.
- b. Our Wellness & Recreation Services staff will assist your group in scheduling the appropriate space, developing a suitable set-up, and processing any fees. The purpose of this document is to outline the process of renting facility space and any need-to-know policies to ensure success of your reservation or event.
- c. All facility reservation requests will be considered in the order they are received, at least 15 business days prior is recommended and appreciated. Reservations are not final until a rental agreement has been signed and confirmation sent. Requests are dependent on availability and priority listing outlined in this manual.

2. Rental Process

- a. Step 1: Access the Reservations & Events information including priority, pricing, policies, and request form on the Wellness & Recreation Services website.
- b. Step 2: Complete the online Reservations & Events Request Form 15 business days before reservation date.
- c. Step 3: Receive confirmation the request was received.
- d. Step 4: Receive confirmation the request is available and set up an on-site visit if necessary.
- e. Step 5: Receive a price quote and rental agreement.
- f. Step 6: Sign and agree to the price quote and rental agreement.
 - Non-CU Denver affiliates must provide a 25%, non-refundable deposit for events costing over \$100 at this time. All events costing \$100 or less should be paid in full at this time.
- g. Step 7: Receive confirmation the request is finalized along with any other information needed regarding the event. Receive Notice of Risk and Waiver all participants must complete.
- h. Step 8: Reservation takes place. Turn in all signed Notice of Risk and Waivers.
- i. Step 9: Receive a final invoice for the reservation.
- j. Step 10: Wellness & Recreation Services Business Office will process the invoice.

3. Priority Listing

- a. **Priority #1**
 - i. Select ongoing CU Denver Programs of university scheduling priority.
 1. Chancellor's Initiatives; Convocation.
 - ii. Select programs with a track record of at minimum 350 participants.
 - iii. *Opportunity to confirm reservation up to 2 years out.*
- b. **Priority #2**
 - i. Wellness & Recreation internal programs and services including but not limited to: Fitness and Wellness; Outdoor Adventure; Aquatics; Intramurals; Club Sports; Camps; Student Employee Development.
 - ii. *Opportunity to confirm reservation up to 1 year out.*
- c. **Priority #3**
 - i. CU Denver recognized student organizations and groups.
 - ii. *Preference will be given to programs that have occurred at least one time prior to submission of the request; track record of number of participants; open to all students; primarily targeted to students or faculty/staff.*
 - iii. *Non-CU participants, is not considered CU Affiliate Priority*
 - iv. *Opportunity to confirm reservation up to 6 months out.*
- d. **Priority #4**
 - i. CU Denver departments, CU Denver academic units, and other CU Denver programs and services.
 - ii. *Programs must have occurred at least one time prior to submission of the request; track record of number of participants; open to all students; primarily targeted to students or faculty/staff.*
 - iii. *Non-CU participants, is not considered CU Affiliate Priority*



Wellness & Recreation Services

UNIVERSITY OF COLORADO DENVER

- iv. *Opportunity to confirm reservation up to 6 months out.*
- e. **Priority #5**
 - i. Auraria campus including departments and student organizations of Metro State University and Community College of Denver.
 - ii. CU Denver partnerships or collaborations.
 - iii. Denver Not-for-Profit Organizations.
 - iv. *Programs must have occurred at least one time prior to submission of the request; track record of number of participants; open to all students; primarily targeted to students or faculty/staff.*
 - v. *Opportunity to confirm reservation up to 5 months out.*
- f. **Priority #6**
 - i. External entities; non-CU Denver affiliates.
 - ii. Any reservation requests inquiring late; inadequate track record or unrealistic estimates or impact.
 - iii. *Programs, regardless of size, which run possible organization risk, security risk, or reputation/integrity risk, can be confirmed only after review and written approval from Executive Director of Wellness & Recreation Services.*
 - iv. *Opportunity to confirm reservation up to 4 months out.*
- 4. Staffing Policies
 - a. The appropriate employees needed for each reservation will be determined by the Assistant Director of Facilities & Operations. The employees will be outlined in the quote by their job title and cost per hour.
 - b. Pool reservations require 2 Lifeguards on deck at all times up to 50 participants. Any pool reservation exceeding 50 participants will need an additional Lifeguard for every 25 participants. For example, 100 participants = 4 lifeguards.
 - c. Climbing wall reservations require 2 Climbing Wall Associates at all times. Additional climbing wall staff may be required for groups with more than 25 participants.
- 5. Facility Use Policies
 - a. All non-members and non-CU Denver students participating in the event must check in at the Welcome Desk or designated individual with the reservation. All participants must complete a Notice of Risk and Waiver prior to participation.
 - b. If the event is going to be open to non-members and non-CU Denver students then the group renting the facility must provide a list of all participants prior to the start of the reservation. If the event allows for same day registration or that information is unknown, then the group must designate an individual to assist with the process of allowing access at the entrance.
 - c. Non-Participant & Spectator Policy
 - i. Non-participants or spectators are allowed to access the facility for various activities, programs, and events at no cost including:
 - 1. Spectators who wish to view an Intramural sport or contest
 - 2. Spectators of an approved special event
 - ii. All Non- Participants and Spectators must check in at the Welcome Desk and sign the Non-Participant Agreement.
 - 1. Upon signature, Non-Participants and Spectators acknowledge they have read the Wellness & Recreation Services Notice of Risk and Waiver and agree to all statements on the agreement.
 - iii. Anyone under the age of 18 attending spectator activities must be accompanied by an adult at all times, and may not utilize equipment or participate in program activities.
 - iv. Spectators agree not to utilize any equipment or participate in any programming. Those wishing to participate can purchase a day pass or pay programming fees at the Welcome Desk.
 - v. The Wellness & Recreation Services staff reserves the right to ask any Non-Participant or Spectator to exit the facility at any time if found violating any policies or guidelines.
 - d. Decorations for an event may not include any nails, hooks, tacks, screws or tape. Any alterations or anything affixed to walls, floors, doors, or ceilings, equipment or furniture must be approved by Wellness



Wellness & Recreation Services

UNIVERSITY OF COLORADO DENVER

& Recreation Services staff. If the renter damages the room or equipment reserved, the Renter will accrue the cost of repair or replacement.

- e. Swimming Pool
 - i. Access to the pool area including pool deck is only allowed during open pool hours and when a certified lifeguard is on shift.
 - ii. Proper swim attire must be worn at all times.
 - iii. WRS staff instruction must be followed at all times.
 - iv. Be courteous of other swimmers by sharing lanes.
 - v. All swimmers must shower before entering the pool.
 - vi. Notify staff of pool issues.
 - vii. No urinating in pool.
 - viii. Swimming with open wounds or infections is not permitted.
 - ix. No food or drink in pool area; no glass in pool area.
 - x. Towel off completely before leaving pool area.
 - xi. Return pool equipment to designated area.
 - xii. Extended underwater breath-holding, diving and long distance underwater swimming are not permitted. Hypoxic training, competitive sprint swimming with little or no breaths are not permitted.
 - xiii. There will always be at least two lanes available at all times for lap swimming.
 - xiv. Any classes taught in the pool will be led by employed certified instructors who have current accredited certification and CPR/AED/First Aid Certifications.
 - xv. Roughness, running, pushing others, dunking, splashing, snapping of towels, hanging on the lane lines, and other rough housing actions are not permitted.
 - xvi. The chair lift is designed for members and guests who need assistance entering and exiting the pool. The chair lift was designed to be self-operable by the occupant. For questions regarding the use of the chair, staff on duty should assist. If assistance is required for using the chair lift, members may bring an attendant to help operate the chair lift.
 - xvii. The pool manager and/or lifeguard on duty has the right to dismiss, suspend, or prohibit from the pool and/or related facilities any person endangering the health, safety, or pleasure of the other pool patrons.
 - xviii. Only Coastguard-approved lifesaving devices are permitted for use in our facility. Not all flotation devices are considered "lifesaving devices" and we may ask that participants use a life vest that we will have available at all times free of charge.
- f. Gym
 - i. Hanging from the rim or net is prohibited.
 - ii. Athletic shoes are required to be worn in the gymnasium. No sandals, bare feet, or turf shoes allowed.
 - iii. No weight equipment on gym floors.
 - iv. Participants MUST seek assistance from Wellness & Recreation Services employees for adjustments to the volleyball, badminton or other sporting equipment.
 - v. Ask Wellness & Recreation Services employees to raise or lower divider curtain and/or bleachers in the event of sporting activities.
 - vi. Priority scheduling will be utilized on gym courts.
 - vii. Any approved food or beverages will also require floor coverings to be used.
- g. Climbing Features
 - i. Climbing Wall
 - 1. Equipment available at the climbing wall: ropes, harnesses, climbing shoes, locking carabineers and belay device.
 - 2. Patrons must check in at the climbing area desk before entering the climbing area.
 - 3. Do not step on, hang on, or swing on the ropes.
 - 4. Closed toed shoes must be worn during climbing and belaying.



Wellness & Recreation Services

UNIVERSITY OF COLORADO DENVER

5. Participant will be charged for unreturned or damaged equipment.
 6. Personal climbing equipment may be used if inspected for safety.
 7. Use of chalk sock and chalk bag is highly encouraged.
 8. Climbing with personal stereos or music is not allowed.
 9. Climbing wall staff reserve the right to remove anyone from the climbing areas that they deem to be a risk to themselves or others.
 10. Patrons must pass the belay test before belaying other climbers.
 11. Patrons must pass the lead climbing test and skills check before lead climbing.
 12. Patrons must attend climbing wall orientation prior to climbing.
 13. Metal lead climbing anchors are not allowed for hand or foot holds.
- ii. Bouldering Wall
 1. Bouldering is rock climbing without the use of equipment.
 2. Bouldering is allowed only on the boulder wall area, not in the top rope area.
 3. Bouldering is allowed any time the LRS-SWC is open.
 4. Climbers are responsible for finding their own spotters.
 5. Never boulder in anyone's fall zone.
 6. Down climbing is always recommended rather than jumping down.
 - iii. Rope Climbing
 1. Rope climbing is rock climbing including the use of climbing equipment.
 2. Various skilled routes enable climbers to ascend to the top of the wall working with a certified belayer.
 3. Rope climbing is only allowed during open wall hours.
 4. All belayers must be certified and/or tested out by a Climbing Wall Associate.
 5. Patrons must perform partner checks before climbing as instructed in climbing wall orientation.
 6. Climbers are required to use proper climbing commands: "On belay?" "Belay on" "Climbing?" "Climbing on" "Lower?" "Lowering".
 7. Only the figure-8 follow-through knot, with the proper amount of tail is to be used to tie in climbers.
 8. Finishing knot or safety knots are not permitted.
 9. All climbers must perform a belayer-climber, climber-belayer rope cross check prior to climb.
 10. Belay devices must be attached to the participant's harness by means of a locking carabineer.
 11. Climbing lessons-in-progress have priority use of wall areas. Staff may ask patrons to move to another area at any time.
- h. Group Fitness Studios
 - i. Fitness studios are available on a first-come first-served basis outside of the hours of scheduled programs or reservations.
 - ii. Classes begin on time. Participants arriving more than 5 minutes late may not be permitted.
 - iii. Wellness & Recreation Services dress code must be followed. *barefoot permitted based on class format.
 - iv. No food or gum permitted. Water in sealable, plastic drink container only.
 - v. Cell phones are not permitted during class.
 - vi. Bags and personal items must be placed in cubby or locker.
 - vii. Equipment to be used only as manufacture intended.
 - viii. Audio & visual equipment may be manipulated by Wellness & Recreation Services employees only.
 - ix. Maximum occupancy: Mind Body Studio – 30, Cardio Strength Studio – 35.
 - i. Terrace



Wellness & Recreation Services

UNIVERSITY OF COLORADO DENVER

- i. Terrace is available on a first-come, first-served basis, except when reserved for programs or reservations.
 - ii. Weight equipment not permitted on the Terrace.
 - iii. Tobacco and smoking devices are prohibited on the Terrace.
 - iv. Food is permitted. Dispose of items in appropriate receptacle. Drinks must be contained in sealable, plastic drink containers.
 - j. CU Denver Sports Field
 - i. Please help us maintain the beauty and safety of our outdoor spaces by following these guidelines. A fee may be charged if cleaning or repair is required. All internal rules of behavior apply outdoor with the additional requirements:
 1. Keep all sidewalks free of obstructions and make sure wheelchair ramps are accessible.
 2. Alcohol is prohibited.
 3. Tobacco and smoking devices are prohibited on the field.
 4. Pole tents are prohibited due to the potential for damage to the turf and underground utilities. Frame tents are permitted. No spiking into ground.
 5. Dance floors and other ground lying platforms are prohibited. Frame based stages are allowed with prior approval.
 6. Clean up after yourselves and your guests. Trash cans and trash removal will be provided by Wellness & Recreation Services and AHEC.
 - ii. Any third party vendor affiliated with an event must provide Certificate of Insurance to AHEC.
6. Food & Beverage
 - a. Set up, floor covering and cleaning fees may apply based on the type of catering needs.
 - b. Renters may hire the caterer of their choice.
 - c. All leftover food and catering equipment must be removed promptly from the area following the event.
 - d. All waste should be placed in provided receptacles that will be emptied by the Wellness & Recreation Services staff.
 - e. Food and drink is only permitted in the following areas unless otherwise approved by the Assistant Director of Facilities & Operations:
 - i. Kitchen, 1st floor Study, 2nd floor Den.
 - f. Water and sport drinks ONLY are allowed in activity areas including:
 - i. Fitness 1, Fitness 2, Gym, Fitness Studios, and the Mezzanine.
 - ii. Water and sport drinks must be in a non-glass container with a closed lid. Coffee cups and other disposable cups are not permitted.
 - g. All containers are subject to substance check at any time by the Wellness & Recreation Services staff.
 - h. Glass containers are not permitted in the facility.
 - i. Chewing gum is not permitted in activity spaces.
 - j. Tobacco, including chewing tobacco is not permitted in the facility.
7. Alcohol
 - a. Events with alcohol may be allowed in conformance with University Policy: Refer to the CU Denver [Alcohol Service Administrative Policy](#).
 - b. An additional in-person meeting with the Assistant Director of Facilities and Operations is required to complete the [UC Denver Event with Alcohol Authorization Form](#).
8. Outside Vendors or Sponsors
 - a. Any outside vendors or sponsors in attendance for an event must be pre-approved and disclosed in the request form.
 - b. Approval for vendors or sponsors is subject to the Assistant director of Facilities & Operations and based on intentionality and of participation (promotion, solicitation, operations) and alignment with Wellness & Recreation Services mission, vision, and values.
 - c. All charges, scheduling and logistics with 3rd party should be coordinated by renter, with assistance from Wellness & Recreation Services team as necessary.



Wellness & Recreation Services

UNIVERSITY OF COLORADO DENVER

- d. If 3rd party vendors are utilized by renter, any and all damages caused by said 3rd party vendor will be the responsibility of the renter.

9. Media and Photography Policy

- a. All photography, videotaping, or other forms of media within the LRS-SWC must be pre-approved at least 7 days in advance and capture only those participating in approved reservation or event.
- b. All photography, videotaping, or other forms of media within the LRS-Student Wellness Center must be pre-approved by Wellness & Recreation Services professional staff.
 - i. Guidelines:
 1. Once approved, individuals will receive a photography pass that is to be worn at all times while taking photos in the facility. This will signify to facility staff that photography access has been granted.
 2. Once access is granted, photographers must wear access badge during entire shoot. Badges must be returned to the Welcome Desk at the completion of the shoot.
 3. Photography must be conducted without disruption or limitations to Wellness & Recreation Services operations, accessibility of equipment, entrances/exits, doorways, and high traffic areas.
 4. Photography is permitted for noncommercial use only. Photographs may not be published, sold, reproduced, distributed, or otherwise commercially exploited in any manner without written consent from Wellness & Recreation Services.
 5. Taking photos or video of individuals without their consent is prohibited and is cause for immediate removal from the Wellness Center and may be reported to CU Denver Police, Student Conduct Office, and/or Office of Equity.
 6. All personal, professional-photo shoots must be approved by Wellness & Recreation Services professional staff. Subjects must adhere to all facility guidelines during photo events.
 7. Photos or video may not be recorded in private spaces such as locker rooms, restrooms, or lactation room.

10. Certificate of Insurance

- a. All external parties are required to provide a certificate of insurance which proves insurance coverage. In the case of a private citizen or an external party where commercial general liability insurance does not, and could not exist, the insurance certificate may be waived at the discretion of the University Risk Management Office. Email confirmation by a Risk Management Office representative is required to confirm either the adequacy of the insurance certificate provided, or the wavier of insurance. Specific insurance requirements are provided in Rental Agreement.

11. Facility Rental Rates

Activity Space	Priority 3 - Students	Priority 4 - CU Affiliates	Priority 5 - Auraria	Priority 6 - Non-Affiliates
Entire Facility	\$150/hour*	\$300/hour	\$450/hour	\$525/hour
Sports Field	\$25/hour*	\$50/hour*	\$75/hour	\$87.50/hour
The Courtyard	\$17.5/hour*	\$35/hour*	\$52.50/hour	\$61.25/hour
Seminar Room	\$20/hour*	\$40/hour*	\$60/hour	\$70/hour
Pool	\$25/hour*	\$50/hour	\$75/hour	\$87.50/hour
Gym Courts	\$15/hour/court*	\$30/hour/court	\$45/hour/court	\$52.50/hour/court
Studio (2)	\$17.5/hour*	\$35/hour	\$52.50/hour	\$61.25/hour
The Terrace	\$30/hour*	\$60/hour	\$90/hour	\$105/hour



12. Staffing Rates

- a. All Special Events or Reservations require a Special Event Associate to be staffed for the duration of their reservation at \$15/hour. They are the point of contact during the event.
- b. Other staffing charges might include Facility Supervisor, Member Services Associate and specific programming staff: Climbing Wall, Fitness, or Lifeguards.

Private Staffed Experience	Priority 3 - Students	Priority 4 - CU Affiliates	Priority 5 - Auraria	Priority 6 - Non-Affiliates
Group Fitness, Sports, Climb (1-35 people)	\$22.50/hour	\$45/hour	\$67.50/hour	\$78/hour
GF, sports, climbing (36-70 people)	\$32.50/hour	\$65/hour	\$97.50/hour	\$112/hour
GF, sports, climb (70+ people)	\$42.50/hour	\$85/hour	\$127.50/hour	\$145/hour

13. Quote Policy

- a. A quote expires 30 days after it is written
- b. Prices are subject to change

14. Deposit Policy

- a. A non-refundable deposit is required for any non-affiliates of CU Denver. Deposit due is equal to 25% of the price quote provided. The reservation is not confirmed until the deposit is paid and will be applied to the total amount due per the final invoice.
- b. All events costing under \$100 must be paid in full up front to confirm reservation.

15. Invoice and Payment Policy

- a. Payment is due 10 business days after the final invoice has been generated and sent via email. Rental rates are generated based by time used and priority listing. Additional fees may include: additional set up, staffing costs, equipment needs, security, IT and potential custodial fees as necessary.
- b. Acceptable payment options include credit card, check, or speed type (for CU Denver affiliates).

16. Tax Exemption

- a. In order to qualify for tax exempt status, the reserving group must present their tax exempt certificate at time of request.

17. Cancellation Policy

- a. Cancellation of any facility or time slot must be submitted to the Assistant Director of Facilities & Operations in writing.
 - i. If the reservation is cancelled 10 business days prior to the event no costs are due.
 - ii. If the reservation is cancelled 5-9 business days prior to the event, 50% costs are due.
 - iii. If the reservation is cancelled 1-5 business days prior to the event, 100% costs are due.

18. Lost or Damaged Equipment and Custodial Charges

- a. The renter agrees to clean and return the rented facility in the same condition it was received. Additional fees and charges are added to the final invoice for any lost/damaged equipment or if additional cleaning or maintenance charges are required at the conclusion of an event. Any additional charges will be determined on a case-by-case basis and will be documented by Wellness & Recreation Services staff.

19. Parking

- a. Parking is not included or provided in reservations. Requester and all attendees are responsible for paying for their own parking.
- b. Visitor parking lots and garages are available on campus with automatic pay stations. The license plate of the vehicle parked will need to be entered at the pay station upon payment. The receipt does not have to be displayed on the dash of the vehicle.