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1. Introduction

The amalgamation of all Central and College/School/RI spaces into a single data source supports more effective management of room bookings and allows the University to collect data on space utilisation which will be used to improve space utilization and planning.

This document sets out the University’s policy and procedures in respect of the room bookings for non-teaching activity.

This policy should be read in conjunction with the Timetable and Central Teaching Space Management Policy published on the Space Management and Timetabling website:

gla.ac.uk/timetabling

2. Policy Objectives

The policy for the management of non-teaching bookings is aligned to the University’s Space Management Policy and the objectives of the Estates Strategy in supporting both the optimum utilisation of teaching space and the student experience.

The University is committed to a strategy of managing space by improving space allocation, standards, planning, utilisation and performance of related activities to support the University’s strategic objectives.

The objectives of the policy are:

1. Available space is allocated equitably and appropriately among all users
2. Use and occupancy of space is continuously maintained and updated and any unauthorized use is highlighted and re-allocated appropriately
3. The use of the University’s teaching spaces and facilities by external bodies is supported for community engagement and/or income-generation purposes, provided this is compatible with the University’s strategy and does not conflict with teaching and assessment activities.

3. Guidance on the Use of Teaching Space

3.1 Definitions of Central and Locally Managed Space

3.1.1 Centrally Managed Space

Central Space refers to all Teaching Rooms (Lecture Theatres and Seminar Rooms); Specialist Space (Laboratories, Clusters etc.) and Non-Teaching Rooms (e.g. Meeting and Conference Rooms) that are supported by Estates Department and Audio Visual-IT Services.

These rooms are bookable only by the Space Management and Timetabling Team (SMTT) and are primarily bookable for teaching activities but may be used for non-teaching activities such as examinations, research seminars, meetings, student-led activities and commercial activities.

3.1.2 Locally Managed Space

Locally managed space is primarily used for the teaching activities of the managing College/School/Research Institute.

Schools and Research Institutes (RIs) will be expected to review retained local space and its utilisation data at least annually, with a view to transferring it to the SMTT for University-wide use. Where Schools/RIs opt to retain local control of space they will be expected to accept and commit to the obligations of effectively managing this space, including responsibility for the condition and functional suitability of the space; notifying and consulting with specialist providers, such as Estates
Department and IT Services regarding maintenance, improvements and upgrades; and ensuring that accessibility is taken into account when maintaining and upgrading facilities, as necessary seeking advice from Estates Department, IT Services, the Equality and Diversity Unit and the Disability Service.

3.2 Facilities and Support Services for Central Space

3.2.1 Estates Department maintain quality standards and the fabric in central space.

3.2.2 The SMTT advise on central space facilities and manage requests for space use.

3.2.3 The Conference and Visitor Services Office advise on and manage bookings where charges apply.

3.2.4 Audio Visual-IT Services manage the AV-IT equipment in central space and may be able provide additional equipment on request. (Requests are subject to availability in the spaces and staff resources.)

3.2.5 Campus Services (Cleaning) are responsible for the cleanliness of central space.

3.3 Hire of Accommodation Charges

3.3.1 During core teaching hours, Schools/RIs do not normally incur charges for the use of centrally managed space for events, including social events, which are directly related to teaching and research. Most of the facilities and services offered by AV-IT Services are also free of charge for teaching and research purposes during core hours, but there may be charges for consumables.

3.3.2 Other events hosted by Schools/RIs in SMTT-managed space will incur hire of accommodation charges.

3.3.3 In the case where an event has been booked at no charge and it is subsequently found to be a chargeable event, then charges may be applied retrospectively.

3.3.4 Student Clubs and Societies must be affiliated with the SRC in order to book centrally-managed space without incurring hire charges. Bookings for Clubs and Societies can only be requested after 5pm. The University’s ‘Open Building’ policy makes space available without hire or janitorial charges (see Appendix 3 for details of open buildings). However students wanting to use other space, for example the Halls, or for particular types of event may incur charges.

3.3.5 Attendees of student club or society events must comprise a majority of University of Glasgow students (i.e. at least 80%).

3.3.6 There will be no exemption from costs incurred in respect of any event for janitorial overtime, heating or cleaning costs.

3.3.7 Certain University venues are run on a commercial basis. During peak teaching periods, if the only available space is in a University venue run on a commercial basis, then charges will be applied.

3.4 External Bookings

3.4.1 The Conferences and Events team (C&E) is responsible for hiring out central space to external clients. (See: C&E Room Hire Policy)

3.4.2 External bookings are defined as those made by external organisations without reference to any College or School/RI OR those made by a College or School/RI on behalf of an external organisation and charged via a University account.

3.4.3 The use of University rooms and facilities by external bodies must be compatible with the University’s strategic aims, and its policies and procedures.

3.4.5 Bookings of central space that are requested by external organisations are chargeable and must be booked through the University’s Conference and Visitor Services Office who will
communicate with University service providers, or any appropriately appointed supplier, if support is required.

3.4.6 The University’s teaching and examination requirements for rooms and facilities take priority over any external persons, groups or organisations wishing to use the rooms or support services (including AV-IT Services). No changes should be made to the University’s teaching timetable to accommodate external use, unless authorised by the Secretary of Court or the Principal.

4. Roles and Responsibilities

4.1 Process Ownership and Management of Non-Teaching Room Bookings

4.1.1 SMTT will maintain the booking form for non-teaching events, publishing this with appropriate guidance on the Timetabling website.

4.1.2 All requests submitted through this mechanism will be reviewed by SMTT in the first instance, with any potentially chargeable events being passed to C&E for review and action.

4.1.3 Only requests submitted via the Booking Form will be dealt with, therefore anyone receiving a request via another means should refer the requester to the form.

4.1.4 SMTT will liaise with C&E on a regular basis to ensure effective communications and enable both parties to fulfil their roles in respect of event bookings.

4.2 Role of Non-Teaching event Bookers

4.2.1 Within the University there will be some staff at School/RIs or in University Services who will be required to make one off room bookings not associated with the teaching timetable. Student Clubs and Societies may also request rooms for their meetings and events. To make a room booking the person responsible should:

a. Request the booking with required details: time, day, date, size, details (what the booking is for), contact name, using the form at: http://www.gla.ac.uk/services/estates/timetabling/bookingaroom/non-teaching/

b. Ensure the details supplied are comprehensive and accurate in order that the request can be managed correctly.

c. Request rooms appropriate for the use required.

d. Check with other room owners (local space managers) that the booking will not have a detrimental effect, for example through noise.

e. Respond promptly to offers of alternative space/time when the stated preference is not available.

f. Book locally managed rooms or request rooms managed by other units.

g. Be responsible for the state of the room when the booking has finished.

h. Ensure that the stated seating capacity is not exceeded.

i. Notify SMTT immediately there is any change to the nature, size or other aspects of the event.

j. Liaise with other services (e.g. AV-IT, Campus Services) on the provision of support for non-teaching bookings.

k. Ensure that EHRC guidance in respect of gender segregation is followed in the use of any University space, recognising that the University of Glasgow will not tolerate such segregation. (see: http://www.equalityhumanrights.com/sites/default/files/publication_pdf/Guidance%20for%20universities%20and%20students%20unions%20-%202017-07-14.pdf)

l. Ensure that in planning events and requesting space due account has been taken of the responsibilities in relation to accessibility. (See: Accessible Events Policy and Checklist at http://www.gla.ac.uk/services/humanresources/equalitydiversity/policy)
4.2.2 All room bookings for centrally managed space will be made by the SMTT although the booking may be managed by C&E, depending on the nature of the request.
4.2.3 Bookings for local space will be made in agreement with the local space manager who will confirm the booking with the requester.
4.2.4 Room bookings which are no longer required (e.g. in the case of an event being cancelled) should be notified to SMTT/C&E immediately this is known in order to release the space for other use and minimise costs incurred.

4.3 Roles and Responsibilities of Local Space Managers
4.3.1 Respond promptly to requests for use of local space, noting these requests may come from within the School or elsewhere in the University;¹
4.3.2 Confirm room bookings in local space for colleagues within the School;
4.3.3 Book the specialist rooms to the maximum utilisation ensuring rooms are appropriate for use;
4.3.4 Notify staff and/or students in a timely manner in the event of any changes to the booking being required.

4.4 Role of Space Management and Timetabling Team (SMTT)
4.4.1 Schedule all non-teaching events detailed in the University Calendar for the next academic year prior to the timetabling room allocation activity commencing;
4.4.2 Process requests for non-teaching booking requests in a timely manner (aiming for a response within 48 hours, although during peak periods this may be longer) and communicate to appropriate staff;
4.4.3 Reassign requests for bookings to C&E where the booking is a chargeable event (see Appendix B);
4.4.4 Apply for Public Entertainment Licences where the type of event requires such;
4.4.5 Maintain the Event Management sharepoint site and make appropriate reference to this;
4.4.6 Anticipate and resolve any on-site difficulties efficiently and effectively;
4.4.7 Work with Estates Department and Campus Services to maintain the quality of centrally-managed space;

4.5 Role and Responsibilities of Conferences and Events
4.5.1 Manage events which are commercial (chargeable) in nature on behalf of the University;
4.5.2 Liaise with SMTT on non-teaching booking requests to determine whether charges should be applied;
4.5.3 Liaise with SMTT regarding the availability of rooms, formalising any request for room bookings by completing the Non-Teaching Bookings form: [http://www.gla.ac.uk/services/estates/timetabling/bookingaroom/non-teaching/](http://www.gla.ac.uk/services/estates/timetabling/bookingaroom/non-teaching/);
4.5.4 Notify SMTT immediately there are any changes to the space requirements and work with them to agree suitable alternatives;
4.5.5 Anticipate and resolve any on-site difficulties efficiently and effectively;
4.5.6 Liaise with other services (e.g. AV-IT, Campus Services) on the provision of support for events;
4.5.7 Raise and issue invoices in relation to the event;
4.5.8 Notify SMTT promptly in cases where rooms are no longer required and/or events are cancelled.

4.6 Roles and Responsibilities of the Student Clubs and Societies

¹ During 2016 the Online Booking system will be extended to cover all locally-managed space. The responsibilities of Local Space Managers will be revised accordingly to reflect the need to ‘approve’ requests submitted via this system.
4.6.1 Request room bookings in line with University policies and guidance, using the booking form available from the Timetabling website
http://www.gla.ac.uk/services/estates/timetabling/bookingaroom/non-teaching/
4.6.2 Ensure that the conditions of use, including maximum capacity, are complied with;
4.6.3 Notify SMTT promptly in cases where rooms are no longer required and/or events are cancelled.
4.6.4 Arrange prompt payment for any charges associated with the booking.

4.7 Responsibilities of Estates Department
4.7.1 Maintain quality standards in centrally managed space and, together with IT Services and Campus Services, manage the resources needed to support service delivery.
4.7.2 Provide clear advice on room usage and fabric maintenance, and appropriate systems to support all reported problems.
4.7.3 Commission an annual space audit and collate space utilisation statistics.
4.7.4 Utilize space audit and statistical data to promote space use efficiency.

4.8 Responsibilities of IT Services
AV-IT
4.8.1 Provide and maintain all AV-IT equipment in centrally managed space;
4.8.2 Train and support staff in the use of AV-IT equipment;
4.8.3 On an annual basis, provide an update to SMTT of the AV-IT equipment available in each centrally-managed space;
4.8.4 Ensure that this equipment is in full working order and run appropriate systems to support all reported problems.

Systems Support - IT Services Development and Integration Team Timetabling
4.8.5 The Director of IT Services and the Director of Estates are responsible for the service level agreement between the business areas responsible for the process in Estates and IT.

5. Procedures and Principles
5.1 Procedures
5.1.1 All booked events must be entered into CMIS, regardless of whether they take place in central or locally managed rooms. This is necessary to enable support the effect management of space across the Estate and to enable requests for room bookings to be handled efficiently.
5.1.2 Requests for room bookings by or on behalf of University staff or students must be made using the form available at: http://www.gla.ac.uk/services/estates/timetabling/bookingaroom/non-teaching/

5.2 Principles and Priorities for Allocating Central Space
The following principles and priorities are used in allocating rooms.
5.2.1 Teaching activities take precedence over non-teaching activities, with the exception of bookings for examinations and degree ceremonies made prior to the deadline for Schools/RIs to enter their academic event data into CMIS.
5.2.2 Bookings for Open Day and Applicant Visit events are allocated as part of the timetable construction process, where details are known. Other Open Day or similar bookings are processed after all teaching bookings have been finalised.
5.2.3 Where a suitable room cannot be found, an alternative room will be proposed if possible. If this is not possible, SMTT will liaise with the requester regarding other options.
5.2.4 In the first instance, conflicts will be resolved by the SMTT/C&E and the parties concerned. Conflicts which cannot be resolved by the SMTT/C&E will be referred to Court Office.
5.2.5 Attendee/participant numbers must not exceed the published seating capacity limits.
Appendix A Record of Revisions

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Revisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.4.14</td>
<td>0.1</td>
<td>First draft for discussion</td>
</tr>
<tr>
<td>23.4.14</td>
<td>0.2</td>
<td>Amends from initial review</td>
</tr>
<tr>
<td>7.5.14</td>
<td>0.3</td>
<td>Draft for consultation</td>
</tr>
<tr>
<td>16.9.14</td>
<td>0.4</td>
<td>Final draft following consultation</td>
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<tr>
<td>17.12.14</td>
<td>0.5</td>
<td>Update re: advice from Equality &amp; Diversity</td>
</tr>
<tr>
<td>19.12.14</td>
<td>1.0</td>
<td>Approved version for publication</td>
</tr>
<tr>
<td>7.1.16</td>
<td>1.1</td>
<td>Minor amendments:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clarification of Policy Objectives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clarification to 3.3.4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updates to language in section 4.2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Inclusion of reference to Online Booking System in 4.3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reference to Event Management sharepoint site in 4.4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clarification to definitions in Appendix B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Revision to Appendix C (Open Buildings)</td>
</tr>
<tr>
<td>4.11.16</td>
<td>1.2</td>
<td>Minor amendments:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Change CTT to SMTT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Change CVSO to Conferences and Events (C&amp;E)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Change Estates and Buildings to Estates Department</td>
</tr>
</tbody>
</table>

Editor: Karen Lee
Approved by: David Newall
Appendix B Definition of Non-Chargeable Events

No hire charges will be applied for room bookings which fall under the categories listed below. However, as per point 3.3.6 of this Policy, charges may be applied for janitorial, heating or cleaning services. If applicable, this will be confirmed with the user at the time of making the booking.

Booking for events within the categories below are managed by the Space Management and Timetabling Team (SMTT). Most other events (i.e. those where hire charges normally apply) are managed by Conferences and Events. Some events are managed by the Development and Alumni Office (DAO).

Table of non-chargeable events.

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core teaching and learning</strong></td>
<td>all attendees must be University of Glasgow registered students and content of session must form part of the programme of study. This includes research activity, induction events, examinations &amp; class tests, non credit-bearing courses.</td>
</tr>
<tr>
<td><strong>Orientation week events</strong></td>
<td>managed by the International Student Support team</td>
</tr>
<tr>
<td><strong>Freshers’ Week events</strong></td>
<td>providing there is no attendance charge, no catering (e.g. wine, soft drinks) and no element of ‘sales’</td>
</tr>
<tr>
<td><strong>Ceremonies</strong></td>
<td>directly related to core University Services (e.g. graduation ceremonies)</td>
</tr>
<tr>
<td><strong>University Calendar events</strong></td>
<td>including Committee meetings and other business meetings</td>
</tr>
<tr>
<td><strong>Employer visits</strong></td>
<td>all attendees must be University of Glasgow registered students and there should be no element of ‘sales’</td>
</tr>
<tr>
<td><strong>School visits</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Student recruitment events</strong></td>
<td>managed by Marketing, Recruitment and International Office (MaRIO)</td>
</tr>
<tr>
<td><strong>Careers Fairs</strong></td>
<td>all attendees must be University of Glasgow registered students and there should be no element of ‘sales’</td>
</tr>
<tr>
<td><strong>Public Lectures</strong></td>
<td>– event is advertised and open to all (i.e. attendees are not specifically invited) There should be no attendance charge and no catering (e.g. wine, soft drinks) offered to audience.</td>
</tr>
<tr>
<td><strong>University Public Concerts</strong></td>
<td>– open to everyone, charges applicable to some performances</td>
</tr>
<tr>
<td><strong>Dinners/receptions</strong></td>
<td>– hosted by schools / departments in their own rooms (i.e. centrally booked rooms may be subject to charges)</td>
</tr>
<tr>
<td><strong>SRC Affiliated societies</strong></td>
<td>– applies to teaching space only, with the exception of Halls where hire charges may apply; at least 80% of attendees must be UoG students; no attendance fee to be charged.</td>
</tr>
</tbody>
</table>
Appendix C: University Open Buildings

The following table details those spaces classed as ‘Open Buildings’ and where janitorial overtime will not be charged within the times stated.

<table>
<thead>
<tr>
<th>Building</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boyd Orr Building</td>
<td>Monday - Thursday until 21:30&lt;br&gt;Friday until 20:30&lt;br&gt;All year except for one week commencing 24 December each year.</td>
</tr>
<tr>
<td>Adam Smith Building</td>
<td>Monday- Thursday until 21:30 during Semesters 1 and 2 teaching weeks only</td>
</tr>
<tr>
<td>St Andrew’s Building</td>
<td>Monday- Thursday until 21:30 during Semesters 1 and 2 teaching weeks only</td>
</tr>
</tbody>
</table>
Appendix D Process for Invoicing Charges

In cases where charges are incurred in relation to a room booking (e.g. for janitorial overtime or Public Entertainment Licence) the following procedure will be adopted.

<table>
<thead>
<tr>
<th>Invoicing for Room Booking Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requester</strong></td>
</tr>
<tr>
<td><strong>CTT</strong></td>
</tr>
<tr>
<td><strong>Bedellus Office</strong></td>
</tr>
<tr>
<td><strong>Campus Services</strong></td>
</tr>
</tbody>
</table>

- **Manual** Request
- **Web Form** Complete & submit booking request
- **Supportworks & CMIS** Review request & check room availability
- **Supportworks** Update call to confirm booking, notifying of charges where relevant
- **Manual** Submit details of overtime & related charges
- **Spreadsheet** Collate details of charges incurred per booking
- **Agresso/Excel** Raise invoices
- **Manual** Receive & pay invoice
- **Manual** Receive details of events where out of hours services required
- **Manual** Submit details of overtime & related charges
- **Manual** Review response
- **Manual** Is room available?
- **Manual** Will charges apply?
- **Manual** Charges may be for janitorial costs, cleaning, PEL
- **Manual** No - notify
- **Manual** Alternative time/ date?
- **Email** Receive booking confirmation & details
- **Manual** Charges invoiced at end of month in which event occurs
- **Manual** Monthly task – will include other charges, e.g. PEL, where applicable
- **Manual** 28 day payment terms apply