

**University Apartment Community Center
Room Rental Contract
Frequently Asked Questions**

Who can rent space in the Community Center?

Only current residents of University Apartments are able to rent space at the Community Center. If you are interested in co-sponsoring a community-wide event, please contact the University Apartments office: universityapartments@housing.wisc.edu

How far in advance can I rent a room?

You may rent a public space at the Community Center up to one year in advance of your event date. Reservations should be made at least 2 business days prior to your event date, no later than 3 p.m. This allows our office staff time to approve and confirm reservations online.

What times are the rooms available for private rentals?

Dates, times, and rates are available on the reservation website; <https://housing.ems.wisc.edu/>.

What happens after I've submitted a reservation booking?

After you submit a reservation booking, you'll receive an automated system email verifying your request. When your event is approved, you will receive an official "Contract Confirmation" from the University Apartments office. The reservation is not complete until you receive the confirmation.

How long does it take to receive a reservation confirmation?

Approved confirmations are generally sent within one business day of your request. Reservation requests received after 3 p.m. may receive confirmations the next business day. Reservation requests submitted on the weekends (beginning 3 p.m. Fridays) will not receive a confirmation until the next business day.

When do I have to pay for my rental?

All rental fees are billed directly to your University Housing personal account after your event. Once fees are posted to your account, you will receive notification with the next University Apartments Rent billing cycle.

How can I pay for my rental?

You may log into your UW Housing account to make a payment online (same way you would your rent). Electronic checks (e-check) are free of charge. If you pay using a credit or debit card, there is an additional 2.85% service fee. You may also pay with a hardcopy check, cashier's check or money order through the drop-box at the University Apartments Community Center. You may also combine the payment with your monthly rental fee.

What happens if my plans change and I no longer want to have my event?

Return to the reservation website, <https://housing.ems.wisc.edu/> and cancel your reservation. Cancellations must be submitted 14 days or more prior to your event date for a non-billing fee. Refunds or credits will not be issued by University Apartments for rental spaces reserved but not used or cancelled within the allotted time. Reservations are not officially cancelled until you receive a confirmation from the University Apartments office. If you have questions regarding your cancellation, please email: universityapartments@housing.wisc.edu

Where do I pick up the keys for the room rental?

Building keys are not issued to residents for space rentals.

If I don't have keys, how can I get in the building?

Approximately 20 minutes prior to your event, call or text the University Apartments Resident Manager on call: (608) 444-9308. They will meet you at the Community Center to allow you access to your rental spaces, tables and chairs as needed and the cleaning storage. All exterior doors of the Community Center will remain locked.

What do I need to bring with me at the time of my rental?

You will need your photo ID (WISCard, US driver's license, state ID or passport) as proof of identification you are the resident who completed the rental contact. The resident of the contract is the only person permitted to officially check-in with the Resident Manager for the event. You may not authorize a second party to check-in on your behalf.

I have a very large group attending. Where can we park?

Your guests may park in the Community Center parking lot. If the lot is full, they may park in Lot Z (at the top of Eagle Heights Dr.). Please inform your guests if they park in an assigned apartment parking stall or University Housing stall, their vehicle may be ticketed or towed.

Why are the front doors locked? How do my guests get in?

All exterior doors to the Community Center are locked when the office is closed. This is a security measure to protect you, your guests and the building. You are encouraged to have a designated person in your group to monitor the front doors until all your guests have arrived. If you are expecting a large number of guests, you may want to put a sign on the front door asking your party to use the side entrance near the Gym. This will help you closely monitor who actually enters the building and make sure you are available for your guests. ALL EXTERIOR DOORS ARE NOT PERMITTED TO BE PROPPED OPEN AT ANYTIME.

We reserved a side meeting room, but the gym is empty. Can we use it?

You may only use the room contracted on your rental agreement. Unauthorized use of any additional space is prohibited and will result in additional billing fees.

What do I do if someone is in the building that isn't a guest of my event or is making my guests uncomfortable?

If a person enters the building that is not of your party, you may ask them to leave. If you require additional assistance you contact the Resident Manager on call to help you with this situation. If the person(s) is acting in an abusive or threatening manner, please call the UW Police at (608) 262-2957. In the event of an Emergency, always dial 9-1-1.

We are having such a good time, when do we have to leave?

You are required to leave the building at the stated end time of your reservation contract, this includes being finished with clean-up, removing any items you brought with you for your event, and completing your check-out with staff. If your group remains longer than your contracted time, you will be charged an administrative fee (LIST AMOUNT?) and the hourly rate for each of the rooms you reserved in one hour increments for a minimum of one hour.

My guests are gone; I have cleaned up and am ready to go. Now what happens?

Call or text the Resident Manager on-call 15 to 20 minutes prior to the end of your reservation. The Resident Manager will meet you at the Community Center to begin your check-out. If your event ends before your contact time expires, you can contact the Resident Manager for an "early check-out". Please know early check-outs do not reduce the billing fees for your scheduled event.

I am ready to leave, why do I have to wait for the Resident Manager?

The Resident Manager will check you out of the building. They will confirm your check-out list is complete and that the building is secure. If you leave the building before you are properly "checked-out" you may be liable for any clean-up charges or damages that may occur after your event. You are responsible for all damages occurred during your rental period caused by you, your party members or anyone you gave access to the building.