



SH Sam Houston State University
Lowman Student Center

OPERATIONS MANUAL

2025



LOWMAN STUDENT CENTER

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Sam Houston State University students, faculty, staff, alumni, and guests are eligible to utilize the facility and services of the Lowman Student Center (LSC). All use must be conducted in accordance with local, state, and federal law and in accordance with applicable rules, regulations, policies, and procedures of the Texas State University System and Sam Houston State University. Use of the facility will not disrupt or disturb an academic or University program and will not result in damage or defacement of the LSC.

We are committed to striving for and providing excellence in all that we do, large or small, guided by these values:

- **Student Focused:** *Advocate for all SHSU Students.*
- **Community & Belonging:** *Foster a sense of belonging and mutual respect by valuing and supporting unique attributes within our community.*
- **Customer Service:** *Create an exemplary guest experience that exceeds needs and expectations.*
- **Integrity:** *Operate consistently at a high standard that defines us as industry leaders.*
- **Teamwork:** *Encourage innovation and collaboration to create a thriving environment.*
- **Development:** *Set trends that intentionally create opportunities for transformative growth.*

Persons using the LSC facilities shall abide by the LSC Operations Manual and all other campus policies, procedures, rules, and regulations. Failure to comply with this manual or with persons enforcing this manual shall be reported to the Dean of Students Office, may result in suspension of privileges to use the LSC, and/or lead to further action.

General Facility Operations

1. The safety of guests in the facility is our number one priority. At no time may doors, fire exits, foot traffic paths, hallways, or elevators be blocked or restricted by events or the set up for events. Exterior, fire, service doors, or stairwell doors should not be propped open at any time.
2. The LSC is not responsible for any items lost, stored, or left in the building. Items found in the building should be taken to the LSC Information Desk for proper handling and/or forwarding to the SHSU Public Safety Services Office. Sensitive items are only kept until 4:00 pm or the following business day, all other items are discarded 1 week after the graduation ceremony.
3. Loud, boisterous, profane language, disorderly conduct, or disturbing the peace is not permitted and may lead to disciplinary action. Sound levels of any event shall not disrupt normal operations in the LSC.
4. Service may be denied for those not wearing shoes, shirts, or bottoms.
5. Guests are not to interfere with items affixed to walls/ceilings.
6. Guests are responsible for their own trash.
7. Atriums, lobbies, hallways, lounge spaces, the plinth, gallery, and the Frank E. Parker Plaza are not designated meeting spaces. All organized meetings or events must be scheduled and held in designated meeting spaces. Any exceptions may be made at the discretion of the Director of the LSC or designee.
8. Do not attach personal items to the building; items will be removed and disposed of. For example: bicycles, scooters, and motorcycles.

9. Guests are not permitted in back-of-house areas unless authorized and or accompanied by LSC staff.

Operational Hours

1. LSC operation hours are posted on the website: <http://www.shsu.edu/lsc>. Hours will vary during University holidays, University closings, and semester breaks, which may affect reservations.
2. A request to host events/meetings outside of normal operating hours will be left to the discretion of the Director of the LSC or designee.
3. All requests for extended hours, early openings, or late closings should be submitted through the LSC Office (Suite 331) to LSC@shsu.edu or 936-294-1759 and are subject to additional fees.
4. All requests for extended hours must be submitted at least fourteen (14) business days prior to the event date.
5. Only staff with approved access are authorized to be in the LSC at times outside of LSC operational hours.

Furnishings & Equipment

1. Guests are welcome to move furniture in lounge spaces to create their own “living room on campus”. Furniture may only be moved for its intended use within its particular space and specific use. Furniture may not block egress, doors, fire exits, foot traffic paths, hallways, or elevators at any time. It is preferred that guests put furniture back where they found it. The Lowman Student Center is not responsible for any injury.
2. Improper use, of furniture, fixtures, or equipment is not permitted. If changes are needed for an event, please contact an LSC Team member by calling 936-294-4902.
3. Guests are welcome to move their meeting room furniture set up as needed. Furniture may only be moved for its intended use within its particular space and specific use. Furniture may not block egress, doors, fire exits, foot traffic paths, hallways, or elevators at any time. It is preferred that guests put furniture back where they found it. The Lowman Student Center is not responsible for any injury.
4. Individuals and/or groups utilizing LSC facilities are responsible for the behavior of their guests and any damages to LSC property, including fiduciary.
5. Furnishings and equipment belonging to the LSC are not to be removed from the building for any reason. This does not include LSC Parker Plaza tables and chairs or rental equipment.
6. All equipment owned by the LSC will be operated by LSC personnel, including but not limited to the operation of the air walls, Crestron panels, service lift, etc. unless authorized by the Director of the LSC or designee.
7. Any unauthorized alterations or damages will be corrected at the expense of the organization or individual who reserved the facility. The LSC is not responsible for any injuries that may occur while an individual or group improperly uses, moves, or alters furniture, fixtures, or equipment.

Prohibited Items

1. Animals are **not** permitted in the LSC at any time unless approved by the Director of the LSC or designee. This does not apply to service animals for individuals with a disability or animals used in law enforcement. Emotional support animals are **not** service animals and are not allowed access to the LSC.
2. The use of all tobacco and vapor products is prohibited. [PRE-19 Tobacco Policy.pdf \(shsu.edu\)](#)
3. Possession or use of alcoholic beverages is not permitted at any time except as provided via Aramark. Reference section: Alcoholic Beverages for additional information.
4. Bicycles, skateboards, hoverboards, scooters, roller skates/blades, etc. are not permitted and must comply the SHSU Micro-mobility Policy. <https://www.shsu.edu/intranet/policies/finop/documents/FO%2072%20Micro-Mobility%20Device%20Policy.pdf>
5. Children under the age of 16 must be always accompanied by a parent or guardian.
6. No classes, lectures, labs, or any type of “class for credit” will be scheduled unless approved by the Director of the LSC or designee.
7. Soliciting must comply with university policy. Violators will be asked to leave the premises and all participating SHSU students will be reported to the Dean of Students Office.

Posting and Signage

1. Posting and Signage must be SHSU related materials only, unless approved.
2. Signs, flyers, announcements, tabletop flyers, etc. may not be taped, pinned, or placed anywhere in the LSC including but not limited to mirrors, furniture or doors. Permitted items may be properly posted on the LSC bulletin boards.
3. Posted materials must conform to the student guidelines.
4. All permanent signage must be approved in advance by the Director of the LSC or designee.
5. All other paper flyers, advertisements, or promo items are prohibited.
6. Directional signage used for and or during meeting space reservations must be approved before use. All materials must be emailed for proof to LSC@SHSU.edu.
7. Posted materials, signs, flyers, announcements, tabletop flyers, etc. must be removed after the approved posting date by the group. Further disciplinary action may be imposed due to failure to remove items.
8. LSC is not responsible for missing or damaged signage.

Bulletin Board Postings

1. Recognized Student Organizations and University departments may post printed materials on LSC bulletin boards. Recognized Student Organizations posted materials must conform to the student guidelines, ([FY25 Student Organization Policy.pdf](#)). University departments should include their official logo on their posting, to be considered approved.
2. Several bulletin boards are located on Level 1 and Level 2 of the LSC. All items may be attached using push pins. Staples are not permitted.
 - a. By the East elevator in Paw Print (Level 1)
 - b. Above the central computer station in Lowman Lounge (Level 1)
 - c. South hallway (Level 1)
 - d. By the East elevator near bookstore (Level 2)
 - e. Above the East computer station near bookstore (Level 2)

Tabletop Operations

1. Tabletop flyers will be approved for no more than two (2) weeks at a time. Artwork for tabletops must be approved by the Director of the LSC or designee with a stamp prior to display.
 - a. Client is responsible for the display and removal of tabletop displays.
 - b. No more than two (2) tabletop flyer reservations at any given time.
 - c. Not allowed at Kat Klub.
 - d. location requests approved by the Director of the LSC or designee.

Vinyl Window Cling Banners

The LSC offers a vinyl window cling banner display space for Recognized Student Organizations and University departments. These displays are located on the vertical windows of the Gallery (Level 2) at the front of the Lowman Student Center. To utilize the banner locations, requestors must utilize SHSU Print Services for banner production.

1. There are six (6) primary locations for vinyl window cling banners. The measurements of the vertical windows are 4' wide by 5.5' long.
2. Vinyl window cling banner requests can be made through the LSC Office (Suite 331), by calling 936-294-1759, or by emailing LSC@shsu.edu at least five (5) business days prior to the installation request date. Artwork should be attached with the original vinyl window cling banner reservation request.
3. Vinyl window cling banners must be professionally produced by SHSU Print Services (<https://www.shsu.edu/dept/marketing/university-print-services>). SHSU Print Services requires at least five (5) business days for production. Payment for printing of vinyl window cling banners will be made directly to SHSU Print Services.
4. Artwork for vinyl window cling banners must be approved by Director of the LSC or designee prior to sending design to SHSU Print Services.

5. Vinyl window cling banners will be installed, removed, and disposed of by an approved vendor only. The Lowman Student Center assumes no responsibility in the care or maintenance of vinyl window cling banners. Fees will apply for off campus groups.
6. The LSC reserves the right to deny any vinyl window cling banner request without justification.

Digital Signage

1. A request for digital signage posting can be made through the LSC office (Suite 331) by calling 936-294-1759, or by emailing LSC@shsu.edu at least five (5) business days prior to the advertising start date. The request must include digital files with the submission. Payment must also be received within two (2) business days of the advertising start date. Fees may apply.
 - a. Digital files should be 1920X1080 jpeg images or mp4 file format.
 - b. Ads must identify the sponsoring group, the name, date, and time of the event.
 - c. Ads will not contain obscene words or promote unlawful activity.
 - d. Image must include: "This message is being brought to you by {insert organization name} student organization."
2. Digital signage advertisement will be prioritized for events held within the facility only, unless approved by the Director of the LSC or designee.
3. Off campus groups may use digital signage advertisement for an additional fee.
4. The LSC reserves the right to deny any digital signage request without justification.
5. Artwork for digital signage advertisement must be approved by Director of the LSC or designee prior to display.
6. Custom event related digital room card requests should be requested at time of room reservation request. Files must be provided to LSC staff at least five (5) business days prior to advertising start date. Custom displays will only be permitted during event time.

Reservations

The following Reservation Procedures establish guidelines for implementing the most effective use of the LSC facilities through the reservation process. Exceptions to these guidelines such as changes or cancellations to an existing reservation can be made when, in the sole discretion of the university, the educational code and operational needs of SHSU are required.

Generally, LSC room reservations (including semester reservations) are taken and honored on a first-come, first-served basis; however, in unusual circumstances, it may be necessary to alter reservations based on the following tiered system:

1. Recognized Student Organizations
2. University Departments
3. Faculty, Staff, and Student events

4. Off-campus groups (any organization or group that is not a campus organization or University department)

University special events and Division of Student Affairs special events, as identified by the LSC, may be booked up to one (1) year in advance to the date given the program is identified. The LSC reserves the right to block or hold dates in excess of one calendar year. Blocked/Hold dates will be released if not confirmed 30 business days before the event date.

Recognized Student Organizations are permitted an EMS account. The president of the Registered Student Organization may designate up to one additional member of the organization who can make reservations for that Recognized Student Organization. It is the organization's responsibility to have current contacts on file at all times. No more than 2 members and the on-campus advisor may have a Virtual EMS account and make reservations for that group.

Disruptive activities are prohibited on a Component campus (Education Code, Section 51.935 and Chapter VI, Subparagraph 5.4. T). Reference Texas State University System Rules and Regulations at <https://www.shsu.edu/dotAsset/320da5a6-25f3-4931-a43e-a61ea8ad2a1b.pdf>.

All organized meetings or events must be scheduled and held in designated meeting spaces. Atriums, lobbies, hallways, lounge spaces, plinths, gallery, and the Parker Plaza are not designated meeting spaces.

General Reservations

1. All requests for use of LSC facilities must be made through the LSC Virtual EMS system. Off-campus groups or individual SHSU faculty/staff/students may submit email requests to LSC@shsu.edu . **Requests are not guaranteed until a confirmation has been issued.**
 - a. Meeting room spaces require at least five (5) business days prior to the event.
 - b. Ballrooms/Theater spaces require fourteen (14) business days prior to the event.
 - c. Kat Klub request require fourteen (14) business days prior to the event.
2. The LSC Office Staff (Suite 331) reserves the right to change a reservation to another room to accommodate the greatest number of events with the understanding that, if possible, a comparable room will be provided.
3. Last-minute reservations may only be approved at the discretion of the Director of the LSC or designee. Late booking fees may apply.
4. Department reservations may not exceed 5 consecutive days or hold consecutive weekly reservations for the same event.
5. During peak seasons, no more than 1 ballroom event per ballroom may be allowed on Saturdays with a 11:00 PM end time. The LSC Director or designee will identify this requirement before booking is confirmed. Peak seasons refer to the beginning and end of the academic term where reservation requests are most significant.
6. All reservations in Ballrooms, Theater, and Kat Klub must provide final attendance numbers to LSC Reservation Coordinator five (5) business days prior to the event date.

7. All Ballroom reservations utilizing theatrical audio/visual equipment will require an LSC Technical Services Team member. Additional fees apply.
8. Some events may require security provided by one or more uniformed SHSU Public Safety (UPD) officers, as deemed necessary by university personnel. In the case that UPD cannot provide or arrange security when security is deemed necessary, arrangements for trained crowd control must be provided by the department or student organization. Refer to the **Social Event Management Plan**.
9. The proposed use of the LSC facilities must be appropriate and suited to the size, structure, purpose, and operational cost of the facility.
10. Setup changes to the furniture and equipment in a reserved space (excluding ballrooms, Kat Klub and Theater) must be requested through the LSC Office (Suite 331) at least two (2) business days prior to a scheduled event. After the initial room diagram set-up, changes will be made only as time and personnel permit. Additional fees may apply.
11. Events requiring additional custodial services.
12. Events hosted by Recognized Student Organizations must be reserved as their group and should not be reserved by governing department.
13. Any organization wishing to use LSC space for recruiting on campus for jobs must have authorization and a reservation made by SHSU Career Success Center. Fees will apply.
14. Summer camps not affiliated with SHSU must be scheduled through the SHSU's Summer Camp Office. Contact Visitor's Services at 936.294.1844 for more information.
15. Off-Campus guest speakers in the LSC must follow the Division of Student Affairs guidelines, including submission of off campus speaker form. For questions, please contact the Dean of Student's Office at 936-294-1785 or visit online at <https://www.shsu.edu/dept/dean-of-students/expressive-activity/>.
16. All contracts and riders related to an event in the LSC, including contracts between user and performers, event decorators, speakers, sub-contractors, managers, and others, must be reviewed by the Director of the LSC or designee before the event may be confirmed. All contract information must be emailed to the LSC Office at lsc@shsu.edu.
17. Event hosts and or vendors must provide a Certificate of Insurance (COI) upon request as deemed necessary by the SHSU Department of Compliance and Insurance.
18. All showings of a film or portion of a film must provide proof of 'rights' to the film at least two (2) business days prior to the event. A film rental or privately-owned film does not grant the owner or renter the 'rights' to publicly show the film. All film viewings must comply with licensing laws. Assistance with film rights may be obtained by:
 - a. SHSU Newton Gresham Library film collections.
 - b. Reference Library of the Motion Picture Academy (310) 247-3020.
 - c. SWANK Motion Pictures-www.swank.com or (800) 876-5577.
 - d. Criterion-www.criterionpic.com or (800) 890-9494.
19. Groups and individuals with an outstanding bill or debt owed to the LSC will have their reservation privileges in the facility suspended until the debt is paid in full.

20. All food and/or drinks served in the LSC must be provided by Classic Fare Catering (Aramark). Please reference **Food** section.
21. Alcoholic beverages may be served in conjunction with events and are subject to prior approval as provided for in the LSC Operations Manual on Alcoholic Beverages.
22. Biohazardous events involving the handling of blood, bodily fluids, or other potentially infectious materials i.e. Blood drives and HIV testing, must comply with the following:
 - a. All activities including administrative tasks shall end by the confirmed reservation end time.
 - b. The reserving party shall provide their own trash containers and properly remove all bio-waste.
 - c. Third party vendors must provide proof of insurance.
 - d. A SHSU representative and qualified healthcare professional must be present at all times.
 - e. The event must be held in a non-carpeted (i.e. White Ballroom or Frank Parker Plaza) area. An additional \$25 cleaning fee may apply.
23. Rain location (indoor space as backup for outdoor location) requests for events originally scheduled in the Reservable Outdoor Spaces must be submitted with the initial outdoor reservation. A rain location will be used when weather includes: precipitation, temperatures forecast to be less than 40 degrees Fahrenheit, or sustained winds greater than 25 mph; for at least 2/3 of the scheduled duration of the event. The Director of the LSC or designee will make the rain location decision 24 hours prior to the scheduled event start time. Failure to adhere to this decision by the LSC may result in charges.
 - a. The LSC is not obligated to find rain locations at the last minute. Public spaces will not be approved as rain locations.
24. Cancellation of events must occur one (1) business day prior to the event start time for meeting rooms and outdoor reservable spaces, and two (2) business days prior to the event start time for the Ballrooms, Theater, Kat Klub. Cancellations can be made by contacting the LSC Office (Suite 331), by calling 936-294-1759 or via email at LSC@shsu.edu . Your cancellation is not final until you have received confirmation from an LSC staff member. Failure to cancel an event may result in additional fees; university weather-related or campus closures are not included.
25. Failure to show up for or cancel a reservation within the given timeframe listed above in the LSC will result in the following action:
 - a. Organizations or guests who fail to show up within 15 minutes of their reservation start time or cancel their reservations will be responsible for paying any labor costs incurred along with forfeiture of any deposit.
 - b. Recognized Student Organizations, University departments, and individual SHSU students, faculty, and staff who fail to show up for or cancel their reservations will be subject to the following:
 - i. A no show is defined by failure to show up to your scheduled meeting within 15 minutes of its start time.
 - ii. Responsible for paying any labor costs incurred and may forfeit any prepaid funds.
 - iii. Meeting rooms: Reservation privileges may be revoked for the following academic year after one (1) warning and three (3) no-shows/failure to cancel/quota not met.
 - iv. Ballrooms, Theater, Kat Klub, rooms 230, 241, and 320: the first no show or failure to cancel will result in a fine of \$50, and the second offense will result in loss of reservation

privileges for one (1) calendar year and a fine of \$100. Additional charges may still apply.

26. If meeting or event attendance exceeds the safe occupancy for a given room, the LSC staff will work to secure an alternative venue based on availability. If space is not available, the LSC staff reserve the right to end your meeting for safety purposes and/or prevent any further entry into the venue. Repeatedly exceeding the maximum capacity for a room may result in your scheduled meeting room or time being changed based on availability or a loss of LSC reservation privileges.
27. Willful misrepresentation of your event will lead to a \$100.00 fine, cancellation of the event, and loss of reservation privileges for an academic year.
28. The responsible party of a reservation may dispute a violation of the LSC Operations Manual, or charges associated with their reservation by submitting an LSC case review form to the LSC office via email at LSC@shsu.edu.

Social Event Management Plan

The purpose of the Social Event Management Plan is to ensure the safety of students, protect the university community, and assist with the communication of creating a successful event.

1. A Social Event Management plan may be required for applicable student events that meet at least one of the following criteria:
 - a. Any event that concludes after 10:30 PM, including overnight events
 - b. Any event with an anticipated attendance of 250 or more persons
 - c. Any event that has had a risk management/safety issue within the past three (3) years
 - d. Any event that intends to serve alcoholic beverages
 - e. Any event identified by the LSC Staff or University Police as a high propensity of risk
2. Social Event management plans must be created and completed within the same semester that the event occurs. Exceptions can be approved at the discretion of the Director of the LSC or designee.
3. All qualifying events must end prior to 11:59 PM Sunday through Wednesday.
4. Social Event Management plans and applicable forms must be made with an LSC staff and are required to be completed no later than ten (10) business days prior to the date of the event. Exceptions may be made at the discretion of the Director of the LSC or designee.
5. One or more uniformed SHSU Public Safety Services (UPD) officers may be required to be on duty throughout the duration of an event deemed as a qualifying event. Arrangements for UPD security must be made by the organization reserving the facility, and security expenses will be paid to UPD.
 - a. Organization must schedule an SHSU UPD officer(s) by completing a University Police **Security Request** form at <https://www.shsu.edu/dept/public-safety/upd/event-security>
 - b. Payment shall be made directly to UPD.
 - c. If UPD cannot provide or arrange security when security is deemed necessary, the event may be canceled or denied.
6. The LSC and/or UPD staff reserve the right to cancel this event if any of the following situations occur:

- a. A qualifying event is deemed to be unsafe to patrons, the University community, student employees, or other applicable people.
 - b. An Event Management plan violation has occurred, including but not limited to: ticketing violations, forging a signature on the Event Management Plan, or failure to follow any of the other policies and procedures outlined in this document.
 - c. An Event Management plan violation may result in a loss of privilege to host future qualifying events for a period of twelve (12) months.
7. If at any time during an event, a serious disruptive activity occurs, UPD and the LSC staff reserve the right to stop the event and clear the venue to prevent further unsafe conditions from developing. These disruptions include but are not limited to: violence; excessive sound levels (as defined by OSHA after reading has been taken from center of room); persistent disruptive behavior by the audience and/or the artist(s) or artist's management, staff or guests; overcrowding ADA compliance; and electrical and other safety hazards that may become present. Attendees and/or the organization may be held accountable for any financial, legal, or SHSU Student Guidelines infractions where applicable.
8. The LSC reserves the right to refuse entry or ask any guest to leave at any time. Grounds for refusal/being asked to leave include but are not limited to being under the influence of alcohol or drugs; space capacity reached, being in possession of a controlled substances, or paraphernalia; disruptive behavior; or flagging or displaying gang signs. Weapons policy, for more information, reference Dean of Students <https://www.shsu.edu/dept/dean-of-students/student-code-of-conduct.html> . Outside alcohol may not be brought into the venue.
9. A member of the executive board of the student organization (or an SHSU staff/faculty advisor) must be present for the duration of the event to assist the LSC in patron identification associated with qualifying events.
10. All qualifying events hosted within the LSC by a recognized student organization will require all attendees to wear wristbands for the duration of the event. All wristbands must be provided by the LSC and paid for by the hosting organization. All events will utilize labor trained and provided by the LSC for wristband distribution.
11. The organization will be held responsible for any damage(s) to the facility and/or equipment that occurs as a result of negligent behavior by a performer or guests.

Decorations

1. The LSC staff must approve all decoration plans and props prior to installation. Decorations must be listed and vetted by the LSC ten (10) business days before the event. Failure to comply will result in appropriate charges or loss of LSC reservation privileges.
2. The LSC is not responsible for any injuries that may occur while an individual or group is decorating an event or while removing decorations. Ladders and lifts are not provided for client use. If assistance with decorations is needed, additional fees may be applied.
3. The use of candles must be approved in advance by the Director of the LSC or designee. They must be securely supported on substantial, noncombustible bases, and each candle flame must be protected. A cleaning fee will be assessed for removal of wax from LSC property.

4. Special arrangements and approval by the Director of the LSC or designee must be granted, prior to installation and use of any special effects equipment such as mirror balls, fountains, etc.
5. Prohibited Items:
 - a. Clear or transparent tape, duct tape, glue, hot glue guns, irons, thumbtacks, staples, or nails on doors, posts, ceilings, walls, floors, windows, furniture, drapery and stage skirting, or other building fixtures.
 - b. Flammable or open flame materials. Reference <https://www.shsu.edu/dept/facilities-management/documents/safety/Fire%20Protection%20Procedure%20.pdf>
 - c. Elevating equipment (lift, scissor lifts or other mechanical lifts)
6. All decorations must be removed immediately following the event. Exceptions must be approved in advance by the Director of the LSC or designee. The LSC is not responsible for any articles temporarily stored, left, or lost in the building.
7. Decorations, props, or equipment cannot block or cover doors, door view panels, windows, exit signs, emergency equipment, or emergency egress routes. Any exceptions must be granted in writing by risk management prior to the event date.
8. Privacy coverings should be requested at the time of the reservation request. LSC Staff is responsible for putting up and taking down privacy coverings. (242, The Glass Room, is not a recommended space for events requiring privacy coverings)
9. The use of helium cylinders or other compressed gases must be approved by the Director of the LSC or designee in advance of the event.
10. A clean up fee may be assessed based on the discretion of the Director of the LSC or designee.
11. If the requested event is using outside vendors for decorations, please coordinate with LSC Staff at the time of reservation submission. All contract and insurance information must be emailed to the LSC Office at lsc@shsu.edu, at least five (5) business days before the event date.

Food

1. All catering in the LSC and the Parker Plaza must be reserved and provided through Classic Fare Catering (Aramark) following the confirmation of your facility reservation. Classic Fare Catering may be contacted at 936-294-1930 or at catering@shsu.edu.
2. Any exception to the Auxiliary Services food service policy must be approved in advance by the Classic Fare Catering (Aramark), Director, and the LSC staff must be notified of the exception.
3. Student organizations may provide and serve their own refreshments for their exclusive use during their meetings in Aramark approved rooms and the Parker Plaza. Refreshments may only be provided for the number of people less than or equal to the maximum room occupancy. Refreshments are not to include items that may serve as a full meal.

- a. The following is a list of potential items allowed as refreshments: coffee, tea, carbonated beverages, punch, cookies, cake, donuts, chips & dips, fruit or vegetable trays, and popcorn.
- b. Groups must turn in the completed Food Service Exemption Request form at least two (2) business days prior to their event date before bringing in the refreshments for their meeting. Classic Fare Catering may be contacted at 936-294-1930 or at catering@shsu.edu.
- c. Exemptions are permitted in the following spaces: Frank Parker Plaza, 115, 116, 117, 144, 312, 313, 322, 325, and 328.

Alcoholic Beverages

1. According to University Policy, student groups are prohibited from having alcohol present at an event. Suspected violations of university policy may be referred to the Dean of Students. The Dean of Students will review the violations and may refer the violation for review to the proper authority for adjudication. Violations of state law will be referred to SHSU Public Safety Services personnel.
<https://www.shsu.edu/dept/dean-of-students/guidelines/alcoholic-beverage>
2. The furnishing or sale of alcoholic beverages in the LSC is restricted solely to Classic Fare Catering (Aramark). No individuals, groups, or associations other than Classic Fare Catering (Aramark) may furnish or sell alcoholic beverages on the premises of the LSC for consumption by any person.
3. Alcohol received from Classic Fare Catering (Aramark) during a Kat Klub reservation is only permitted in the Kat Klub and cannot be removed from that area.
4. One or more uniformed SHSU Public Safety Services (UPD) officers are required to be on duty throughout the duration of an event where alcoholic beverages are served. The expense for this security will be paid by the reserving organization to UPD.

Overview, Estimates, and Confirmations

Define: An Event Overview is a general summary of your event details. An overview shall include all details associated with the event such as event date, time, location, expected attendance, requested services, client arrival time, decor, vendor and or contracted service details, setup type, etc. This document helps ensure all planning information is accurate.

- a. Clients are responsible for reviewing the details outlined in each overview provided.
- b. A Client must approve all details before a confirmation can be provided.
- c. Failure to respond to an event overview notification will result in automatic approval of the current overview provided by the LSC.

Define: An Event Confirmation is the finalized document that outlines all approved event details, services, run of show or scripts, and associated costs. It serves as the official agreement between the event organizer and the Lowman Student Center.

- a. Clients must adhere to the confirmation
- b. Additional services requested outside of confirmation are not guaranteed. Additional fees may apply.

Define: An event estimate is a pre-calculation of your event cost. Event estimates may include furniture usage, equipment rental, labor, etc. This information may be located on the event overview and confirmation.

Estimates and fees are subject to change upon adjustment to event details. For information regarding LSC fees, please contact the Lowman Student Center Office Staff (Suite 331) at LSC@shsu.edu or by phone at 936-294-1759. All billing inquiries may be addressed with LSC by contacting the LSC Office (Suite 331), by calling 936-294-1759 or via email at LSC@shsu.edu.

Off Campus Clients shall receive estimates via email and are valid for five (5) business days. Some estimates may require the responsible parties' signature. Failure to respond or if the signed document is not received by the LSC Staff, then the event space may be released and or result in the cancellation of the reservation.

Payments and Disputes

Payments

1. Only exact payments are accepted. All payments are made in the LSC Office, Suite 331, Monday through Friday, 8:00 am – 4:00 pm. Credit card payments must be paid via SHSU Marketplace, please email lsc@shsu.edu or call 936-294-1759 for a link.
2. Acceptable forms of payment include cash (exact change), check, money order, credit card, and interdepartmental orders (excluding international currencies). Checks and money orders should be made out to "The Lowman Student Center."
3. Applicable taxes will be charged unless a valid tax-exempt form is presented with payment.
4. All payments are nonrefundable.
5. All fees on event confirmations are estimated. All final bills will be sent five (5) business days after completion of the event. Additional charges may apply.

Recognized Student Organizations:

1. Full estimated charges are due before the event. Payments are due two (2) business days prior to the event.
2. If a Recognized Student Organization charges an admission fee, registration fee or any other fee, including receiving an offering for the sponsoring organization or their guests, the room rental fee for Student Organization Fundraiser fee structure will apply.
3. If additional costs are incurred, charges will be assessed after the event and due within five (5) business days after the final invoice.
- 4.
5. If a Recognized Student Organization pays some or all associated costs or identifies as partnering in some fashion with an off-campus client, the room rental fee for University Sponsored Event will apply.
 - a. Proof of written sponsorship must be submitted five (5) business days prior to the event.
 - b. A member of the organization's executive board must be present during the duration of the event.

University Departments:

1. Interdepartmental orders are due within five (5) business days after the final invoice. IDTs are not accepted prior to the final invoice.
2. If a university department charges an admission fee, registration fee, or any other fee, including receiving an offering for the sponsoring organization or their guests, the room rental fee for the University Department Fundraiser will apply.
3. Estimates are provided before the event. If additional costs are incurred, charges will be assessed after the event and due within five (5) business days after the final invoice.
4. If a university department pays some or all associated costs or identifies as partnering in some fashion with an off-campus client, the room rental fee for University Sponsored Event will apply.
 - a. Proof of written sponsorship must be submitted five (5) business days prior to the event.
 - b. A department representative must be present during the duration of the event.

Off Campus Groups and Individual SHSU Students, Faculty, Staff:

Any organization or group that is not a campus organization or University department will be considered an off-campus group.

1. All payments are due two (2) business days prior to the event.
2. If additional costs are incurred after an estimate has been given, charges will be assessed after the event and due within five (5) business days after the final invoice.

Disputes

A client may dispute any billing or LSC Operations Manual violation notice. Dispute requests must be made in writing immediately after notice of faulty equipment or initial LSC violation notice, per LSC discretion. After the LSC has notified the responsible party of the internal dispute resolution, then may the client request an appeal. Disputes must be made in writing using the Dispute [Case Review Form](#).

1. Dispute Submission:
 - a. **Eligibility:** If a client disagrees with their LSC bill, they can dispute the billing in connection with operational execution, equipment use or variations to the final documentation that was signed prior to their event.
 - b. **Timing:** All disputes MUST start with a notification to LSC staff at the time of the incident. Dispute requests must be submitted in writing immediately after receiving notice of operational changes which could include equipment malfunctions, changes to agree on times or other items that diverge from signed set-up documentation. (For example, if a microphone is not working, LSC staff should be notified immediately during the event so that they may rectify the situation).
 - c. **Discretion:** The LSC will review the request to change the bill and determine a resolution.
2. Appeal Request:
 - a. **Timing:** After the LSC notifies the responsible party of the decision to alter the bill, if the client is not satisfied with the outcome, they may request an appeal.
 - b. **Submission:** The appeal request must be submitted in writing within three (3) business days following the resolution of the dispute. This will be forwarded to the LSC Appeals Committee.
3. Appeals Committee:
 - a. **Composition:** The Appeals Committee will consist of no less than three SHSU (Sam Houston State University) staff members and at least two SHSU registered students.

Special Facilities and Services

Kat Klub

All reservations should be submitted at least ten (10) business days before the event date, exceptions will be left up to the Director of the LSC or designee. All reservations are submitted and requested through the LSC Kat Klub Manager. Guests may reserve more than one of the following Kat Klub spaces at a time.

Definition: Exclusive usage means a space & services are reserved solely for one group or individual during a specific time. No other parties may use or access the area during that reservation period.

Exclusive vs. Non-Exclusive Usage Chart

Feature	Exclusive Usage	Non-Exclusive Usage
Access	Reserved solely for one group/individual.	Shared with other users or groups.
Availability	Available outside of posted business hours.	Available during business hours.
Cost (Hourly Rate)	Labor \$18/emp.	No labor charge is required. Rate adjusted by A-la-Cart amenity
Cost Example	Space: \$125/ hr. Time: 3hrs Total: \$375 (including 2 staff up to 60 guest)	Space: \$45/lane/hr. (*2 lane example) Time: 2hrs Total: \$180

Kat Klub Operation Procedures

1. Closed reservations for Kat Klub will not be scheduled for the first week of each semester. Only events open to the public will be considered for booking during operating hours.
2. Reservations seeking exclusive use of Kat Klub must be outside regular operating hours. Any reservation seeking use of Kat Klub during regular operating hours will be reviewed individually.
3. No leaning, laying, standing, or sitting on billiard tables.
4. During normal operating hours, reservations that exceed 50% of service or reach a guest count of 75 or more shall be identified as exclusive-use reservations.
5. No food or drinks are permitted on billiard tables.
6. All equipment rentals require a valid Bearkat ID or government issued ID per user. If an ID is not available Pre-payment is required for the anticipated playing time. Pre-payments are non-refundable.
7. Any broken equipment or equipment issues should be reported immediately to Kat Klub Staff.
8. Guests are not permitted in Kat Klub back-of-house, unless authorized and or accompanied by LSC staff.
9. Rates to play will be posted inside Kat Klub. Cash or card only.

10. No food or drinks permitted on the bowling lane surfaces (including the approach area and bowling lanes).
11. All bowlers must wear bowling shoes while bowling.
12. Socks are required with Kat Klub rental bowling shoes. Socks may be purchased at the Kat Klub desk.
13. No one is permitted to walk on or down the bowling lanes, for any reason, at any time.
14. Table tennis tables will be set up and taken down by Kat Klub Staff only.
15. No food, drinks, or sitting is permitted on the Air Hockey table, for any reason, at any time.

Kat Klub Amenities by Reservation

Amenity	Exclusive Usage (Outside of posted business hours)	Non-Exclusive Usage (During business hours only)
<u>Stage Lounge</u> *Non-carpeted seating area *Karaoke designated area	Includes full lounge. Video wall, technology and or portable stage included. Additional rental items including A/V, may be added and billed separately. *Catering may be set as desired	Includes full lounge. Video wall, technology and or portable stage included. Additional rental items including A/V, may be added and billed separately. *Catering not allowed
<u>Main Lounge</u> *Carpeted dining area	Includes full lounge usage. *Catering may be set as desired.	Includes half the lounge seating capacity. Setup must adhere to ADA compliance and may not impede into other spaces.
<u>Gaming Station</u>	Includes five (5) gaming stations with shared gaming chairs directly in front of gaming stations.	Includes up to three (3) gaming stations with shared gaming chairs directly in front of the gaming stations.
<u>Billiards Table</u>	Includes six (6) billiard tables and the counter seating on adjacent wall during operational hours.	Includes up to four (4) billiard tables.
<u>Bowling Lanes</u>	Include eight (8) bowling lanes. *7 player max per lane	Include up to four (4) bowling lanes. *7 player max per lane
<u>Table Tennis</u>	Includes two (2) table tennis tables and equipment.	Includes one (1) table tennis table and equipment.
<u>Air Hockey</u>	Non reservable. Available on first come first serve bases.	Non reservable. Available on first come first serve bases.

16. Failure to show up for or cancel a reservation within two (2) business days prior to the event will result in the following action:
- a. Organizations or guests who fail to show up within 15 minutes of their reservation start time or cancel their reservations will be responsible for paying any labor costs incurred along with forfeiture of any deposit.
 - b. Recognized Student Organizations, University departments, and individual SHSU students, faculty, and staff will be subject to the following:
 - i. A no show is defined by failure to show up to your scheduled meeting within 15 minutes of its start time.
 - ii. Responsible for paying any labor costs incurred and may forfeiture any prepaid funds.
 - iii. The first no show or failure to cancel will result in a fine of \$100, and the second offense will result in loss of reservation privileges for one (1) calendar year and a fine of \$100. Additional charges may still apply.

Art Display

Up to 40 linear feet can be utilized by an exhibit, allowing all to enjoy the art concepts on display. This reservation option is available to all parties. All art must be approved by the LSC Director or designee. To request the Art Display space please contact the LSC Office (Suite 331), by calling 936-294-1759 or via email at LSC@shsu.edu.

Location: Second floor, on the east wing past the bookstore, the Art Display is available for use on a first come, first serve basis.



Example of Fall 2020 Bearcats Abroad Photography Contest Exhibit

1. The LSC is not responsible for any damage or theft of artwork during installation, exhibition, or removal. The LSC provides no insurance nor assumes any liability for the work.
2. Exhibits will be open to the public, adjacent to the bookstore. The Art Display space is a high traffic space with open air and not able to be secured.
3. A representative of the exhibit should be present during installation.
4. Only 2-dimensional art can be displayed on the exhibit wall; including paintings, renderings, photographs, and canvases. Artwork may not be suspended from the ceiling without prior approval from the LSC Director or designee. Measurements of artwork should be accompanied with reservation request.
5. No modifications may be made to the exhibit space. If assistance is needed with lighting adjustment, contact the LSC Office Staff (Suite 331) to set an appointment to adjust lighting at 936-294-1759.
6. No solicitation of artwork allowed during display.
7. Descriptions and artist contact must be attached to the art piece or displayed in a sign holder provided by the LSC.
8. The LSC reserves the right to deny any work or concepts without justification. Installation of artwork will be agreed upon between artist and Director of the LSC or designee prior to the reservation start date.

Reservable Outdoor Spaces

In accordance with the Texas Education Code 51.9315, university outdoor common areas have generally been converted to traditional public forums on the campus of Sam Houston State University. In this document, traditional public forums will be referred to as common outdoor areas/spaces. (See **Expressive Activity Policy**). Designated reservable outdoor spaces may be reserved through the LSC Office (Suite 331). These spaces are governed overall by SHSU's Policy on Expressive Activity. The Reservable Outdoor Spaces are available for use with amplified sound (reference **Outdoor Amplified Sound** section) and can be reserved by students, faculty, staff, and off-campus clients.

1. Activities of any kind in the outdoor spaces must not interfere with the academic mission of the University.
2. All requests to sell or give away food must be approved by Classic Fare Catering (Aramark).

Expressive Activity

SHSU is committed to protecting free speech and expressive activities on campus. SHSU allows students, faculty, staff, and members of the public to engage in expressive speech on university grounds, which are referred to in the LSC Operations Manual as common outdoor areas. Should anyone be interested in hosting an expressive activity in one of the university's common outdoor areas they are encouraged to register for that activity by using the following email: reservepublicforum@shsu.edu. Any LSC reservation later deemed an expressive activity

event, will be notified of said change and must follow the Expressive Activity Policy. Reference the **Expressive Activity Policy** at <https://www.shsu.edu/dept/dean-of-students/expressive-activity/expressive-activity-policy> for more information.

Outdoor Spaces Reservation

Reservations for spaces outside of the LSC will follow the policies and procedures of that facility. Failure to follow building policies will result in disciplinary actions up to but not limited to loss of reservation privileges in that facility for the academic year.

1. All contracts and riders related to an outside event, including contracts between users and performers, event decorators, speakers, sub-contractors, managers, and others, must be reviewed by the Director of the LSC or designee before the event may be confirmed. All contract information must be emailed to the LSC Office at lsc@shsu.edu.
2. All pie-in-the-face, dunk tank, and events alike require an LSC approval form.

Recognized Student Organizations and University Departments:

1. Recognized Student Organizations and University departments must submit reservation requests at least five (5) business days in advance. Reservation requests less than five (5) business days in advance will be considered on a first come, first serve basis based on availability, except for events requiring an Event Management Plan (reference **Event Management Plan** section), expressive activities, food events, raffles, or sales. These requests can be made through the LSC Office (Suite 331).
2. Failure to show up on reserved dates may result in loss of reservation privileges.
 - a. No-shows and late arrivals will have reservations canceled. A no-show is defined as failure to show up to your scheduled reservation within 15 minutes of its start time.
 - b. Organization will be responsible for paying any labor costs incurred and may forfeit any prepaid funds.
 - c. Three (3) no-shows will result in loss of privileges for an extended period of time as deemed by the LSC Director or designee.
3. All outdoor reservations must be accompanied by a representative of the sponsoring organization at all times.
4. All forms of fundraising must be pre-approved by completing a Reservation Request and Guidelines for Campus Solicitation form in compliance with university regulations (See **Student Guidelines** at <https://www.shsu.edu/dept/dean-of-students/>).
5. All raffles and t-shirt sales must comply with the SHSU Raffle Policy (See **Student Guidelines** at <https://www.shsu.edu/dept/student-involvement/student-organizations.html>) and be approved by Department of Student Involvement: Leadership & Service
6. Unauthorized fundraisers or tables will be shut down and privileges may be revoked for an extended period of time as deemed by the LSC Director or designee.

7. Charges may apply for outside usage. Estimates for space utilization will be provided by the LSC Reservations Coordinator.

Off-Campus Groups and Individual SHSU Students, Faculty, Staff:

1. Any organization, group or individual, that is not a campus organization or University department will be considered an off-campus group.
2. Off-campus group requests for the outdoor spaces will be accepted and processed on a first come first serve basis.
 - a. Off-campus group requests need to be submitted at least five (5) business days in advance.
 - b. Last-minute reservations may be accepted at the discretion of the Director of the LSC or designee.
3. Charges may apply for off-campus groups. Estimates for space utilization will be provided by the LSC Reservations Coordinator.
 - a. The Parker Plaza reservation payments are due two (2) business days prior to the event (reference **Fees, Estimates, and Payments** section).
 - b. Contact the LSC at LSC@shsu.edu or 936-294-1759.
4. Any rain locations must be reserved with the original Parker Plaza reservation request.

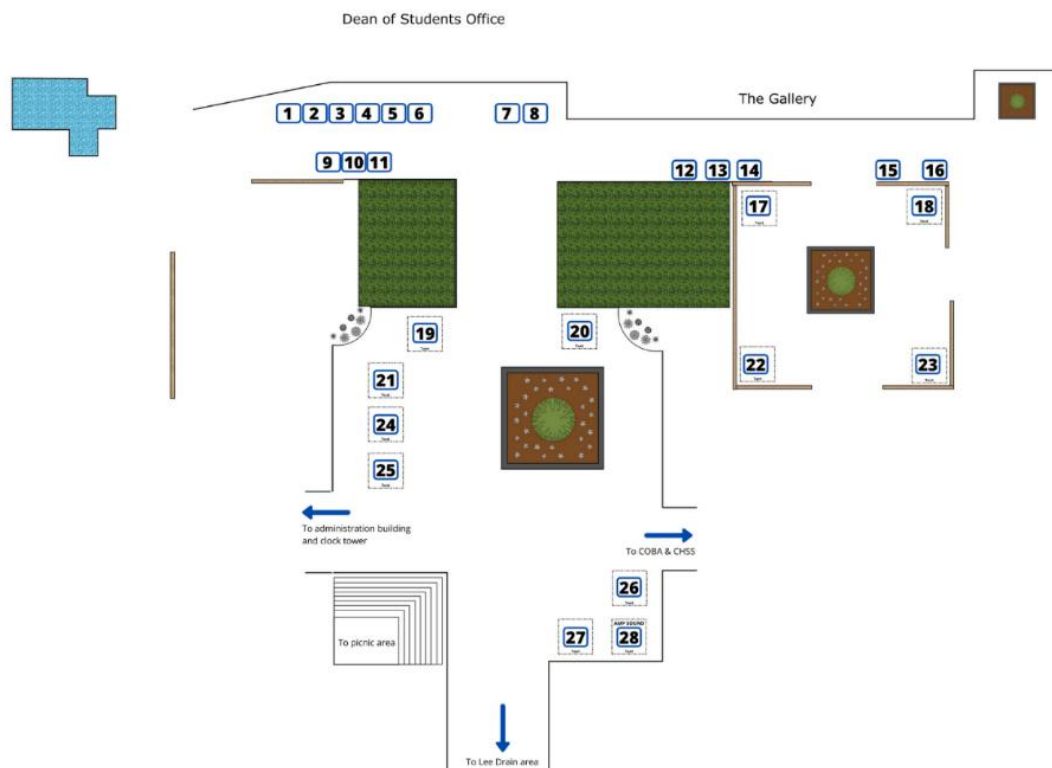
Outdoor Amplified Sound

Throughout Sam Houston State University's main campus, there are several designated areas permitted for outdoor amplified sound. Amplified sound is defined as sound volume that is increased by any electric, electronic, mechanical, or motor-powered means. Shouting, group chanting, and acoustic musical instruments are exempt from this definition and are not subject to the special rules on outdoor amplified sound but are subject to general rules on disruption/noise violation.

1. Amplified sound is permitted only in the following spaces:
 - a. The Frank E Parker Plaza (reference **The Parker Plaza** section)
 - b. Gazebo by the Walker Education Center (reference **Gazebo by the Walker Education Center** section)
 - c. Old Main Pit (reference **Old Main Pit** section)
 - d. Farrington Pit (reference **Farrington Pit** section).
2. No personal speakers or sound amplifiers (manual or electronic) will be permitted.
3. To use amplified sound on campus, a reservation must be **approved by the LSC Staff. Requests are not guaranteed until a confirmation has been issued.**
4. Amplified sound is available for Recognized Student Organizations and University departments for programs and activities. Off-campus groups may use outdoor amplified sound for an additional fee.
5. Amplified sound hours are as follows:

- a. Amplified sound for The Parker Plaza and Old Main Pit is limited to the hours of 8:00 a.m. to 10:00 p.m.
 - b. Amplified sound is designated in spot #28. (Reference plaza diagram attached.)
 - c. Amplified sound for Gazebo by the Walker Education Center is limited to the hours of 8:00am to 2:00pm., Monday – Friday.
 - d. Amplified sound is permitted for Farrington Pit after 5pm.
 - e. Amplified sound hours outside of designated hours must be approved by LSC Director or designee.
6. An outdoor amplified sound request is made in conjunction with a reservation request for The Parker Plaza, Gazebo by the Walker Education Center, Old Main Pit, and Farrington Pit.
7. All events using amplified sound in the permitted areas are required to use the LSC sound system. Only one (1) amplified sound event will be permitted at a time in each designated area.
 - a. No personal speakers or sound amplifiers (manual or electronic) will be permitted. All sound levels will be controlled by the LSC and are not to disrupt the academic mission of the University.

The Frank E Parker Plaza



The Parker Plaza is the open, outdoor space situated on the south side of the Lowman Student Center between the Lowman Student Center and the Lee Drain building, as depicted. It extends in length from the east near the Sam Houston statue and to the west toward the Blatchley Bell Tower. The Parker Plaza is designed to provide an open, peaceful, and aesthetically appealing environment to enhance the college experience at Sam Houston State University. It is available for use by all Recognized Student Organizations and University departments for programs and activities. Off campus groups may use the Parker Plaza for an additional fee.

The Frank E Parker Plaza Policies

1. No table, tent, activity, or equipment associated with Parker Plaza reservations should block or interfere with egress. All tables and chairs must be in a reserved space.
2. There are twelve (12) primary tent spots available for pop up tents. The spots will be reserved on a first come, first serve basis. Tents should not block the path of egress or constrict traffic flow. The LSC does not provide pop up tents.
3. All requests to sell or give away food in the Parker Plaza must be approved by Classic Fare Catering (Aramark). Reference the **FOOD** section for exemption.
4. All events using amplified sound in the Parker Plaza are required to use the LSC sound system. Amplified sound must be reserved with the original Parker Plaza reservation request. Only one (1) amplified sound event at a time will be permitted (reference **Outdoor Amplified Sound** section).
5. All reservations in the Parker Plaza must use LSC equipment (tables, chairs, A/V equipment). Special requests will be considered by the Director of the LSC or designee.
6. Tables and chairs for use in the Parker Plaza may be checked out at the Information Center. A fee equal to replacement cost may be assessed for equipment not returned, lost, or damaged beyond repair. Equipment must be checked back in at the LSC Information Center the same business day.
7. Improper use of LSC check-out equipment or violating LSC operations may result in loss of Parker Plaza reservation privileges.
8. Custom Parker Plaza set ups may be permitted with approval from the Director of the LSC or designee. Request resulting in the removal of the bollards will be approved at the reserving party's expense.
9. Rain locations must be reserved with the original Parker Plaza reservation request (reference **General Reservations** section for rain location information).

Gazebo by Walker Education Center

Gazebo by Walker Education Center can be found on the corner of Avenue O and 19th Street, grassy area north of 19th street and east of Avenue O parking lot south of Pritchett Track. The Gazebo is part of the Sam

Houston Memorial Museum Complex, a historic site that occupies 18 acres of the original farm of over 200 acres owned by Sam Houston and his family from 1847 until 1858. It is available for use by all Recognized Student Organizations and University departments for programs and activities. Off campus groups may use the Gazebo for an additional fee.

Gazebo by Walker Education Center Policies

1. Activities of any kind at the Gazebo area must not interfere with the academic mission of the University. All activities must not interfere with parking or museum operations.
2. All events using amplified sound in the Gazebo by Walker Education Center are required to use the LSC sound system.
3. Amplified sound must be reserved with the original Gazebo reservation request. Amplified sound for Gazebo are limited to the hours of 10:00am to 2:00pm. Reference **Outdoor Amplified Sound** section).
4. Off-campus group requests for Gazebo will be accepted and processed on a first come first serve basis.
 - a. Off-campus group requests for Gazebo need to be submitted at least five (5) business days in advance.
 - b. No last-minute reservations will be accepted for off-campus groups
5. Any rain locations must be reserved with the original Gazebo reservation request.
6. Failure to show up on reserved dates may result in loss of reservation privileges.
7. Estimates for space utilization for Gazebo will be provided by the LSC Reservations Coordinator
 - a. Gazebo reservation payments are due two (2) business days prior to the event (reference **Fees, Estimates, and Payments** section).

Old Main/Farrington Pit

Old Main Pit is the outdoor sunken area north of Austin Hall and northwest of Peabody Memorial Library. Old Main Pit is designed to provide an open, peaceful, and aesthetically appealing environment to enhance the college experience at Sam Houston State University. It is available for use by all Recognized Student Organizations and University organizations for programs and activities. Off-campus groups may use Old Main Pit for an additional fee.

Farrington Pit is the outdoor sunken area alongside the quadrangle that is situated between the Farrington Building and Lee Drain Building Annex. It is available for use by all Recognized Student Organizations and University organizations for programs and activities. Off-campus groups may use Farrington Pit for an additional fee.

Old Main/Farrington Pit Policies

1. No table, tent, activity, or equipment associated with Old Main/Farrington Pit reservation should block or interfere with egress.
2. Activities of any kind at Old Main/Farrington Pit must not interfere with the academic mission of the University.

3. All activities must have the identification of the sponsoring organization visible.
4. Clients may provide their own table and chairs. Special requests for LSC equipment will be considered by the Director of the LSC or designee.
5. LSC Tables and chairs for use at Old Main/Farrington Pit may be checked out at the Information Center or requested through the reservation process. A fee equal to replacement cost may be assessed for equipment not returned, lost, or damaged beyond repair. Equipment must be checked back in at the Lowman Student Center on the same business day.
6. Improper use of LSC check-out equipment or violating LSC operations may result in loss of Old Main/Farrington Pit reservation privileges.
7. Failure to show up on reserved dates may result in loss of reservation privileges.
8. Associated estimates for space utilization for the Old Main/Farrington pit will be provided by the LSC Reservations Coordinator.
 - b. Old Main Pit reservation payments are due two (2) business days prior to the event (reference **Fees, Estimates, and Payments** section)
9. Any rain locations must be reserved with the original Old Main/Farrington Pit reservation request.

Collaborative Lounge

Located on the second floor across from the Orange Ballroom, the Collaborative Lounge is available for students to use on a first come, first serve basis. Two large monitors are available for students to connect their laptop or other device to for working on group projects and collaborative efforts.

1. Students are permitted to move the tables together to create a larger workspace.
2. Reservations in the Collaborative Lounge must be in conjunction with Orange Ballroom or room 230 events.
3. The Collaborative Lounge is open and available during regular operating hours unless reserved for a specific event.
4. Adapters for non-HDMI devices are available to check out by contacting the Information Center at 936-294-4902.
5. The volume control, located on the wall, will have limited options to ensure appropriate sound levels and are subject to LSC monitoring.
6. Viewing of explicit material is not permitted.
7. For assistance, please visit or contact the Information Center at 936-294-4902.

Piano Lounge

Located on the West side of the second floor between meeting rooms 230 and 241, the Piano Lounge is available for guests to use on a first come, first serve basis and may be reserved for additional fees. The piano in the lounge is available when not in use by reservations. The piano has a \$40 flat rate charge for usage in a reservation. Sound is controlled by the LSC. Reservations are limited.

1. Use of the piano should not interfere with any scheduled events.
2. All guests are invited to play soft, easy-listening music on the piano at a low volume unless there is a conflict of use related to events and activities in the facility.
3. The LSC reserves the right to restrict access to the piano.
4. Pianists are expected to be courteous to others by monitoring their volume level, including singing, and to respond politely and promptly when asked to cease playing.
5. The volume control will have limited options to ensure appropriate sound levels and are subject to LSC monitoring.
6. The Piano Lounge is open and available during regular operating hours unless reserved for a specific event.
7. Reservations in the Piano Lounge must be in conjunction with the Orange Ballroom or room 230 & 241 events.
8. The piano can only be relocated to the Orange Ballroom. Only LSC staff members may move the piano.
9. Food or drink should not be placed on the piano.
10. Sheet music or other supplies may not be stored in the piano bench. Any unauthorized items found will be treated as lost and found.
11. For assistance or questions, please call the Information Center 936-294-4902.

Dining Areas

The LSC provides a variety of spaces including indoor and outdoor areas for students to dine. Individual students may bring any food and non-alcoholic beverages into dining spaces for personal consumption. Alcoholic beverages are not permitted in the dining spaces unless there is a private catered event with licensed servers from Aramark and all appropriate forms have been completed and approved. Microwaves are available for students to heat their food in the Paw Print Dining Area.

Dining areas may be reserved with LSC Director approval. Reservations must comply with all indoor reservation policies. Alcoholic beverages served during reservations may not leave this designated space. Reservations are limited.

Loading Dock Policies & Procedures

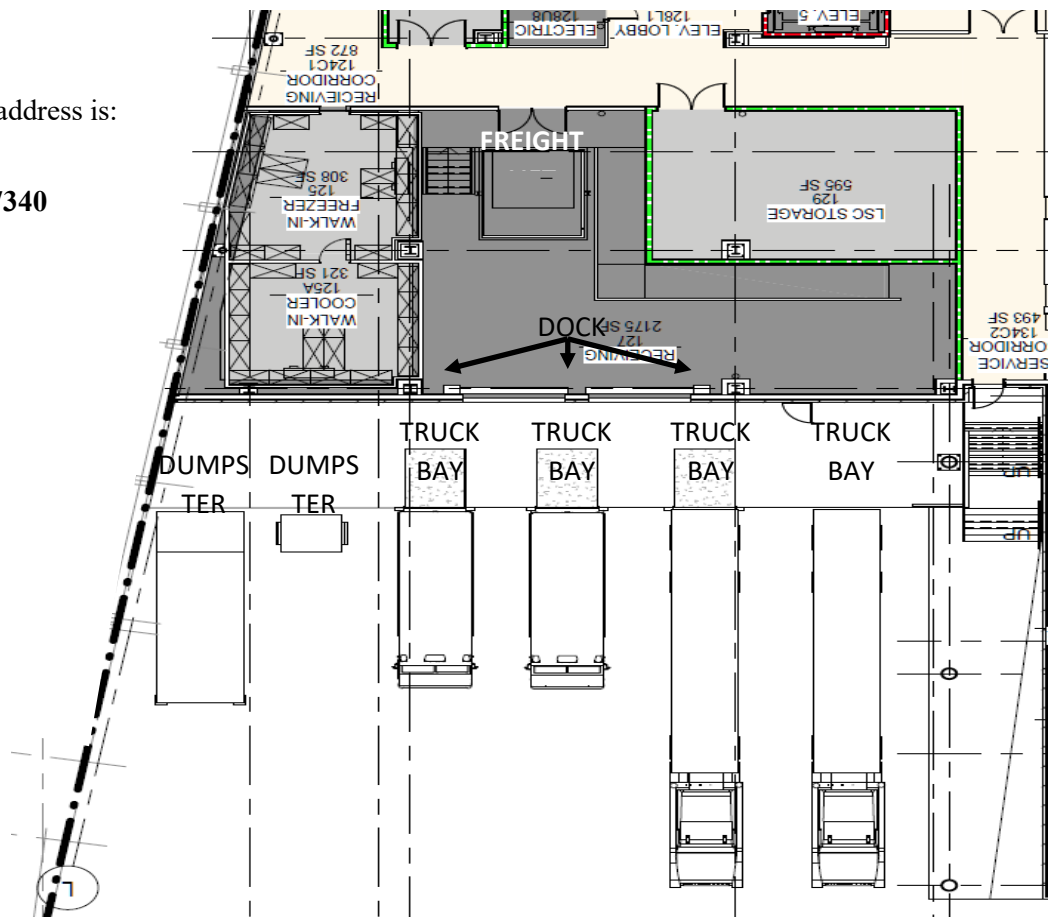
The central loading dock is the primary location for deliveries coming in and out of the Lowman Student Center (LSC). This is a shared space for all vendors and departments within the facility. The dock is for loading and unloading purpose only. The primary contact and area manager is the Associate Director of LSC Operations and their designee throughout the day. The primary contact can be reached by calling 936-294-3881, Monday through Friday 8:00AM – 5:00PM. Please contact the information desk during weekend and after hour.

Loading Dock Parking

1. Short- and long-term parking at the loading dock for any vehicle is prohibited, including golf carts, unless loading or unloading.
2. Outside vendors should coordinate with LSC Staff at time of reservation.
3. Charging and long-term parking (more than 30 minutes) for golf carts will be allowed in the designated area by the 1R entrance to the building only.
4. Turn off vehicle engines when parked in a truck bay.
5. NO UNATTENDED VEHICLES are allowed in the loading dock. (UPS/Fed Ex delivery vans exempt for short term deliveries). Exceptions must be granted by the director for special event vehicle parking. All other vehicles will be towed if left at the loading dock other than for loading and unloading purposes.

The loading dock address is:

**1733 Avenue J
Huntsville, TX 77340**



Loading Dock General Use Procedures

To provide the optimal level of use for the centralized loading dock, the following procedures should be followed at all times:

1. No tobacco or vape products allowed on campus, in accordance with University policy.
2. No long-term parking is allowed at the loading dock or in the loading dock area.
3. Deliveries cannot be dropped at the loading dock without LSC representative present to process the items. Call 936-294-1759 to meet with LSC primary contact.
4. Garage doors should always be kept closed unless actively being used.
5. All “back of house” hallways and areas should be kept clear for ease of moving supplies and emergency egress. Any items blocking egress will be disposed of.
6. Pallet jacks, hand trucks, flat trucks, dock plates, and other related equipment should be kept in approved locations while not in use.
7. Delivered items should be removed from the loading dock area within 60 minutes of their delivery and stored in their proper location. Departments must notify LSC personal regarding any incoming packages
8. Any items left in the loading dock area more than three (3) business days by any building occupant without prior notification given will be considered trash and will be disposed of accordingly.
9. Routine delivery schedules should be coordinated with the LSC primary contact by calling 936-294-1759.
10. Deliveries requiring more than 90 minutes of dock time or are non-routine should be coordinated with the LSC primary contact by calling 936-294-1759.
11. Deliveries outside of normal business operating hours (5:00 AM – 5:00 PM, Monday – Friday) must be coordinated with the Associate Director of the LSC Operations.
12. The loading dock garage doors will be unlocked from 5:00 AM – 7:00 PM, Monday - Friday. Hours may vary due to summer and semester breaks.
13. All totes and delivery crates should be stacked neatly in an approved location for pick up.

Trash/Pallets

1. All trash must be placed in the appropriate dumpster for the regularly scheduled pick-up.
2. If the trash dumpster is full, please notify the LSC primary contact by calling 936-294-3881.
3. Routine trash/pallet removal from the loading dock area will be coordinated by the LSC primary contact by calling 936-294-3881.
4. All cardboard boxes should be broken down and flattened before placing in the appropriate dumpster.

5. If there is an expectation of an above-normal volume of trash, or pallets, please contact the LSC primary contact by calling 936-294-3881 to coordinate an additional pick-up.
6. When possible, empty pallets should be returned to the delivery truck for removal.
7. Any empty pallets must be stacked neatly in an approved location for pick up.

LAST EDIT: 6/2025