



The following are the official policies for the Kirkwood Center for Continuing Education (KCCE) pertaining to eligibility, scheduling protocol, food service, technical equipment use, and financial arrangements. The current policy is dated January 1, 2008. For answers to questions regarding KCCE policies, please contact: Stephanie Bredman at 319-398-1276 or stephanie.bredman@kirkwood.edu.

1. PURPOSE

Kirkwood Center for Continuing Education is dedicated to providing the highest-quality learning environment and support services for educational programs and events hosted by organizations affiliated with Kirkwood Community College.

The primary purpose of KCCE is to help fulfill the teaching and public service missions of Kirkwood Community College by providing:

- Learning environments that are accessible, functional, comfortable, attractive, and competitively priced
- Responsive, customer-oriented services
- Professional assessment of customer needs
- Assignment of meeting rooms, lodging, and all related equipment and services
- Instructional technology and distance education services and equipment from basic to advanced applications
- Food service of high quality, variety, and value
- Comprehensive conference planning services
- Comprehensive registration services

2. SCOPE

These policies cover the scheduling and use of:

- Meeting rooms, including conference rooms and specially-equipped education classrooms
- Dining rooms, lounges, and exhibit areas
- External (off-site) venues utilizing Kirkwood Community College services

3. ELIGIBILITY FOR USE

The space and services of KCCE are available to support official functions of Kirkwood Community College, Continuing Education programs, contract training programs, other local, state, and federal governmental agencies, educational institutions, and local businesses.

KCCE provides highly focused learning environments for professional development, training, and meetings.

4. ROOM ASSIGNMENT, SET-UP, AND PRICING POLICIES

KCCE staff will work with you to schedule appropriate meeting rooms, equipment, and other services to meet the unique needs of each group served. KCCE staff reserves the right, however, to change the location of your meeting rooms, lounges, and dining area to meet daily

operational requirements. Rooms are generally assigned in three segments according to the following schedule:

- Morning (7:30 a.m. – 12:00 noon)
- Afternoon (1:00 p.m. – 5:00 p.m.)
- Evening (6:00 p.m. – 10:00 p.m.)

For programs extending over two or more days, the meeting rooms will be reserved for that program for all three segments and will remain the same for the entire duration of the program whenever possible. The rooms at KCCE are some of the most advanced and technologically complete meeting rooms in the region. KCCE also features computer labs and lobby space. Preference will be given to scheduling these rooms for functions that will utilize them fully. They may be scheduled for other functions, but these functions are subject to room reassignment at any time. The following are the specially equipped rooms at KCCE:

The **Classrooms and Computer Labs** are a standard classroom set up, teaching station, whiteboards, screens, and a ceiling mounted projector. The classrooms may be arranged according to the needs of the Client.

The **Conference rooms** on the north and south side of the building are rooms with no screen or projector. They are served with a mobile cart and a flat panel screen.

The **Conference Suites** which can be divided into 6 rooms, each with a Crestron system permanently attached to the wall at the entrance doors, and a sound system with ceiling speakers. The 4 corner zones each have a large motorized projector and projection screen which works for each area or for when the entire space is open, DVD and VCR player. The 2 center rooms do not have the screen or projector but can use the mobile cart with the flat panel monitor.

The finishes in the **Business Event Room** are mostly wood paneling with a tack board on both the left and right side of the room and a large whiteboard in the front of the room that is behind a set of large pocket doors. The equipment is a permanently mounted projector (on a motorized lift), screen, a sound system with ceiling speakers, and two in-ceiling sub-woofers. There are two locations in the front of the room to plug in laptops to show power point via the projector, a DVD player, microphones and a VCR with CATV tuner. This room is also controlled by a Crestron System with a wireless touch panel (to control AV systems and lights). On the east (right) side of the room there is a small alcove for easy access to the DVD player, etc. The lights have a number of different settings so that you can have a dimly illuminated room for Power Point shows that may be needed for note taking to a fully lit room.

Room Set-Ups

The goal of KCCE is to be as flexible as possible when accommodating requests for different room set-ups—there are a variety of options from which to choose, such as: classroom, theatre, U-shape, hollow-square, banquet rounds, and others. There are some rooms, however, that are configured in a more “standard setup” configuration considered to be optimal for the particular space. In addition, the computer labs have fixed-furniture arrangements that can’t be modified.

Public Areas and Corridors

The buildings feature flexible and informal gathering spaces that can be ideal for registration, exhibits, and receptions. KCCE staff will work with you to meet your program needs while ensuring adequate traffic flow and minimizing noise disruptions for all users.

Pricing

KCCE has developed two pricing methodologies to provide their clients the most flexibility.

- The first is a Complete Meeting Package (CMP) that includes everything you need for a successful meeting – continuous morning & afternoon breaks, lunch, the latest audio visual technology, and room amenities such as flip charts and paper, markers, etc. This is priced on a per person basis and includes all costs including set up fee.
- The second is room rental that includes permanent technology in the room and ala carte options for food and additional room audio visual needs and room amenities.

5. INITIAL REQUESTS AND CONTRACT AGREEMENTS

Reservation space and/or services provided by KCCE can be made by submitting an Initial Request Form online (form will be available on the KCCE website). The request form needs to be submitted online, by phone, or stopping by the KCCE offices located 7725 Kirkwood Blvd SW. After a space/service request is received, KCCE staff will check availability for the preferred dates. If space is available, it will be put on temporary hold for two weeks to allow time for a contract agreement to be processed accordingly.

Before KCCE can guarantee rooms and services, a contract agreement (including proper authorization, specific billing, and key-contact information) must be completed and signed by the client. Agreement documents must be completed and returned to KCCE within a two-week time period to formally confirm the reservation. ***If such agreements are not finalized within that two-week period, the temporarily held space may be released and made available to others.***

When KCCE receives the signed agreement and key contact information back from the client, official planning can begin. In most cases, one KCCE event planner is assigned as primary liaison during the planning process. Depending on the size and nature of the event, other KCCE staff may become involved as is necessary. Typically, the client meeting coordinator and the Center Director will plan the event together according to a mutually agreed-upon timeline.

6. EVENT RESERVATION/SCHEDULING PRIORITIES

KCCE Priority Booking and Space Release Policy

Continuing education will have first right of refusal to schedule classes at KCCE in the four classrooms and the two computer labs.

A hold will be placed on the conference suite until three months out for the months February, March, April, May, June, September, October, and November before dividing and renting the individual conference suite into separate meeting rooms.

KCCE allows you to **hold**, **reserve**, or **confirm** a date.

Contract agreements are ideal to secure a date without having to finalize a menu or service arrangement. Upon confirming availability, a non-refundable deposit, specified by KCCE, is required to secure the date. The detailed menu and service agreement should be finalized no later than two weeks prior to the event date. Accepted methods of payment will be cash, check, money order, cashier's check, MasterCard, Visa, or Discover.

A hold can be placed on dates when initially planning an event and your dates are not yet firm. While in hold status, other clients may also submit a request for your hold dates. Once you have

determined a single date for your event, you may request the Center Director to convert the date to reserved status. Other clients may also submit a request for your reserved date. Once you have provided a deposit, the Center Director will convert your reserved date to a confirmed date.

Confirm or Release Policy: If a second client requests a reservation for a date that is in either hold or reserved status, the Confirm or Release policy allows the original requestor to convert the reservation to confirmed status by providing a 25% non-refundable deposit within 5 business days, in which case the date becomes unavailable to other inquiries. Conversely, if the original requestor elects to release the date, the second client could be required to provide a 25% non-refundable deposit to retain the date.

7. FOOD SERVICE/CATERING POLICY

Contracts

Prior to your event, and with our mutual agreement, you will receive a confirmation letter outlining your food, beverage, and other services requested. **This form must be signed and returned to our office before any food and beverage confirmations will be made.**

Price quotes are subject to proportionate increases to meet increased costs of food, beverage and labor to within (60) days of the event.

Cancellations

Any cancellations may be done up to and including 30 days prior to the event. If cancellation occurs less than 30 days prior to the event, the following charges will apply:

- If the event is cancelled less than 30 days but greater than 10 days to the event, the client will be charged 25% of the total cost of the event.
- If the event is cancelled 10 days or less prior to the event, the client will be charged 50% of the total cost of the event.
- All non-refundable deposits will be lost due to cancellation.

Guarantees

To insure the highest level of quality in your food and beverage services, final guarantees (number of servings for which you will be billed) for food and beverage functions must be received 3 business days prior to the event date. This count is not subject to reduction within this period, and you will be charged even if fewer guests attend. **If a final guaranteed number is not given 3 business days in advance, you will be billed and we will prepare for the original estimate.**

Food & Beverage Requirements

All food and beverage items purchased and consumed are required to be purchased through Catering by LJ's. For reasons of food handling safety and liability, no food or beverages may be brought in or removed from the event location. No arrangements are available to package leftover food or beverages for removal from the premises.

Room Rental

You have the opportunity to waive a portion or your entire meeting room rental fee when you meet the established purchase minimum. We reserve the right to schedule the most

appropriately sized room for your group. If your count varies substantially from the originally planned number and it is necessary to move your event, we will notify you first.

Alcohol Policy

The alcohol order will be placed within ten days prior to the event. KCCE will arrange for pick up of the order and will charge a corking and bartender fee to be determined prior to the event. All unopened alcohol can be returned to the vendor for a credit and or taken off the premise after the event by the client purchasing the alcohol. We do not have the capacity to store any alcoholic beverages at the conference center.

There are two options, consumption-you are charged by the number of beverages consumed or cash-the individual attendees pay cash for their beverages. You can have a consumption bar for a certain period of time then change to a cash bar, you could provide your attendees with a certain number of drink tickets and those drinks will be charged to the sponsor. All other drinks (without tickets) will be on a cash basis to the individual.

Contact Person

The contact person who signs the contract must be an authorized company/group representative. For the benefit of communication between the KCCE Center Director and the customer, it is preferred to deal with only one authorized person.

Unforeseen Circumstances

In the event of or impossibility of performance due to strikes, accidents, acts of God, government regulation, civil disorder, curtailment or transportation or other emergencies that make it inadvisable, illegal or impossible to provide the KCCE facilities, the agreement will be terminated and KCCE shall be excused from performance and liable for only repayment of deposit.

Closure of Premises

In the event of or impossibility of performance due to strikes, accidents, acts of God, power failure, war, terrorists threats, government regulation, civil disorder, or other emergencies that make it inadvisable, illegal or impossible to provide the KCC facilities, the agreement will be terminated and KCC shall be excused from performance and liable for only repayment of deposit.

Weather Related Closures

Pursuant to Kirkwood Community College policy, closure of the main college campus (located in Cedar Rapids, Iowa), will result in closure of all other Kirkwood locations with the exception of the Kirkwood Training & Outreach Services Center, the Kirkwood Center for Continuing Education and the Community Training & Response Center.

If the college closes due to inclement weather or any other emergency, upon the wishes of the client the planned events in the affected facilities will still be held as scheduled, Kirkwood will make every effort to ensure the facility will remain open. In the case of extreme winter weather or damaging tornadoes the college reserves the right to cancel all scheduled events for the safety of its employees.

8. FACILITY CANCELLATION POLICY

The Client must notify KCCE in **writing or by email** if it becomes necessary to cancel a reservation. The following timeline and cancellation fees will apply:

Cancellation Policy Cancellation Fee	Percentage of Contract Total
61 to 90 Days prior to event	20% (i.e. \$2000 contract, 20% fee = \$400 fee)
31 to 60 Days prior to event	30%
16 to 30 Days prior to event	40%
0 to 15 Days prior to event	100%

If the event must be postponed due to an emergency situation, the event may be rescheduled without penalty on a space available basis, at the discretion of the KCC.

- The Damage/Security Deposit will be transferred to the new booking.
- KCCE is not liable for any costs incurred by the Client, as a result of such cancellation.
- Cancellations of postponed or rescheduled events will be subject to cancellation policy.
- KCCE reserves the right to deny or cancel any event in an emergency situation or if it is deemed by KCCE that persons or property might be endangered and/or the event might in any way be prejudicial to others or not in the best interest of the KCCE and/or the Community.

9. FINANCIAL ARRANGEMENTS

Non-Profit Status

Your organization agrees to provide KCCE with documentation that your organization is incorporated as a non-profit organization if requested.

Billing and Payment

All charges are to be paid within two (2) weeks after billing unless other terms have been made with KCCE prior to arrival. All amounts owing to KCCE which are more than thirty (30) days past due shall be subject to a 1.5% service charge per month or \$5, whichever is greater.

10. DIGITAL DISPLAY ADVERTISING

The Kirkwood Center for Continuing Education offers, a state-of-the-art, digital sign available for conference and event use. A panel with a total display size of 20" x 32" is installed in the lobby at the main entrance to the center. Groups can use full motion images to communicate with conference and event attendees or use the panel to display different messages at different times of the day to advertise your company and or services to attendees of the center. Pricing is available.

11. SMOKING POLICY

KCCE is a non smoking facility.

12. ADA/ACCESSIBILITY

Please make the Center Director aware of any special needs your group may have. We will work to make sure that all accessibility needs are met.

13. PARKING POLICIES

Fire, traffic, parking and public safety requirements must be observed. If the Event requires dedicated public safety and security personnel, those services will be scheduled by KCCE and payment for such services will be the responsibility of the sponsor. Free parking is available to guests, if the event exceeds parking spaces available, a shuttle will be arranged for the sponsor and its patrons at no additional cost.

14. EVENT PLANNING SERVICES POLICIES

Room set-up and audio-visual requests must be submitted 7 business days prior to the event. Nothing shall be nailed, tacked, glued, stapled or otherwise affixed to any KCCE wall, building surface; exception will be made upon approval of the KCCE Center Director.

Decorations

All decorations, banners, and décor must be approved prior to the event and delivered to KCCE at least 48 hours in advance of the event for KCCE staff to arrange. Any decorations provided by KCCE are the sole property of KCCE and cannot be taken from the premises. In the event that decorations are removed from KCCE, an appropriate fee will be assessed.

Decorating assistance will be charged at \$25.00 per hour per person (two hour minimum) which can include arranging and placing your cut flowers and candles, or centerpieces.

Any decorations provided by KCCE are the sole property of KCCE and cannot be taken from the premises. In the event that decorations are removed from KCCE, an appropriate fee will be assessed.

Signs

All signs must be approved by the KCCE Center Director prior to posting. Tape provided by KCCE Business Center is the only type of tape that can be used on KCCE surfaces.

Patron's Property

Any personal property of guests or invitees brought onto the premises of the Conference Center and left thereon shall be at the sole risk of the patron.

Conduct

KCCE reserves the right in deference to guests and patrons and proper management of KCCE to maintain acceptable volume levels for entertainment. The orderly behavior of attendees is the responsibility of the client in charge of the function according to full compliance with the KCCE rules and regulations. The client in charge assumes full responsibility of his/her attendees and any hired entertainment.

Entertainment Policy

KCCE is not responsible to serve entertainment members food and liquor unless they are included with the final count. Volume level is at the discretion of KCCE management.

Damages

Visiting groups will be responsible for restitution of all damages to the KCCE property inflicted by their group. Both willful and accidental damages will be accessed and brought to the attention of the Center Director. The Center Director will report information concerning location, approximate time and participants in any damage when possible, as well as actual repair/replacement costs. KCCE reserves the right to enter any room for the purpose of inspection, repair or emergency.

Liability Insurance (Event)

A Certificate of Insurance is required and such certificate shall be provided to Kirkwood Community College no later than 48 hours prior to the program.

A certificate of insurance is required for all outside users. The certificate of insurance should name "Kirkwood Community College" as an additional insured for the period of time the facility is being used and must cover General Liability/Personal Liability for \$1 million per occurrence. The certificate of insurance must be received at least 48 hours prior to the event.

I have read and reviewed the KCCE Policies and Procedures, as well as the Contract for the forthcoming event. I agree to all terms and conditions. I may call at any time with question or changes.

Signed: _____ Date: _____