

Auburn University Chapel Policy

ON-CAMPUS ACCESS

- Reservations are made through the reservation platform mymazevo.com. The primary contact on the contract will be the only responsible party given access on their Tiger ID card during the time specified on the contract.
- If another member of your party needs access to the space that contact will need to become the primary contact of the reservation.

OFF CAMPUS ACCESS

- All groups that have a reservation, but are not an Auburn student, faculty, or staff or will need to come by Melton Student Center Suite 1115 and sign out a key card. Key cards will require a scanned photo ID and contact information at the time of sign out.
- Once the party has finished touring/or their event ends they can leave their key in the drop box inside the chapel. Keys not left inside the drop box or brought back within 48 business hours will be subject to a \$50 lost key card fee.

Organ Access

- All groups requesting the organ will need to do so through their reservation. They will be given an access code to enter into the lock box to retrieve the key within the chapel.

RESERVATIONS TERMS & CONDITIONS

- Facility requests (requiring no special equipment or personnel) should be submitted at least 15 business days prior to the date of the meeting or event. Requests for events requiring special equipment, personnel, services, or Auburn University Department of Campus Safety and Security, must be submitted at least 30 business days in advance. Requests submitted after these time periods may be declined.
- If your reservation is accepted an agreement will be e-mailed to you. Events without a signed agreement 2 business days prior to the event may be cancelled.
- Requests for changes to the reservation(s) should be made to the Student Center Reservations office 2 business days prior to the event by the individual responsible for the reservation(s).
- Groups should not change room reservations with other groups. Changes to reservations should be made by the Student Center Reservations office.
- Account numbers for billing should be given to the Student Center Reservations office prior to the event. If an incorrect account number is given, the customer will be responsible for requesting the necessary corrections.
- Failure to comply with Harold D. Melton Student Center policies and procedures may result in termination of meeting privileges. Groups misrepresenting an event may be subject to a fine and/or loss of privileges.
- Reservations are allocated on a first-come, first-served basis to ensure fairness and accessibility for all users. Tentative Series reservations, often referred to as 'blanket bookings' or practices that dominate the use of space, are strictly prohibited. Additionally, recurring meeting reservations in large event spaces are not permitted to prioritize access for events with broader impact and greater demand. Compliance with these guidelines helps us manage resources effectively and equitably.
- Harold D. Melton Student Center reserves the right to require security at certain events.

CANCELLATIONS

Reservation cancellations must be made 2 business days in advance of the event. Customers failing to cancel an event with the Student Center Reservations Office will be charged a no-show fee. Customers who cancel within 2 business days will incur a late cancellation fee.

DECORATIONS & DAMAGES POLICY

Decorations used within the University Chapel should be free standing. Decorations should not be left in the space when the event is over. Decorations left in the space may incur a removal fee. If you are using a third-party vendor for decorations, please work with them to determine the best time for deliveries and pick-ups. University Chapel customers are responsible for opening the chapel for vendors.

Prohibited Items and Actions

- Tape, nails, glue or other adhesive material meant to affix signs and/or decorations to walls, doors, and other flat surfaces
- Glitter/confetti
- Open Flames (candles, pyrotechnics, etc.)
- Sand
- Water pools
- Food and beverages
- Moving and/or altering furniture, fixtures, and banners present in the University Chapel
- Placing items in or on the organ console

PAYMENT

Payment for meetings or events sponsored by university departments or registered student organizations is due within 30 business days of the event. Payment must be made by the sponsoring organization. Non-profit and commercial organizations are required to pay for reservations in advance. For your convenience we accept payment by university fund organization expenditure payment (FOAP) account number, check or credit card (Visa, MasterCard, Discover Card, and American Express). Departments or organizations with past due invoices will not be allowed to hold future events until all delinquent amounts are paid in full, with the possibility of canceling existing events.

PARKING

Parking in the Chapel parking lot is by permit only. Questions regarding parking should be directed to the Auburn University Parking Services, (334) 844-4143 or <http://www.auburn.edu/parking>. Metered parking is also available on Thach and College streets.

CONTACT

Student Center Reservations and Event Operations

Melton Student Center Suite 1115

Email: reservations@auburn.edu

Phone: 334-844-1320

Hours of Operation: Monday through Friday 7:45AM – 4:45PM