

## ROOM BOOKING PROCEDURES

### General

- All room booking requests are submitted to the Roomrent queue via the web form or email (for revisions)
- In fairness to all employees, requests are responded to in the order in which they are received
- All requests must be submitted with a minimum notice of 2 business days to ensure that rooms will be booked in time for events
  - Roomrent cannot guarantee that any events submitted with less than 2 business days' notice will be booked in time for the event
- All inquiries should be sent to either [Roomrent@kpu.ca](mailto:Roomrent@kpu.ca) (room bookings) or [Facilities@kpu.ca](mailto:Facilities@kpu.ca) (setup requests)
  - Emailing inquiries to Roomrent and Facilities will ensure that the inquiry is added to the queue
  - To provide the most efficient service, facilities assistants should not be emailed directly in case they are away from the office
- If employees use rooms without receiving a booking confirmation from Astra, they run the risk that their event may be bumped for an event officially booked by Roomrent

### Rooms and Spaces

- Meeting rooms are booked by the user via the Outlook room calendars
- All other bookable spaces are booked by Roomrent when a user submits a Room Booking Request form
  - **Meeting rooms, conference centres and public spaces** are bookable up to one year in advance
  - **Classrooms** are only available to be booked after Scheduling and CPS have completed course bookings for each semester; typically, these rooms are released to Roomrent in **late March** (for Summer), **late July** (for Fall), **late November** (for Spring)

### Astra and Availabilities

- All employees are responsible for viewing room availabilities prior to submitting requests
- Availabilities in Astra only reflect the events and courses currently booked in Astra
- Availabilities in Astra do not reflect pending requests in the Roomrent queue
- All events in Astra end on the 20 or 50 minute mark to avoid any system errors/conflicts (i.e. 3:20 pm instead of 3:30 pm, 3:50 pm instead of 4:00 pm)
  - It is understood that the remaining 10 minutes are included as part of the user's booking
- The conference centres and public spaces are only considered "available" if there is a 3-hour window available prior to the event for setup
  - The 3-hour setup window must be within the campus hours of operation
  - The 3-hour setup window for morning events (i.e. 8 am, 9 am, 10 am start time) takes place the night prior to event, from 7:00 pm to 9:50 pm
  - The 3-hour setup window cannot be on Sundays because only the Library is open, instead setups must be completed on Saturdays from 8:00 am to 4:00 pm
- Staff will be sent a confirmation email after their request has been processed
  - The confirmation email will contain their 13-digit Astra reservation number
  - Staff must keep this number on file in order to update/cancel their request in future

### Room Booking Form

- Event name should be clear and concise
  - There should not be any acronyms or abbreviations
- Event time should include any time the user requires for their own setup and takedown time
  - The 3-hour setup window is **only** for **Facilities room setup**, not the user's event setup
- One form can be used to submit multiple events with the same name, all details can be listed in the "Additional Information" section of form

## Setups

- Setup requests are submitted to Facilities via the web form
- Setup requests should be submitted to Facilities with a minimum of 3 weeks' notice
  - This notice will allow Facilities to
    - Assess the setup and event needs
    - Inquire with requestor for additional information
    - Request a diagram, if needed
    - Ensure there is adequate setup/takedown time booked
    - Adjust room booking, if needed
    - Coordinate special requests with Facilities supervisors
    - Enter the request into our database
    - Provide a confirmation to the requestor
- Staff will be sent a confirmation email after setup request has been processed
  - The confirmation email will contain their 6-digit setup request number
  - Staff must keep this number on file in order to update/cancel their request in future
- Facilities only sets up conference centres and public spaces
  - Staff are responsible for setting up furniture in classrooms and meeting rooms themselves, they must ensure that all furniture is restored to the original setup

## Adjustments/Cancellations

- To adjust/cancel a booking, staff must email Roomrent and provide their Astra reservation number
- If a setup was requested, staff must email Facilities and provide their 6-digit setup request number

## IT/AV Requests

- All employees should contact IT directly (2116) to request any special equipment that is not typically included in the booked room
- Employees must schedule/request services at least 1-2 weeks prior to the event
  - Services include:
    - Setting up technical equipment
    - Testing equipment
    - Training the requestor on how to use equipment
- To request IT/AV support, please submit a job to their portal:  
<https://sm.kwantlen.ca/CherwellPortal/IT>.