

# HDS Policies and Procedures

## HDS Damage Policy for Meetings and Events

**HD6081** HDS Damage Policy for Meetings and Events

Adopted MM DD YYYY

Approved X \_\_\_\_\_

Effective MM DD YYYY

### **.010. Purpose**

To delineate appropriate steps required when damages are incurred on meeting and event spaces within Housing and Dining Services (HDS). Damages can either be reported by the client or found by a member of the Housing staff after an event has finished. **The Events staff reserves the right to review a damage report before determining what corrective action must take place.**

### **.020. Policy**

The client is offered the option to assess the condition of the room/ space and equipment before and after their event. A client will be held responsible for any damages incurred during their use of a reserved space and/or equipment they rent from Housing and Dining Services. This means they will be required by contract to pay for those damages. If any damage is observed by the client before their event starts, they should inform the Events Staff on Duty of that damage before accepting responsibility of the space for their event. **If a client declines a walkthrough of the event space or check of the equipment before or after their event, they take full responsibility for any damage found to the meeting and event space and/or equipment.**

### **.030. Guest Procedure**

The following criteria state how a client should inform staff of any damage that has occurred to an HDS meeting or event space or equipment.

- 1) Prior to the start of their event, the client should walk the event space with a HDS Events staff member to review any existing damages to the room.
- 2) If the client becomes aware of a damage that was inflicted during their event, the client will need to **inform an Events staff member during checkout**, of that damage.
- 3) An inspection of the site occurs following each event.
  - a. If evidence that a group has inflicted damages to the event space or equipment are found after the event has occurred, then the group can be charged for the cost of repair.
- 4) The client may request that they inspect damages with the Events staff after damages have been found.

### **.040. Event Staff Procedure**

The following criteria state how the Events team will respond to any damages found or reported for an HDS meeting or event space, or equipment.

1. The Events Staff Member on Duty will inspect each room and all equipment that is rented after every reservation that occurs after office hours.
  - a. Any damages that are found should be reported to the Assistant Coordinator of Event Accommodations immediately.

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- b. The Events Staff Member on Duty should take pictures of the damage and fill out a Damage Form to report the incident.
2. The HDS Events Team will review the damage in order to determine the severity and the reparations needed for said damages.
  - a. Video evidence of the event and damage occurring in the event space will be requested from the HDS IT department.
  - b. Maintenance and/ or Housekeeping will be notified to assess the severity of the damage and estimated cost of repairing the equipment or spot in the events space.
  - c. The specific group found to be responsible for the damage, if the damage has not already been reported, will be contacted to make a statement about what occurred during their event that could have caused the damage.
3. An invoice of the estimated costs to repair and pictures of the damaged equipment or space in the room will be emailed to the client, Janell McCormack- Events Accounting Specialist, Mike Crow- Associate Director of Finance, and John Green- Associate Director of Retail.
  - a. A payment meeting will be scheduled with the client, to collect the amount incurred by the damage.

The damage's extent will determine the amount of the fee to be paid. Possible damages to the event space that would incur a charge include, but are not limited to: the paint is chipped off the walls; the woodwork is scratched; there is a burn on the carpet; a curtain is torn; or there are permanent markings on the wall. Possible damages to rented equipment that would also incur a charge would include if any equipment is found to be functioning prior to the event and is not functioning after the event due to neglect by the client.

The following are the official fees for commonly damaged items:

- b. Equipment Damage Fee: cost of replacing broken equipment
- c. Additional Cleaning Fee: \$35.00 per hour
- d. Maintenance Repair Fee: \$32.32 per hour, plus cost of materials to repair
- e. Other damage fees will be determined on a case by case basis

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## Damage Form for Meetings and Events

### **Customer**

Student Wildcat ID# (if applicable): \_\_\_\_\_

Name (First, Last) \_\_\_\_\_

Address: \_\_\_\_\_

Apt # \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of event: \_\_\_\_\_

Description of Damage:

\_\_\_\_\_

Photograph of Damage to be Included with this Form

### ***Confirmation***

Staff Name: \_\_\_\_\_

Staff Position: \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

I (Client Name) understand that I found and was responsible for damage to the property that I rented out from Kansas State University Housing and Dining. I understand that I will be responsible for paying for the damages incurred on the event space as set forth by the Events Team.

Customer Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name Print: \_\_\_\_\_

Date: \_\_\_\_\_

KSU HDS Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Associate Director Approval: \_\_\_\_\_

Date: \_\_\_\_\_