



Greater Houston

## COMMUNITY RESOURCE CENTER MEETING/EVENT POLICY AND PROCEDURES

### WHAT IS THE Community Resource Center?

The Community Resource Center (CRC) is a conference center for nonprofit and community organizations. Centrally located, the CRC will provide free meeting space during United Way business hours and ample free parking to eligible nonprofits. From committee sessions to board meetings to large-scale training, the CRC will feature rooms of assorted sizes that lend themselves to numerous configurations.

### WHO IS ELIGIBLE TO USE THE CRC?

Use of the Community Resource Center is limited to nonprofit and community organizations that are classified as **501(c) 3** charitable organizations by the Internal Revenue Service (proof of nonprofit status is required), or governmental entities serving the State of Texas.

### WHAT KIND OF EVENTS CAN BE SCHEDULED IN THE CRC?

Organizations can schedule staff, committee or task force meetings, volunteer, board, or staff training events, professional conferences, collaborative activities with other nonprofit partners, and similar activities that support the mission of the organization and the United Way of Greater Houston.

### THE CRC MAY NOT BE USED FOR ANY OF THE FOLLOWING TYPES OF ACTIVITIES:

- Fundraisers
- Public forums
- Political activities
- Promotion of specific political candidates or issues
- Public job fairs
- Press Conferences
- Media events

### WHAT IS THE COST?

There is no rental charge for the use of the meeting rooms during United Way business hours. In return for using the conference center, groups are asked to clean the meeting space and leave it ready for others. **Small fees are charged for facility maintenance, after hour meetings, Saturday rental, and audio/visual equipment.** Cleaning fees may be applied if the room is not returned to its original condition.

### WHAT IS REQUIRED?

- Copy of **501 (C) 3** only.
- \$100 deposit (cash, check, credit card or money order) for weekday and evening meetings or events. A \$250 minimum deposit or 50% of your estimated cost is required for deposit for Saturday meetings or events.
- Copy of General Liability Insurance (UW offers General Liability Insurance TULIP Policy. Fees do apply and are non-refundable.) Please see "Insurance Requirements"
- Event Booking Contract (this item will be generated once all items above are received) – contract must be signed and returned within three (3) business days, or the meeting will automatically cancel. Please email.

### WHEN IS THE CRC OPEN?

<b>Sunday - Monday</b>	<b>Closed</b>
<b>Tuesday - Thursday</b>	<b>8:00 am - 9:00 pm (after 5:30pm fees do apply)</b>
<b>Friday</b>	<b>8:00 am - 4:00 pm</b>
<b>Saturday</b>	<b>8:00 am - 5:00 pm (fees do apply)</b>

### WHERE IS THE CRC?

The CRC is located at 50 Waugh Drive at Feagan. Near the intersection of Memorial Drive and Waugh Drive, the CRC is one mile west of downtown Houston with easy access to major freeways and public transportation.

### HOW LARGE IS THE CRC?

The conference center has eleven meeting rooms ranging in size from 500 to 6000 square feet. Groups up to 240 can be accommodated.

### HOW DO I MAKE RESERVATIONS OR GET MORE INFORMATION?

Call the CRC office on 713-685-2306. If this is the first time your organization will use the conference center, be prepared to provide basic information such as proof of **501(c) 3** nonprofit status, a \$100 deposit for weekday and evening meetings or a \$250 minimum deposit and/or 50% of estimated cost for Saturday meetings or events and general liability insurance. (UW offers General Liability Insurance TULIP Policy. Fees do apply and are non-refundable.) Please see "Insurance Requirements"



## COMMUNITY RESOURCE CENTER MEETING/EVENT POLICY AND PROCEDURES

### **Accessible Accommodations**

CRC facilities are accessible for people with physical disabilities. To ensure that room setups and other logistical arrangements will accommodate all attendees, when scheduling a reservation, groups should advise the CRC if any of their attendees have special needs.

### **Administration Building**

The United Way of Greater Houston administration building is restricted to employees only. Community Resource Center guest will need to check in with administration building receptionists for assistance.

### **Alcohol**

Alcohol must be served by a licensed caterer. (TABC approved.) The CRC will retain your entire deposit for any spillage or stains caused by alcohol.

### **Animals/ Pets**

United Way of Greater Houston prohibits bringing a pet (a domestic animal kept for pleasure or companionship) to United Way controlled buildings and premises, except for service animals for a person with disabilities.

### **Audio Visual Equipment**

AV equipment should be requested three (3) business days prior to the date of the meeting. Please see ancillary services page for a complete list of available AV equipment and fees. A/V equipment is limited to rooms.

HDMI cords are available with rental. You must provide your own adapters for MacBook, Surface Pro, and tablets.

### **Beverages**

You may bring in your own beverages or have them catered. Making coffee onsite is not allowed.

### **Cancellations**

Any groups cancelling less than seven (7) business days before the scheduled event in meeting rooms will be charged a \$25 late cancellation fee. Any groups cancelling less than sixty (60) days before the scheduled event in auditoriums will be charged a \$100 late cancellation fee. The fees apply to weekday and evening meetings.

All scheduled Saturday events cancelling within the days mentioned above will forfeit their entire \$250 deposit regardless of room size. Also, please read No Show policy.

### **Caterers**

Groups may use professional caterers to provide food for their events or you may purchase items from retail vendors. There is no cooking on the premises. If you are serving alcohol, a license of certification is required.

### **Cell Phones**

Due to a significant increase in the volume of cell phone usage, we ask that conversations be restricted to designated areas of the building. This will minimize the disruption to meetings in progress and reception area activities.



### **Charges, Fees, and Payments**

Groups are charged for audio/visual equipment, meeting supplies, and copying/printing, Saturday events and facility maintenance fee. After hour charges range from \$30 - \$50 per hour, beginning at 5:30 pm Tuesday – Thursday. Saturday event charges range from \$50 - \$200 per hour, from set up to breakdown, with a four-hour minimum.

Groups will be invoiced for any related charges. The CRC accepts cash, checks, credit cards and money orders. Checks should be made payable to: United Way of Greater Houston. Costs for catering and leasing equipment are not available at the CRC. It is the group's responsibility. Please see the Ancillary Services page for additional information.

**If payment is not received after 60 days, deposit will be forfeited and applied to outstanding balance and all future meetings will be cancelled.**

### **Check-in and Check-out Procedures**

The representative responsible **MUST** check in with CRC staff upon arrival and must be present during the entire meeting or event, they must also check out before leaving. The check-in process includes orientation of the CRC policies and procedures and review of building coordination, i.e., audio visual, meeting room set up, emergency procedure, and restrooms.

The check-out process ensures that the meeting room will be ready for use by other groups. The representative is responsible for cleaning the meeting room after the event and leaving it ready for the next group. A CRC staff member must check the meeting rooms before the group leaves and will also confirm actual attendance and time of check out. If you do not check out with CRC staff, you will be charged the time stated on the event booking contract.

**A \$25 cleaning fee for meeting rooms and a \$100 cleaning fee for auditoriums will be charged if space is not returned to its original condition. Food and beverage spills must be thoroughly cleaned. A \$100/\$250 deposit may be retained for any spills or stains.**

### **Children**

Children under the age of 16 must be accompanied by an adult or guardian. No children are to be left unattended.

### **Concealed Weapons**

The United Way of Greater Houston prohibits entry on/in its property/buildings of any person who is carrying a firearm or other weapon, including a licensed concealed, except authorized security personnel and law enforcement officials.

### **Decorations**

All decorations must be approved prior to the meeting or event. Table-top and free-standing decorations are permitted. Push pins, tacks, metallic confetti, and tape are not permitted due to damage it may cause to walls and vacuum. Any damage to walls or carpet will result in additional fees.



**Deposit**

A \$100 deposit is required for all weekday and evening meetings or events. The CRC accepts cash, checks, credit cards and money orders. Checks and money orders should be made payable to: United Way of Greater Houston. Your deposit remains on file for specified or future events. The CRC will retain your entire deposit if there is no show, unpaid fees, or damage caused by your group. If you would like your deposit returned, this request must be in writing.

A minimum \$250 deposit and/or 50% of your estimated cost are required for all Saturday meetings or events. Any remaining balance of deposit will be refunded within 7-10 business days once all fees have been paid.

**Event Liability Insurance**

United Way of Greater Houston Community Resource Center (CRC) requires that sponsored events be covered by Commercial General Liability Insurance (comparable to comprehensive General Liability

Insurance) this insurance may be purchased through the requestor’s insurance carrier, or a TULIP may be purchased through the United Way (Non-refundable). The standard minimum coverage is \$1,000,000 combined single limit for bodily injury and property damage, per occurrence and aggregate, and the insurance policy must name “The United Way of Greater Houston” as an additional insured. The organization will maintain Worker’s Compensation coverage at statutory limits and Employers’ Liability coverage with a minimum limit of \$500,000 per occurrence and aggregate. If the policy is changed or canceled, written notice is to be immediately given to the Community Resource Center staff. An event held over a period of consecutive days will be covered under one policy. A separate policy must be purchased for each subsequent event. A certificate of insurance from your carrier must be returned to Community Resource Center Staff in advance of the meeting or event.

**TULIP Policy**  
(Non-refundable)

Attendance	Cost
1-25	\$ 25.00
26 - 50	\$ 50.00
51 - 100	\$100.00
101 - 150	\$150.00
151 - 200	\$200.00
201 - 300	\$300.00
301 - 450	\$400.00

**Fire**

In the case of a fire alarm or fire, all guests are required to vacate the United Way Building. Re-admittance to the United Way Building will be given by either United Way personnel or the Houston Fire Department.

The tampering of any fire alarm will result in a \$200 fine and/or criminal charges may be filed. Your group is liable for all related charges due to the tampering of a fire alarm.

**Fundraising**

No organization may use the United Way Community Resource Center for fundraising. (No silent or live auctions, raffles or galas permitted.) Groups will not be permitted to charge fees for meetings or events to generate funds for profit-making ventures. Groups may charge fees or have sponsors to help recuperate the cost of a meeting or event only.



**Indemnification**

Groups assume all responsibility, risk, and liability for all activities of the group, its employees, agents, invitees, contractors, subcontractors, or licensees, directly or indirectly conducted with this Agreement, including environmental and hazardous substance risks and liabilities, whether occurring during or after the term of this Agreement. Facilities, including the rooms and garage are being used at the group’s risk and any damage is the group’s responsibility. The group shall defend, indemnify, and hold harmless the United Way of Greater Houston, its employees, and agents from and against all suits, claims, actions, losses, costs, penalties, and damages of whatever kind or nature, including all attorney’s fees and litigation costs, arising out of, in connection with, or incident to any act or omission by the group, its employees, agents, invitees, contractors, subcontractors, or licensees, unless the sole proximate cause of the injury or damage is the negligence or willful misconduct of the United Way of Greater Houston or anyone acting on the United Way of Greater Houston’s behalf. Within 15 days, the group shall accept any such cause or action or proceeding upon tender by the United Way of Greater Houston. This indemnification shall survive the termination of the Agreement.

**Insurance Requirements**

General liability is required for all meetings at the CRC. No exceptions. Insurability for governmental entities serving the State of Texas will be discussed prior to booking.

United Way of Greater Houston offers General Liability Insurance under our **TULIP** policy (Non-refundable). The price is based on the number of attendees for your meeting or event. All insurance purchases must be paid prior to your event. Please refer to the chart below:

<b>Attendance</b>	<b>Cost</b>
1 - 25	\$ 25.00
26 - 50	\$ 50.00
51 - 100	\$100.00
101 - 150	\$150.00
151 - 200	\$200.00
201 - 300	\$300.00
301 - 450	\$400.00

**Media Coverage/Press Conference**

Groups must request special approval to allow media coverage or press conferences on CRC property. Requests for media/press coverage must be made a minimum of three (3) business days prior to the date of the meeting. A copy of the press release must be given to the CRC representative prior to event for approval.

The CRC reserves the right to review meeting details and contents when a group requests permission to allow media coverage. We also reserve the right to approve or decline media access to meeting facilities based on the topic compatibility with the mission of the CRC or a risk to the CRC property or guests.

Any breach of these terms may result in cancellations of a meeting or event and any future use of facility.

**Meeting Limits**

Groups may meet up to 12 times per calendar year.



### **Meeting Scheduling**

Eligible groups may book up to 12 meetings per calendar year. Reservations require a minimum of **one week's notice** and may be booked for up to one year out. Groups are charged for audio/visual equipment, meeting supplies, and copying/printing. Saturday events and facility maintenance fee. Review ancillary services for schedule of fees for these items.

### **Music**

Music is permitted in meeting rooms and auditorium only. Sound level must be kept to a minimum. Other meetings may be in progress. Outside musicians and/or DJs are permitted only when the group has reserved the entire building. CRC reserves the right to relinquish privileges if sound is not contained.

### **No Show**

Once a meeting is confirmed with a signed contract, it is the group's responsibility to let us know if the meeting is cancelled. If no request to cancel is received and no one checks in on the day of the meeting, we consider this a no show or failure to cancel. A \$100 fee will be assessed to the groups' account for weekday meetings, and a \$250 fee for Saturday meetings. No future meetings may be scheduled until all charges are paid. Please see cancellations procedures.

### **Occupancy Limits**

Occupancy limits for the meeting rooms will be enforced. Emergency exits must remain clear. Groups are expected to cooperate with CRC staff in efforts to maintain the security of the buildings and grounds and to provide for the safety of all people visiting the conference center.

### **Parking**

Ample, secure parking is available at no charge. Groups are encouraged to use the main parking garage adjacent to United Way Community Resource Center. Groups requiring special parking arrangements for buses or vans should advise CRC when making reservations. Do not park in reserved parking areas. Parking is not allowed in the parking lot across the street.

### **Payment of Charges**

Organizations will be invoiced for all related charges. The CRC accepts cash, checks, credit cards and money orders. Checks and money orders should be made payable to: United Way of Greater Houston. Receipts are available upon request. No future meetings may be scheduled until all charges are paid. **If payment is not received within 60 days, deposit will be forfeited and applied to outstanding balance and all future meetings will be cancelled.**

### **Photography**

The United Way Center does not allow professional photographs to be taken for external use.

### **Politics, Campaigning, Electoral Forums**

The United Way Community Resource Center prohibits any form of electoral politics and/or related activities, i.e., candidate campaigning, single or multiple candidate forums or candidate fund raising.

### **Reservation Confirmation**

**The CRC requires the following documents prior to booking:**

- Copy of **501 (C) 3** only.



- \$100 deposit (cash, check, credit card or money order) for weekday and evening meetings or events. A \$250 minimum deposit or 50% of your estimated cost is required for deposit for Saturday meetings or events.
- Copy of General Liability Insurance (UW offers General Liability Insurance TULIP Policy. Fees do apply and are non-refundable.) Please see “Insurance Requirements”
- Event Booking Contract (this item will be generated once all items above are received) – contract must be signed and returned within three (3) business days, or the meeting will automatically be cancelled. Please email.

Please review the Event Booking Contract and confirm that all details are correct. All changes and additions must be made 72 hours prior to the event date. Your signature on the Event Booking Contract verifies that the reservation is correct and that you have read and agree to abide by the CRC Policies & Procedures.

### **Security**

United Way provides 24-hour security and surveillance cameras.

### **Severability**

If any provision of this agreement is held unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of this agreement shall remain in full force and effect.

### **Signs**

Signage is not permitted on CRC property. A daily meeting schedule will be posted in the CRC lobby. No signs are permitted on painted walls. No push pins, tape or adhesives are permitted due to damage it may cause to walls. Deposit will be forfeited if any damage occurs.

### **Smoking**

The CRC is a smoke-free facility. Smoking is prohibited on United Way of Greater Houston property.

### **Weather**

The Community Resource Center will reserve the right to cancel meetings or revise business hours in case of inclement weather conditions, such as ice, snow, freezing rain, tornado, hurricane, flooding, etc. The safety of our staff and clients is important to us.

- Closures: Our office accessibility will follow the decision made by Houston Independent School District and/or United Way of Greater Houston. If HISD closes schools, our offices and meeting rooms will also be closed.
- Change in Weather Conditions: Should weather conditions change during the day, attendees on-site will be notified, and a decision may be made to bring meetings to a close for the safety of our guests as they leave the facility.
- Night and Saturday Closures: CRC management will make the final decision when the meeting facility is open at night and on Saturdays. In making our decisions, we will consider weather and driving conditions before and after the meetings for both meeting attendees and the CRC staff.
- Communication: As conditions allow, we will communicate decisions to adjust our business hours to the main meeting contact as soon as possible.

We will consider safety first and we apologize for any inconvenience this may cause. Please call us to reschedule any meeting(s) if necessary, on 713-685-2306.

**ALL POLICY AND PROCEDURES ARE SUBJECT TO CHANGE.  
United Way of Greater Houston reserves the right to refuse.**



Effective January 1, 2022  
**United Way Community Resource Center**

**Ancillary Services**

DESCRIPTION	FEE	COMMENTS
LCD Projector – Tabletop	\$40 each	Meeting Rooms
Single/Dual/Triple Hanging LCD Projector	\$40/\$75/\$100	Auditorium
Laptop	\$40 each	Limited availability
Lectern	\$15 each	Limited availability
Podium w/microphone	\$30 each	Limited availability
Microphone (all wireless) (Hand-held, lavalier, tabletop, floor)	\$20 each	Limit 6 in Auditorium and 1 in Meeting Rooms
Conference Phone (Local outgoing calls only)	\$20 each	Limited availability
Tripod or Flip Chart Easel	\$10 each	Limited availability
Flip Chart Paper	\$1 per sheet	Limited availability
Stage (6'x8' per section)	\$35 per section	Six section maximum
Print page	\$1 per sheet	Business Center
B &W Copies Color Copies	\$.35 per copy \$1.00 per copy	Business Center





Effective January 1, 2022

**United Way Community Resource Center**

**After Hours Meeting Charge**

**Tuesday – Thursday 5:30 – 9:30pm**

Meetings conducted after United Way business hours are subject to an after-hours meeting charge.

DESCRIPTION	Cost Per Hour	COMMENTS
After Hours Meeting Charge (Starting @ 5:30 p.m.)	\$30 Single Meeting Room	Tuesday, Wednesday, and Thursday evening only
	\$35 Combined Meeting Room	
	\$50 1/3 <sup>rd</sup> Auditorium or larger/multiple Meeting Rooms	

**Saturday Rates**

Charges include meeting space, security, and staff.

Four-hour minimum required.

Community Resource Building	\$200/per hour
Auditorium	\$150/per hour
Auditorium 2/3rd	\$125/per hour
Auditorium 1/3rd	\$100/per hour
Meeting Room Combined	\$75/per hour
Meeting Room Single	\$50/per hour



## Directions to United Way of Greater Houston

**50 Waugh Drive  
Houston, TX 77007  
713-685-2300**

**Coming from I-45:** Take the Allen Parkway exit. Go west (away from town) on Allen Parkway to Waugh. Take a right on Waugh. Go over Memorial. Take the first left (Feagan). Go one block to Waugh.

**Coming from I-59:** Take the Shepherd exit. Follow Shepherd North until to reach Feagan. Turn right on to Feagan. UWGH on left before you reach Waugh.

**Going East on Memorial:** Going east on Memorial toward town from the Galleria area, Take the Waugh Dr. North exit. Go over Memorial. Take the first left (Feagan). Go one block to Waugh.

**Going West on Memorial from Downtown:** Take the Waugh Dr. North exit. Take the first left (Feagan).

**Coming from I-10 West:** Take the Yale exit and go right (south), following it all the way past Washington (Yale changes to Waugh there). UWGH is on the right at Feagan, just before you reach Memorial.

**Coming from I-10 East:** Take the Yale exit. Turn left heading south. Follow Yale all the way past Washington (Yale changes to Waugh there). UWGH is on the right at Feagan, just before you reach Memorial.





Greater Houston

United Way of Greater Houston  
Attn: Community Resource Center  
P.O. Box 3247, Houston, TX 77253-3247  
713-685-2306 Office

[afernandez@unitedwayhouston.org](mailto:afernandez@unitedwayhouston.org); [kwollin@unitedwayhouston.org](mailto:kwollin@unitedwayhouston.org)

## Credit Card Form

<b>Name on Credit Card:</b>		
<b>Agency/Company Name:</b>		
<b>Billing Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip code:</b>
<b>Phone:</b>		
<b>Email Address:</b>		
<b>Meeting Date:</b>		<b>Invoice #:</b>
<b>All Meeting Dates:</b>		
<b>Amount:</b>	<b>Deposit Only</b> <input type="checkbox"/>	<b>Payment</b> <input type="checkbox"/> <b>Tulip</b> <input type="checkbox"/>
<b>M/C</b> <input type="checkbox"/>	<b>Visa</b> <input type="checkbox"/>	<b>American Express</b> <input type="checkbox"/> <b>Discover</b> <input type="checkbox"/>
<b>Card Number:</b>		
<b>Expiration Date:</b>		
<b>Notes:</b>		
<b>Signature:</b>		<b>Date:</b>



<b>USER CHECK IN/OUT LIST</b>
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**Agency/Organization**

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**Representative**

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<b>Auditorium/Meeting Room</b>	<b>Date of Meeting</b>	<b>In Time</b>	<b>Out Time</b>
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**BEFORE MEETING**

- ❖ The designated representative from your group must check in with CRC staff upon arrival and will receive instructions for setup and cleanup. Please arrive 30 minutes prior to your scheduled meeting.
- ❖ Label all items that you place in the refrigerator.
- ❖ The microwave is for warming only. Cooking and food preparation are not permitted. Clean all spills.
- ❖ The warming pantry will be used by several groups, please cooperate by cleaning up after your meeting.
- ❖ If you have any questions, please see CRC staff. We want your meeting to run as smoothly as possible.
- ❖ Please keep noise level to a minimum, and children with accompanied adult.

**NO confetti or glitter in CRC permitted.**  
**NO pins, tacks, tape, or adhesive on walls.**  
**\$100/\$250 DEPOSIT will be forfeited if policy and procedures**  
**are not followed.**



## USER CHECK IN/OUT LIST

- Pick up all trash from the floor and tables. (Extra trash cans located in pantry area).
- Wipe off tables with cleaning wipes provided.
- Vacuum carpet if needed. (See CRC staff.)
- Check for all personal belongings. (Not responsible for left items.)
- Straighten chairs and return room to original condition. \*
- Food and spills must be thoroughly cleaned. \*
- Wipe off kitchen counters after use.
- Check out with CRC staff.
- Total number of attendees including staff and volunteers. # \_\_\_\_\_

### Safety Procedures in an emergency

#### Fire

- Alarms will sound and voice activated messages will follow asking everyone to exit the building.
- Please proceed out of the CRC Meeting Rooms and down the hallway to the front exit doors. Do not use parking garage exit doors.
- Proceed to the sidewalk and head right to the area adjacent to the parking garage.
- Please do not enter the parking garage.
- Wait in this designated area until otherwise instructed by United Way staff or emergency personnel.

#### Power Outage

In case of a power outage, please remain in assigned meeting space until further notice from United Way staff, Security or Emergency personnel.

### Please return to CRC Reception Desk

To provide affordable services, we ask that everyone comply with check out list. Remember your deposit may be withheld for cleaning or any damage sustained.

**Thank you.**

**We appreciate your cooperation**

**Check out time: \_\_\_\_\_**