

## Frequently Asked Questions (FAQ)

### **When can I reserve one of the Centers?**

Our scheduling system will show you when the centers are available. You must make a reservation at least 10 days in advance, and can schedule up to 60 days in advance. Each apartment is limited to making two appointments per month.

### **What can I expect when I arrive on the day of my reservation?**

At the time of your appointment, the Key Attendant will meet you at the community center you reserved. They will help you complete a condition report, share important information about using, cleaning, and closing the center, and answer any other questions you may have.

### **The scheduling software is asking me to choose a reservation length of 2, 3, 5, or 8 hours. What if I want to reserve it for a different length of time?**

If you want to use the center for a shorter time-frame, select a longer reservation time and leave early when your event is finished. You do not need to stay for the entire reservation time. If you'd like to use the center for longer than 8 hours at one time, please email [community.centers@usa.utah.edu](mailto:community.centers@usa.utah.edu) to request an exception.

### **The scheduling system is not showing me a date or time option that I want. What do I do?**

The Community Center is likely already booked on that day or your requested date is within 10 days. Try looking to see if the other center is available or look at other dates and times.

### **Can residents use the centers on weekdays during the daytime hours?**

No. Both centers are used during the week for child care services so they cannot be accessed by residents during that time.

### **Why do I need to reserve the centers 10 days in advance?**

The child care centers, custodial services, maintenance office, key attendant and campus security all require advance notice of the bookings in the centers.

### **Can I arrive early to set-up?**

No. You cannot access the center before the start-time of your reservation. If you need extra time to arrive and set things up before your event's start-time, please select an earlier timeslot. Make sure to reserve the center for the *entire* time you're going to need it.

### **How do I cancel a reservation that I made?**

All events can be canceled for free as long as the start time is more than 24 hours away. Once your reservation is confirmed, you will be sent an email with details about your reservation, including a link that can be used to cancel or reschedule. If you need to cancel an event within 24 hours of the start time, you will need to email [community.centers@usa.utah.edu](mailto:community.centers@usa.utah.edu). Your rental account will be charged a \$6 cancellation fee.

### **What happens if I'm late or get locked out?**

Please be on time to the reservation. The Key Attendant will wait up to 10 minutes for you to arrive. If you do not, or if you get locked out at any point during the event, you will need to call campus police and security at 801-585-2677 to gain access to the center. There is a \$6 lockout fee for this service. Throughout your reservation, you cannot prop open any doors to the community centers or leave the building unattended at any time.

### **How many people can be in the Center at one time?**

The maximum occupancy of both community centers is 50 people.

### **Are there tables and chairs in the centers that I can use?**

The west community center has eight (8) rectangular folding tables (8 feet long) and eight (8) round folding tables (60 inches in diameter). The East Community Center has seven (7) rectangular folding tables (8 feet long), and six (6) round folding tables (60 inches in diameter). Each center has approximately 50 chairs. Please wipe down tables and chairs and stack them neatly in the storage closet after your event.

### **What other amenities are available in the centers?**

Each center has a full-sized kitchen with stovetop and oven and a community refrigerator. Residents must provide their own cooking utensils, serving dishes, silverware dishes, dish towels dish soap, and tablecloths. Vacuums, cleaning products and paper towels are provided in the storage closet.

### **Can people bring pets into the centers?**

Service Animals are allowed in the centers. Emotional Support Animals (ESA) and pets are not allowed in the centers.

**I want to make a recurring reservation for the Community Centers. Can I do that?**

In order to ensure that everyone at University Student Apartments has access to the Community Centers, residents are limited to making two reservations per month. To request an exception to this rule, please complete [this form](#).

**I want to use the Community Center past 11:00 PM. Can I do that?**

Generally, the centers close at 11:00 PM each night. If you'd like to request an exception in order to stay later, please email a request to [community.centers@usa.utah.edu](mailto:community.centers@usa.utah.edu).

**Other questions? Please email [community.centers@usa.utah.edu](mailto:community.centers@usa.utah.edu).**

