



**TRI-COUNTY COUNCIL  
MULTI-PURPOSE CENTER  
CONFERENCE ROOMS  
POLICIES AND PROCEDURES**

Rev. 7/26/19

**Introduction**

The purpose of the Tri-County Council Multi-Purpose Center (TCCMPC) is to house the offices of the Tri-County Council (TCC), the American Job Center (AJC) partners and other non-profit organizations serving the Lower Shore region. The facility's conference rooms are intended as a location for meetings, conferences and community betterment programs. The conference rooms are not intended for the routine delivery of programs of building tenants.

**Availability**

The conference rooms are primarily for the use of the Tri-County Council, the American Job Center partners and the tenants of the TCCMPC.

Conference rooms must be reserved for, and/or used by the Tri-County Council, an AJC partner or a tenant of the TCCMPC or sponsored by one.

Conference space is in high demand, therefore the conference rooms must be reserved and are on a first-come, first-served basis. Room reservations need to be based on the appropriate size for the event.

The conference rooms are reserved during normal business hours of Monday thru Friday 8:00 a.m. until 4:30 p.m. Non-business hours may be available upon request with approval of the Tri-County Council Executive Director. There are three conference rooms located in the AJC: Somerset Room #012 (seats 32), Wicomico Room #013 (seats 12-15) and Worcester Room #025 (seats 60). Please note that the Welcome Center should not be used as a conference space during normal business hours.

If a tenant or partner reserves a conference room during off hours they will be

charged the cost for security and special custodial cost associated with their event. An estimated cost for these services is available upon request.

The Tri-County Council, at its sole discretion, can make the conference rooms available for use by other groups for a fee of \$25/per hour for the Somerset (012) and Wicomico (013) rooms and \$50/per hour for the Worcester (025) room billed in half hour increments. The Tri-County Council Executive Director may choose to waive this fee.

There will be times when the room reservation designee might request to move a group from one conference room to another. Efforts will be made to make the change agreeable and non-disruptive.

It is not to be assumed that an empty conference room is available for use. If you have not reserved the conference room check with the AJC front desk staff or the room reservation designee before using it.

### **When to Book Conference Room**

A non-recurring meeting maybe booked up to 6 months in advance.

A reoccurring meeting or a series of meetings can be booked up to 2 months in advance.

### **How to Book a Conference Room**

To book one of the conference rooms complete the room reservation form and send it to the room reservation designee. The room reservation designee will check the availability, reserve the room and will e-mail either a confirmation or denial of the reservation.

If the expected number of attendees will be less than initially anticipated, the requester should contact the room reservation designee at least 48 hours in advance. A smaller conference room may be available therefore the assigned room may change.

### **Room Cancellation**

It is important that the room reservation designee be advised as soon as possible if there is a change in your need for a conference room. This is essential to maximizing the availability of rooms.

Due to the high demand for conference space, the use of the conference rooms is closely monitored. If a conference room is scheduled and not cancelled 24 hours prior to the meeting start time, a “no show” will be recorded for that tenant. After 3 “no shows” the agency director will receive a letter stating the date, time and requestor(s) of the “no shows”. The next “no show” and subsequent “no shows” will result in a \$40 fine each. After 3 “no show” fines, conference room privileges will be suspended for 2 months. A period of 6 months with no subsequent “no shows” will result in the tenant record being cleared. Continued abuse will result in permanent loss of privileges.

### **Set-Up Options for Conference Rooms**

A standard room set up has been established for each room, but you may reconfigure to meet your conference room needs.

Standard Room Setup is as follows:

- Somerset Room #012 – Classroom Style (32 individuals)
- Wicomico Room #013 – Large Board Table (12-15 individuals)
- Worcester Room #025 – Classroom Style (60 individuals)
- Welcome Center Room #010 - Can be used at night for a small group – Classroom Style (16 individuals)

***It is the responsibility of the Tenant or Sponsoring Tenant to make sure the room is set back up in the standard room setting and left clean for the next event.***

If you do not find the room clean and setup in the standard setting for your event notify the room reservation designee at 410-341-4404 or by email at [reservations@tcclesmd.org](mailto:reservations@tcclesmd.org) or contact the AJC Front Desk Receptionist at 410-341-6515.

### **Equipment Services**

The AJC has equipment available that can be checked out to your agency by request when reserving a room. This is a self-service facility and there is no technician on hand to run the equipment. The equipment available for check out is as follows:

1. LCD Projector

2. Laptop Computers
3. Whiteboard Markers
4. Flip Chart
5. Conference Phone
6. Microphone/PA System

The Tri-County Council may charge a fee for long duration or long distance conference calls.

Wi-Fi services are available on the “Public” network. A wired network connection is not available.

### **Food and Beverages**

Food and beverages are allowed in all of the conference rooms for meetings. The TCCMPC does not provide any type of food and/or beverage service. The One Stop Café, a food service training program, is available on site and can provide catering. The One Stop Café can be contacted at 410-341-4401. If you are using an outside caterer or need a large trash receptacle, please notify the room reservation designee along with any special instructions. It is the responsibility of the tenant or sponsoring tenant to clean up after their event. ***This includes the removal of all food trash.***

If holding classes for your cliental we request NO food or beverages in the rooms. Please have the clients use the One Stop Café during their breaks. ***It is each partners' responsibility to clean up from their event.***

### **Additional Information**

In the event of damage, due to misuse or negligence, to the conference space, furniture or equipment, the reserving agency will be held liable for repair or replacement.

Special exceptions to these policies are at the discretion of the Tri-County Council Executive Director. Requests are to be made in writing to [TCCConfRooms@tcclesmd.org](mailto:TCCConfRooms@tcclesmd.org).

Effective Date: 7/1/2018