



## Guest Group Handbook



# Eastern Nazarene College

*Established 1900*

23 East Elm Avenue • Quincy, Massachusetts 02170

617-745-3000 • [enc.edu](http://enc.edu)



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## CONTACT CONFERENCE SERVICES

- Conference Services Office Phone:  
**617-745-3710**
- Conference Services Office Hours:  
**Monday – Friday**  
**9:00am – 5:00pm**
- Conference Services Office Email:  
**conferences@enc.edu**
- Conference Services Website:  
**<https://enc.edu/conference-services/>**
- ENC Address:  
**23 East Elm Avenue**  
**Quincy, MA 02170**





# I. INTRODUCTION

## A. COLLEGE MISSION STATEMENT

Eastern Nazarene College provides a transformational education that equips diverse students to lead and serve our world as agents of Christ's love and truth.

## B. CONFERENCE SERVICES MISSION STATEMENT

The Eastern Nazarene College Conference Services Team strives to provide superior customer service and hospitality to the college community and to guests as well as prompt, well-organized conference, event, and meeting planning services, working hard to offer the best assistance possible. The development of long-term relationships among ENC students, staff, faculty, and non-profit organizations whose mission compliments that of ENC is central to our purpose.

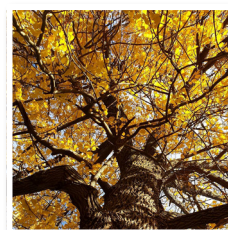
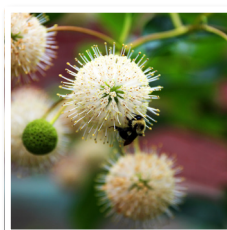
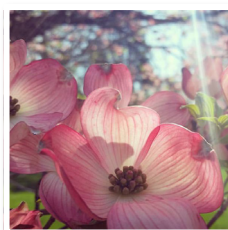
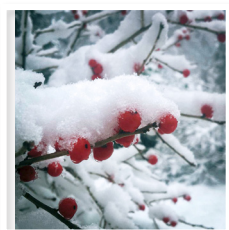
## C. HANDBOOK OVERVIEW

Thank you for considering Eastern Nazarene College as a potential host for your event. This Handbook contains critical event planning information that is designed to make your experience as pleasant as possible. *This Handbook also serves as a legal supplement to ENC's Facilities and Equipment Agreement that you will sign when you decide to book an event with us, so read through the Handbook carefully.*

As you plan your event, please remember that ENC is a college, and while Conference Services strives to provide superior customer service and accommodate our guests' needs, there are limitations to the resources and services that can be provided.

## D. GUEST USE

Certain college facilities and residential halls are available to book on a day-to-day basis throughout the year (most commonly mid-May through the end of July) provided their activities conform to the provisions in this Handbook and provided that the organization is able to provide proof of liability insurance.





## II. EVENT PLANNING

### A. GUEST GROUP LEADER

Every group will need to have one (1) designated Guest Group Leader who is at least twenty-five (25) years of age. It is required that this individual serve as the primary contact between the Guest Group and ENC during the planning process and throughout the course of the guest's event. Certain events may be allowed to have one individual handle all pre-event arrangements while another individual handles all on-site logistics. However, prior permission to do so must be granted by the Conference Services Office. A Guest Group Leaders Form will be required to be signed and submitted to the Coordinator which designates who can make changes to the reservation.

The Guest Group Leader is responsible for informing their group members about and ensuring guests adhere to the provisions of this Handbook as well as local, state, and federal laws concerning health, safety, and public order. Failure to comply with these regulations may result in removal of the offending persons, forfeiture of the privilege of using college facilities and services, and/or termination of the existing Facilities and Equipment Agreement between the Guest Group and ENC.

### B. CONFERENCE SERVICES TIMELINE

Key dates are noted below for when specific documents are due throughout the event planning process. Please make note of these dates so our office is prepared for your arrival:

1. Submit an Interest Form
  - a. Once the Interest Form is received by the Conference Services Office, a representative will reach out to you to discuss the details of your event
  - b. Receive an event quote
2. Submit Paperwork and Deposit
  - a. Sign event quote
  - b. Sign Facilities and Equipment Agreement and Guest Group Leader Form
  - c. Deposit due of 40% of Event Quote
  - d. Notify Sodexo Catering or ENC Media Services of request (if applicable)
3. Thirty (30) days prior to event start date
  - a. Final meal and lodging numbers
  - b. Last opportunity to make changes to the minimum guaranteed numbers
  - c. Copy of event schedule

*continues next page*

4. Two weeks prior to event start date
  - a. List of lodging and linen sets
  - b. Plan for key distribution
  - c. Number of vehicle passes
  - d. Meet with Conference Services (in person or by phone) about final event details
5. Before event start date
  - a. Balance of event quote due
6. 30 Days after event end date
  - a. Final payment due accounting for final meal and lodging numbers plus any incidentals, damages, or fines

### **C. SUPERVISORS/COUNSELORS**

ENC requires that each group provide at least one adult supervisor/counselor over the age of twenty-one (21) for every ten (10) minors in attendance. Since ENC is open to public access, it is required that supervisors/counselors are present any time guests under the age of eighteen (18) are in the residence halls. ENC requires that each group has supervision procedures in place for monitoring minors during high-risk times and high-risk activities.

ENC also requires that each group confirms in writing that all individuals responsible for minors have undergone a national criminal background check and national sex offender registry check within the past year and that all supervisors/counselors of minors are trained in the identification, prevention, and reporting of sexual abuse of minors every other year.

### **D. MEDICAL STAFF/SUPPLIES**

Since ENC does not have a full-time medical facility or medical staff on-campus, it is highly recommended that each Guest Group Leader secure the services of a doctor or registered nurse certified in first aid, CPR, and rescue breathing to handle medical and/or emergency situations. It is recommended that prescriptions and medications be entrusted to the group's nurse or medical personnel for disbursement. All groups must supply their own first aid kit suitable for most minor emergencies.

The Guest Group Leader will also ensure that all group members are in good health and free from infections or contagious diseases and/or parasitic infestations prior to arrival and will be responsible for all medical and health issues and incidents during the group's stay.



## II. FACILITIES and RATES

ENC offers a variety of facilities available for use, including meeting rooms, classrooms, auditoriums, a gymnasium, and athletic field. Most facilities can be reserved in Half Day (1-4 hours) or Full Day (4+ hours) increments. Please note that the reservation time must include both setup and teardown time.

All existing furnishings in each facility are included in the facility fee. Some furnishings, such as tables, chairs, and canopies, are available to rent from ENC for an additional fee. Any additional furnishings beyond what ENC can provide must be rented from local “party rental” vendors and must be arranged by the Guest Group Leader and approved by ENC Conference Services Staff.

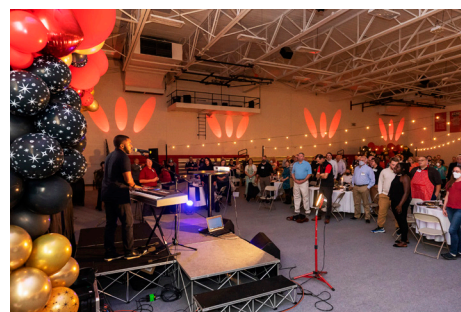
Miscellaneous Items Available for Rent:

- Tables: \$5.00 each
- Chairs: \$1.50 each
- Podiums: \$15.00 each
- Canopies: \$15.00 each

*Please keep in mind that the following is prohibited:*

- Attaching any object to any College premise by nail, screw and/or tape other than blue painter’s tape
- Altering the layout of any facility by removing or relocating interior and/or exterior furnishings and/or equipment
- Tampering with or removing windows or window screens from any part of the building
- Accessing locked electrical and/or sound media equipment
- Using and/or unlocking common area doors which are to be locked or are in areas not contracted for your group’s use

*NOTE: Any damage to ENC property will be added to the Guest Group’s final invoice.*



### FACILITY RATES

**HD = Half-Day Rate    FD = Full-Day Rate**

As used herein, Half Day (HD) use is 1 – 4 consecutive hours, including setup and teardown time within the same calendar day. Full Day (FD) use is 4+ consecutive hours, including setup and teardown time within the same calendar day. If the group’s personal belongings are left in the facility or if the facility is setup so that it is not available for another group to use, the Guest Group will be charged as if the facility has been occupied.

Listed occupancies are for planning purposes only. In facilities with movable furniture, actual occupancy will vary depending on the room setup selected. Unless otherwise stated, facilities are not air-conditioned.

***NOTE: Prices are based upon facility use only and do not include the cost for using and/or setting up media equipment. Media Services are required for our larger venues and are available for a fee upon request. Please notify ENC Media Services for all requests and pricing.***

## A. LARGE INDOOR MEETING SPACES

### 1. O'Connell Auditorium



\$600 (HD)    \$900 (FD)

The **O'Connell Auditorium** is located on the first floor of the Cove Fine Arts Center. This performance center has a 500-seat auditorium consisting of a full stage and stage support area. This venue is air-conditioned. No food or drink is permitted inside the O'Connell Auditorium. ENC Media Services must be used for all A/V needs in the O'Connell Auditorium. You cannot use your own media equipment without prior approval.

### 2. James and Ruth Cameron Auditorium



\$500 (HD)    \$750 (FD)

The **James and Ruth Cameron Auditorium**, located in the Mann Student Center, seats 300 and has fixed, padded, theater-style seating, theater lighting and sound capability. No food or drink is permitted inside the James and Ruth Cameron Auditorium. ENC Media Services must be used for all A/V needs in the auditorium. You cannot use your own media equipment without prior approval.



### 3. Canterbury Lecture Hall



**\$300 (HD)    \$450 (FD)**

**Canterbury Lecture Hall** can seat up to 88 people classroom style or accommodate a layout of tables and chairs. Windows have shades to shut out both heat and light when needed. Food is allowed.

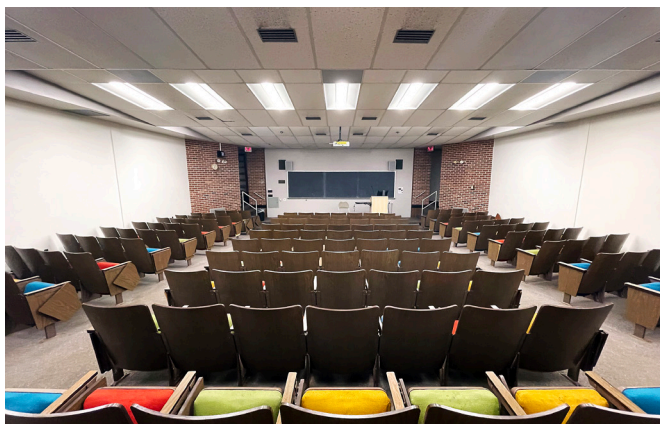
### 4. Shrader Lecture Hall



**\$300 (HD)    \$450 (FD)**

**Shrader Lecture Hall** seats 140. This room is ideal for lectures. Food is allowed.

## 5. Peavey Lecture Hall



**\$200 (HD)   \$3000 (FD)**

**Peavey Lecture Hall** seats 180 and has fixed, padded, theater-style seating. No food or drink is permitted inside Peavey Lecture Hall. ENC Media Services must be used for all A/V needs in Peavey Lecture Hall.

## B. GATHERING ROOMS

### 1. President's Dining Room (PDR)



**\$120 (HD)   \$180 (FD)**

Located on the second floor of the Mann Student Center inside the Commons. The **President's Dining Room** is ideal for lunch or business meetings. Food is allowed. The room can seat up to 80 people depending on the layout. This venue is air-conditioned.



## 2. Family Room



**\$100 (HD) \$150 (FD)**

The **Family Room** is only available for reservation mid-May through July. The room is ideal for small social gatherings. Food is allowed.

## 3. Munro Parlor



**\$100 (HD) \$150 (FD)**

**Munro Parlor** is only available for reservation mid-May through July. The room is ideal for small social gatherings. Food is allowed.

#### 4. Spangenburg Parlor



**\$100 (HD) \$150 (FD)**

**Spange Parlor** is only available for reservation mid-May through July. The room is ideal for larger social gatherings. The venue opens up to an outdoor patio. Food is allowed.





## C. Classrooms

Assignments are based on the Guest Group's needs and size. Due to possible changes in academic schedules, ENC reserves the right to substitute comparable classrooms should the need arise.

*ENC prohibits any removing of media equipment or furniture from the following classrooms:*

### 1. Angell Hall

| ROOM | CAPACITY | SETUP  | HD   | FD    |
|------|----------|--------|------|-------|
| 16   | 14       | Desks  | \$60 | \$90  |
| 20   | 20       | Tables | \$60 | \$90  |
| 24   | 40       | Desks  | \$80 | \$120 |



Angell 24

### 2. Cove Fine Arts Center

| ROOM            | CAPACITY | SETUP  | HD    | FD    |
|-----------------|----------|--------|-------|-------|
| Black Box       | 80       | Varied | \$300 | \$450 |
| Dance Studio    | 25       | Varied | \$280 | \$420 |
| Media Classroom | 25       | Tables | \$80  | \$120 |



Blackbox • Cove Fine Arts Center

### 3. Gardner Hall

| ROOM | CAPACITY | SETUP  | HD   | FD    |
|------|----------|--------|------|-------|
| G10  | 36       | Tables | \$80 | \$120 |
| G24  | 24       | Tables | \$60 | \$90  |
| G25  | 40       | Desks  | \$80 | \$120 |
| G26  | 26       | Tables | \$80 | \$120 |
| G27  | 26       | Tables | \$80 | \$120 |
| G32  | 40       | Tables | \$80 | \$120 |
| G37  | 23       | Desks  | \$60 | \$90  |
| G39  | 26       | Tables | \$80 | \$120 |



Gardner 10

### 4. Lahue Athletic Center

| ROOM               | CAPACITY | SETUP  | HD    | FD    |
|--------------------|----------|--------|-------|-------|
| Classroom          | 20       | Tables | \$60  | \$90  |
| Multi-Purpose Room | 50       | Varied | \$300 | \$450 |



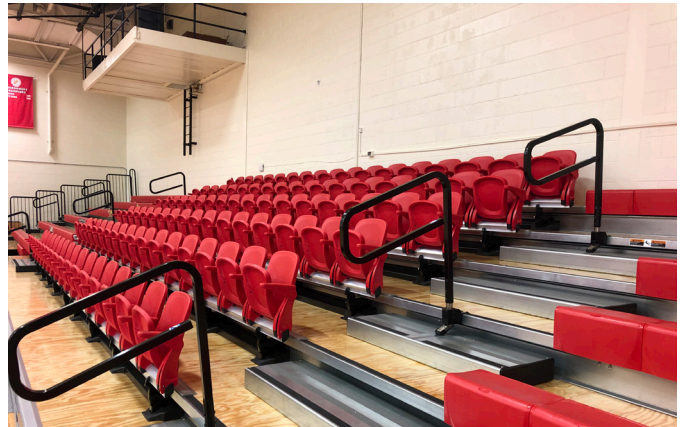
Lahue Classroom

## D. Athletic / Outdoor Facilities

Food and drinks are not allowed in any athletic areas or fields unless given prior approval. If you need any equipment moved onto the field, please contact Conference Services.

The Guest Group Leader should be aware that ENC does not guarantee that a backup facility will be available should undesirable weather disrupt your event. All outdoor venue sound amplification must adhere to city ordinance limits.

### 1. Lahue Gymnasium



\$600 (HD)    \$900 (FD)

**Lahue Gymnasium** can be used for meetings as well as athletic/recreational events. The court can be setup as 4 half basketball courts or one full basketball court. Volleyball nets can be set up. The floor must be covered for non-athletic use at the expense of the Guest Group. All guests must wear shoes with non-marking soles.





## 2. Bradley Field



**\$400 (HD)    \$600 (FD)**

No activity is allowed on the field without prior approval. Activities involving liquids of any kind (including water) or any other substances such as flour, jello, etc. must be approved in advance by the Manager of Athletic Facilities. Groups may also be asked to rotate the location of their activities to make sure that the grass on the athletic field is not damaged.

## 3. Shields Field



**\$120 (HD)    \$180 (FD)**

Small lawn for intimate outdoor gatherings.

## IV. LODGING and MEALS

Residence Hall Lodging Lists will be sent to the Guest Group Leader at least one month prior to arrival. Two weeks before arrival, the Guest Group Leader will need to confirm the Lodging List, room key distribution/collection plan with Conference Services. When assigning rooms, the Guest Group Leader should keep in mind that each guest must be assigned to a single bed.

In rare cases, residence halls may be shared with other groups. To protect privacy, guests should always be respectful of areas designated to other groups.

### A. Lodging Rates

#### 1. Residence Hall Lodging

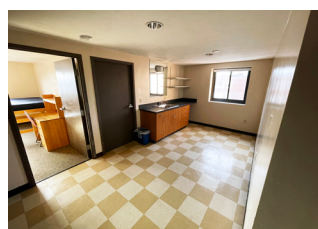
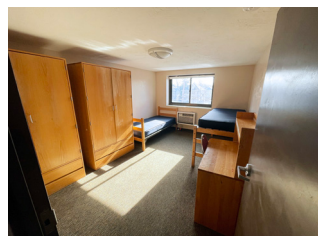


**Pricing per night: \$60**

Residence hall lodging prices are per room per night and do not include linens.

Guests may be assigned to rooms having one or two beds depending on availability.

#### 2. Apartment Lodging



**Pricing per apartment, per night: \$150**

Apartment-style setup includes two bedrooms that can each house up to two people. Amenities include full bathroom and small common space. Apartments are air-conditioned.

*PLEASE NOTE: Rooms are not furnished with the exception of minimal furniture such as beds, desks, and armoires.*



## B. Linens

### **Linen Set per person, per stay: \$40**

Guests using ENC lodging are expected to provide their own bedding unless renting a Linen Set through Conference Services. Two weeks prior to arrival, the Guest Group Leader will need to confirm the quantity of linen sets needed with Conference Services. Please communicate more than 2 weeks in advance of your event for any requests exceeding 25 sets.

Each Linen Set includes one (1): fitted sheet, flat sheet, blanket, wash cloth, hand towel, bath towel, pillow, and pillowcase.

## C. Meals

Throughout the academic year, Guest Groups can take advantage of ENC's buffet style meals served in the Mann Student Center Commons. Menus are determined by Sodexo, ENC's food service vendor, and while they provide variety, they do not allow for much personal adaptation by groups. Students, staff, and faculty will share the Commons with your group during mealtimes.

During the summer, the Commons will be open only for meals that you requested at the time your contract was signed and returned.

We are more than happy to make accommodations for individuals with food allergies. Please communicate dietary needs to the Conference Services staff prior to your group's arrival. Meals in the Commons should be arranged during the contracting process.

### **1. Dining Hall Meal Rates**

Breakfast and dinner prices are for buffet style meals served in ENC's Commons. Lunches may be served buffet style in the Commons or boxed for day trips at a special rate.

All prices are per person.

| BREAKFAST | LUNCH   | DINNER  |
|-----------|---------|---------|
| \$8.00    | \$13.00 | \$17.00 |

*continues next page*

## 2. Catering

Guest Groups may have customized meals and/or snacks catered at other times of the day from Sodexo Catering. Catering fees depend upon facility, time, table décor, and menu selection.

All catering on campus must go through Sodexo Catering. Groups may not provide their own meals whether catered, purchased from an outside location, or prepared by the group's own staff without special permission from Conference Services.





## V. CONFIRMING YOUR SPACE

### A. Contract

Once you have determined that you would like to use ENC's facilities for your event, please contact the Conference Services Office and a staff member will inquire about your event needs. Once Conference Services has confirmed that ENC can meet your group's needs, an Event Quote and Facilities and Equipment Agreement will be sent to the Guest Group Leader. The Quote will itemize the minimum fees for lodging, facilities, and/or meals for which you will be responsible. The Agreement will serve as a legally binding contract between you/your organization and ENC stating your contracted minimums. This is due by the date(s) listed on your Facilities and Equipment Agreement.

If you do not sign and return the Agreement to the Conference Services office with the required deposit and liability insurance by the date listed, your event dates will be released. Please note that if your event is booked in the same month that your event is to take place, all contract material will still be due before your event. Access to ENC facilities will not be granted until all required documents are submitted prior to your event.

### B. Deposits and Payments

A 40% deposit is due upon signing the Facilities and Equipment Agreement. Credit card payments must be made online via TouchNet. Checks are to be made payable to Eastern Nazarene College and mailed to:

ATTN: Conference Services  
Eastern Nazarene College  
23 East Elm Avenue  
Quincy, MA 02170

The remaining balance on your Original or Updated Quote is due prior to the Event Start Date. Upon completion of your event, a final invoice will be sent notifying you of the final balance due. Payment must be processed within 30 days of receiving the final invoice.

### C. Changes and Guaranteed Number

The Guest Group Leader may request additional lodging, meals, facilities, etc. by communicating with the Conference Services Office at least 30 days before the Event Start Date. If the additional items requested are available, Conference Services will proceed with booking/adding these items to the Guest Group's reservation. An updated Quote will be sent at this time for a new signature of approval.

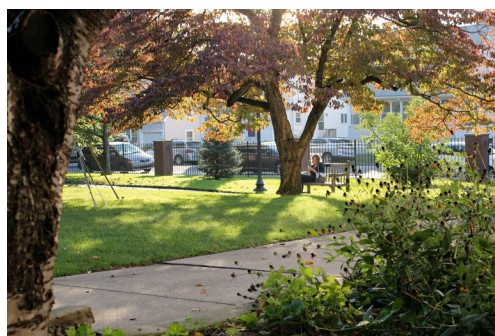
At 30 Days from Event Start Date, Conference Services requires a guaranteed number of attendees anticipated to lodge on campus and eat in the Commons. This number is important as it allows Conference Services and the Commons staff to adequately prepare for your group. Changes to decrease the Minimum Guaranteed Numbers may not be made within 30 days from the Event Start Date. However, should the Guest Group not reach the Minimum Guaranteed Number for lodging, only ten (10) percent less than the contracted number will be charged. For example, if you give a minimum guaranteed number of lodging for 40 individuals and only have 25, then you will be billed for 36. Final lodging numbers may grow to the capacity of the reserved residence hall until 10 days prior to the Event Start date, if space is available.

## D. Insurance

Churches, organizations, and/or businesses, denoted “Organization”, conducting public events must obtain all required insurance coverages and make them available to ENC upon reasonable request. The certificates should include the dates of coverage for your event and name ENC and its representatives as Additional Insured under such policy. The Guest Group Leader agrees to provide ENC immediate notice of any cancellation or modification of the required coverages.

Insurance requirements can vary depending on certain criteria. Required coverages can include: “Organization” shall obtain, maintain, and provide evidence of general liability insurance in amounts up to \$1 million per occurrence, \$2 million Annual Aggregate. “Organization” shall provide Eastern Nazarene College [Office of Conference Services] with the documentation of “Organization’s” applicable insurance policies upon reasonable request. The “Organization” shall also obtain evidence of statutory worker’s compensation insurance and automobile bodily injury and property damage coverage up to \$1 million.

***The Guest Group will need to confirm insurance requirements with Conference Services before the event.***





## VI. WHEN YOU ARRIVE

### A. Arrival Time

The Conference Services staff will work with the Guest Group to determine the group's arrival time to campus, which will be based on the type of event conducted by the Guest Group.

For groups using campus lodging, please note that guests are not allowed to arrive after 10:00PM, unless previous arrangements have been made.

### B. Check-In

For venue rentals only, the Guest Group Leader should proceed to the Conference Services office, unless otherwise communicated.

For Guest Groups who are lodging, the Guest Group Leader should proceed to the Conference Services Office. The Guest Group Leader is responsible for checking in their individual group members and distributing keys. It is highly recommended that the Guest Group Leader arrive earlier than their group to make the necessary arrangements and to set up their registration area. Since facilities will not be opened until the Guest Group Leader has officially checked in, arriving early will ensure that the check-in process of guests will not be delayed.

All signage must be approved by the Conference Services Office prior to set up. Any unapproved signage is subject to immediate removal.

### C. Check-Out

Guest Groups must check out by 11:00AM. Rooms must be left clean with trash deposited in the proper receptacles. Linens used by the Guest Group can be left in the guest's residence hall room in its original bag.

Any personal articles left in residence hall rooms or other facilities after the appropriate check-out times will be moved to the Conference Services Office. See Lost and Found section for more details.

### D. Personal Conduct

Guest Group Leaders and their guests should refrain from any word or act that will detract from the mission of ENC. All individuals will abide by Massachusetts law, federal law, and college regulations regarding public behavior, sanitation, fire hazards, and conservation of natural resources.

Failure to abide by the following rules of conduct may result in a warning and/or expulsion from ENC property:

- Possession and/or use of alcohol, tobacco, and/or controlled substances
- Possession of firearms, weapons, ammunition, fireworks, explosives, and/or highly flammable materials
- Use of candles, matches, or any type of open flame
- Gambling
- Food Fights
- Noise Makers of any kind
- Profanity and/or excessive noise

## E. Use of the College's Name

ENC's name may be used for the purpose of referencing the location of the Guest Group's event. Unless authorized by the College, the Guest Group agrees that it will not use the name Eastern Nazarene College in any printed material, brochure, mailer, website, or similar items in a manner that infers the College as a sponsor or co-sponsor or is in any way affiliated with the client, unless such use is previously approved by the College.

## F. Parking

Temporary permits will be included in the Welcome Packet given to the Guest Group Leader. Guest's cars may be parked in any parking space, provided that it is not designated for another use. Vehicles may not park in the service or fire lanes. Illegally parked vehicles may be cited or towed with the Guest Group Leader responsible for payment of any fines or fees.

## G. Mail Services

Incoming mail will need to be picked up at the Conference Services Office during business hours. Outgoing mail can be deposited at the Mail Room located on campus.

Please instruct persons sending mail to address the envelope with attention to the name of your organization and participant's name so they can be easily located when mail arrives.

The address should read:

Eastern Nazarene College Conference Services  
ATTN: (Your Organization's Name)  
(Participant's Name)  
23 East Elm Avenue  
Quincy, MA 02170





## VII. SAFETY and SECURITY

ENC's campus is monitored by safety personnel 24/7. You can reach the officer on duty any time at (617) 745-3911 or by picking up the red phone located outside of their office.

### A. Emergencies

The following are instructions should an incident or other emergency arise:

***If the emergency is life threatening, first dial 911 and then contact both Campus Safety and Security (617-745-3911) and Conference Services (617-745-3710).***

More information regarding specific emergency procedures will be included in your Welcome Packet. Please familiarize yourself, staff, and guest group members accordingly.

### B. Curfew

ENC observes quiet hours from 10:00PM until 6:00AM. Since your group will share the campus with other groups, students, staff, and faculty, please schedule your events so all your guests will be in their own assigned residence hall rooms and quiet by 10:00PM.

### C. Damages and Fines

The Guest Group Leader is responsible for the conduct of their guests while on campus. Any damage resulting from guest activity, whether intentional or accidental, is the responsibility of the Guest Group Leader. Fees assessed to pay for damage left by the Guest Group will be based upon a fair estimate for repair.

## VIII. AFTER YOU LEAVE

### A. Final Payment

A final invoice will be sent to you shortly after the end of your stay at ENC. You will have 30 business days to make your final payment.

By signing the Agreement, the Guest Group agrees to reimburse the College for all reasonable collection costs, including professional fees and other expenses incurred in collecting fees and charges, whether or not any legal action is taken should the need arise. In the event legal action is taken to enforce any portion of any Agreement, including but not limited to the collection of fees and charges, ENC will be entitled to costs and attorney's fees, including trials and appeals.

### B. Lost and Found

All Lost and Found items will be returned to the Conference Services Office. If items must be mailed or shipped, the Guest Group will be responsible for any shipping costs. Unless otherwise claimed, lost and found items will be discarded after fourteen (14) days. ENC will not be held responsible for these items.

*We look forward to hosting  
your future event!*



## Eastern Nazarene College

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