



## Booking and Cancellation Policies

Meeting rooms at the Glen site will be shared by the MUHC community as a whole, and thus they no longer "belong" to one specific person/unit/area based on geographic location. Therefore, this online conference room booking system for the Glen has been designed to facilitate this shared approach, as well as to find rooms that suit your needs.

Bookings of rooms for "wellness" activities must have prior approval from the Training and Organizational Development Department, Human Resources Directorate.



### Cleanliness

All users must maintain the conference room(s) in clean working condition. If food or beverages are consumed in the conference room, due care and consideration must be given to the preservation of the floor, furnishing and equipment.



### Repeat Bookings

Repeat Bookings will be limited in the following manner:

- No meeting can be booked for longer than 9 hours at a time
- No more than same-time booking 3 days in a row
- No more than 1 year of weekly bookings at the same time slot.



### Charges

Charges will be applied for the following situations:

- Bringing in of additional AV or Telehealth equipment
- Damage to the room or room equipment
- Necessity to call housekeeping because the conference room is not clean
- No 24-hour cancellation notice by the user (except for same-day booking)

## Contacts for User Support



### INFORMATION SYSTEMS FOR COMPUTER PROBLEMS

Business Hours : 24 / 7  
Phone: #48484



### TELEHEALTH FOR VIDEOCONFERENCING

Business Hours : 7 AM to 6 PM  
Phone: #24294



### ONLINE ROOM BOOKING SYSTEM

Business Hours : 8h30 AM to 4h30 PM  
Phone: #43331



### HOUSEKEEPING SERVICES

Phone : #23456

### CATERING SERVICES

Phone : #67219

### SECURITY

Phone : #78282