

University of Victoria Graduate Students' Society

Executive Board

MEETING MINUTES

FFEBRUARY 19, 2020

EXECUTIVE PRESENT: Mehdi HASHEMI, Chair; Elaine LABERGE, Director of Communications; Carla OSBORNE, Director of Finance; Sima SHANJANI, Director of Services; Saeed REZVANI, Director of Student Affairs; Stacy CHAPPEL, Executive Director

STAFF AND/OR GUESTS PRESENT: Nany PATINO, Restaurant Manager

STANDING ITEMS

CALL TO ORDER

The meeting was called to order at 3:07 PM with HASHEMI in the chair.

APPROVAL OF THE AGENDA

*Motion: RESOLVED to approve the Agenda as presented
APPROVED by consent.*

APPROVAL OF THE MINUTES

*Motion: RESOLVED that the minutes from the February 5, 2020 Executive Board meeting are approved as presented.
APPROVED by consent.*

BUSINESS ARISING FROM PREVIOUS MEETINGS

MOTIONS/TASKS noted as completed, or revoked:

REZVANI reported he followed up with the campaign to oppose taxes on student loans, and the conversation is ongoing.

MEETING BUSINESS

A. OPERATIONAL RELATIONS COMMITTEE AGENDA

Motion: RESOLVED to submit the following items for the Operational Relations Committee agenda

- Update on GSS fee referenda
- Residence contracts for graduate students
- Update on support for international students with suspended MSP
- Request for information on project to provide free menstrual products on campus

APPROVED by consent

B. SAGM PLANNING

REZVANI noted he will attend via video conference from Iran.

CHAPPEL noted that any bylaw change proposals and the budget must be posted one week before the meeting.

TASK: LABERGE to prepare Executive Board report.

TASK: Executive Board members to submit content to LABERGE.

TASK: CHAPPEL to prepare report on Health and Dental Plan.

TASK: CHAPPEL and OSBORNE to draft 2020-2021 budget.

C. FINANCE

REF DOC: APPENDIX 1 – Financial statements Budget vs YTD and year end projection

CHAPPEL circulated December YTD statements vs Budget, with projection to year end for each fund and a summary of how the original reports (found in Connect Drive, Finance Committee folder labelled “Statements”). Balance sheet statements are also available in this folder.

She noted the restaurant’s financial situation improved in the fall, resulting in a slight reduction in the loss to date for the Food and Beverage Fund. Current projection is for a small surplus in the Operating and Health and Dental Funds.

PATINO reported that January sales were 34,959 and February to date was 19,409. She noted that labour costs are the major issue currently.

PATINO noted there is a need for a second cook (line or sous) to make the kitchen functional. She recommended a schedule to match current hours.

REZVANI asked how performance compares to the previous year. CHAPPEL said the overall performance is improved largely due to the reduction in operating hours. Sales are down, but since we are not open for dinner Mondays and Tuesdays, the overall sales are not as comparable. A more useful number would compare the number of customers at lunch Mon – Friday and dinner Wed – Friday.

REZVANI asked about advertising. PATINO reported the Grad House isn’t ready for a new promotion plan as operations are not yet settled.

D. INCOMING BOARD TRAINING

REF DOC: APPENDIX 2 – Proposal for incoming executive training

HAHSEMI noted that CHAPPEL had prepared a summary of training topics, which he circulated to the Executive Board for consideration. He asked if there were suggestions for additions or changes

TASK: EXECUTIVE to send any additional topics and ideas for incoming Exec training to HASHEMI by end of February.

E. PROPOSAL TO CREATE A KITCHEN MANAGER/CHEF POSITION

PATINO circulated a proposal for a new job description for a Chef (or Kitchen Manager). She proposed this could be created as a management position.

There was a brief discussion of the proposal, how it would relate to the Restaurant Manager role, and budgetary limits for creating a new position.

HASHEMI noted a concern that this proposal could affect structural changes already decided, which were next on the agenda.

F. STRUCTURAL CHANGE NOTICES

HASHEMI noted that the Executive Board had taken several decisions that should be provided to the union in a structural change notice. Notably, the change from Operations and Services Manager to Restaurant Manager and the resulting reporting structure (September 11, 2019), the plan to close the Side Project (Approved December 11, 2019 for implementation with summer term), and the proposal to replace the Baker with a Sous Chef position (approved December 11, 2019 but not yet implemented).

CHAPPEL asked whether changes to management structure are relevant as they are not included in the contract.

HASHEMI thought it might be important as the reporting structure affects whether the Executive Director is involved in supervision of restaurant staff.

TASK: CHAPPEL to send notice of structural change to the union regarding the closure of Side Project.

Notice of change to the Baker position is postponed until the question of kitchen staffing is resolved.

G. OFFICE RESTRUCTURING CONSULTATION

HASHEMI reported that he and OSBORNE met twice with staff regarding changes that result from the change to the Restaurant Manager/ Operations and Services Manager position.

HASHEMI reported that he believes the results should be reported and further changes should not be implemented this year as it is nearly the end of the Executive's term.

*Motion: RESOLVED that OSBORNE and HASHEMI are removed from the Office Restructuring Consultation committee, and
FURTHER RESOLVED the report on staff input will be submitted to CHAPPEL; and
FURTHER RESOLVED that CHAPPEL will develop the final proposal for office staff structure.
CARRIED by consent.*

H. IN CAMERA SESSION (PERSONNEL)

[CHAPPEL left the meeting at 4:30 pm]

The meeting went in camera at 4:30 pm.

[PATINO left the meeting at 4:45 pm]

The meeting recessed at 5 pm.

RECESS

Due to time constraints, at 5 pm the meeting was recessed until February 20th at 3 pm.

IN-CAMERA MEETING CONTINUATION – FEBRUARY 20TH, 2020

The in-camera session of the GSS Executive Board meeting (voting members only in attendance) reconvened at 3:00pm.

The following motions from the in camera session are reported:

- **Restaurant Manager Position**

Motion: WHEREAS the recommendations the Board has received from professionals regarding the necessity of a hard division between office and restaurant operations, RESOLVED that the Executive Board permanently replaces the Operations Manager position with the Restaurant Manager position.
M/S OSBORNE/SHANJANI
CARRIED by consensus.

- **Line of Reporting**

Motion: RESOLVED that the Restaurant Manger will be supervised by and report to the Executive Director.
M/S HASHEMI/LABERGE
CARRIED
Opposition noted: SHANJANI

- **Method of Management Reporting**

Motion: RESOLVED that Executive Director shall submit monthly reports to the Board using the provided template.
M/S HASHEMI/REZVANI
CARRIED.

Motion: RESOLVED that the Restaurant Manager will provide the Executive Board and the Executive Director with a monthly report using the provided template.
M/S SHANJANI/OSBORNE
CARRIED.

TASK: OSBORNE, as Director of FINANCE, Chair of Personnel, to provide updated Executive Director and Restaurant Manager monthly report templates.

- **Hiring a new restaurant manager**

Motion: RESOLVED that GSS accepts the resignation of Nancy Patino as Restaurant Manager effective Mar 5, 2020.
CARRIED by consent.

Motion: RESOLVED that the Executive Director will initiate and lead the process for the hiring of a new Restaurant Manager.

FURTHER RESOLVED that the hiring committee will be composed of the Executive Director, Chair, Director of Finance, and a Union Representative.

M/S REZVANI/LABERGE

CARRIED.

- **Interim plan for the restaurant**

Motion: RESOLVED that the Executive Director will be in charge of the GSS food operations until a new Restaurant Manager is hired.

FURTHER RESOLVED that the Executive Board will reach out to Jim Dunsdon, AVP Students Affairs to seek help for the management of the GSS food outlets in the interim period.

M/S HASHEMI/OSBORNE

CARRIED.

- **SAGM Report**

Motion: RESOLVED that the Executive Board will provide the membership with a clear and realistic report on the state of the GSS food outlets.

M/S REZVANI/SHANJANI

CARRIED

- **Side Project Operations**

Motion: RESOLVED that the Side Project Café will be open during Grad House business hour as a study space, effective immediately.

M/S SHANJANI/REZVANI

CARRIED.

The meeting adjourned 4:30pm.

X

Mehdi Hashemi
GSS Chair 2019-20

X

Stacy Chappel
GSS Executive Director

sc/MH/klp

APPENDIX 1

University of Victoria Graduate Students' Society

December 31, 2019 Y-T-D - STATEMENT OF REVENUES AND EXPENSES vs BUDGET

	Total – ALL FUNDS			ytd %
	BUDGET	YTD 2019-12	Projected year end	
REVENUES				
Membership fees	\$413,072	\$298,246	\$430,913	71%
Student advocate fee	\$7,500	\$0	\$0	
Room rentals	\$3,420	\$1,106	\$1,106	32%
Handbook revenues	\$4,000	\$0	\$3,800	0%
Health and dental plan premiums	\$1,030,515	\$1,435,898	\$1,504,522	139%
<i>Adjustment to next fiscal (YTD)</i>		-\$408,317	-\$439,558	
Other	\$2,100	\$2,034	\$2,637	97%
Interest	\$1,047	\$677	\$899	65%
	\$1,461,654	\$1,329,645	\$1,504,319	91%
RESTAURANT				
Restaurant revenue	\$533,504	\$331,695	\$436,695	62%
Cost of goods sold	\$194,729	\$113,276	\$146,613	58%
Gross Profit	\$338,775	\$218,420	\$290,082	64%
EXPENSES				
Advertising and memberships	\$8,500	\$9,182	\$10,139	108%
Loan repayment	\$10,500	\$8,083	\$10,596	77%
Department Grants	\$8,500	\$5,100	\$8,500	60%
Equipment & software	\$2,400	\$3,201	\$4,268	133%
Handbook expenses	\$4,000	\$3,215	\$3,215	80%
Insurance	\$9,450	\$10,502	\$10,502	111%
Health & dental premiums	\$962,000	\$757,521	\$1,003,521	79%
Meetings & music	\$10,000	\$6,051	\$10,000	61%
Office & administration	\$33,700	\$33,930	\$43,739	101%
Professional fees	\$42,000	\$63,427	\$69,877	151%
Student Advocate Fund	\$7,500	\$0	\$4,000	0%
Utilities, repairs & maintenance	\$45,723	\$40,306	\$53,741	88%
<i>Interfund admin adjust YTD</i>		\$0	\$0	
Wages & benefits	\$582,331	\$390,101	\$505,722	67%
<i>Interfund wage adjustment YTD</i>	\$582,331	\$0	-\$1,800	
Other expenses	\$0	\$3,011	\$3,675	#DIV/0!
Kovalchuk Legacy Contingency Fund	\$73,826	\$0	\$2	0%
	\$2,382,761	\$1,333,630	\$1,739,699	56%
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	-\$582,331	\$214,434	\$54,703	

University of Victoria Graduate
Students' Society
December 31, 2019 Y-T-D - STATEMENT OF REVENUES AND
EXPENSES vs BUDGET

	Operating fund			Food and Beverage Fund		
	BUDGET	YTD 2019-12	Projected year end	BUDGET	YTD 2019-12	Projected year end
REVENUES						
Membership fees	\$338,584	\$245,371	\$353,500	\$0	\$0	\$0
Student advocate fee	\$7,500	\$0		\$0	\$0	\$0
Room rentals	\$420	\$1,106	\$1,106	\$3,000	\$0	\$0
Handbook revenues	\$4,000	\$0	\$3,800	\$0	\$0	\$0
Health and dental plan premiums	\$0	\$511	\$511	\$0	\$0	\$0
<i>Adjustment to next fiscal (YTD)</i>						
Other	\$100	\$225	\$225	\$2,000	\$1,809	\$2,412.27
Interest	\$253	\$183	\$244.64	\$25	\$22	\$25
	\$350,857	\$247,396	\$359,386	\$5,025	\$1,831	\$2,437
RESTAURANT						
Restaurant revenue	\$0	\$0		\$533,504	\$331,695	\$436,695.42
Cost of goods sold	\$0	\$0		\$194,729	\$113,276	\$146,613.35
Gross Profit	\$0	\$0	\$0	\$338,775	\$218,420	\$290,082
EXPENSES						
Advertising and memberships	\$3,000	\$4,039	\$4,639	\$5,500	\$5,142	\$5,500
Loan repayment	\$0	\$0	\$0	\$0	\$0	
Department Grants	\$8,500	\$5,100	\$8,500	\$0	\$0	
Equipment & software	\$500	\$0	\$0	\$1,900	\$3,201	\$4,268.04
Handbook expenses	\$4,000	\$3,215	\$3,215	\$0	\$0	
Insurance	\$8,150	\$10,502	\$10,502	\$0	\$0	
Health & dental premiums	\$0	\$0	\$0	\$0	\$0	
Meetings & music	\$10,000	\$6,051	\$10,000	\$0	\$0	
Office & administration	\$7,500	\$7,651	\$8,700	\$25,000	\$26,280	\$35,039.36
Professional fees	\$25,800	\$51,927	\$54,627	\$12,000	\$11,250	\$15,000
Student Advocate Fund	\$7,500	\$0	\$4,000	\$0	\$0	
Utilities, repairs & maintenance	\$39,063	\$35,165	\$46,886.88	\$300	\$5,141	\$6,854.53
<i>Interfund admin adjust YTD</i>		<i>-\$25,963</i>	<i>-\$32,156</i>			
Wages & benefits	\$229,000	\$189,363	\$252,484.15	\$298,762	\$200,738	\$253,238.24
<i>Interfund wage adjustment YTD</i>		<i>\$10,799.90</i>	<i>-\$21,599.90</i>			
Other expenses	\$0	\$680	\$680	\$0	\$1,993	\$2,657.24
Kovalchuk Legacy Contingency Fund	\$7,843	\$0	\$0	\$338	\$0	
	\$350,857	\$276,931	\$350,479	\$343,800	\$253,745	\$322,557
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$0	-\$29,535	\$8,907	\$0	-\$33,494	-\$30,038

University of Victoria Graduate Students' Society

December 31, 2019 Y-T-D - STATEMENT OF REVENUES AND EXPENSES vs BUDGET

	BUDGET	Health and Dental Fund	
		YTD 2019-12	Projected year end
REVENUES			
Membership fees	\$0	\$0	
Student advocate fee	\$0	\$0	
Room rentals	\$0	\$0	
Handbook revenues	\$0	\$0	
Health and dental plan premiums	\$1,030,515	\$1,435,387	\$1,504,011
<i>Adjustment to next fiscal (YTD)</i>		<i>-\$408,317</i>	<i>-\$439,558</i>
Other	\$0	\$0	
Interest	\$273	\$262	\$349.31
	\$1,030,788	\$1,027,332	\$1,064,802
RESTAURANT			
Restaurant revenue	\$0	\$0	\$0
Cost of goods sold	\$0	\$0	\$0
Gross Profit	\$0	\$0	\$0
EXPENSES			
Advertising and memberships	\$0	\$0	\$0
Loan repayment	\$0	\$0	\$0
Department Grants	\$0	\$0	\$0
Equipment & software	\$0	\$0	\$0
Handbook expenses	\$0	\$0	\$0
Insurance	\$1,300	\$0	\$0
Health & dental premiums	\$962,000	\$757,521	\$1,003,520.99
Meetings & music	\$0	\$0	\$0
Office & administration	\$1,200	\$0	\$0
Professional fees	\$4,200	\$250	\$250
Student Advocate Fund	\$0	\$0	\$0
Utilities, repairs & maintenance	\$6,359	\$0	\$0
<i>Interfund admin adjust YTD</i>		<i>\$25,962.55</i>	<i>\$32,155.66</i>
Wages & benefits	\$54,569	\$0	\$0
<i>Interfund wage adjustment YTD</i>		<i>\$10,800</i>	<i>\$19,799.90</i>
Other expenses	\$0	\$162	\$162
Kovalchuk Legacy Contingency Fund	\$1,160	\$0	\$2
	\$1,030,788	\$794,695	\$1,055,891
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$0	\$232,637	\$8,912

University of Victoria Graduate Students' Society

December 31, 2019 Y-T-D - STATEMENT OF REVENUES AND EXPENSES vs BUDGET

	Capital Fund			Building Fund		
	BUDGET	YTD 2019-12	Projected year end	BUDGET	YTD 2019-12	Projected year end
REVENUES						
Membership fees	\$74,488	\$52,875	\$77,414	\$0	\$0	
Student advocate fee	\$0	\$0		\$0	\$0	
Room rentals	\$0	\$0		\$0	\$0	
Handbook revenues	\$0	\$0		\$0	\$0	
Health and dental plan premiums	\$0	\$0		\$0	\$0	
<i>Adjustment to next fiscal (YTD)</i>						
Other	\$0	\$0		\$0	\$0	
Interest	\$496	\$207	\$276.55	\$0	\$3	\$3.79
	\$74,984	\$53,083	\$77,690	\$0	\$3	\$4
RESTAURANT						
Restaurant revenue	\$0	\$0		\$0	\$0	
Cost of goods sold	\$0	\$0		\$0	\$0	
Gross Profit	\$0	\$0	\$0	\$0	\$0	\$0
EXPENSES						
Advertising and memberships	\$0	\$0		\$0	\$0	
Loan repayment	\$10,500	\$8,083	\$10,596	\$0	\$0	
Department Grants	\$0	\$0		\$0	\$0	
Equipment & software	\$0	\$0		\$0	\$0	
Handbook expenses	\$0	\$0		\$0	\$0	
Insurance	\$0	\$0		\$0	\$0	
Health & dental premiums	\$0	\$0		\$0	\$0	
Meetings & music	\$0	\$0		\$0	\$0	
Office & administration	\$0	\$0		\$0	\$0	
Professional fees	\$0	\$0		\$0	\$0	
Student Advocate Fund	\$0	\$0		\$0	\$0	
Utilities, repairs & maintenance	\$0	\$0		\$0	\$0	
<i>Interfund admin adjust YTD</i>						
Wages & benefits	\$0	\$0		\$0	\$0	
<i>Interfund wage adjustment YTD</i>						
Other expenses	\$0	\$176	\$176	\$0	\$0	
Kovalchuk Legacy Contingency Fund	\$64,484	\$0		\$0	\$0	
	\$74,984	\$8,259	\$10,772	\$0	\$0	\$0
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	-\$0	\$44,824	\$66,918	\$0	\$3	

EXPLANATION OF DECEMBER 31, 2019 YTD STATEMENT AND PROJECTIONS

From: Stacy Chappel

To: Executive Board

February 19, 2019

Background

Once statements are complete, restating them to match the budget and audit assists in analysing the financial position. Inter-fund adjustments are also made to reflect the budget allocation of costs. This briefing describes the adjustments made to the original statement to provide a YTD v Budget for all funds at December 31, 2019, including a y-t-d projection.

Use of audit and budget categories

For all funds, the statements provide more detail than the budget. In this report, the funds are attached to the appropriate budget category (as per the auditor's categorizations) and restated with subtotals. For the detail see the original statements posted in the Finance Committee document folders.

Membership fees

As I was drafting this note, I received notice of the final installment of GSS fees. a quick calculation showed the remittance is approximately 90% of the amount assessed in my most recent review of 2020-01 term fees. Therefore, I have used 90% fee collection as the basis for projecting membership fees for Jan – March, which is much lower than normally expected.

This could be a result of a drop in enrolment between the time I last checked membership assessments and the date the data was checked by UVIC, or it could be a result of low payment rate.

Food and Beverage Fund

Food and beverage sales projected conservatively at 35,000/month Jan – Mar with 32% cost of sale (based on November) and 50% labour (based on November) on the new sales, and the YTD for the rest.

Projection on all other costs is by average of previous months from April 1 – December 31

Health and Dental Fund

Projections are based on estimate of amount of plan fee revenue collected to be carried forward to next fiscal to cover the related billing May – August using y-t-d actuals plus the fees assessed this term at 90%.

Shared costs are calculated at 10%, as the percentage of staffing for health and dental vs core staff is lower than budgeted.

Billing for the plan uses actuals to February 28, and the final bill for last fiscal as estimate for the final bill this year. This should be conservative as enrolment has dropped

Operating Fund

Revenues: member fee revenues are budgeted at y-t-d plus 90% of assessed fees in Jan 2020 term.

Except where projects are complete (ie. handbook printing) Projected expenses for January - March are calculated based on an average of year to date.

Reallocation of shared wage and operating expenses to health and dental plan is based on 10% rate rather than budgeted 14%). This reflects the change in the role of the Operations and Services Manager, which is no longer included as core staffing in the operating budget after November 1. (32,156 projected to be transferred by year end)

The health and dental coordinator wages are also transferred from Operating to the Health and dental fund to reflect budget.

Capital

Membership fee projection is Y-T-D + fees assessed for Jan 2020 term x 90%

Loan repayment interest projection to year end is based YTD + on monthly amount.

Building Fund

Interest revenue is calculated based on year to date.0

This note provides reference notice for "2019-12 All fund v budget with interfund adjustments and projections to year end.xlsx". File path for the companion report: <file:///Z:/Personal/schappel/1.%20Stacy/5d.%20Finance/2.%20Statements/2019-2020%20Statements/201912%20Stmts/2019-12%20All%20funds%20v%20budget%20with%20interfund%20adjustments%20and%20projections%20to%20year%20end.xlsx>

APPENDIX 2

GSS Executive Board training – proposal

From: Stacy Chappel

To: Mehdi Hashemi

January 29, 2020

INTRODUCTION

Further to the initiative for board training March 25 – 31, I have drafted an outline of topics I generally like cover in training the Exec. It is attached. For most of these topics I already have presentations and materials prepared from past trainings; these can be expanded to provide more details and time for discussion that previously allowed.

At this point, my priority is to assist the electoral officer in ensuring the training opportunities are advertised to candidates. I'd like to book time and propose March 26 and 27. (Thursday and Friday) I think it would take 7 hours to complete all components (1 4 hour session, 1 3 hr session) and I've booked room 108 for Thursday 9 – 2 and Friday 9 -4:30 to ensure there is at least some space set aside.

In any case, as it is your initiative, I thought I'd ask you to have a look at the outlines to see if there is anything I've missed. Then perhaps we can discuss at the Exec meeting next week. I will add the topic to the agenda.

Stacy

UNIT 1 (4 HOURS)

GETTING TO KNOW EACH OTHER (20 MINUTES)

- Meet and greet
- What experience is in the room?
 - o Experience in student organizations
 - o Experience as volunteers
 - o Experience in non profit boards and organizations
 - o Experiences with legal and financial matters
 - o Other
- What motivates you to be involved in the GSS
- What goals to you have for the year?

INTRODUCTION TO NON PROFIT GOVERNANCE (GENERAL) (30 MINUTES)

- Non profits as an organizational model
- Relevant legislation (Society Act, Income Tax Act)
- Organizational models – what kind of boards are there? What kind of board are we?
- Effective board checklist

GSS GOVERNANCE AND STRUCTURE (1 HOUR)

- Organizational structure
- Role of the board (governance, representation)
- Decision making bodies
- Duties in regards to meetings (agendas, notice)
- The GSS Governance Calendar – key dates for general meetings, Grad Council elections, Referenda etc.
- Executive Reports, Stipends and the Stipend Review Committee

BOARD/MANAGEMENT/STAFF ROLES (1 HOUR)

- collective agreements
- GSS policy
- Role of management staff
- areas of shared work with staff (committees)

FINANCES AND FIDUCIARY RESPONSIBILITY (1 HOUR)

- GSS financial overview
- Conflict of interest
- Reading financial statements
- Authority exceed budget (Exec, Grad Council)
- Audits and fraud prevention
- Managing Risk
- Use of in camera meetings (when -- and when not -- to hold in camera sessions)

UNIT 2 (3 HOURS)

KEY GSS SERVICES (30 MINUTES)

- Health and Dental Plan
- Food Services
- Bus pass
- Room bookings
- Committee appointments
- department grants
- &c

EFFECTIVE MEETINGS (1 HOUR)

- Types of meetings (formal/informal)
- Building effective agendas
- Minutes and records (taking the types of minutes your committee needs)
- Effective chairing
- Involving volunteers and delegating
- making good decisions
- Robert's Rules

GSS STRATEGIC PLAN AND LONG TERM GOALS (1 HOUR)

- History of GSS accomplishments
- Outstanding legal obligations (eg. motions passed at meetings that require action)
- GSS strategic plans past and present
- Key ongoing projects and priorities (Grad Council committees, staff, outgoing exec, etc)
- Upcoming issues

TOUR OF THE GSS (30 MINUTES)

- office resources available to the Exec
- mailboxes, keys, email access, copier
- Using connect
- communications and getting the message out (GSS communication tools, protocol for requesting support for communications)
- event planning (how to: room bookings, rules for using the restaurant, event tickets and registration)