

RESERVATION REQUESTS GUIDELINES



SAINT MARY
CATHEDRAL

EST. 1852



I. Submitting Online Reservation Request

- a. The online reservation form is found on our website at www.smcaustin.org/reservations. Navigate under 'Links' tab on the right hand sign where the Event Registration Form is located. A separate pop-up window will appear with the form.
- b. To schedule a wedding ceremony, please click on the link provided under 'Links' section to start the process.
- c. To schedule a baptism ceremony, please click on the link provided under 'Links' section to start the process.
- d. **All reservation requests must be submitted through the online reservation form on www.smcaustin.org/reservations two weeks prior to the date of the event.**
- e. Requests made after two-week deadline will not be guaranteed. However, exceptions will be made for unplanned events from Liturgical Events/Masses/Special Requests from Clergy.
- f. Required fields on the online reservation form must be filled in upon completing the form. **(Please be sure and submit a second choice of facility when filling out the form. Your first choice is not a confirmed or guaranteed facility.)**

II. Questions/Concerns After Submitted Online Reservation Request

- a. Any questions or concerns regarding requests after being submitted need to be sent to reservations@smcaustin.org

III. Changes to Online Reservation Requests

- a. Any corrections to a submitted online reservation request form must be sent to reservations@smcaustin.org. Please note, verbal notification regarding reservations will not be acceptable. All follow-up communication regarding reservations **must** be documented through e-mail.

IV. Confirmed Reservations

- a. You will receive an automatic e-mail when the online form is submitted. Please note, this is not a final confirmation e-mail regarding your reservation date, time and/or facility.
- b. A follow-up confirmation e-mail will be sent when your online form is processed in the PDS (Parish Data System) with the final date, time and facility

V. Reservation Keys

- a. Request for facilities keys must be indicated on the online reservation form. Keys will only be checked out (by authorized staff member) if event is after regular business hours and no staff members will be onsite to lock or unlock.
- b. The requester must sign and provide valid contact number upon receiving keys.
- c. Keys must be returned to Cathedral office no later than two business days after event. **All lost keys will be accessed a charge of \$25 per key.**

VI. Setup and Cleanup

- a. All groups are encouraged to use form setup and cleanup committees for their events.
- b. Custodial staff will do basic setup and remove trash after events. Beyond that additional fees may apply.