



## **Event & Conference Management**

### **Policies and Procedures**

#### **ASSIGNMENT OF DUTIES AND DEPOSITS**

Information regarding availability of dates can be obtained by contacting the Office of Event & Conference Management (ECM) at 203.837.8348. Upon your request for specific dates, an Application for Lease will be forwarded to you, which should be completed and returned to the Director for approval. Upon approval, ECM will then tentatively reserve your requested dates. However, if another tenant should request your dates or a portion thereof, you will be requested to execute a contractual agreement and submit the required deposit within seven (7) days of notification, or within a time frame specified by the Director. If the contract and deposit are not received, the Director will release the dates without notice. Deposits for dates are non-refundable, unless the date(s) can be re-booked for another event. An initial deposit is required upon signing of the agreement. The balance is due thirty (30) days prior to the event. The Director reserves the right to require a deposit to cover all estimated expenses, including, but not limited to rent, set-up, staffing, damages, utility charges, advertising or any other estimated costs.

A building inspection will be conducted within twenty-four (24) hours after the tenant has vacated the building to determine the extent of damages, if any. The tenant will be charged at the time of settlement for any damages and it will be the tenant's responsibility to recover such damages from the tenant's insurance carrier. To submit an advance damage deposit in no way relieves the tenant of the obligation to provide a Certificate of Insurance for coverage as outlined in this manual, nor does it limit the University's right to charge the tenant for the full amount of damages incurred even if this amount exceeds the advanced damage deposit.

The Director may deny the use of the O'Neill Center to any individual, group, organization, or event that in his/her professional judgment would result in an unfair degree of competition or is not in the best interest of Western Connecticut State University.

#### **SETTLEMENT AND PAYMENT POLICY**

All charges due the University are payable on demand. Any balances over thirty (30) days will be charged a two percent (2%) monthly finance charge until paid in full.

The University will pay the net proceeds due from ticket receipts less rent and other charges within with in fourteen (14) business days after the conclusion of an event.

## **LIABILITY INSURANCE**

Thirty (30) days prior to the event, the tenant must supply the Director of Event & Conference Management with a Certificate of Comprehensive General Liability Insurance co-insuring Western Connecticut State University. Once a Facility Agreement is issued specific wording for additional insureds will be provided. The limits of this insurance should not be less than 1,000,000/1,000,000/1,000,000. The Certificate of Comprehensive General Liability Insurance must provide liability coverage for the following items, (1) “Comprehensive”, (2) “Premises Operation”, and (3) “Contractual”. In addition to the mentioned required coverage, if a tenant uses an outside contractor (i.e. decorator), “Independent Contractors” liability coverage must be provided. Tenants are advised to refer to the Facility Agreement for specific language for insurance requirements.

## **HOUSE STAFFING SERVICES**

The University provides the services of all staff required to stage an event. These personnel includes full Box Office services, ticket sellers, ushers, ticket takers, security, technical lighting, sound and audio-visual personnel, custodians, forklift operators, and the like. In as much the facility is rented on a four-wall basis, charges for staff and equipment are the responsibility of the tenant and shall be charged at the prevailing rates. Tenants are instructed not to make any other staffing arrangements for their events at the University without first advising and obtaining the written permission of the Director.

All tenants are, therefore, required to provide to the University thirty (30) days prior to the event, a detailed written outline of all set up and show related requirements so that house staffing can be arranged. In all cases, however, the tenant is financially responsible for any and all house **staffing costs, whether or not the tenant specifically requests them.**

## **FLOOR PLANS**

All events with exhibit booths are required to submit three copies of the proposed floor plans to the Director at least thirty days prior to the event. Tenants are instructed not to assume that the floor plan is acceptable until they have received a copy of the plan with the appropriate approvals.

## **FLOOR PROTECTION REGULATIONS (for William A. O’Neill Center Only)**

The O’Neill Center has a floor loading weight restriction of 400-lbs. /sq. ft. or 5,000 lbs. gross weight. If your event has any vehicles or equipment that may be in conflict with this restriction, please contact the Assistant to the Director. The tenant must adhere to the Floor Protection Regulations as defined under “FLOOR PROTECTION REGULATIONS” of this manual.

## **COPYRIGHTED MATERIAL**

Artists and promoters warrant that all copyrighted material to be performed at the University has been duly licensed or authorized by the copyright owners or their representatives and agrees to

indemnify and hold harmless the University from any and all claims, royalties, losses or expenses incurred with regards thereto. All fees associated with copyright licenses are the sole responsibility of the tenant.

### **FREIGHT DELIVERIES – CRATE STORAGE**

The University cannot accept advance freight shipments for exhibitors or tenants. Freight must be consigned or delivered to the official show contractor (i.e. drayage firm or decorator) or delivered direct to the service contractor during the license period. No exceptions will be made.

Further, the University does not provide for exhibit crate storage. Tenants must make arrangements for the storage of all crates and packing materials with the tenant's decorator, drayage contractor, or any other appropriate contractor.

### **SERVICES PROVIDED FOR BASIC RENTAL**

The University shall provide at no additional cost to the tenant; general arena lighting, ventilation, and air conditioning or heat during normal event hours; once daily cleaning of aisles and maintenance of restrooms with necessary equipment, materials, supplies, labor, and supervision; office space as available for use of show management during move-in days, show days, and move-out days; box office services and other facilities and services that may be necessary on the dates and during the hours specified on the contract. The tenant will be responsible for extra utility charges before and after this specified time as well as extra labor at prevailing overtime rates.

Not included in the basic rental are charges for labor necessary to accomplish the tenant's event set-up, requirements for such items as staging, supplemental lighting and sound, audio-visual, tables, chairs, carpeting, etc. Charges for these set-up services will be in accordance with the University's prevailing labor rates.

Assistant to the Director will contact the tenant using University facility for the purpose of setting up a Production Meeting to review in detail the tenant's various set-up requirements and other necessary arrangements and services. For your convenience, a show producer's checklist is contained in this manual to assist you in the preliminary planning phase and to enable you to come to the Production Meeting with as much detailed information as possible.

### **PHYSICAL ARRANGEMENTS**

All physical arrangements and set-up information must be presented to the Assistant to the Director a minimum of thirty (30) days prior to the event, although the tenant is urged to provide this information as far in advance as possible in order to help insure maximum efficiency and economy.

### **DECORATIONS**

Decorations are not permitted on ceilings, painted surfaces, walls, seating areas of fire sprinklers. All decorative material must be flameproof in accordance with the State of Connecticut Fire Departments regulations. No helium balloons, adhesive backed decals, signs, etc. are to be given out on the premises. University personnel will install large decorations, banners, signs, etc., for which the tenant will be charged in accordance with the prevailing rates.

## **SIGNAGE**

All signs placed on campus must have approval of the Director of ECM as to size, number, quality, content, location and method of hanging. By such permission, however, the University does not accept responsibility in any manner for content. The University will remove, at tenant's expense, any unauthorized signs.

## **ELECTRICAL AND UTILITY SERVICES**

All electrical and/or utility requests for the event must be submitted to the Assistant Director prior to the scheduled Production Meeting. Equipment and staff labor will be charged at the prevailing rates to the tenant. Upon request, the University shall provide electrical service request forms to the tenant for distribution to exhibitors.

## **BOX OFFICE**

The University has a fully computerized Box Office. The University Box Office is located in the lobby area of the Midtown Student Center. The Box Office will be open to the general public Monday through Friday from 9:00 AM to 5:00 PM. It will generally open 1.5 hours prior to any event at the venue. It will not operate on weekends unless University arrangements have been made in advance. Tickets may be made available through the world wide web upon request.

Individual Ticket Orders: All tickets, whether ordered at the Box Office window or by telephone, must be paid for before the accounting stub is removed from the ticket. All tickets in the "reservation" file are to be either paid or complimentary. The Box Office will not reserve tickets without payment nor does it sell tickets to the public by invoice.

Group Discount Ticket Orders: A group order is a minimum number of tickets purchased in a single transaction at a discounted price. A show by show policy regarding the percentage of discount and/or the number of tickets required in a group order to qualify for a discount will be determined by the show's promoter/sponsor.

Complimentary Tickets: A show by show policy for the distribution of complimentary tickets will be determined by the show's promoter/sponsor in conjunction with the Office of Public Events. Complimentary tickets will only be released to the promoter/sponsor or their designee and should be requested from the Box Office prior to the tickets being released for sale to the general public. All complimentary tickets must be signed for at the Box Office when they are issued.

Methods Of Payment: The Box Office accepts three methods of payment for ticket purchases: cash, personal check, and credit cards (Discover, Visa, and Master Card). Third party checks are not acceptable, and all checks must be made payable to WCSU. It is policy that the Box Office does not give refunds or exchange tickets.

Tickets will not be put on sale until at least fourteen (14) days after receipt of the signed contract, deposit, and Certificate of Insurance.

For trade shows or similar types of events, the tenant must use the University's computerized ticketing

## **LOGO**

The University logo must be included in each and every print and television advertisement. The University will supply the necessary jpeg or camera-ready art, upon request. Tenants are required to submit all advertising copy to the Director prior to release to assure accuracy.

## **MERCHANDISE, FOOD AND BEVERAGE ITEMS**

Merchandising may be sold at University venues at the discretion of the Director. In all instances sales taxes should be collected and a percentage of the net proceeds after taxes will be paid to the venue.

Exhibitors or their representatives may not sell any food and beverage items at any time. The University or its designee reserves the right to sell all food and beverage items. The tenant, exhibitors, or their representatives may not distribute samples of food and beverages without the expressed written consent of the Director.

The Director reserves the right to utilize reasonable available space for the sale of concession items on the floor of the O'Neill Center.

## **CATERING**

The University can provide catering quotations upon request. Holding areas for catering are limited. The Director must approve all catering arrangements prior to the event.

The University food vendor has a Beer and Wine License. In accordance with the rules and regulations of the Connecticut State Liquor Control Commission, it is against the law for a tenant to bring alcoholic beverages on to University property for any purpose. All arrangements for alcoholic beverages must be made through the University food vendor.

## **HANDICAPPED FACILITIES**

The University provides restroom facilities, drinking fountains, and special reserved handicapped seating locations. Detailed information concerning handicapped facilities as well as reservations

for handicapped seating may be obtained by calling the Office of Facilities Scheduling and Promotions.

## **SECURITY**

Tenants are responsible for security of the space or venue they use. Such service will be at the expense of the tenant. All security arrangements are subject to the approval of the Director. The University provides and the tenant must pay for all guards, police, and fire coverage, ticket takers, and ushers to properly staff each event. All staffing requirements are at the ultimate discretion of the Director, and will set in a manner which is fair and reasonable to the tenant, but which also protects the interests of Western Connecticut State University. Tenant will provide all badges for all personnel, exhibitors, service contractors, and sub-contractors or additional security measures will be added at the tenant's expense.

## **AIR CONDITIONING AND LIGHTING POLICY**

The University Policy for efficient energy savings is as follows: (1) Minimum lighting (work lights) will be utilized during the move-in and move out periods. (2) On show days, lights and power will be cut to a minimum level within a reasonable time after the event closes, unless special arrangements are made by show management. (3) Heating/Air Conditioning. Every effort will be made to maximize the efficiency of the heaters and air conditioning units. Heating and Air Conditioning is included with rental during event day rental, but is not included during move-in, move-out and rehearsals.

## **TECHNICAL INFORMATION**

Please contact the Assistant to the Director to obtain a list of equipment and sound systems available at the University.

## **SMOKING POLICY**

The Campus of Western Connecticut State University is a State of Connecticut owned property; therefore, there is a NO SMOKING policy in all areas of the campus.

The aforementioned policies and information are subject to change at the discretion of the University Management.