

THE OFFICE OF EVENT MANAGEMENT

Mission Statement

The Office of Event Management assists clients with the planning, management, and implementation of high quality events.

Introduction

Approved by the President's Cabinet , The Office of Event Management policies provide guidelines to clients who want to use facilities that are scheduled by the [Office of Event Management](#) (facilities and grounds that are not primarily used for academic classes, religious events, or athletic practices/competitions).For a list of the offices that schedule other campus facilities see [Appendix 1](#).

These policies are subject to updates by the Office of Event Management.

General Principles

1. The College's facilities are primarily used to support its educational mission. After meeting the space needs of the college's faculty, staff, and students, facilities may be rented to external clients at the discretion of the Office of Event Management, with the approval of the vice president for student affairs.
2. The land and buildings of Canisius College are private property, and the college reserves the right to control access to its campus.
3. All clients must comply with all College policies and regulations.
4. Canisius College reserves the right to cancel a reservation if the confirmed facilities/grounds are needed by the College. These instances are rare, and every attempt will be made to avoid this situation.
5. In addition to facility rental fees, the client is responsible for any/all additional charges for the event, including but not limited to, additional equipment, staff, security, and housekeeping services; see [Billing and Charges](#).

Event Reservation Guidelines

1. All room reservations for events utilizing facilities/grounds that are not primarily used for academic classes, religious events, or athletic practices/competitions are requested through the Office of Event Management.
2. If the client's preferred facility is not available, the [Office of Event Management](#) will:
 - a. Suggest an alternative location for the event.
 - b. Reserve the appropriate facility for each event based on attendance and type of event.
3. Reservation Timetable
No more than three (3) holds can be made per specific event.
Once the reservations are made, please follow the timetable below to confirm the event date:

Reservations that are made	Timeframe to Confirm a reservation
One year or more prior to the event date	Five months
Less than one year to two months prior to the event date	30 days
Less than two Months prior to the event date	14 days
Less than one Month prior to the event date	7 days

4. It is the client's responsibility to keep the Office of Event Management apprised of the status of their event, especially when a tentative space reservation is no longer needed.
5. If the event cannot be confirmed within the applicable timeframe, and there is no communication from the client, the client will be contacted regarding the release of all their event request hold dates. The initial requestor can make another hold request for the same dates based on availability.
6. Conflict Resolution
Scheduling conflicts will be resolved by the Office of Event Management, based upon earliest reservation date. Priority will be given if the event is an annual college event that is important to the operation of the College's mission.
In the event a conflict cannot be resolved to the satisfaction of all parties, the vice - president for student affairs will make the final decision.

Event Cancellation / Change Policy

1. Event Cancellation for External Clients – External clients that need to cancel their event must call the Office of Event Management at 888-2180.
2. Changes to an event setup must be made more than ten business days in advance of the event.
3. Catering Cancellation
If your event includes catering services, you must also cancel your food order by contacting Chartwells' catering department at (716) 888-2325 with the event date, time and location. Clients will be charged 10% of the cost of the catering order if the order is not cancelled within the appropriate time frame. If the event is not cancelled, the client will be billed for the full amount of the catering order.
 - a. Events with catering orders greater than \$100.00 must be cancelled at least five business days prior to the event.
 - b. Events with catering orders less than \$100.00 must be cancelled at least two business days prior to the event.

Event Guidelines for External Users:

1. Reservations - External Users must first contact the [Office of Event Management](#) at (716)888-2180 to request facilities/grounds and resources for their event.
2. Approval – The Office of Event Management will review the event request, approve it, schedule the event and issue an event confirmation number via email. In general, all clients will be notified of their event request status within two business days of its submittal.
3. Room Setups/Audio/Visual/Media Needs – The client must contact and work directly with the Office of Event Management to request all room set-ups and audio/visual/media equipment. All set-ups must be submitted 10 BUSINESS DAYS PRIOR to their event date. Services cannot be guaranteed after that date; see [Billing and Charges](#).
4. Event Reservation Time - It is Canisius College's expectation of the client to adhere to the specified event reservation time.
5. It is the client's responsibility to return the room to its pre-event condition at the completion of the event. Failure to do so will result in charges, see [Billing and Charges](#).
6. Chartwells Catering – Chartwells Food Service is the exclusive caterer for Canisius College. If any food, beverage, or linen is to be provided, contact Chartwells at (716) 888-2325; see [Chartwells' catering policy](#). The Office of Event Management must be notified 10 business days in advance if the event is to be catered.
7. Ordering Alcohol - If serving alcoholic beverages at the event, see [the Canisius College Alcohol Policy for Events](#).

Facility Rental Fee Policy for External Clients

Upon receipt of a signed contract, 50% of the total rental is due. The balance is due 10 business days prior to the event date. Any additional charges will be due upon completion of the event. For a timetable on the monetary refunds/charges for canceling a facility rental, see [Billing and Charges](#).

Event Equipment Policy

1. Equipment
 - a. The Office of Event Management coordinates the set-up of event equipment (tables, chairs, and media equipment, etc.) for all events.
 - b. External users may only use the College's event equipment when the equipment is not required for other College-sponsored events.
 - c. If additional event equipment is required, an outside vendor must be secured to provide these services.
 - i. The Office of Event Management reserves the right to approve all outside vendors before contracts are signed with the vendor.
 - ii. The client is responsible for paying the additional charges of the rental equipment; including delivery, set up, take down, and pick up by the vendor.
 - d. Canisius College furniture and event equipment is NOT to be moved without the consent of the Office of Event Management.
 - e. Canisius College furniture and event equipment cannot be moved off of the campus property
 - f. Piano Use - Clients who wish to use any of the campus pianos will be charged for piano tuning by the college approved piano tuner,
2. Event Set-up Modifications
 - a. The Office of Event Management must be notified before an event if a change is to occur with the set up of the facility/grounds.
 - b. Under 10 business days prior to their event, clients will be assessed charges if they request modifications to be made to an agreed upon event set-up; see [Billing and Charges.](#)
 - c. For events that occur after operating hours, the client will be responsible for any payment for additional staff that is needed to support the event.

Media Center Services Policy for Support of Non-Classroom Events

1. Services Provided – The Media Center's primary function is to support academic classes. The Media Center also provides media equipment support for non-classroom events to the extent that resources are available.
 - a. The Media Center will:
 - i. Set up all requested media equipment
 - ii. Assist in training the client on the requested equipment if needed.
2. Procedure for Ordering Media Equipment and Services
 - a. The Office of Event Management will work with the client to determine the media equipment needed for the event and will request these services from the Media Center.
 - b. Event requests must be received at least 10 business days in advance of the event date to ensure that the client's needs are accommodated. Late requests cannot be guaranteed.
 - c. If an outside vendor is needed or if additional labor is necessary, additional costs will be incurred at the client's expense.

Housekeeping Policy

1. It is the client's responsibility to make sure the facility is left in generally good condition after the event.
2. Chartwells catering will be responsible for cleaning up their equipment and supplies.

Decorations Policy

1. The following are general decorations guidelines:
 - a. All decorations must be free-standing and self-contained.
 - b. Exit or exit signage cannot be blocked, hidden, or disguised.
 - c. Keep exits and corridors free and clear.
 - d. Extension cords should not be used in a way that will create a fire, tripping, or electrical hazard.
 - e. Extension cords must be UL listed, be a minimum of 16 gauge wire, be equipped with a ground plug, and be properly plugged into a wall outlet. Extension cords can not be connected to each other.
 - f. Decorations can be affixed to walls with painter's tape only.
2. The following are prohibited:
 - a. The use of nails, tacks, screws, or other sharp objects for securing materials to walls, lighting fixtures, ceilings or floors.
 - b. Hanging decorations from sprinkler pipes, cables or conduit.
 - c. Flammable decorations.
 - d. Flash pots, smudge pots, pyrophoric materials or fireworks of any kind.
 - e. Decorations posted on official signs (e.g. STOP signs, College signs).
 - f. Banners which impede access to any building or more than 20 feet from the ground, without specific permission from the Office of Event Management.
 - g. All tape except painter's tape. No tape is permitted on the glass in Palisano Pavilion. Painter's tape is available in the Office of Event Management.
 - h. Helium balloons in Montante Cultural Center and Marie Maday Theater.
3. Candles used at any College event must be contained in glass votive holders, glass hurricane shades, or be floating in non-flammable containers.
4. Confetti, Mylar sprinkles, table centerpiece confetti, or other items are permitted at an event as table decorations if **the client agrees to remove and clean up all the decorations from the tables and facility**
 - a. The above mentioned items are **NOT** allowed in the Montante Cultural Center and Marie Maday Theater.
5. The client is responsible for removing and disposing of all decorations/signage at the completion of an event. See [Billing and Charges](#).
6. The Office of Event Management reserves the right to inspect and approve all decorations.

Billing and Charges

Billing

External clients will receive a bill in the mail which may include but is not limited to:

- a. Rental of the facility
- b. Security personnel
- c. Rental of equipment
- d. Additional housekeeping assistance
- e. Additional labor (Event Staff, Set-up Staff support, etc)

Charges

1. Cancellations

External Clients

- i. If there is a cancellation of the event prior to 60 days of the event, all monies will be refunded.
- ii. If there is a cancellation of the event within 60 days of the event, 50% of the deposit will be refunded.
- iii. A cancellation of the event less than 10 business days in advance will result in no refund.

2. Equipment

- a. If any damage or loss occurs to the event equipment during use, the client will be charged the replacement cost of the damaged equipment.
- b. If any equipment is relocated without permission, **the client will be assessed a \$50.00 charge.**
- c. All costs associated with equipment rentals are the responsibility of the client.
- d. If equipment is requested late, **the client will be assessed a \$50.00 charge.** Additional charges may be incurred due to the complexity of the request.

3. Event Set-up Modifications

- a. If a client changes the set-up to a facility/grounds and it is not returned to its pre-event status, **the client is subject to a \$25.00 per hour staffing charge (minimum 1 hour).**
- b. Late Requests – a charge will be assessed for requests that occur less than 10 business days prior to the event. These requests are those that require complex changes to an agreed upon set-up. Extra staffing will be assigned to accommodate this request. **The client is subject to a \$25.00 per hour staffing charge (minimum 1 hour).**
- c. If any client uses a facility without a reservation:
 - i. The client is subject to a **\$25.00 per hour staffing charge** (minimum 1 hour).
 - ii. Student clubs/organizations may be subject to disciplinary actions.

4. Housekeeping & Decorations – If any of the housekeeping policies are not adhered to, **the client will be assessed a charge of \$25.00 per cleaning hour (minimum 1 hour).**

Parking Policy for Campus Events

1. The College is governed by the [Parking Regulations](#).
2. If concerns over parking issues arise during the planning of your event, please contact Public Safety at (716)888-2330.

Public Safety for Campus Events

1. Public Safety officers may need to be present at an event. Determining factors include, and are not limited to:
 - a. Whether or not alcohol is being served ([Alcohol policy](#))
 - b. The number of people attending the event
 - c. The age group of those attending
 - d. If the event involves a high profile speaker/entertainer
 - e. If the event is open to the public
2. The director of Public Safety will determine the number of Public Safety officers required or if an outside security company will be necessary at the event. If it is determined that an officer(s) needs to be present at your event, additional charges will be applied. All charges are the responsibility of the client.
3. Interruption or Termination of an Event - Public Safety and/or the Office of Event Management shall retain the right to interrupt an event in the interest of public safety, and to likewise terminate an event when, in the sole judgment of Public Safety and/or the Office of Event Management, such termination is necessary in the interest of public safety.

Appendix 1

Departments that schedule other College Facilities for Events

<u>Koessler Athletic Center (KAC)</u> 888-2950	KAC Main Gym KAC Pool	KAC Classrooms KAC Parking Lot	Patrick Lee Center Demske Sports Complex
<u>Campus Ministry</u> 888-2420	Christ the King Chapel	Campus Ministry Conference Room	Undercroft
<u>Student Records</u> 888-2990	All Classrooms		