



SANTA CLARA UNIVERSITY

SCU EVENT SERVICES POLICY

I. General Information

- A. Event Services provides equipment and services in support of University events.
 - i. *High priority events, such as Commencement take precedence; equipment and labor may be limited during these times. See our [website](#) for a complete list.*
- B. Our normal business hours are 6:00am-2:30pm, Monday-Friday
- C. For questions regarding Events Services, contact Ed Merryman at emerryman@scu.edu
- D. For questions regarding Event Custodial support, contact Facilities at facilities-csc@scu.edu

II. Cost Information

- A. Event setups and pickups occurring during business hours will not incur a cost to the customer
- B. SCU requestors (students, staff, faculty) may be charged, according to the Rate Schedule below, if their request includes setup or pickups outside of normal business hours
 - i. *Same-Day Pickup is required for all outdoor events*
- C. Custodial Event Support will be required and charged, if:
 - i. You specifically request that your location be refreshed during your event
 - ii. Your event requires custodial services to return a space to a state of cleanliness for the next occupant
 - iii. View the [Custodial Services Policy for Events](#) for more information

III. Rate Schedule

- A. Event Services overtime rate: \$72/hr.
 - i. Applies to setups and pickups for equipment outside our business hours
 - ii. Saturday and Sunday labor will be charged a minimum of 4 overtime hours per employee. There is a two (2) person minimum.
- B. Custodial Event Services: \$112/event (minimum)
- C. Fines
 - i. Replacement costs for all missing or damaged equipment will be charged to your account
 - ii. Each of the circumstances listed below will result in a \$100 fine/fee charged to your account:
 - a. If additional cleanup is required (e.g. locating missing equipment, bussing tables).
 - b. If equipment is delivered and event was cancelled, and either no notice or less than 24 hours' notice was provided to Facilities.
 - c. If you have requested additional furniture less than 24 hours prior to your event.
 - d. If you have requested to be on site to assist/advise during the set-up and you are more than 5 minutes late.
 - e. If your request includes delivery of equipment but when we arrive there is already equipment in place (equipment normally used for that space).
 - f. If you use equipment that has been set up or set aside for use by others without first coordinating such use with Ed Merryman and/or Facilities Customer Service.

IV. Requesting an Event

- A. Please use the [Event Request Form](#) to request equipment and labor from Event Services
 - i. We will not accept requests submitted any other way
- B. Requests must be submitted at least one week prior to the event



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- i. Requests submitted less than one week in advance will be honored to the extent possible
- C. You will receive 3 emails from us after you submit your request:
 - i. The first is a copy of your Event Request submission for your records
 - ii. The second is a confirmation that we have received your request. This is not a guarantee that we can support your Event
 - iii. The third will be a confirmation or rejection email after we have evaluated our inventory and manpower. You will receive this confirmation within 2 business days of the confirmation that we have received your request. If you do not hear from us, please contact Facilities Customer Service at x4742 or Facilities-CSC@scu.edu.
- D. Event requests are approved on a first come-first serve basis
- E. You must notify Facilities Customer Service at least 24 hours prior to your event if you need to make any adjustments (ie. equipment quantities, locations, set-up style, etc.) to your request.
 - i. Note that there is no guarantee we will have the equipment if you are increasing your order.
- F. You must notify Facilities Customer Service at least 24 hours in advance if your event is canceled.
- G. Set-Up instructions and additional accommodations
 - i. If you have specific set-up instructions, please submit a diagram in PDF format at the end of the Event Request Form
 - ii. If a drawing is not included, we will set the event up in a logical way, and we will not return to restructure the setup
- H. If food is being served at your event we are required to provide trash, recycling and compost bins. However, your food service provider is responsible for the removal of all waste
- V. Additional Campus Resources**
 - A. Event Planning Office
 - i. To reserve your space, please contact the Event Planning Office at eventplanningoffice@scu.edu or (408) 544-6911
 - B. University Dining Services
 - i. Contact Dining Services for all catering needs [online](#) or (408) 554-1792
 - C. Academic Technology
 - i. Contact Academic Technology for all media and technology needs at MediaServices@scu.edu or (408) 554-4520
- VI. External Event Resources**
 - A. If we cannot accommodate your request, the requestor will be notified within 2 business days
 - B. We suggest contacting the following outside vendors if we are unable to support your request:
 - i. [Danny Thomas Party Rentals](#)
 - ii. [Bright Party Rentals](#) (formerly Classic Party Rentals - for tents 2,000 sq. ft. or greater)