

Centennial Student Union Policy

Policy Name: Technical Support	Effective Date: 7/1/12
Custodian of Policy: CSU Technical Coordinator	Last review: 5/25/12
	Next review: 5/1/17

Policy Statement: The Centennial Student Union strongly encourages clients to have technical support for large or high visibility events and meetings in order to insure quality production, and make the best possible impression on guests. The CSU requires technical support for events held in the Ballroom and Ostrander Auditorium.

It is a Centennial Student Union policy that we charge our clients for technical services (sound, lighting and media). We do this in order to recoup our labor expenses and to manage our budget effectively.

Policy Procedures:

- Technical support is required for all events and rehearsals held in the CSU Ballroom and Ostrander Auditorium. Advance consultation with our Technical Services Coordinator at least two weeks prior to your event in order to determine your needs is necessary. Basic Ballroom and Ostrander rental charges includes a 30 minute technical consultation, elaborate programming and consultation may require additional charges.*** **(A TECHNICAL SERVICES REQUEST FORM MUST BE COMPLETED PRIOR TO CONSULTATION)***** After consultation a quote for services will be provided.
- Technical support is necessary in our meeting rooms and event spaces under certain circumstances (high visibility event, lack of familiarity with our equipment, multiple presentations)
- Technical charges and rental fees will be assessed for advanced audio, video, and stage lighting design and/or programming.
- Set-ups that require 2 or more microphones or an audio mixer will require tech support. Any additional microphones require the approval of the technical coordinator and rental rates will apply.
- Student Organizations are eligible for two (2) free technicians for technical support for major events, provided that they meet a minimum of two weeks in advance with our technical staff in order to determine needs. Additional tech will be charged by the minimum hourly rate. Student organizations do pay for **all** hourly technical support during rehearsal time. There is a minimum four (4) hour tech charge for all additional techs.
- Set-ups that require repositioning lighting will have labor rates applied.
- Labor charges may apply for transportation, set up and tear down of equipment.

- Additional labor charges apply for events schedules outside normal business hours.
- CSU equipment requested for use outside of the student union is subject to rental and labor rates.
- If equipment is needed that is not owned by the CSU, all rental charges will be passed directly on to the client.
- Replacement fees will be charged for loss of equipment, adapters, and/or PowerPoint clickers.
- If required, rental rates apply for laptops, PowerPoint clickers, and MAC adapters for all reservations.
- Laptops, mobile projector carts and flat-panel displays are not available for lobby spaces or non-CSU event space.
- Last minute (less than 2 business days) modifications or past due materials will be subject to late fees.
- Labor charges for technical support will be developed and published by July 1 each year.

***In order to maintain a standard of excellence in event and meeting production at the Centennial Student Union, we reserve the right to require technical support when necessary.*

Policy Rationale: The purpose of this policy is to provide quality technical service for all events and activities held in the CSU. Costs for these services will be passes along to all clients and events not funded directly through Student Activity Fees.