

**Production Services Policy****Policy On: Scheduling Regulations****Policy**

Student Engagement and Campus Life requires that all reservation information be true and accurate. Contractual agreements that are based on erroneous information or deliberate misrepresentation will be subject to immediate cancellation.

Policies and procedures vary for each facility on campus. It is the responsibility of each organization and/or department to follow the specific regulations of each building, and space use guidelines and requirements in University Policy 5000 (<http://www.policies.vt.edu/5000.pdf>). For external entities, the sponsoring organization or department will be responsible for following Policy 5000.

The sponsoring organization or department will be financially responsible for repair and/or replacement if damages to property occur by actions beyond normal use. This includes, but is not limited to, audio-visual equipment, tables, chairs, linens, walls, doors, windows, etc.

Sponsors must adhere to local, state, university, and departmental food and alcohol policies.

**Reservation Deadlines***Confirming Production Services*

It is the responsibility of the sponsor to contact and schedule a meeting with a staff member in the Production Services Office at least 21 business days prior to the scheduled event. The sponsor must have confirmed all services, timelines, and other event details with their assigned Production Services Representative no less than 12 business days from event. A signed and returned contract is due 7 business days from the event. If a signed contract is not received by Production services, then services will not be provided.

Due to the nature of the schedule of the Production Technicians, it may not be possible to carryout requests made less than 12 business days prior to the event. Additionally due to inventory limits and busy cycles, changing or replacement of gear within 12 business days may not be possible. If such requests are made, approval is at the discretion of the Production Services office which may result in additional costs, which will be passed along to the sponsoring organization or department.

**Cancellation Deadlines***Cancelling Production Services*

Weather location calls or cancellations must be made no later than 48 hours from event start time. All cancellations must be done in writing by email to Production Services at [production@vt.edu](mailto:production@vt.edu). Weather location calls or cancellations made between 48 and 24 hours before the event start time will be charged 50% the equipment costs. Weather calls or cancellations made within 24 hours will be charged the full contracted price. If cancellations are not communicated, clients will be charged the full contracted price. Contracts that have not been returned to the Production Services Office do not serve as a notice of cancellation. All cancellations must be done so via email to [production@vt.edu](mailto:production@vt.edu).

Production Services reserves the right to cancel services for an event that are based on the following:

- Weather or safety concerns that would cause damage to equipment or pose a threat to the health and life safety of all staff, students and guests.
- Virginia Tech closes the campus due to weather or safety concerns.



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- The client has not fulfilled the above agreements.
- If the client has not returned a contract and there has been no notification of cancellation.

A Production Services representative will contact the authorized contact to discuss the situation before making any calls.

Organizations and departments must adhere to the Student Engagement and Campus Life Cancellation Policy: [https://campuslife.vt.edu/content/dam/campuslife\\_vt\\_edu/assets/event\\_planning/SECL\\_Event\\_Cancelation\\_Policy.pdf](https://campuslife.vt.edu/content/dam/campuslife_vt_edu/assets/event_planning/SECL_Event_Cancelation_Policy.pdf). Failure of an organization or department to cancel scheduled facilities, equipment, or services may result in a service charge and/or the organization/department being denied the privilege of scheduling events in the future

**Restrictions**

Student Engagement and Campus Life reserves the right to:

- cancel reservations which conflict in any way with all applicable university policy and local, state, and federal law
- move reservations to other facilities with the understanding that, if possible, comparable space will be provided when the change is necessary.

All events are subject to the terms of the contract with Student Engagement and Campus Life. Any changes in the contract, including type of event, composition of attendees, and/or times, must be approved by your Reservation Coordinator as well as your Production Services representative.

No organization and/or department may release services to another organization and/or department. Reservations for space are sponsor- and event-specific, and may be changed only by an authorized contact of an organization or department. Student Engagement and Campus Life will not honor third-party reservations agreements.

Sponsors shall not attempt to service or operate any equipment assigned by Student Engagement and Campus Life.

Clients with delinquent accounts (90 days overdue from the date of the Bursar's statement) will not be permitted to make reservations and their current reservations may be cancelled.

