

Official Event Production Policy

Equipment and Support Requests

1. All equipment and support requests must be submitted via the Information Technology HelpDesk ticket system as an Event Production Support Request. For assistance with this process, please contact the University Events Office at 434-592-3511.
2. Advance notice of one week or more is preferred due to the limited availability of staff and equipment. As a minimal standard, support requests should be submitted 72 hours prior to the time when setup of the event will begin; no equipment will be set up without such notice. In the case of special events, Event Production will provide all services within the capacity of the department at the time of the request.
3. All items requested for a specific event must be entered into the support request. Event Production reserves the right to deny change orders submitted within 48 hours of a scheduled event.
4. If the equipment requested exceeds the need of the event or venue, Event Production reserves the right to make changes to items requested or deny service based on the situation.
5. Submission of a support request does not guarantee that the any or all services will be provided. Event Production holds the right to deny any and all support requests.
6. Appeals concerning denials of support should be directed to the Broadcast Communications Executive Producer.

Use of Equipment

Equipment may not be used for an event that is not stated in the support request. If equipment is used outside of the parameters of its intended and stated use or purpose, Event Production reserves the right to take action appropriate to protect the interests of the University.

Use of Automated A/V Systems

1. Automated A/V systems are permanently installed in the classrooms, conference rooms, and event spaces across campus. These may be operated without the assistance of a member of the Event Production staff.

For a list of these rooms and their capabilities, please contact the University Events Office.

2. Wireless microphones in automated classrooms are intended for vocal reproduction/amplification only. They are not to be used for instrument reproduction/amplification.
3. Venues that have automated A/V systems installed in them and are classified as academic spaces are limited to the capabilities and inputs of those rooms.
4. Due to the limitations of automated systems, Event Production reserves the right to modify the equipment order or require that an event be moved to a room more suited for the activity designated.
5. Misuse of automated systems will be reported to the Provost and Chief Information Officer, or their respective delegates, as circumstances may warrant.

Loss or Damage

Departments borrowing equipment are responsible to return it in good working order. In the case that equipment is lost or damaged, Event Production will notify all parties involved and recover losses from the borrowing department.