



Request Guidelines & Policies

By requesting Program Services equipment and technicians, you agree to adhere to the following policies and procedures set forth by Program Services and acknowledge you may incur additional fees or not receive service if policies and procedures are not followed accordingly.

To Make a Request:

- ≈ For events outside of the Dreyfus University Center please complete the Program Services Request Form online
- ≈ When making a reservation for an event inside the Dreyfus University Center with the Campus Reservations Office request audiovisual equipment
- ≈ Call the Program Services Office at 715.346.4203

Please have the following information ready when making your request:

- ≈ Reservation number if applicable
- ≈ Event date, start time, and location
- ≈ Contact Information (phone and e-mail) for primary organization contact

Please review these department policies and procedures prior to requesting Program Services support and renting equipment to reduce your chances of incurring additional charges.

Reservation Requests

- ≈ Requests must be made a minimum of seven (7) business days prior to the date of your event. Requests made within seven (7) days of your event may not be accommodated and will be assessed a \$25 late-request fee if late reservation request is accepted.
- ≈ If your program is scheduled in an outdoor space, you must provide a rain-call at least 24 hours in advance of your scheduled event start time and have a reserved rain site.
- ≈ Program Services staff reserves the right to refuse equipment setup in weather conditions deemed hazardous. Program Services staff will communicate with event coordinator(s) to determine if weather conditions are hazardous to equipment, staff, or event attendees.

- ≈ The minimum charge for labor is two (2) hours, one hour setup and one hour for tear down. Actual charges will reflect two the (2) hours plus any additional time needed (varies per size and AV needs for event).

Request Confirmation

- ≈ Within 48 hours of your request submittal a confirmation e-mail and document from the Program Services office or Campus Reservation Office will be sent.

The confirmation will itemize the following:

- Hired technician, labor times and labor rates
- Equipment and associated rental fees

Confirmation is an ESTIMATE of charges, actual fees and charges are adjusted post event

- ≈ Five (5) to seven (7) days prior to the scheduled event the hired Program Services technician will e-mail or call the event sponsor to confirm all major event details including:
 - Technician start and end times
 - Requested equipment

Billing

A bill confirming all utilized equipment, labor charges, and additional accommodated requests will be finalized after the event has been completed. The Campus Reservations Office will send out an invoice with finalized charges.

If there are questions or concerns about the charges and fees on the invoice pertaining to Program Services please contact the Event Production Coordinator, 715.346.2486.

Cancellation

- ≈ Any cancellation requests within three (3) days of your scheduled event will be subject to a minimum \$25 late cancellation fee or the estimated technician labor and equipment charges, whichever is greater.
- ≈ Cancellations must be submitted via e-mail to ucprogs@uwsp.edu during regular business hours, 8 a.m. – 4:30 p.m.
- ≈ Non-cancellations and no-shows will be subject to the full cost of Program Services labor and equipment rental fees.

Equipment

- ≈ Resources are provided on a first come first serve basis. Program Services will reserve equipment not in inventory through a local vendor, with all expenses billed to the client, if requested. A \$20 surcharge will be added to the cost of the equipment rental if Program Services is responsible for picking up the rented equipment from the vendor and delivering it to the event site.
- ≈ All equipment rental fees are charged on a per day basis. Events requiring or requesting equipment to be setup the day prior or events that span multiple days will be billed on a per day basis.
- ≈ Program Services staff must be hired to utilize room technologies within the Dreyfus University Center. This includes installed room projectors and in-house sound systems in the Laird Room, Alumni Room, Theater, and Encore. Exclusions include DUC meeting rooms 211, 223, 374, 378 and Legacy Room.
- ≈ Any request that includes more than two (2) corded microphones requires hiring a Program Services technician.
- ≈ By renting equipment from Program Services, the event sponsor accepts responsibility for any damaged, lost, or stolen equipment when technicians are not hired to operate the equipment or to monitor your event. If equipment is damaged event sponsor is reliable for all repair cost. If equipment is stolen event sponsor is reliable for total cost of replacement.
- ≈ On-site changes to requested equipment by any member of the sponsoring organization may incur additional charges. These charges will be assessed post-event by the Event Production Coordinator. Hired technicians are not required to know the charges of the equipment requested.
- ≈ Program Services personnel are required to setup and operate all University owned sound, lighting and projection systems.
 - An exception may be considered per the discretion of the Event Production Coordinator if a performing group travels with their own sound and or lighting engineer and it is determined that their level of knowledge is acceptable. A Program Services technician will be provided to to assist in operation of the equipment. Labor fees apply.
- ≈ Program Services is not responsible for outside equipment. Groups may request the assistance of a Program Services technician, but a representative of the group must be

present when a technician handles the equipment. Program Services may be unable to assist in operating equipment that is not part of the University Centers inventory.

- ≈ Program Services does not provide laptops for client use. Support will be provided in connecting client laptops to projection systems and ensuring proper operation.

Content

- ≈ Program Services is not liable for media and content provided for event playback and presentation.
- ≈ Due to issues of security and reliability technicians will not play content from mobile phones.
- ≈ All content provided to Program Services technicians must be in an acceptable form: CD, DVD, USB drive, MP3 devices or laptop.
- ≈ For the Best projection image quality please use a 16:9 ratio when creating PowerPoint and other visual presentations