



Office of Facilities

Facilities Policy

On-Campus Events Support

Purpose

Provide the university with on-campus support and a policy that ensures successful events.

Policy

All events held on the UTSA campuses must have an approved work order. Work requests must be made through the iService Desk at <http://facilities.utsa.edu/isd>. An event cost quote will be provided to the requester by Work Control for approval. Events with more than 500 attendees will be sent to the Facilities Manager of Housekeeping and Event Services for a custom quote.

Procedures

The following procedures apply to all tri-campus requests for on campus Facilities events support.

Submitting a Work Request

1. To ensure staffing, equipment and planning time, a work request must be submitted to Facilities Work Control via the iService Desk at least fourteen (14) calendar days prior to the event at: facilities.utsa.edu/isd
2. The work request must include departmental signature approval.
3. Once the work request has been submitted an event quote will be sent to the requester for approval. To ensure proper scheduling and coordination with requesting department the requester must return the approved quote in a timely manner. If the approved quote is not received at least two (2) business days in advance of the event the work order may not be created, may be subject to additional fees or cancellation in some cases.
4. If an event planning meeting is necessary, please contact Facilities Housekeeping and Events Manager or Work Control.

Amendments and Change/Cancellation Fees

1. Changes to the original request will require a work order amendment and revised quote. Amendments must be emailed to Workcontrol@utsa.edu at least two (2) business days prior to the event start date. E-mails should reference the work order number with the detailed changes.
2. A change fee of twenty-five (\$25) dollars will be assessed for every work request or amendment to a work order that is received less than two (2) business days prior to the event. Amendments changing the scope of the work will require a revision of the event cost quote.
3. Events cancelled less than one (1) business day in advance will be charged for applicable costs since some or all of the required work may have been completed. Charge will not exceed the cost quote provided.

Event Cost Quote

1. Facilities Work Control will provide each event requester with an "Event Cost Quote".
2. The event cost quote is to be authorized by the account signer of the requesting department.
3. The quote provided by Work Control is calculated using the current fiscal year shop rates (<http://facilities.utsa.edu/shoprates.htm>), required staffing needs and setup/restoration requirements for each event.
4. An example of the worksheet used by Work Control is provided on the Facilities website. Customers are encouraged to use the worksheet tool to preview event costs. ([http://facilities.utsa.edu/documents/Event Cost Quote.xlsx](http://facilities.utsa.edu/documents/Event%20Cost%20Quote.xlsx)).
5. Only the event cost quote received by the customer from Work Control will be official.

Additional Fees and Considerations

1. The cost will increase to time-and-a-half if the event is held on weekends, holidays and other non-core hours. All overtime costs will be provided in the event cost quote. The requester should call Work Control if they have any questions regarding overtime requirements.
2. Caterers and/or department are responsible for any food setup and clean-up required for that event. A charge will be assessed for special clean-ups. For more information on outdoor and BBQ events please go to the following link: ([http://facilities.utsa.edu/documents/BBQ Policy.pdf](http://facilities.utsa.edu/documents/BBQ%20Policy.pdf)).

3. Events requiring trade support, such as electrical, mechanical maintenance, plumbing, etc should be specified on the work request for appropriate zonal assignment. Costs associated with trade support will be provided in the event cost quote.

Replacement of Missing or Damaged Equipment

1. Damage to the facility, furnishings or other equipment, whether accidental or intentional, will not be tolerated and may result in related charges of replacement of chairs, tables, podiums, easels, stanchions, flags, carpet, etc.