

UTSA 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 UTSA campuses must have an approved Facilities work order. Work requests must be submitted through the Facilities iService Desk. An event cost quote will be provided by the Facilities Service Center to the requester for approval. Events with more than 500 attendees will be sent to the Facilities Manager of Housekeeping and Event Services for a custom event cost 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 the Facilities Service Center via the iService Desk at least fourteen (14) calendar days prior to the event.
2. The work request must include the departmental account signer approval.
3. Once the work request has been submitted, an event cost quote will be sent to the requester for approval. To ensure proper scheduling and coordination, the requester must return the approved quote in a timely manner. If the approved quote is not received, at least two (2) business days prior to the event, the work order may not be created, incur additional fees, or be cancelled.
4. If an event-planning meeting is necessary, please contact the Facilities Service Center at 458-4262.

Amendments and Change/Cancellation Fees

1. Changes to the original request will require a work order amendment and revised cost quote. Amendments must be emailed to FacilitiesServiceCenter@utsa.edu at least two (2) business days prior to the event start date. E-mails should reference the work order number and include a detailed description of 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 prior to the event will be charged for applicable costs since some or all of the required work may have been completed. The charge will not exceed the event cost quote provided.

Event Cost Quote

1. The Facilities Service Center will provide each event requester with an "Event Cost Quote."
2. The account signer of the requesting department must authorize the event cost quote.
3. The event cost quote provided by the Facilities Service Center is calculated using the current fiscal year shop rates, staffing needs, and the setup/restoration requirements for each event.
4. An example of the worksheet used by the Facilities Service Center is provided on the Facilities website. Customers are encouraged to use the worksheet tool to get an estimate of event costs.
5. Only the event cost quote provided by the Facilities Service Center to the requestor will be official.

Additional Fees and Considerations

1. The cost of labor 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 the Facilities Service Center if they have questions regarding overtime requirements.
2. Caterers and/or departments are responsible for any food setup and clean up required for the event. A housekeeping charge will be added to the work order if caterers and/or departments fail to clean up properly. For information on outdoor and barbecue events, please refer to Facilities' Outdoor and Barbecue Event Support policy posted on the Facilities website.
3. Events requiring trade support, such as electrical, mechanical maintenance, plumbing, etc., should be specified on the work request. The 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 for replacement of chairs, tables, podiums, easels, stanchions, flags, carpet, etc.