

# 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 that require support from Facilities must have an approved Facilities work order in advance. Work requests must be submitted through the Facilities iService Desk. All events held in spaces supported by Facilities require custodial services for basic cleaning after the event. Events hosted in the Student Union or H-E-B Student Union are managed by Student Union staff and they have a separate event policy.

The Facilities Service Center will provide an event cost quote to the requester for approval and will include custodial services according to the Facilities Event Staffing Guidelines. Events with 250 or more attendees will require 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 needed, 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](mailto: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.

### Event Custodial Staffing Requirements

1. All events held in spaces supported by Facilities will require custodial services for basic cleaning after the event. The custodial staff will ensure that tables, chairs, and common touch points are properly disinfected, remove trash, and clean-up items found on the floor after the event to prepare the room for the next occupant.

2. Additional custodial requirements, other than the standard cleaning mentioned above, will require additional charges. Examples include having custodial staff available to service the space during the event, excessive mess left in the space by event attendees, special cleaning of carpets or floors due to spills, confetti, and glitter, reconfiguration of the room furniture, etc.

3. Custodial support is provided by the hour and a minimum of one hour will be charged for each event. Additional hours may be required depending on the number attendees, size of location(s), etc.

4. Staffing requirements are found in the table below and based on the basic cleaning required after the completion of an event. Additional staffing may be required due to the type of event and will be identified in the event cost quote provided by the Facilities Service Center.

### **Custodial Staffing Requirements for Events**

Number of Attendees	Custodial Staff Required	Minimum Cleanup Time Required	Minimum Cleanup for Event with Food	Event in Multiple Locations
1 to 50	1	1 hour	2 hours	0
51 to 100	1	1.5 hours	2 hours	+1
101 to 150	2	1 hour	2 hours	+1
151 to 250	3	1 hour	2 hours	+1
Above 250	Custom Quote Required			Custom Quote Required

#### Additional Fees and Considerations

1. The cost of labor will increase to time-and-a-half for Facilities employee support 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. ABM fees are fixed by contract and do not incur an overtime charge.
2. Caterers and/or departments are responsible for any food setup and removal of access food at the completion of the event. An additional custodial services charge will be added to the work order if caterers and/or departments fail to clean up properly.
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.
4. Add-ons requested on the day of the event or after the event venue was setup will incur additional charges for actual services performed. The Facilities Service Center will post the appropriate charges to the work order and will not send an amended cost quote for approval.

#### 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.