

Norris & Satellite Venues Event Policies

Table of Contents

<u>Event Management Mission</u>	2
<u>Building Facilities</u>	3
<u>Facility Safety Guidelines</u>	3
<u>Facility Fees</u>	3
<u>Norris Event Requests</u>	4
<u>Reservation Process</u>	4
<u>Advance Scheduling</u>	4
<u>Outdoor Events</u>	4
<u>Event Planning Timeline</u>	4
<u>Deadlines</u>	5
<u>Cancellation Policy</u>	5
<u>Late Requests</u>	5
<u>No Show Policy</u>	6
<u>Rates</u>	7
<u>Pre-Event Walk Throughs</u>	7
<u>Room Access</u>	8
<u>Performance and Satellite Venues</u>	8
<u>Political Events</u>	8
<u>Filming</u>	8
<u>Student Org Theatre Guidelines</u>	9
<u>Technical Services & Staffing</u>	9
<u>Food and Beverage</u>	9
<u>Promotional Activities</u>	10
<u>Contact Us</u>	11

Norris Events Mission Statement

At Norris Event Management, we foster memorable events by cultivating relationships, curating resources, and a commitment to hospitality.

From concept to completion, we are dedicated to creating exceptional client experiences through seamless execution and open communication. We also prioritize our own professional development, and that of our student workers, empowering us all to excel in event management.

Building Facilities

For any facility requests during events, please contact the Center Desk

Facility Safety Guidelines

- Norris is a smoke free building
- No helium balloons are permitted indoors across all Norris managed spaces. It is also prohibited to suspend balloons from the ceilings.
- Arrangements must be made for removal of any large balloon displays/arches by either client or vendor.
- Bicycles, scooters, roller-skates are not allowed without prior discussion and written approval.
- Neither event equipment nor people may block corridors or safe passage of patrons throughout the building. Event spaces have seating capacity limits, and the Norris Event Operations Team will not set up spaces to exceed those capacities. Clients should not rearrange Norris furnishings nor place items for their own event setup in such a way that prevents safe egress throughout the building.
- Heat producing items are not allowed to be brought into Norris's event spaces, such as those used for food preparation, matches, candles, space heaters, hot plates... There are no exceptions to this.

Facilities fees

Services and Fees	Cost	Note
1 Additional Custodian	\$45/hour	Recommend 2 attendants for large events (700 or more people), to attend to restrooms
East Lawn Electrical	Event Specific	Quotes provided by Facilities Management require 2-week lead time
Extension Cord Rental	\$4/cord	If not returned \$75 replacement fee
Lounge/Lobby Furniture Removal	\$200/hour	Based on 3 person moving crew, requires 2-week lead time

Any Events that require a cleaning crew above and beyond general facilities operations will be subject to an Excessive Cleaning Fee. A partial list of examples:

- ❖ Decorations or props left behind and not properly removed/disposed of
- ❖ Sticky residue caused by inappropriate tape on the floors
- ❖ Food & Beverage trash left out
- ❖ Damage to property

Norris Event Requests

Reservation Process

Reservations can be made in-person, by phone, by email or online at:

<https://www.northwestern.edu/norris/events/>

- Norris Event Planning is located on the 3rd floor in Norris across from the elevators in the Administration Office
- Business hours are Monday-Friday, 8:30am-5:00pm
- Norris Event Planning can be reached at 847-491-2330
- The Norris Event planning email address is norris-events@northwestern.edu
- All Student Organizations must have an active SOFO account to request space
- Student Organizations and on-campus departments must have a web reservation account to reserve space online:
<https://reservenorris.northwestern.edu/emswebapp/Default.aspx>
- For any external event requests, please reach out to us directly

Advance Scheduling

- Advance Scheduling is a reservation process that allows University events to request priority scheduling for venues managed by Norris Event Management. Please visit the link below to learn more and make note of the appropriate dates.

<https://www.northwestern.edu/norris/events/event-management/advance-scheduling.html>

Outdoor Events

- Northwestern University departments and recognized student organizations may make outdoor event requests. Although there is generally no fee associated with an outdoor event, each request *must* include a valid chartstring number, which will be used should the space be damaged or improperly cleaned after your event. Please read through each section for specific information that may impact your event. Events taking place without meeting proper permit, insurance, or university requirements will not be approved, or may risk cancellation.

<https://www.northwestern.edu/norris/events/event-management/outdoor-event-request-information.html>

Event Planning Timeline -

- **1 Year out** – Advance Scheduling - request a date for your cyclical event if applicable
 - For specifics on Advance Scheduling dates, please visit:
<https://www.northwestern.edu/norris/events/event-management/advance-scheduling.html>
- **45 Days out** – Event Concept- Plan the concept behind your event and choose a timeframe when you'd like to host it
- **30 Days out (or earlier)**– Contact Norris Event Planning to book/confirm your space
- **Three weeks out** – Confirm resources (room setup, A/V equipment, tech staff)
- **Two weeks out**- Finalize event details for large venue events, changes or cancellations may incur fees. Last chance for A/V equipment and tech staffing changes.
- **2 Days out** –Small venues and meetings finalize event details
- **Day of Event** – all set and ready to go, enjoy your event!
- **Post Event** – Fill out event survey, Invoice sent to client

Event Deadlines

All requests for events must come within the deadline below. Any request that comes in after these deadlines (if approved) will fall under our cancellation or late request policies found

	Standard Set Rooms: Chicago, Scholars, and Alumni Rooms	All other Norris and Satellite Spaces
Room and Built-in AV Request Deadline	3 days	2 Weeks
Dedicated Technician or Other Staff	2 Weeks	
Event Rehearsals	Rehearsals are treated like any other event and are subject to the room reservation or staffing deadlines as listed above.	
Catering Requests	3 Days	
Extension of Hours	2 Weeks	

Cancellation Policy

Should it be necessary for you to cancel your event the Norris University Center reserves the right to impose cancellation fee based on the following scale. Written notice (email acceptable) to cancel space or catering is required. In all cases, food will not be prepared or provided. Inclement weather is not a valid cause for cancellation of an event under contract. Cancellation timelines and fees are below. Please note that a “no show” to a confirmed reservation falls under this policy as well. This would be considered a “day of” cancellation.

Multi-Room Booking Cancellation

For events using 3 or more spaces in the Norris University Center and/or Satellite Venue, all shorter deadlines (booking, cancellation, changes, etc...) are extended to 2 weeks' notice. This applies to any 3 bookings in the same day, regardless of capacity, attendance, event length, etc...

Timeline	Student	Department	Sponsored	External
Room Cancellation (Less than 2 weeks) McCormick, Louis	\$50/reservation	\$150/reservation	Full Charges Apply	Full Charges Apply
Satellite Room Cancellation (Less than 2 weeks) Great Room, Performance Hall, Guild Lounge	Full Charges Apply	Full Charges Apply	Full Charges Apply	Full Charges Apply
Norris Meeting Room Cancellation (Less than 2 days)	\$50/booking	\$150/booking	Full Charges Apply	Full Charges Apply
Tech Cancellation (Less than 2 weeks) McCormick, Louis, Guild, Performance Hall, Great Room, Lutkin, Ryan Auditorium	Full Cost Labor 50% Equipment	Full Cost Labor 50% Equipment	Full Cost Labor 50% Equipment	Full Cost Labor 50% Equipment
Tech Cancellation (Less than 2 days) Norris Meeting Rooms	Full Cost Labor 50% Equipment	Full Cost Labor 50% Equipment	Full Cost Labor 50% Equipment	Full Cost Labor 50% Equipment
Tech Cancellation (Day Of)	Full Cost	Full Cost	Full Cost	Full Cost
Catering Menu Cancellation				

Late Request Policy

Any change requests that come in after the reservation deadlines above will be subject to a late request fee if the request is able to be accommodated. It is the client's responsibility to review their confirmations to ensure that their requests are reflected appropriately prior to the

deadline. Please note that late requests may not be able to be accommodated. The following is a partial list of examples.

- ❖ Changes to room layout or equipment that require additional staff
- ❖ Any requests that are past deadlines or are asked for day of
- ❖ Any requests to provide additional AV equipment, when none had previously been requested

No Show Policy

- ❖ In order to accommodate all incoming event requests, organizations are responsible for confirming and honoring their reservations. Organizations that fail to use the reserved space (without prior notification) twice within a quarter will lose their right to meet in Norris for the next quarter.
- ❖ After the first offense, the reservation contact will be sent a “no-show warning” email. After the second offense, the reservation contact will be sent a “no-show policy violation” email and the above sanction will be enforced.

Rates and Fees

All events are categorized into one of four types:

Student Organization, Department, Sponsored and External

All pricing is determined based on this category. Please visit our rates page for more information:

<https://www.northwestern.edu/norris/events/fy24-rates.pdf>

For help understanding each category, please visit our rate determination page at:

<https://www.northwestern.edu/norris/events/event-management-policies-files/rate-determination.pdf>

Dark Days and Hold Spaces

Any event holding a space, but not holding an event or performing work in the space, may be charged a dark day fee. This applies to multi-day events, where the space may not be used on one day, but it is still unavailable to other users (including theatrical off nights or multi-day events). This also includes holds placed, to block off an entire floor, or to prevent adjacent events.

Pre-Event Walkthroughs

Clients wanting to see their reserved spaces in advance, or see spaces before they place a reservation, can request a walkthrough by contacting Norris Event Planning. Walkthroughs will be led by your event planner and must be scheduled in advance. Walkthroughs typically take 15 minutes or less and are often scheduled adjacent to a pre-production meeting. Spaces may or may not be available, depending on other scheduled events.

If longer than 15 minutes is needed, or if you would like to test presentations or the AV capabilities of the room, you can request a Tech Rehearsal by contacting Norris Event Planning. Your event planner will book the room to guarantee availability, and the reservation organization is responsible for the cost of that reservation (if applicable). In smaller rooms, our Technical Services team will set up the AV prior to your arrival and will assist with connecting as needed, at no additional cost. In McCormick Auditorium, Louis Room, or Guild Lounge, your event planner will also book a dedicated technician for an hourly rate.

All Walkthroughs and Tech Rehearsals must be scheduled in advance through Norris Event Planning. Tech Rehearsals must be scheduled in accordance with our booking deadlines.

Room Access

Rooms can be accessed one half hour prior to event booking. Earlier access is at our staff's discretion if available and set up. Please do not arrive prior to that window and expect access unless a previous conversation has been had with your Event Planner. Rooms must be clear of people and equipment one half hour after reservation end time. No equipment may be left on site unless previously arranged, or fees may be incurred.

Performance and Satellite Venues

For all events in our satellite spaces, please refer to venue specific policies at:

<https://www.northwestern.edu/norris/events/norris-satellite-venues/>

Satellite Spaces:

Cahn Auditorium
Guild Lounge
Performance Hall
Great Room
Ryan Auditorium
Lutkin Hall
Shanley Pavilion

Political Events

Northwestern is committed to freedom of expression by its community, including the expression of individual political views. At the same time, as a tax-exempt organization, the University may not participate or intervene in any political campaign on behalf of (or in opposition to) any candidate for public office. Care must be taken to separate individual expression from any actual or perceived participation or intervention by the University in political campaigns. Northwestern does not and cannot endorse or oppose any political candidate.

Please review Northwestern's statement of policy and accompanying guidelines regarding the use of university facilities for political activities. <https://policies.northwestern.edu/docs/use-of-university-facilities-for-political-activities-final-012717.pdf>

Filming in Event Spaces

Norris University Center must approve all filming requests. When approval has been received, a staff member will inform requestor of appropriate use of space with regard to the safety and welfare of the public.

Filming of logos and students is prohibited without obtaining copies of release forms.

Student Org Theatre Guidelines

Please refer to the complete Norris Theater and Shanley Theater guidelines on the Norris website

<https://www.northwestern.edu/norris/events/event-management-policies-files/shanley-guidelines.pdf>

<https://www.northwestern.edu/norris/events/event-management-policies-files/norris-theatre-guidelines.pdf>

Technical Services & Staffing

A/V Equipment

- ❖ For events held in Norris spaces, basic/built-in A/V equipment is included in your reservation at no additional cost.
- ❖ If additional equipment must be added, or for other locations within Norris and across campus, additional charges will apply.
- ❖ A list of equipment included in each venue can be found here:
<https://www.northwestern.edu/norris/events/event-management-policies-files/tech-equipment.pdf>

Dedicated Technician

Due to the complex nature of the AV systems in Louis Room (Norris), McCormick Auditorium (Norris), or Guild Lounge (Scott Hall), a dedicated technician is required to run in-room equipment. Events with complex technical needs outside of these spaces may also require dedicated technician support. Norris Event Management reserves the right to assign the appropriate technician(s) based on availability, event needs, and skillset required.

The cost of this service is listed in the Rates and Fees document on the Norris Event Management Policies website at <https://www.northwestern.edu/norris/events/event-management-policies.html>. A/V equipment, Tech Staff, and other Tech related equipment and services must be scheduled a minimum of 2 weeks prior to your event. Cancellations or reductions made less than 2 weeks prior to your event will be charged the full cost of labor, and other charges or fees may also apply.

Charges will be added once the details of your event are finalized and are subject to change. Schedules are typically based on reservation times, but additional time may be necessary, based on the complexity of your event. Staffing charges are non-negotiable.

Overtime Policy

For any technicians working an event lasting more than 10 hours per day regardless of breaks, or more than 37.5 hours in a week, overtime will be billed at a rate of 1.5x (time and a half).

Catering / Food Policies

All events in Norris must abide by all Compass Dining policies.

<https://www.northwestern.edu/norris/events/event-management-policies-files/compass-catering-policies.pdf>

Only events in the Guild Lounge may use non-Compass catering. Please reach out to Event Planning for further details.

Promotional Activities

Advertising:

For details about using Norris Promotional Spaces, please visit

<https://www.northwestern.edu/norris/services/norris-promotional-space/>

Promotional Spaces include: digital TV ads, elevator ads, windows, Norris approved banner spaces and outdoor approved banner spaces

Posting in Norris

- ❖ Norris offers a general posting location near the West Main Entrance. This is the only acceptable location for flyers and unpaid advertisements.
- ❖ Only 1 copy of each posting is permitted. Duplicates will be removed.
- ❖ All flyers will be removed on Sunday evenings.

Outdoor Flyers / Chalking / Painting

<https://www.northwestern.edu/studentorgs/organization-officers/campus-advertising-guidelines.html>

Soliciting

Unapproved soliciting in Norris and Satellite spaces is never allowed.

For policies around soliciting, please see

<https://www.northwestern.edu/studentorgs/organization-officers/planning-an-event/other-advertising-policies.html>

Any person without appropriate permissions will be reported to the University Police and asked to leave campus.

Promotional Activations:

Any external organizations looking to bring activations to campus, please reach out directly to Norris Event Planning to discuss.

Contact

For any further questions or for clarification, please contact our office.

In person: Norris 3rd floor, Admin Office - business hours Mon-Fri, 8:30am-5:00pm

Phone: 847-491-2330

Email: norris-events@northwestern.edu

We look forward to hosting your event!