



THE DEPARTMENT OF
EVENTS & VISITOR SERVICES

POLICIES & PROCEDURES

EXTERNAL ORGANIZATIONS/INDIVIDUALS



The Department of Events and Visitor Services

Policies and Procedures External Organizations and Individuals

The Department of Events and Visitor Services

Policies and Procedures

External Organizations/Individuals

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Introduction

Founded in 1877, Jackson State University (JSU) is a historically black, high research activity university located in Jackson, the capital city of the state of Mississippi. The main campus of Jackson State is located in West Jackson which is approximately a quarter of a mile from the central business and downtown area of Jackson, as well as the primary municipal, county, state, and federal government offices. Jackson State University also has satellite campuses: the Mississippi e-Center located on Raymond Road; the Jackson Medical Mall on Woodrow Wilson; the 101 Building; and at the Universities Center located on Ridgewood Road. Easy access to the main campus, satellite locations, and the City of Jackson is provided via air, rail, interstate routes, and public transportation.

The university's modern, spacious facilities and state-of-the-art technology make it an ideal location for hosting small and grand scale events, including conferences, seminars, sporting events, luncheons, banquets, sports events, concerts, weddings, receptions, exhibits, and other activities.

Facilities at Jackson State University are available primarily for students, faculty, and staff events consistent with the mission and goals of the University. However, the University recognizes the need for external organizations and individuals to use campus facilities for a variety of events. Therefore, the university has established the following guidelines and policies for internal organizations using facilities on the campus of Jackson State University.

The Department of Events and Visitor Services Overview

The Department of Events and Visitor Services is responsible for the overall management of all campus events and logistics. An event is defined as any gathering within a campus facility that is not an academic course offering or interdepartmental meeting held within a department's conference room during regular campus work hours. All events must be entered into the event management system (EMS) for proper tracking and approval by either the Department of Events and Visitor Services or the respective facility manager. An event that is held in a university facility without appropriate authorization will be closed by the Department of Public Safety.

Contact Information

Office: (601) 979-0883

Email: eventsinfo@jsums.edu

Pre-Approval Process

A proposed event is not approved until a written confirmation is produced by the Department of Events and Visitors Services. Jackson State University prohibits the facility usage or advertisement of an event before approval. All events must be entered into the Event Management System (EMS) for proper tracking and approval by the Department of Events and Visitor Services. The following JSU satellite campuses have additional contractual agreements that must be signed, as well: the e-Center, the Stadium, the Medical Mall, JSU Downtown, and Universities Center. The Department of Events and Visitor Services will provide the contact

information for the appropriate facilities. **The Department of Public Safety will close an event that is held in a university facility without proper approval.**

Event Planning/Logistics

The key to a successful event is planning and attention to detail. From inception to execution, the Events and Visitor Services team collaborates with our campus partners to establish a plan that ensures each phase of the event is appropriately executed. The first step in achieving a flawless event is conducting a strategic assessment. During the initial consultation, we will discuss the clearly defined goals, branding, and challenges of your event.

Our goal is to help our clients create quality strategies, solutions, and flexible, customized options to achieve your vision. Most importantly, we have the industry knowledge and experience to help efficiently facilitate the process. Additionally, we have streamlined our processes by utilizing past successes to ultimately provide the best practices for event planning services, and the precise delivery of our client's vision and message.

Event Checklist

When planning and carrying out an event, there are various components. The Events Management System (EMS) serves as a checklist which covers the essential information regarding the event, while also listing possible resources that may be needed. The checklist will provide a record of resources used, billing, and the planning of future events.

Event Cancellation Policy

Unless explicitly stated on the Facilities Use Agreement, the deadline to receive a refund (less the non-refundable deposit) for your event is 14 business days before the event.

If you or your organization needs to cancel an event, please inform the Department of Events and Visitors Services in writing or by email as soon as possible.

Events and activities canceled less than 14 business days after the stated deadline will not be eligible for a refund.

Government Agencies

If an event is canceled less than 30 days before the event date, the government agency will receive a refund of 50% of the total cost of the event.

The event requestor or credit cardholder must make all refund requests.

Refund requests must include the name of the event and reservation number.

Cancellations must be made by email or fax prior to the cancellation deadline.

The policies mentioned above apply to all approved events unless otherwise noted in the corresponding event materials. Please read individual event information thoroughly.

General Guidelines for Using Campus Facilities

1. Campus facilities are primarily for the events and activities sponsored by student organizations and university departments. Therefore, those entities receive priority in reserving campus facilities. When campus facilities are available, external organizations and individuals will be permitted to rent those spaces.
2. The university reserves the right to deny permission for facility usage and to cancel or move an event in the case of an emergency, inclement weather, or act of God.
3. Only events and activities that have been scheduled through the campus scheduling software (EMS) are recognized as being properly booked and have the right to use a campus facility.
4. All external events and activities should be reserved at least 30 days before the planned date of the event. Full payment is due 30 days before the event occurs. Lack of payment will result in cancellation.
5. Sponsoring organizations and individuals are responsible for the behavior and actions of those attending their events and activities. Thus, if excessive cleaning or damages occur to equipment and/or the facility, the sponsoring organization/individual is responsible for all charges associated with cleaning and/or repairing the equipment and/or facility.
6. The university reserves the right to end an event if the fire code is violated or conditions in the facility pose a threat to those in attendance.
7. Any attempt by a student organization, university department, or university employee to co-sponsor an event/activity with an external group for the exclusive purpose of obtaining the facility or services for free or at a discounted rate shall result in the cancellation of the event and the organization's suspension from using university facilities.

Welcome Center Conference Room Policies and Procedures

Hours of Operation

Monday-Thursday

8:00 a.m. to 7:00 p.m.

Friday

8:00 a.m. to 5:00 p.m.

Saturday/Sunday

Closed

The Welcome Center closes at 5:00 p.m. during the week of Thanksgiving, and the months of December, May, June and July. The Welcome Center is closed on all official University holidays.

Visitor Sign-In

All visitors are requested to sign-in upon each entrance to the Welcome Center. The sign-in iPad is located in the receptionist area for your convenience. Your full name, email address, and phone number are required to sign-in. You do not have to sign out upon departure.

Conference Room

The Conference Room may be used for small meetings hosted by JSU faculty, staff, students, and the community. There is no charge for the use of the room which is equipped with a conference table and ten (10) chairs; a Mondo pad for PowerPoint presentations and videoconferencing; and a conference phone. **Jackson State University reserves the right to charge any external organization or individual for damages occurred to any campus facility or equipment.**

Scheduling Meetings

All meetings should be reserved at least 30 days before the requested date. A Facility Use Agreement must be signed by the requesting group as well as the University's Chief Financial Officer (CFO) before the meeting will be approved. Careful consideration of timing is required for meetings that may precede or follow another meeting. All groups are expected to remain within their scheduled time frame.

Meeting Cancelations

If you or your organization needs to cancel a meeting, please inform the Welcome Center via telephone call or email at least 48 hours prior to your scheduled meeting. Groups that are no shows for scheduled meetings will forfeit future use of the conference room. The university reserves the right to deny permission for facility usage and to cancel a meeting in the case of an official university meeting or event, an emergency, inclement weather, or act of God.

The university reserves the right to end a meeting if a fire code is violated or conditions in the facility pose a threat to those in attendance.

Refreshments

Jackson State University has an exclusive contract with SodexoMAGIC to provide all the catering needs for those using campus facilities. This agreement grants SodexoMAGIC the exclusive right to provide all food service on Jackson State University's campus. If SodexoMAGIC cannot provide service to a meeting due to scheduling conflicts, SodexoMAGIC will grant the individual or organization permission to use another caterer from its approved list. No outside food or beverage is allowed in the facility. For your catering needs, SodexoMAGIC may be contacted at USAJSUCatering@sodexomagic.com or 601.979.0452.

Facility Cleanliness

The JSU Welcome Center is the official front door to the Jackson State University campus. Often, our office is the "first impression" of a visitor. Therefore, it is required that the lobby, conference room, kitchen, and restroom are always clean and tidy. All groups using the conference room are requested to ensure the chairs are back in place, and no items are left on the table at the end of your meeting. Additionally, the refrigerator is **not** for public use. It is for the office staff only.

If excessive cleaning or damages occur to equipment and/or the facility, the sponsoring organization/individual is responsible for all charges associated with cleaning and/or repairing the equipment and/or facility. Payments must be made before additional scheduling of meetings or events on campus.

Decorations

1. Do not paint or spray paint in the facility or on campus grounds at any time.
2. Do not nail anything into wall or floors.
3. Glitter and confetti are prohibited in all campus facilities.
4. Blinds and curtains cannot be removed.
5. Fire Exit Signs cannot be covered under any circumstance.
6. Exit and Entrance doors cannot be blocked under any case.
7. All cords and cables must be tapped down.
8. The Department of Events and Visitor Services must approve all tape.
9. Open flame candles are prohibited in all campus facilities.

Minors

Meeting participants must be 17 years or older. Children under the age of 17 must be accompanied by an adult attending the meeting and must remain with that adult in the meeting.

How to Reserve Campus Facilities

Go to the university's online reservation system; you must have the exact location, date, and time to make the reservation.

Below is the link to the university's Event Management System:

<http://jsuem.jsu.edu/VirtualEMS/ClassicRequestForm.aspx?data=ity3Dem%2byxxGFZTQvNr975K4dCU8QwV7>

You will receive a response regarding your event within 7-10 business days. If you are unable to utilize our event booking system, please contact our office at 601-979-0883.

Accessibility/Disability Services

Jackson State University is committed to providing reasonable accommodations and services to all individuals attending events and activities occurring on the campus. If you have individuals

attending your program or event who need such services, contact The Department of Disability Services at 601-979-3704.

Alcohol

Jackson State University is committed to complying with all federal, state, and local laws concerning alcohol. In general, the university's alcohol policy governs the consumption and use of alcohol on campus. No exchange of monies is permitted when approval has been granted. A licensed bartender and/or company must be contracted to serve all alcoholic beverages on campus.

Some of the general requirements for the consumption of alcohol on campus are:

1. Alcohol may be served in designated areas for special events with the approval of Jackson State University's Legal Counsel. All documented designations and/or approvals will be kept on file in the Office of the President and recorded in the Department of Events and Visitor Services.
2. The Request to Serve Alcohol form must be submitted for approval at least 30 days before the event.
3. Alcohol may not be served unless non-alcoholic beverages (in addition to water) and food also are served. Food and non-alcoholic beverages must be available **without cost** when alcohol is consumed.
4. If an event lasts two hours or more, alcoholic beverage service must stop one-half hour before the close of the event.
5. It is the responsibility of those in charge of an event, including any independent contractor or caterer, to ensure that no one under the age of 21 or no JSU students are in attendance when serving alcoholic beverages, and to bear the expense to ensure compliance of this policy. Any server must act in accordance with all pertinent laws, regulations, and policies regarding the serving of alcohol, including the requirement that manifest evidence of legal age is presented. Where there is any question as to whether a person is of legal age, no service will be provided. Any person serving alcohol must be at least 21 years of age. JSU will not be liable for any act or omission of any independent contractor or caterer.
6. Alcohol may not be consumed or carried in open containers in the common or public areas (as defined by law or JSU Policies) or any building or grounds, except as provided for below:
7. In specifically designated individual lodging rooms or apartments owned by JSU, or other private areas, but only after such location has been designated as a permissible location where alcohol may be present, and a record of that designation is on file in the Department of Events; or
8. For group activities or events where liquor license or permit (if required) has been obtained, and the building proctor or scheduling officer has approved the event. All events where alcohol may be present require the prior consent of JSU's Legal Counsel.

Animals

Only service animals are allowed in campus facilities.

Catering

Jackson State University has an exclusive contract with SodexoMAGIC to provide all the catering needs for those using campus facilities. The agreement grants the vendor the exclusive right to provide all food service on Jackson State University's campus. If SodexoMAGIC cannot provide service for an event, permission will be granted to an individual or organization to use an approved licensed caterer.

Concerts

External organizations requesting to host a concert, theatrical production or major ticketed event must receive prior approval through the EVS upon the advice of JSU General Counsel. All contracts, riders and legal obligations must be reviewed and approved by JSU General Counsel.

All ticketed events once approved, must complete all required paperwork and have proof of insurance. A \$1.00 per ticket sold will be donated to the JSU Development Foundation for scholarship support to the University.

Decorations

Jackson State University recognizes the need for organizations and individuals to decorate campus facilities for events and activities. The university requires all external organizations/ individuals to submit to EVS its decorating plans at least thirty (30) days before the event for approval. When developing your decoration plan, the following must be adhered to in all campus facilities:

1. No painting or spray-painting in the facility or on campus grounds at any time.
2. Do NOT nail anything into wall or floors.
3. Glitter and confetti are prohibited in all campus facilities.
4. Blinds and curtains cannot be removed.
5. Fire Exit Signs cannot be covered under any circumstance.
6. Exit and Entrance doors cannot be blocked under any circumstance.
7. All cords and cables must be taped down.
8. No duct or scotch tape is permitted.
9. Open flame candles are strictly prohibited in all campus facilities. Lighted candles must be in an enclosed container.

Disc Jockey

Organizations or departments hosting events with a DJ are required to inform them of the following:

- All DJ's must adhere to the policies set forth by the university and the Department of Public Safety.

- A waiver must be signed and forwarded to the Department of Events and Visitors Services thirty (30) days before your event.
- DJ's must also consult with the University's Technical Director about AV needs, electrical, etc. thirty (30) days before your event.

Emergency Procedures

In the event of an emergency during your event, the following steps should be followed:

Step 1-Notify Campus Police immediately at 601-979-2580

Step 2-Notify the Facility Manager on duty

Step 3-Notify your assigned Event Coordinator

The aforementioned steps are to be taken in the event of severe weather, power outages, life-threatening situations (active shooter, medical emergency) and other safety matters.

Facilities Use Agreement

A Use of Facilities Agreement is required for all external/off-Campus groups, individuals, and organizations sponsoring events on the campus. The agreement includes the provisions for liability insurance and conditions that govern the overall use of the reserved facility.

Filming

Filming, videoing, or any type of media production is prohibited on the JSU campus without prior approval. All requests must be submitted to the Department of Events and Visitor Services for review by JSU General Counsel and University Communications.

Memorial Services

Memorial or funeral services held on the University campus are usually those of notable alums or persons with a deep connection to the University. The request for a memorial/funeral service must have approval from the Office of the President and must be received within 7-14 business days in advance of the requested date. JSU reserves the right to approve or deny this request.

Fronting/Co-sponsorship

Fronting is the practice of having a student organization or university department to co-sponsor an event for the sole purpose of securing a campus facility or service for free or a discounted rate. Such a practice in any form is strictly prohibited. Student organizations or university departments who participate in this practice will lose the right and privilege to schedule campus facilities. External customers and organizations that violate this policy will be prohibited from using campus facilities and service for at least one-year.

Grilling Policy

Prior approval must be obtained from Sodexo (JSU dining services) to grill for any event. If approval has been granted, JSU grilling guidelines must be followed, and a Grill Approval Form must be completed.

Inclement Weather

In the event of inclement weather, acts of God, and emergency conditions, the university reserves the right to cancel all events and activities being held on campus. The sponsoring organization will not incur charges for facility rental, equipment rental, or labor (custodial, public safety, audio/visual technician, etc.). The university will work with the organization or individual to reschedule their event.

In case of emergency conditions where a facility has been closed because of maintenance or renovations after an event has been booked, Jackson State will make an effort to find a suitable venue at other campus locations for the event to occur at no additional expense to the customer. If these efforts are unsatisfactory to the external customer, Jackson State University will provide a full refund for fees paid for facility rental, equipment charges, and labor.

Liability Insurance

Special event insurance coverage is necessary when the University rents or loans its facilities to private individuals, groups, or organizations for meetings, weddings, conventions, seminars, banquets, receptions, concerts, dances, shows, plays, pageants, or other events. Each off-campus organization or individual utilizing University space must assume the associated risk exposure for their particular event. Off-campus applicants for the use of university facilities must comply with the following guidelines:

- External organizations and individuals are required to provide a minimum of \$1 million in general liability insurance. (Some organizations will require higher limits, depending on the nature of the event).
- A certificate of insurance must be submitted with the "Application for the use of University Facilities" before it can be processed.
- The certificate must name Jackson State University, 1400 JR Lynch Street, Jackson, MS 39217; and Mississippi Institutions of Higher Learning, 3825 Ridgewood Road, Jackson, MS 39211-6453, as additional insurers.
- The certificate must be received no later than thirty (30) days prior to the event. Failure to provide proof of insurance can result in cancellation of the event.

Parking

Depending on the facility being used, time and day of the event, and the number of individuals attending the event, parking near the facility where the event is occurring can be challenging. EVS staff and the Department of Public Safety will work closely with sponsors of all external events to identify parking options.

Payments

The final payment associated with an event must be made at least thirty (30) days prior to the date of the event. Payment must be made by business check, money order, or credit/debit card. No personal checks are accepted. Checks and money orders should be made payable to Jackson State University. **All payments should be taken to the Department of Events and Visitor Services located in the Welcome Center.**

Damage Fees

Jackson State University reserves the right to charge any external organization or individual for damages that occurred to any campus facility or equipment. This includes damages caused by members of the sponsoring organizations, individuals attending the event/activity (audience member), or guests of those associated with the sponsoring organizations or audience members.

Deposits

In order to reserve a campus facility, the sponsoring organization or individual must pay a **non-refundable** deposit of 50% of the total facility rental charge within five (5) business days of receiving the event confirmation. The final invoice balance **must** be paid **thirty (30) days prior** to the event.

Late Departure Fees

- Starting and ending times of activities are absolute. Additional time outside of the scope of this agreement will be billed to the Organization/Lessee accordingly at the beginning of each hour. This includes early load-in time, rehearsal time, and other related activities. Any group needing access to a facility before or after the normal operating hours will be charged accordingly at the beginning of each hour.
- This hourly fee will be equal to the time and a half for any personnel charges assessed plus 25% of the stated facility charge for each booking within the reservation.
- The Organizations/Lessee's permission to run late depends on the availability of the University Staff /Operating Personnel.

Past Due Accounts

- All Organizations/Lessee's that are more than 60 days past due, on any previous bill, will not be allowed to reserve or have any future events until payment is made in full.

All fee structures, policies, and procedures are subject to change without notice due to budgetary or other administrative decisions.

Publicizing Events

JSU does not promote or advertise events for external clients. Events approved through the event management system will be posted to the university's master on-line calendar. If the event should not be publicized, please inform the Events team.

External clients hosting events on the JSU campus should not publicize or promote any event until:

- 1) A copy of the certificate of liability insurance has been submitted and is on file with the Department of Events and Visitor Services,
- 2) A Facility Use Agreement form has been signed, and the required deposit has been received,
- 3) The sponsoring organization has received an invoice and final confirmation for the event.

The JSU logo should not be used on any forms of promotion such as fliers, TV ads, or other types of media. Promotional material may only list the location of the event and should not list Jackson State University as a sponsor or host unless approved by the University.

Rates of Campus Facilities, Equipment, & Labor

Please contact the Department of Events and Visitor Services for the rates of campus facilities, equipment, and labor.

Rental of University Equipment

Jackson State University will make a concerted effort to provide the equipment needed for an event. The rental costs associated with this equipment will be provided to the customer and itemized on the invoice.

Rental of Equipment from External Vendors

Routinely customers may require equipment and props that Jackson State University can NOT provide. It is the customer's responsibility to make arrangements to secure this equipment. The Department of Events and Visitor Services staff, along with other Jackson State University personnel, will aid in identifying potential vendors and making suggestions about the appropriate equipment to use. All payments for rental equipment from external vendors shall be the sole responsibility of the customer or organization securing the equipment.

Rehearsals

Jackson State University will make campus facilities available for rehearsal to organizations and individuals that have provided proof of liability insurance, signed a facility use agreement, and paid all fees associated with their event. Rehearsal time can last up to 6 hours at no cost to the customer. The six-hour rehearsal time must be for consecutive hours on the same day, provided that space is available. If additional time and dates are needed, the organization or individual can secure the space for 25% of the facility rate.

Sale of Merchandise

The sale of merchandise, souvenirs, or goods of any kind (including program books) is subject to the approval of JSU entities as needed.

Security

The safety and security of all individuals who visit and attend the campus of Jackson State University is a top priority of the University. The Department of Public Safety is solely responsible for determining if security is needed at an event/activity and the number of officers assigned to the event/activity. The decision to require security at an event is determined by, but not limited to, the following:

1. The number of individuals in attendance.
2. Any activity where admission fees are charged or a registration fee is collected on-site.
3. Alcohol service at an event.
4. An event that has a history of disturbances, crowd control issues, or a large number of individuals who are not university students,
5. Events/activities where the speaker or topic of discussion may create a disturbance or individuals wanting to protest and/or demonstrate against those speaking or in attendance.

The sponsoring organization is responsible for paying all fees associated with having a university officer at an event.

Smoking

Smoking is prohibited in all campus facilities.

Ticket Sales

All external organizations desiring to sell tickets on campus may use one of the booths in the Student Center for a charge of \$150 per day with prior approval. Space must be reserved. If an event is booked in the Rose E. McCoy Auditorium, the ticket booth can be used one hour before the show beginning with prior approval. A \$1.00 per ticket sold will be donated to the JSU Development Foundation for scholarship support to the University.

University Holidays

When the university is closed, generally no activities and events are permitted to occur in campus facilities. However, if events and activities occurring during university holidays or when the university is typically closed are permitted to occur in a campus facility, the sponsoring organization/individual will incur an additional cost for holiday use of the facility.



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