



Event Planning Guide + General Info

Before the Event:

- Please note that your damage deposit will be mailed back in check form to the address that the renter noted at the end of his/her contract. If this is to be changed, an email must be sent to events@eventsatrotorooter prior to the event.
- Your setup time is included in your total rental time. This also includes any vendors that may need additional time to set up (decorators, balloonists, musicians, caterers). If any additional time is needed for these outside of the designated rental time, an addendum of the additional hour must be signed by both the renter and The Event Center and the new balance will be shared.
- Please schedule any last walkthroughs with planning committee members and vendors at least 2 weeks prior to the event.
- When applicable, if A/V equipment is being utilized in a more comprehensive and specialized manner (concerts, church events, etc.), we recommend scheduling a tech meeting/tour 2 weeks prior to the event.
- Your unique set up and floor plan should be shared with The Event Center staff up to 72 hours prior to the event.
- Per our rental contract (section 4), Renter needs to provide The Event Center proof of their personal insurance coverage with The Event Center at Roto-Rooter as an additional insured, or for corporations, need to provide proof of Commercial General Liability insurance, naming The Event Center at Roto-Rooter.
- Per our rental contract (section 5), any professional vendors (caterers, DJs, etc.) are required to issue a COI to us with proof of Commercial General Liability Insurance up to 1 week prior to the event. These can be emailed to events@eventsatrotorooter.com
- If using our HD wall projectors, please note that Powerpoint is the most user-friendly software option. We prefer for the items to be projected to either be sent to us via email 24 hours prior, or brought to us using a USB flash drive.
- All remaining balances must be paid prior to the renter entering and obtaining the rental space.

During the Event:

- During your prep and set up time, the Event Center staff will meet with you to set lighting colors, teach basics for the sound system, and hook up projectors. Please note that due to other staff event requirements, we are unable to man the sound system and projector computer during the event. If these amenities are to be used, please designate a member of your planning team or consider hiring a lighting designer and/or sound engineer. (The Event Center can provide a list for referrals).
- We kindly remind our renters that do not allow for any decorations to be taped, nailed, or hooked to the walls.
- We also remind our renters that we have a zero tolerance policy for any alcohol or drug use or possession on our property.
- Staff will be onsite to provide support, when needed, and will be stationed at the front desk near the entrance. Staff will be responsible for directing guests, taking out full trash cans and maintaining restrooms.
- Any additional rental items needed during the event (tables, chairs, linens, etc.), must be paid for prior to using and the renter named on the contract must sign an addendum.

After the Event:

- You and your team will be responsible for cleaning up all trash and putting in the proper receptacles, taking down and cleaning out whatever you brought in. Any additional A/V equipment that was utilized will also need to be put back.
- The Event Center staff will take out all trash to the dumpsters and dust mop the floors. Event Center staff will also tear down chairs and tables, however, any additional help with such, though not required, is appreciated.
- Your damage deposit will be returned within 2 weeks of the event, after staff walkthrough and no damages have been noted.