

VISITOR SERVICES FACILITY USE POLICY



SCHEDULING & FACILITY USE REQUEST PROCESS

- Venue use requests should be made no later than **10** calendar days prior to event date.
- Any rehearsals/walkthroughs/site visits must be requested & may be granted on a case-by-case basis.
- Once a request receives The Slover event staff approval via email, this Agreement will be sent electronically to you from the City Attorney for your signature.
- A 25% non-refundable deposit confirms your reservation and is due within 14 calendar days of the date you sign the contract.
- The balance of all facility fees must be paid, and this Agreement signed no later than the day of the meeting/event before the meeting/event starts. Past due balances will incur late fees and potential refusal of future facility use.

EVENT TIMES & RATES

- Events cannot start earlier than 8:00am and must end no later than 11:00pm.
- Total event length includes time required for set-up and break-down
 - Example: 1-hour event set-up, 2-hour meeting, 1-hour break-down. Total event time 4 hours.
 - Example: 1-hour event set-up, 3-hour meeting, 1-hour break-down. Total event time 5 hours. Billed as a full day rental.
- Set-up or break-down times outside of normal operating hours fall under the “Special Event” rate
 - Example: 1-hour set-up, 2-hour event from 3-5pm, 1-hour break-down time. Resulting in the room rental ending at 6pm, falling outside of business hours necessitating the special rate.

FEES & EQUIPMENT

- At the discretion of The Slover Staff, limited modification will be honored on a case-by-case basis within 3 calendar days of event date. In addition, the modular stage cannot be set up day of event.
- All meetings/events occurring outside of normal operating hours will require a non-refundable custodial fee, per floor rented, between \$100 and \$250. The specific amount will be determined by The Slover Staff at the time of request.
- If deemed necessary by The Slover Staff, based on the nature and scope of the event, that additional security is needed (secured through Allied Universal by The Slover) an additional fee of \$200 will be incurred by the client.
- We offer: Tables, chairs, easels, lecterns, stage, pipe/drape, dry erase boards, audio/visual equipment, and a limited variety of standard microphones.

- We do not offer: Table linens, batteries, markers, pens, pencils, thumb tacks, tape, paper (printing materials or making copies), paper clips, staplers/staples, envelopes, folders, scissors, post-its, name tags, bottled water, flash drives, or overnight storage. This list is not all-inclusive and may be revised at any time.
- If you need to make copies for your event, you may do so at your own expense in the copy center on the 1st floor of the building. If you need to print documents, you may do so at the public computer stations at your own expense. You must have a Norfolk Public Library Card.

FOOD & BEVERAGE

- (1) Chef by Design; (2) TASTE Catering & Events; (3) Traditions Catering and Events; are the exclusive caterers for The Slover events and meetings. All catering services must be booked through one of these three vendors.

CANCELLATIONS

- The City will refund all payments if it cancels a reservation due to unforeseen or unavoidable and that are not instigated by the Client.
- Any cancellation by the Client, or by the City if Client violates this Agreement, shall result in forfeiture of all payments made.

DECORATIONS & DAMAGES

- No open flame of any kind, confetti or helium balloons shall be permitted in the facility.
- Only painter's tape may be used to hang posters on walls. The Client shall not use masking tape or thumbtacks to secure items to the walls.
- The Client shall be responsible for any and all damages caused to the facility or to City's property by acts of the Client or the Client's agents, employees, patrons, invitees, guests or attendees whether accidental or otherwise.
- Additional fees will be based on the cost of needed repairs due to damages caused.
- Client shall be responsible for trash left in event spaces that is not placed in proper receptacles.
- All event decor to be picked up within reservation rental window unless previously communicated with The Slover Visitor Services and Events team.

INSURANCE

- If determined necessary by staff due to scope of event liability insurance shall be provided by the Client or may be purchased through the City's Tenant User Liability Insurance Program (TULIP). Client shall provide a Certificate of Insurance to the City evidencing the required insurance prior to the event. The insurance must be with an insurance company licensed to do business in Virginia.