

**Westfield State University**  
**Conference and Event Services**  
**Scheduling Procedures**  
**January 2026**

**I. Overview**

Westfield State University is a public liberal arts institution of higher education located in Westfield, MA. Westfield State University (University) facilities are the property of the University for educational use, including but not limited to, instruction, research, public assembly, recreational activities as part of University programming, activities and events (collectively, "Event" or "Events") in support of the Westfield State University mission. University facilities ("Facilities") includes but is not limited to, University land and buildings, structures, equipment, utilities, roadways, sidewalks, turf and plantings, and all other physical property located on or used at the University.

The University reserves the right to consider appropriate use of facilities, based on the values of the University community and relevance to the University's mission. Consequently, requests for use of University facilities and resources may be denied at the University's discretion.

All University Facilities are maintained by University Facilities and Operations and managed by the University Conference and Event Services. No University academic or administrative department or student organization or group is permitted to negotiate the use of or use University facilities and services except in direct approval and coordination with the Office of Conference and Events Services (CES). In addition, a University academic or administrative department or student organization or student group must consult with CES regarding the use of University facilities, equipment, and services by any external group as defined in this document.

**II. Purpose**

The CES is responsible for the optimal use of University resources, to assure that University facilities will be used in accordance with the University's mission, goals, and policies.

These CES procedures establish rules for the periodic, temporary, and contractual use of University facilities by University academic and administrative departments, recognized student organizations in good standing, student groups, and external organizations (hereafter collectively referred to as Event Sponsors). The procedures are intended to promote compliance with University policies and State law, and regulate the time, place, and manner of the use of University facilities. The CES procedures will be applied in an impartial and consistent manner.

**III. Event Sponsors**

CES is responsible for the logistical management of University programs, events, and activities through the University's scheduling application.

Event Sponsors are those groups or individuals responsible for hosting, planning, and managing an event, program, or activity on or at University facilities.

Responsibilities of the Event Sponsors include, but are not limited to:

- Submission of scheduling requests for locations and resources to support a specific event via the University scheduling software 25Live.
- Contact CES for guidance and support in managing the event logistics process, such as location, media services, facility set up and break down.
- Contact Catering to accommodate catering needs and make menu arrangements.
- Submit request for the service of Alcohol as appropriate. File ARB Form with Public Safety.
- Timely communication of changes in needs and resources as part of the planning process.
- Written communication for cancellation of all resources should an event be cancelled or postponed.
- Management and Accommodation of guests of the University including transportation and lodging.

#### IV. Guests of the University, VIPs, and Dignitary Care

The Event Sponsor, is responsible for management and accommodation of guests of the University. Guests include, but are not limited to VIP and Dignitaries, Trustees and Donors, guest speakers, event participants and attendees of a University sponsored event. We highly recommend a group meeting to identify the VIP guests, purpose of the function, and bring attention to the Event Sponsors responsibilities, to provide information on resources and coordinate the following:

- VIP and Dignitary Care
  - Arrange appropriate seating, parking, and priority access for VIPs and dignitaries. Work with the VIP/Dignitary's contacts to arrange for housing, travel/transportation, and meal accommodation, as necessary.
  - Identify and accommodate any special or unique needs of guests, such as dietary restrictions, accessibility requirements, or language assistance. Work with CES and other support departments to share information and assist in supporting event related needs.
  - Provide personalized welcome packets, including event schedules, campus maps, and contact information for key event staff.
- Safety, Security and Privacy
  - Work with WSU Public Safety to ensure the safety and privacy of all attendees, with special attention to VIPs and dignitaries.
  - Work with CES to develop contingency plans for emergencies, ensuring clear communication channels are established.
- Guest Management Protocol and Etiquette
  - Manage invitations, guest lists and RSVPs, providing timely updates and confirmations to attendees. Ensure all guests receive a warm welcome and are provided with clear information about the event schedule and venue amenities.
  - Train student staff on proper protocol and etiquette for interacting with VIP/Dignitaries
  - Ensure that cultural sensitivities are respected and that all interactions uphold the university's values and reputation.
  - Feedback and Follow-Up

- Collect feedback from guests, VIPs, and dignitaries' post-event to assess satisfaction and identify areas for improvement.
- Provide formal thank-you notes and acknowledgments as necessary, personalized messages for guests of honor.
- Large scale Signature Events such as Commencement and Alumni Weekend may warrant a wrap up meeting with key stakeholders to assess the success of the program, planning process and outcomes.

## V. Event Categories

All events fall into one of three categories. The definitions below are used to determine the category of an event. Once the event category is determined, Event Sponsors will follow the course of action required to schedule their event and coordinate services based on the following criteria:

- **Internal Events**
  - Definition: Programs and/or events that fulfill or support the mission of the University, are funded by University resources, and planned and supervised by a University department or recognized student organization in good standing. Under Internal Events, event logistics are managed by one designated University representative directly with the Office of Conference and Events Services.
- **Co-Sponsored Events**
  - Definition: Programs and/or events that fulfill or support the mission of the University, are funded by University resources, involve one or more individuals or organizations outside the University, but are directly planned and supervised by a University department or recognized student organization in good standing, and which University students, faculty and/or staff are expected to account for 50% or more of the attendees of a Co-Sponsored Event.
  - All expenditures and revenues related to the program or event must be managed through a University account. Individuals or organizations outside the University may not use a Co-sponsored event to generate revenue or solicit any funds. Under Co-Sponsored Events, event logistics are managed by one designated University representative directly with CES and related support offices.
  - Co-sponsored Events are not intended to enable third party individuals or organizations (External Events) to circumvent charges intended to cover direct costs associated with University facilities and resources.
- **External Events**
  - Definition: Programs and/or events that are planned, managed, and funded by an individual or organization not affiliated with the University (not funded by University resources); External Events may or may not have a connection to a University academic or administrative department, student organization, employee, or student. Under External Events, event logistics are managed by one designated external organization representative (the Client), directly with the Office of Conference and Events Services. External Events shall be conducted pursuant to the External Event description stated in the External Event Contract.

- With the exception of University Athletic Events, All External Events are centrally managed through CES. All inquiries for use of University facilities and resources by external groups should be directed to CES.
- Faculty Co-sponsoring External Groups
  - Co-Sponsored events are the responsibility of the Academic department hosting the group. Reservations must be secured through the University scheduling software, work directly with Dining Services, and schedule all group needs for audio-visual, facility set up, signage using the University scheduling software.
- Approved student Clubs or Organizations Co-sponsoring External Groups
  - Student clubs and organizations must work directly with Student Activities Involvement and Leadership (SAIL), to coordinate contracts, reservations, and group needs through the University scheduling software.
- External Events
  - All non-university related organizations will be coordinated through CES.

#### IV. The Scheduling System

The software scheduling program is managed and maintained by CES “Primary Systems Administrator” and is a web-based scheduling and event-publishing solution. The software package provides one centralized, digital calendar, scheduling system, and data repository for events held at the University, yet allows individual University “secondary” schedulers flexibility regarding individual scheduling practices, in accordance with these procedures.

To maximize use of facilities and, importantly, track utilization to aid the University in master planning efforts, the “Primary Systems Administrators” have the authority to schedule and adjust events in all reservable meeting, classroom, lab, athletic facilities, fields, green spaces, and event/programming scheduled via the scheduling software. The scheduling software is the only acceptable method for scheduling events, therefore, requests for all reservable locations are managed through the scheduling system.

Facilities, which include the Counseling Center, Campus Safety, Finance Department, the President’s Office Suite, specialized research labs and program areas, are confidential Facilities designed for a specific use, and may be subject to restricted access.

The scheduling software accounts will be approved and created by CES. Once approved, training will be provided. No accounts will be approved without training. University faculty and staff must use only the approved scheduling software to make reservations. Quick reference and training resources are available on the CES website [www.westfield.ma.edu/events](http://www.westfield.ma.edu/events). For questions, inquiries and training needs please contact CES at 413-572-5636 or email [events@westfield.ma.edu](mailto:events@westfield.ma.edu).

## VIII. Priority Usage Guidelines

Academic instructional classes are the priority for approved academic course instruction. The Registrar's Office is responsible for scheduling academic instructional classrooms. Academic classrooms that are not scheduled for classroom instruction may be scheduled for non-instructional activities, beginning two weeks after the start of each academic semester, except for activities scheduled during the Common Hour and non-class weekend hours.

Academic departments, through the department's Administrative Assist, is responsible for scheduling through the University Scheduling software, non-instructional classroom activities.

All External Events are scheduled through the Office of Conference and Events Services (CES) via the online application at [www.westfield.ma.edu/events](http://www.westfield.ma.edu/events) or by contacting the CES office at 413-572-5636.

No Events may be scheduled more than 180 days in advance with the following exceptions: . NCAA athletics, University Signature Events, and returning conferences. University Signature Events include, but are not limited to: Orientation, Admission Open Houses, Family Weekend, Alumni Weekend, Homecoming Weekend, Commencement, Board of Trustee Meetings, Presidential Inaugurations, University Galas, or other Campus Wide Celebrations deemed appropriate by the President's Office.

In general, during the academic year, the University's academics, administrative departments, student organizations and groups have priority over external requests for Facilities. However, a signed contract established between the University and an external entity will supersede any subsequent requests by groups for the same space at the same time.

1. Academics
2. Athletics
3. Student Groups (during the academic year)
4. External Groups/Summer scheduling (*primary users; June and July annually*)

## IX. Scheduling Access Permissions

- All University employees have scheduling access permissions to submit requests through 25Live for events specifically related to their respective departments and programs.
- All students have View Only access to view events scheduled through 25Live. Scheduling Permissions for students are specific to University recognized student clubs and organizations in good standing and are limited to two (2) representatives of each club or organization; typically defaulted to officers. To make reservations for your club or organization, please contact SAIL. (Student Activities Involvement and Leadership at 413-572-5619.
- External Event Clients are directed to the Office of Conference and Event Services (CES) via the online application at [www.westfield.ma.edu/events](http://www.westfield.ma.edu/events) or by contacting the CES office at 413-572-5636.

## X. Reservation Guidelines for the following events:

- Scheduling Internal Events

- Scheduling Co-Sponsored Events
- Scheduling External Events
- The Scheduling Process

Event requests are made using the 25Live scheduling system and reviewed by system administrators who reserve the right to adjust reservations based on maximization of utilization, resource availability and the need to accommodate set-ups. Events are approved according to location appropriateness, first come, first served. CES System Administrators have the right to deny requests based on availability of resources to support events safely and effectively.

- All event requests from the University community, and location scheduling for all event categories is managed through 25Live.
- Requests for locations are accommodated on a first-come, first-served basis, and based on program needs, not necessarily preference of location.
- Typically, requests are processed within three (3) business days. However, during peak periods (the first few weeks of each semester and mid-March through April), please allow additional time for processing by placing reservation requests as far in advance as possible.
- CES System Administrators reserve the right to relocate events as necessary, or to deny requests based on this policy, availability of resources to support an event and/or other University policy.
- All requests should be submitted using 25Live at least seven days (7) business days in advance of the start day and time. More time may be required based on the size and scope of the event. Event requests may be denied based on lead-time permitted to accommodate and effectively support any event. Please contact CES for guidance on planning large-scale programs or events.
- 25Live cannot accept requests with less than three (3) days in advance. Events may be denied due to short notice based on location and resource availability. Surcharges may be applied to accommodate requests made with short notice.
- Requests for small or simple events, such as meetings, information sessions, requiring resources available in selected location can be submitted with all information at any time and will be automatically assigned. For example, these rooms consist of classrooms and conference rooms. No resources can be selected for automatically assigned locations.
- For more complex events, large in attendance, or involving catering, or external vendor support, requests must be submitted at least fourteen (14) business days prior to the event. The request needs to include a diagram and communication with the Office of Conference and Events Services to ensure that equipment, set-up time, and removal are adequately built into the request. Failure to meet these criteria could affect the integrity of the event or surrounding events and could be grounds to deny access to the location. Requests for locations must be submitted within the established period (based on the event category information in this section). Surcharges will be applied to any group not meeting this requirement. All users are encouraged to anticipate location and resource needs well before their events.

- Events may not be advertised prior to receipt of 25Live confirmation or fully executed Agreement for Use of Facilities, Resources and Services.
- Final arrangements for catering services will not be completed without receipt of an EMS Event Confirmation or fully executed Agreement for Use of Facilities, Resources and Services.
- Location set-ups should be maintained as approved and are to be left in “broom swept” (picked up with nothing left behind) condition. Please turn off lights at the conclusion of use and please report any damage or inoperable equipment to the Office of Conference and Events Services.
- Event requests are reviewed by location managers who reserve the right to adjust based on maximization of utilization and availability of resources and the need to accommodate set-ups. Events are approved according to room appropriateness first come, first served. University Schedulers and Resource Managers have the final authority on scheduling all non-academic requests and have the right to deny requests in consultation with CES
- Student Clubs and Organizations events are reviewed by SAIL, to verify larger events with complex logistics is complete. For questions about planning your next event, please contact the SAIL Office at 413-572-5619.

## XI. Academic Venues

Academic classes are the priority for academic classroom assignments at Westfield State University. The Registrar's Office formulates the schedule for all recognized courses during the academic terms. The Office of the Registrar assigns all classrooms. Instructors wishing to change classrooms for the entire semester must speak with the Registrar at 413-572-8536. If the semester has already begun, you must also notify Conference and Event Services at 413-572-5636 to be sure a reservation has not already been made.

Internal Events may reserve a classroom accessing 25Live and submitting a reservation request.

Co-Sponsored Events should check with the CES to confirm co-sponsored status.

External Events interested in academic classrooms may submit a request to CES via the online application at [www.westfield.ma.edu/events](http://www.westfield.ma.edu/events) or by contacting the CES office at 413-572-5636.

## XII. Non-Academic Venues

CES manages scheduling of all non-academic spaces and in collaboration with Secondary system administrators where applicable. (i.e., Athletics Department, student dedicated spaces, etc.)

### Scheduling Internal Events & Co-Sponsored Events

- To request the use of University facilities for Internal Events and Co-Sponsored Events, a campus-based user shall:

- Enter a request into 25Live. The request must include resource needs, set-up type, anticipated maximum number, parking, personnel, catering and security needs, etc. Using the terms such as “TBA” or “will add info at a later date” are NOT acceptable and reservations will be declined for insufficient information. Additional resources may be found on the CES website, [www.westfield.ma.edu/events](http://www.westfield.ma.edu/events). After an account is created and training has taken place. Contact CES at 413-572-5636.
- Upon receipt of the request, within three (3) business days, the appropriate University systems administrator will:
  - confirm or deny the request; AND
  - reply to the requestor via e-mail and inform them of the action taken; OR
  - Request additional information for consideration.
- After receiving confirmation, the Event Sponsor is responsible for contacting Dining Services directly as necessary. Event Sponsors should contact the CES to request additional and/or changing set-up or resources needs. Please note that changes to the originally requested set-up, anticipated attendance, or resource needs, can be denied and/or could affect the location originally requested/approved.
- Any or all the service providers listed below may be required to support an event based on requested services and resources as determined by the Office of Conference and Event Services. Additional Charges may apply for these services at the expense of the Event Sponsor.
  - Catering
  - Media Services: Equipment is requested using 25Live only.
  - Facilities: Set-ups are requested using 25Live only. Unique requests or last-minute requests/changes must be submitted to the Conference and Event Services office. The CES Office, in collaboration with Facilities, can assist in making this decision.
  - Custodial Services/building set-ups
  - Grounds/Trash Removal Services/outdoor set-ups
  - Trades: Electricians, Carpenters, Plumbers, etc.

## 2. Public Safety/Event Security

- Safety and Security Personnel
- Parking Services
- 3. Equipment rentals such as tents, furniture, pipe/drape, etc. which require external vendors, will require the event sponsor or department to complete all “Purchase Orders” and “Authorization to Pay” according to University Finance and Administration procedures.
- For events involving fees related to facilities, rentals, resources or services, the Event Sponsor is responsible for providing the appropriate account numbers, which are requested at the time of reservation. Using “O” or “N/A” or any other number not associated with your account/department will be declined.

- Event Sponsors wishing to cancel a reservation must notify CES by email or phone at 413-572-5636, or 413-572-5581 referencing the event name, date and location or event confirmation number at least five (5) days before the scheduled event. Organizations must also notify all service providers of the cancellation at least five (5) days before the event date. Failure to do so will result in the assessment of ancillary charges.

**NOTE:** Grant-funded programs must gain facility reservation authority prior to grant submittal, or, if requested dates fall outside of one year, a conversation should take place with CES to consider alternative dates, costs, and other related factors. Costs associated with grant-funded programs will include space usage fees, meals, and housing costs, overhead and administrative fees. The appropriate service providers will furnish specific costs at the time the reservation is made.

### XIII. Scheduling External Events

Programs and/or events that are planned, managed, and funded by an individual or organization outside the University (not funded by tuition or fees); Event Sponsors may or may not have a connection to a University academic or administrative department, student organization in good standing, employee, or student. Under External Events, event logistics are managed by one designated external organization representative directly with CES.

No External Events should be scheduled for use of any University facility except through the CES. Requests for External Events to be held on University property should be directed to CES via the online application at [www.westfield.ma.edu/events](http://www.westfield.ma.edu/events) or by contacting the office directly at 413-572-5636.

- **The Scheduling Process for External Events (Non-Residential)**
  1. Submission of a request for an event does not guarantee University approval.
  2. Event requests are taken on a first-come, first-served basis with special consideration given to returning Clients, provided their account is in good standing.
  3. Requests made less than thirty (30) days in advance may not be honored or may be assessed a fee for expedited service.
  4. Any request, regardless of its date, may be denied if there is insufficient time to prepare adequately for the proposed event.
- **The Timeline for Scheduling External Events (one or multiple day meetings) (Non-Residential)**
  1. Client submits event requests to CES no less than Sixty (60) days prior to proposed event.
  2. CES confirms receipt of request and contacts Client to discuss details. CES begins to develop Contract.
  3. Client signs Contract and returns with the total cost of the event rental fee within ten (10) days of receipt of the contract.

4. Fifteen (15) business days prior to the event, CES will verify that all pertinent information has been received from Client including but not limited to: event rental fee, Liability Insurance and verification of tax-exempt status.
5. Ten (10) business days prior to the event, Client submits to CES, in writing, the minimum number of guests. The Client will be invoiced for that minimum guaranteed number unless Client exceeds the minimum number submitted 10 days. In that event, Client will be the minimum number plus the additional guests who attend the event. .
6. A final invoice will be issued to Client for any remaining balance and/or if applicable, damages. Final payment of invoice is due within ten (10) business days after receipt of CES invoice.

#### XIV. Use of Facilities

- General Facilities Usage Policies
  1. All events held on Westfield State University property must comply with federal, state, and local regulations and laws and University policies. It is the responsibility of the Event Sponsor to monitor events and ensure that all aspects of the event are in complete accordance with State and Federal laws and University policy. This includes fire and safety regulations, including those related to capacity and access.
  2. Appropriate attire must be worn in all University facilities, including shirts, shoes, pants/shorts/skirts.
  3. Pets/animals are prohibited in Westfield State University buildings except for registered ADA compliant service animals.
  4. No program may be held on University property without expressed, written authorization from the University via an Event Confirmation.
  5. Events may not be advertised prior to written approval via 25Live Event Confirmation. Additionally, advertising for any External Event must clearly state: "This program is not sponsored by and has no direct affiliation with Westfield State University." A University representative of Public Relations or the President's designee must approve any externally advertised materials including print, digital or social media. Any advertising materials NOT approved by Westfield State University are subject to removal, on or off campus and event cancellation.
  6. The University assumes no responsibility or liability for materials, equipment, or personal property that Event Sponsors, their guests, participants, or invitees may use or leave in reserved or public spaces. Event Sponsors who choose to leave materials before and after events accept complete responsibility for the security of the items.
  7. Event Sponsors are responsible for all damage and cleaning beyond that considered normal wear and tear. Any organization or department that shows disregard for facilities and/or equipment may be charged additional fees, be denied further use of University

facilities, and/or be subject to appropriate sanctions. Event Sponsors assume responsibility for any damage done to facilities or equipment by their guests. The University accepts no responsibility for damage to, or loss of any Event Sponsor merchandise or personal property.

8. Smoking in all Westfield State University buildings. Smoking is permitted in designated areas only.
9. Burning candles and incense is prohibited in all University buildings.
10. University property (furniture, displays, art, plants, equipment, etc.) may not be moved or removed from spaces without expressed, written permission from CES.
11. Event Sponsors are expected to leave facilities in the same condition in which they were found. This includes restoration of furniture set-up, surface cleaning after events, and removal of balloons, decorations, signs, and advertisements. Equipment should be powered down and/or returned to its original location, lights should be turned off, and trash and debris should be placed in the proper receptacles. Additional fees will be assessed if the event sponsor fails to comply with this requirement.
12. Events may be moved to a different location upon the occurrence of circumstances beyond the control of the University, such as facility infrastructure disruption and/or weather-related conditions, unanticipated needs of the University for use of the space, and to best utilize space and resources, substantial changes in the needs or size of the scheduled event, and/or subsequent disruption to concurrent events.
13. Event Sponsor is responsible for any costs associated with the change in location.
14. During an event scheduled outside the regular operating hours of a facility, only those directly involved or attending the event may remain in the facility.
15. The dispensing of alcohol must be in accordance with the Laws of the State of Massachusetts and University Policy. Alcohol service on campus requires University approval by an ARB (Alcohol Review Board) application. You must contact Dining Services to begin the process at least sixty (60) business days prior to the event. Applications are available from the Alcohol Review Board and Public Safety.
16. Approval to use University facilities does not permit non-University users or event attendees' access to use of university telephones, fax/copy machines, or other equipment or facilities not agreed to be provided in advance of the event, or to the provision of catering, messaging, secretarial, copying, errand running or similar services. In addition, the University may deny access to facilities or equipment that were not approved in advance of the event (e.g., requests received on date of facility use may not be honored).

#### **XV. Limitations on University Use**

1. University departments, and University recognized student clubs and organizations in good standing may schedule facilities and resources to support a program that is specific to the purpose of their organization and is in line with University Policy and Mission.

Approved Student groups in good standing should work directly with SAIL and consult the SGA (Student Government Association) Constitution and Bylaws before proceeding with event planning or coordination of external campus speakers.

2. Freedom of expression is a highly valued and indispensable quality of University life. However, Westfield State University facilities may not be used in ways that obstruct or disrupt University operations, the freedom of movement, or are considered unlawful.
3. Westfield State University will not make its facilities or services available to organizations that do not assure the University that they will comply with the terms of the Americans with Disabilities Act or the Rehabilitation Act of 1973. Uses must not impose restrictions nor alter facilities in a manner that would violate the ADA or RA.
4. Westfield State University will not make its facilities or services available to organizations that discriminate against any person because of race, color, religion, national origin, sex, sexual orientation, gender identity, age, handicap or status as a Vietnam era or disabled veteran, except where such organizations have been exempted from provisions of applicable state or federal law or regulations.

## **XVI. Coordination of Resources & Services**

- **Catering, Food and Beverage Service for Events**

All Catering, Food and Beverage services will be provided for all events on University property by Westfield State University Dining Services. Before a catering quote can be provided for an on-campus event, an authorized 25Live confirmation must be obtained from the Conference and Event Services Office, confirming reservation of a space on campus.

In consultation with CES Office, ONLY Internal and Co-Sponsored Events may utilize non-Westfield State University catering options with special approval from Dining Services or the President's Office. University facilities must be left in clean condition with all food and trash removed immediately following the event. Any organization or department that shows disregard for facilities and/or equipment may be charged additional fees, be denied further use of University facilities, and/or be subject to appropriate sanctions.

- **Rates and Event Package Pricing**

CES provides complete meeting packages for external clients. Complete meeting package pricing provides a simplified structure for presenting event costs. The complete meeting package price includes all facilities, services, resources, and personnel required to make an event successful. Current rate and fee schedules are available by contacting the Conference and Event Services Office at 413-572-5636.

- **Facility Rentals**

The University offers a tiered pricing structure for facility rentals. This structure is designed to compensate for differences in the operating models of for-profit and non-profit organizations wishing to conduct events at Westfield State University. Rates for services, personnel and housing accommodation are fixed.

- **Taxes**

Sales and Occupancy Taxes may apply where applicable.

- **Special Pricing and Circumstances**

CES reserves the right to negotiate pricing based on variables, including number of attendees and length of stay.

- **Concessions and Sales of Goods**

Use of University facilities does not carry the right for the Event Sponsor to control concessions. In certain venues the sale and distribution of certain food items, beverages, souvenirs, or other concession items may be permitted, at a per table cost plus 20% commission to Westfield State University to the event's sponsoring organization. The CES Office must approve all requests for this type of activity in advance.

NOTE: The sale of food and beverage items by outside organizations is not permitted in any University venues without the express written permission of Westfield State University Dining Services and CES. Westfield State University Dining Services maintains all rights for food and beverage concessions on campus.

- **Equipment, Resources and Setups**

Many University venues have built-in equipment and resources designed to enhance an event, meeting, or program. The Events Management Office staff will work with sponsoring organizations to provide the best possible locations for their events. The use of some resources may result in additional charges, such as staffing, rental, setup, or other fees related to the use of the items. Any additional fees related to equipment and resources will be clearly outlined in the event quote and Facilities Agreement or event confirmation email.

- **Event Staffing**

Some events require additional staffing assignments due to University policy, or upon risk management review. Event related services are provided by the University at the expense of the event sponsor. The Conference and Event Services Office will provide notice and an estimate of costs when staffing is necessary. Internal and Co-Sponsored Events require an account code at the time of reservation. Event staffing for External Events will be clearly outlined in the event quote and Facilities Agreement.

Staffing requirements are based on several event-related variables. General staffing requirements are outlined throughout this document. The Conference and Event Services Office reserve the right to adjust staffing for events. The following types of personnel may be assigned to an event, at the expense of the sponsoring organization.

- **Safety and Security Personnel**

Westfield State University Department of Public Safety is authorized and responsible for the safety of our community, guests, and University property. Public Safety determines security-

staffing needs at all on campus events/functions such as dances, rallies, lectures, speakers, dignitary visits, sporting events, etc., for all events hosted on University property.

All event sponsors and coordinators (i.e., student organization, department, student, faculty or staff and external client) have a responsibility for the safety and well-being of audience members and participants, as well as performers, presenters, and workers. Adequate security and crowd management are integral aspects of event planning, intended to minimize actual and potential risk to all parties.

Westfield State University Public Safety will evaluate each event for its unique circumstances and potential risk factors. These factors include, but are not limited to event type, location, date and time, anticipated attendance, service of alcohol, cash exchange, open to the public as well as dignitaries, controversial topics, or other unique circumstances. By reviewing all known factors about a given event and combining that information with knowledge of the campus. Public Safety, in consultation with the Conference and Event Services Office and the event sponsor, will determine security and staffing needs for the event and any capacity limitations for each event venue. Any additional fees related to safety and security personnel will be clearly outlined in the event quote or event confirmation email.

- **Technical Support Personnel**

The use of specialized, University-owned equipment may require the assignment of personnel to ensure proper and safe operation. Additionally, support personnel will be assigned (for a fee) at the event sponsor's request. Any additional fees related to support personnel will be clearly outlined in the event quote or event confirmation email.

- **Building Monitor Personnel**

Certain locations require building monitor supervision. Any additional fees related to Building Monitors will be clearly outlined in the event quote or confirmation email.

- **Facilities, Trades, and Custodial Personnel**

Certain venues and types of events require additional staffing related to facilities, trades (electricians, plumbers, etc.) and custodial services. Any additional fees related to personnel will be clearly outlined in the event quote or event confirmation email.

- **Parking**

The WSU Public Safety office is charged with managing the traffic and parking needs of the entire University community. All vehicles must have a valid permit and must park in designated lots.

Departments coordinating Internal or Co-Sponsored events that require parking for non-University guests should notify Public Safety fourteen (14) days in advance so special permits can be prepared. The Conference and Event Services Office coordinates parking for all External events with Public Safety.

Parking during the academic year is restricted by designation. External groups are required to park in the South Parking Lot unless otherwise specified in your 25Live Confirmation Agreement. Handicapped parking is available in all parking areas on a first-come, first-service basis. Violators who park in Faculty/Staff (F/S), Commuter (C) or handicapped spaces are subject to ticketing and towing at the owner's expense

- **Signs and Displays**

The Conference and Event Services Office will coordinate signage for contracted events, or work with event sponsors on a signage plan for each event. No signs, messages or other materials may be posted, displayed, distributed, or announced in, on or adjacent to University property without prior written approval of the CES office. Signs, notices, and banners may be posted or hung in authorized areas only. University regulations prohibit the posting or hanging of notices on trees, building exteriors, light posts, etc., except where specifically authorized. Notices posted in residence halls and academic buildings must be affixed to designated bulletin boards and not allowed on painted surfaces, entrance or fire doors, or windows.

Groups are required to set up and remove all event/meeting signage. Groups who do not remove their signs will be invoiced \$25.00 per sign. You may purchase signs through the Office of Conference and Event Services at a rate of \$25.00 per sign, which will be installed and removed by the University.

- **Insurance Requirements**

Any External persons or organizations wishing to use the facilities must provide insurance to protect Westfield State University from liability claims arising out of use of the facilities. Specifically, the University requires commercial general liability coverage with a minimum limit of \$1,000,000 per occurrence, combined single limit. The policy must be with insurance companies acceptable to the University (A.M. Best rating of A-, VII or better). Westfield State University must be named as additional insureds.

- **Internal and Co-Sponsored Events**

- **External Events**

1. **Force Majeure:**

Westfield State University's performance is subject to Acts of God, war, government regulations, threats, or act of terrorism or similar acts, government travel advisories, disaster, pandemics, endemics, civil disorder, curtailment of transportation facilities or any other cause beyond the Parties' control, making it inadvisable, illegal, or impossible to perform their obligations under the t. Westfield State University may cancel the for any one or more of such reason upon written notice to the other.

2. **External Group Insurance:**

If the external group sponsoring the event is not an agency of the Commonwealth of Massachusetts, the organization must submit a policy of insurance naming Westfield State University as additional insured of the policy. This certificate of insurance, at least

one (1) million dollars for bodily injury and one (1) million dollars for property damage, must be filed with Westfield State University fifteen (15) business days before your event date. For the term of the Agreement, the Event group shall have and maintain Commercial General Liability Insurance which includes coverage for personal/bodily injury and property damage with coverage limits in accordance with the following amounts:

<u>Bodily Injury</u>	<u>Bodily Injury</u>	<u>Property Injury</u>	<u>Property Injury</u>
Each Person	Each Occurrence	Each Occurrence	Aggregate
\$1,000,000.00	\$1,000,000.00	\$1,000,000.00	\$3,000,000.00

Prior to commencing services, the Event Sponsor shall provide Westfield State University with Certificate(s) of Insurance, or other evidence required by WSU as additionally insured retention and shall be non-contributing. WSU shall be given at least thirty (30) days; notice before cancellation, or non-renewal of insurance. Certificates of insurance on which WSU is entitled to rely shall be provided upon execution of the Agreement, and annually thereafter upon the renewal date of the policy.

A member of the Conference & Event Services staff can assist with questions related to providing the proper insurance documentation for an event.

It is the contracting organization's responsibility to see that the following requirements are met.

The University will, at its option, cancel all functions not meeting the insurance requirements thirty (30) days prior to the event.

Any use of Westfield State University in advertising, recruiting, or promotional material prior to the signing of the contract and/or prior to providing the required insurance certificate is prohibited without written approval by the University representatives. A "per location endorsement" shall be included, so that the general aggregate limit applies separately to the location that is the subject of this contract. Coverage for workers compensation, automobile liability and all-risk property insurance are also required. See 25Live Insurance information regarding such required coverage.

The original certificate of insurance must be received by the Office of Conference and Event Services with the signed contract, at least 30 days (about 4 and a half weeks) prior to the desired event start date. The certificate shall provide that the insurance may not be cancelled except upon prior notice to the University. In the event of cancellation, and at the option of the University, this agreement may be terminated as of the effective date of the cancellation. No Indemnification clause or any variance from the required insurance certificate will be accepted.

- **Agreement for Use of Facilities, Resources and Services**

The Conference and Event Services Office, in conjunction with the President's University Cabinet, will determine agreement requirements for events based on University risk management policies. The agreement will outline the terms and conditions established between Westfield State University and the sponsoring organization of the event. Agreements must be signed by the representative of the sponsoring organization.

- **Cancellations**

Cancellation policies are dependent upon the category of an event. For specific information, see the Reservations Guidelines section for group type.

WSU highly recommends scheduling an alternative date for events planned during the winter months. If you do not schedule an alternative date, WSU will work with the Event Group to reschedule your event at a mutually agreed upon date.

If WSU is closed due to a weather event, the cancellation would appear on your local television station as well as on the WSU website at [www.westfield.ma.edu](http://www.westfield.ma.edu)

When an event is cancelled due to inclement weather, emergency or similar, an alternate date has been established for that event, the Event Group will automatically be transferred to the alternate date.

All events are strongly encouraged to have a “rain” location in case of inclement weather. Alternative set-up indoors would be an additional cost to the Event Group.

Weather and/or closures/delays of any kind will be announced on all local news channels as well as located on the University’s website at [westfield.ma.edu](http://westfield.ma.edu).

If the University is closed or delayed your event will also be delayed. Ie: Conference begins at 9:30am, University announces a 2-hour delay, your conference will begin at 11:30 am. If the University announces a closure your conference/meeting will be postponed to a new date. If you have already arranged a snow date, your conference/meeting will be moved to that date.

- **Cancellations by External Event Group**

All Cancellations must be received by the CES in writing via email by the Event Sponsor’s contact person(s).

Event Groups will be subject to the following cancellation fee:

<u>Days Prior to Event Start</u>	<u>Cancellation Fee</u>
Over 90 Days	20%
89-10 Days	50%
10 Days of Less	100%

- **Financial Policies External Groups**

1. Quotes will be provided and remain valid for up to 6 months prior to booking.
2. Room rentals, Dining Services and personal charges are subject to change.

- **Invoices and Settlement of Accounts External Groups**

1. A deposit is due within Ten (10) days after placing a “Tentative Hold” on the area you are planning to reserve. If we have not received your deposit by the 10th day. The Office of

Conference and Event Services reserve the right to release any “Hold(s)” you may have placed.

2. Once your deposit has been received, your reservation has been formally booked. You will receive confirmation and receipt of payment. The deposit amount required is the total of all “Room Charges” listed in your contract.
3. The balance of all other charges i.e.: (catering, personal, miscellaneous, etc.) are due ten (10) days prior to your arrival on campus. Any miscellaneous charges during the event are due before leaving campus.
4. All financial information related to summer conferences or residential conferences will be available in the Summer Conference Contract or by calling the Office of Conference and Event Services at 413-573-5636.

\*Weather and/or closures/delays of any kind will be announced on all local news channels as well as located on the University’s website at [westfield.ma.edu](http://westfield.ma.edu).

If the University is closed or delayed your event will also be delayed. Ie: Conference begins at 9:30am, University announces a 2-hour delay, your conference will begin at 11:30 am. If the University announces a closure your conference/meeting will be postponed to a new date. If you have already arranged a snow date, your conference/meeting will be moved to that date.

REVIEWED AND APPROVED: January 2026

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Melissa Sikes, Director of Dining Services  
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Laura Cafaro, Event Coordinator of Conference and Event Services