



### ORGANIZATION/DEPARTMENT MAKING ROOM RESERVATION(S)

#### Your Organization/Department is responsible:

- For **submitting an [online room reservation request form](#)**.
- For **confirming your proposed reservation with the Conference Center**
  - Signing and returning event summary contract (provided after confirming availability)
  - Providing accurate billing information
  - Informing the Conference Center if you have a VIP or distinguished guest
- For providing the Conference Center with an on-site contact for your event/program.
  - Name, phone, email and times they will be on-site.

*The purpose of this on-site client contact is to address unexpected issues and to serve as an emergency contact if an emergency occurs during the event or if weather-related events require a change in scheduling.*

- For events requiring the **standard room and A/V setup** (i.e. PowerPoint, Zoom Meeting, projector, etc.), the ILR Conference Center requires at least two weeks' notice before the date of the event/program.
- For events requiring **more advanced production and support** (i.e. Livestream, HD video recording, learning specialist, etc.), the ILR Conference Center requires at least four weeks' notice to make sure staff resources are available.
- For providing **catering needs and dietary restrictions fourteen days prior** to the start of the event/program. **Final head counts** are due seven days prior to event/program.

*Ithaca and NYC Conference Centers have designated catering options available.*

- For informing Conference Center staff of **event/program related deliveries** and storage needs one week in advance of event/program. Shipments should not be delivered beyond 72 hours prior to the start of event/program.
- For meeting with Conference Center staff to **review/confirm logistics and event design** at least 72 hours to the start of the event/program. For large events, meet with Conference Center staff at least 1 week in advance for an **event walk through**.

*This review includes such items as whether the client wants linen, table skirting, flowers, photographers, special event set up, etc.*

- For providing Conference Center staff with a list of attendees no later than 48 hours prior to the start of the event/program (*NYC Conference Center only*). Attendees are required to be entered into the building's security system to gain access to the 12<sup>th</sup> floor at 570 Lexington Ave. Attendee lists should be sent to: [nyconferencectr@cornell.edu](mailto:nyconferencectr@cornell.edu).
- For ensuring Conference Center staff receives your event/program agenda 48 hours prior to the start of your event/program.
- For setting up your event/program registration and to be on-site to check-in guests/participants, if you are a non-ILR entity hosting a program in our conference centers.
- For the conduct of the invitees, participants and guests admitted to the Conference Center from your program.
- For developing a **rain plan** if the event is to be held outdoors (*Ithaca Conference Center only*).
- For clean-up beyond what would normally be expected for the event type.
- For providing feedback to the Conference Center regarding event/program.

## EVENT COORDINATION AND SUPPORT

### The Conference Center staff is responsible:

- For providing **timely responses** to event/program related inquires, questions and/or concerns (within 48 business hours).
- For determining and sending in advance event/program charges and to assess adequate fees and other charges as needed/required.
- For providing quote(s) for catering service(s) in advance of event/program and providing recommendations on food and beverage.
- For informing client of any additional charges such as Fire Safety Director during evening or weekend events and possible additional special cleaning charges.
- For determining and sending in advance event/program charges and to assess adequate fees and other charges as needed/required.
- For providing on-site AV support (PowerPoint presentation, zoom, etc.) throughout the program/event. Conference Center staff will not remain in room for the duration of program, but **will provide contact information for when issues may arise.**
- For **coordinating advanced AV needs** for clients which include; Livestream, HD video recording, learning specialist, etc. when requested from client.
- Setting up catering orders at designated times provided by and discussed with the client
- For **coordinating additional cleaning needs for evening/weekend events** ([NYC Conference Center](#)) and ensuring overall cleanliness of event/program space.
- For providing **contact information and or recommendations for local area vendors** (hotels, florists, entertainment, etc.). The ILR School has agreements with area hotels on discounts and we can provide these to you.
- For **coordinating a Fire Safety Director for programs**, depending on the number of participants ([NYC Conference Center only](#)).
- For addressing client related concerns post event/program.
- For providing client with timely and accurate event/program billing.