

INDOOR QUAD

Venue Information Packet (V.I.P)

Updated 08.03.2023

The Indoor Quad is a large, communal event space located on the first floor of the Curry Student Center. In addition to having a high volume of student traffic, this location features a spacious floor plan, a high ceiling with natural light, as well as several flat-panel televisions, couches, tables and chairs. There are two sections to the Indoor Quad: the pit area and the main floor. The Indoor Quad Pit is often used for receptions, film/television screenings, open-house gatherings, event fairs and socials. The main floor of the Indoor Quad frequently hosts job fairs, expos and information display tables.

Please read through this packet and fill out the Event Management Form online at <https://tinyurl.com/nuemform>. If you have any questions, please email the Event Operations staff at eventoperations@northeastern.edu and list the venue in the subject of the email. Just a reminder that this form is for logistics coordination and it is to be filled out **ONLY AFTER** a reservation has been secured through Center for Student Involvement (CSI) Scheduling Desk (cscreservations@northeastern.edu, 617-373-2632).

SPACE

- The Indoor Quad is a multi-use event space capable of many set-ups. When not in use as an event space, the Indoor Quad is a communal, public space with 40 tables.
- The Indoor Quad has 2 levels: the Indoor Quad Pit (which dimensions are roughly 40' x 78') and the upper floor (which is roughly 70'x 145'). Further detail can be found in the diagrams included in this packet.
- Events requiring a furniture set up that differs from its standard set-up warrant a special set-up charge of \$600. All set-ups must be coordinated in advance with Event Management as certain arrangements may incur addition fees and impact the Indoor Quad's capacity.
- **The following common set-ups represent approximate maximum capacities of the Indoor Quad:**
 - The Indoor Quad Pit existing seating: 90 people
 - The Indoor Quad Pit theater seating: 120 people
 - The Indoor Quad Upper-Level existing seating: 140 people
 - Fair style: 25 tables in the Pit and 27 tables in the upper level servicing approximately up to 500 people floating through the fair.
 - Both levels, cleared venue: 1000 people standing room only

AUDIO/VISUAL

- Video from laptop computer can be projected on the 3 existing flat screen TVs mounted in the Indoor Quad Pit via VGA. If sound is necessary, setup of a portable audio system is required.
- Additional 65" roll out Flat-screen Televisions are available upon request.
- An Anchor Audio LIB-8000 Liberty Platinum Stand Mountable Portable Sound System with Built-in Bluetooth and allows up to 2 wireless mics and has 2 universal microphone input jacks, if additional mics are necessary. This system can connect to any device with an RCA line or a 1/8-inch audio output jack and one 10" woofer speaker. Additional Anchor speakers can be added via Bluetooth or XLR connection as necessary.
- If no communication is received within two weeks prior to the event regarding AV, we are required to provide technical support, and the group will be charged for staffing.
- In addition to wireless internet throughout the venue, the Indoor Quad has 3 wall plates for a hard line connection to the Northeastern's internet. Wall plate (130-CSC-6) is located behind the printer station next to WRBB and the top right port is activated. Wall plate (130-CSC-7) and (130-CSC-8) are located in the Pit area beneath the TV's. The bottom left ports are activated and labeled.

RESERVING THE INDOOR QUAD

- All events must follow the guidelines and policies set forth in this packet as well as adhere to policies stated in the Event Management website: <http://www.northeastern.edu/eventvenues> as well as the CSI Policy Website <https://studentlife.northeastern.edu/csi/policies-guide/>. Exceptions may be made at the discretion of the Director of Operations. In addition, all student groups should submit information about their event through Engage (<https://neu.campuslabs.com/engage/>) so that their Program Manager can assist them with their event.

- All communication from the organization to Event Management staff should be handled by the group representative (and program manager, if the group hosting the event is a student group).
- The group representative must also complete and submit the details of their event four (4) weeks prior to the date of the performance/event by filling out the online Event Management Form at <https://tinyurl.com/nuemform>. If the Event Management Form is not completed accurately within that time period, the success of the event could be compromised and may include cancellation of the event.
- On the day of the event, the group representative must be on-hand and serve as a point person for communication with the Event Management staff from the time of setup until breakdown is completed.
- All events are to start within a five minute window of the published start time. Any exceptions to this are to be made only by the Event Management staff.
- Events must end one hour before the Curry Student Center's normal closing time. Arrangements can be made to extend the event beyond this time, but these arrangements must be coordinated with Event Management staff at least 4 weeks prior to the event and may result in additional charges
- In the case that the Director of Operations/Activities in conjunction with the Public Safety Division of Northeastern University deems it necessary that NUPD be present at an event, these costs will be charged directly to the group by NUPD unless the event is funded by the SGA Finance Board. If the event is funded by the SGA Finance Board, the cost is absorbed by the SGA Finance Board. Certain events may require more detail officers than others and some events may require bag screening; this will be determined by the NUPD. Tickets for certain events will be limited to those with NU IDs. Staff reserves the right to use wristbands or any other means to ensure proper crowd control.
- Volunteer/student group Event Assistants must be approved by the Event Management staff and are only allowed as a supplement to the paid Event Assistants provided by the Event Management Team.
- The Event Management staff reserves the right to bill for staff used during rehearsals, as well as for set up and breakdown periods. These fees will be added to the final billing charges for the event.

TICKETING EVENTS

- Though uncommon, some Indoor Quad events may require tickets or wristbands for admission due to capacity issues. Even free events may be ticketed or wrist banded to ensure fire safety codes are met.
- The Ticket Center must handle all ticket transactions for events in the Indoor Quad including prepaid pickup, complimentary tickets, and the printing of tickets. Cash, Husky Card, Visa, MasterCard, Discover, American Express and checks made payable to Northeastern University are accepted as payment for ticket sales. The Ticket Center has a "no refunds, no exchanges" policy.
- For more info about tickets, email: tickets@northeastern.edu
- For more info on getting tickets, visit: mytickets.northeastern.edu

TECHNICAL EVENT COORDINATION

- **Please be respectful of other people using the student center during the event. Please keep sound levels to a reasonable level. Decibel levels will be at the discretion of the Indoor Quad event management staff. If the Indoor Quad event management staff asks you to lower the volume, the sponsoring student group/performer must comply and lower the volume to a volume they deem acceptable. Failure to comply may result in termination of the event by the Indoor Quad event management staff.**
- All technical requirements, (i.e. audio, visual, scenic materials, dressing room issues, and technical staff) are to be addressed when the Event Management Form is submitted. If the performer provides a technical rider, it must be submitted with the Event Management Form to ensure that the performer's needs are met.
- The audio, lighting, and video equipment in the event space is to be used only with the permission of the staff. If anything is used, it must be returned in its original working order, otherwise the group is responsible for restitution.
- Sound levels must be kept to a minimum during load in and load out as well.
- Any banners or signs must be delivered to the CSC Operations Desk (325CSC) at least two days in advance to ensure that they will be hung up in time for the event. All banners must be fire-rated and have up to date burn tags. All banners must also have either grommets holes or a sleeve that can accommodate a 2" diameter pole. All banners must be under 8' tall and below 12' wide (any banners exceeding that height and/or width require review by Event Management two weeks in advance of the event to see if they can be hung).
- No smoking, fire, or live flame is permitted in the venue. Any and all scenic materials must be flame proofed.
- If onsite parking is required, arrangements can be made through the university's parking garages at an additional cost. Please visit www.masparc.com for more information.

CANCELLATIONS & NO SHOWS:

- To cancel a reservation for this major event venue, a group must email cscreservations@northeastern.edu. Please provide at least two weeks' notice for such cancellations. ***If an event is cancelled within two weeks of its event date, the group will be charged staffing fees. All cancellations must be in writing and submitted before 2 weeks from the event to not incur charges. For weekend events, cancellations must be made by 4pm on the Friday two weeks before the event to avoid charges.***
- If a group needs to postpone an event and it is within 2 weeks of your event, you will still be charged staffing fees.
- If the group is more than fifteen minutes late, the room will close and it will be regarded as a "NO SHOW." For each no-show, we will send the group an official warning letter. The 3rd "No show" or late cancellation in an academic year will result in the withdrawal of reservation privileges. "No shows" for a space that involves a custom set up/staffing may also result in a charge for the cost of the set up.

INVOICES & FISCAL RECONCILIATION

Event Management automatically bills the client at the end of every month. The process works like this:

- Around the 15th of each month, Event Management produces an invoice containing the front of house and technical staffing costs for the event and e-mails it to the person who made the reservation as well as their budget administrator (if we have their contact).
- If the client notices any errors with the bill, disagrees with any charges or wants to change a budget number, they must notify email Event Management at eventmanagementbilling@northeastern.edu within 10 days (by the 25th). If there are no issues with the invoice, you do not have to take any more actions.
- At the end of the month, the charges are sent for automatic processing to the Accounting Department. After charges have been processed, you will have 90 days to dispute any errors.

OTHER VENUE POLICIES

Event Analysis Meeting Policy:

It is highly recommended that groups hosting an event meet with a member of the Event Management team (325 CSC) as well as their CSI Program Manager (if a student group). At this meeting, they will review and update the student group as to any additional rules and restrictions, as well as review any contracts for any outside companies/external contractors and technical riders/specifications. To set up a meeting, or if you have any questions, feel free to email eventoperations@northeastern.edu and we will assist you with your request.

"Off Limits" Policy:

There are restricted areas and items in the venue that can only be accessed by the Event Management staff. These areas are off limits to all groups using the space, as well as audience members and performers. These areas will be marked with appropriate signage.

In the Indoor Quad, there may be "off limits" spaces designated by Public Safety or Event Management staff. Additionally, no one is allowed to touch or move any of the technical equipment stored on site. All other equipment, including chairs, tables, carts, etc., will need the approval and help of an Event Management staff member if the group would like it moved.

Food and Drink Policy:

No outside food or drink is allowed to be brought into this venue; events may have food and drink provided catered onsite through Rebecca's Catering (or other approved vendors). Any event serving alcohol is required to use Rebecca's, as they control the only liquor license on campus. More information on Rebecca's Catering can be found at:

<https://rebeccasculinarygroup.com/northeastern/menus/>

Drones

No drones are allowed inside the Curry Student Center.

Snow and Weather Emergencies:

In the event of a weather emergency in which Northeastern is forced to close, please check with Event Management staff, as the event could potentially be cancelled.

Selling of Merchandise Policy:

No sales of any merchandise can be made unless it's authorized by CSI program manager (if a student group), the Event Management staff and Public Safety two weeks in advance of the event.

Painting Policy:

Absolutely no painting will be allowed in or on the event space property. This applies to regular paint, spray paint, powdered coloring dust and glitter, as it could damage the venue or equipment.

Storage Policy:

There is no storage allowed in the Indoor Quad.

Fire Safety Policy:

No smoking, fire, or live flame is permitted in the venue. Any and all scenic materials must be flame proofed. Fire exits and egresses must be accessible at all times. This includes on both sides of the stage, in the audience, backstage and lobby. All areas and egresses must be cleared of at least 42" in width, in straight lines from the egresses to the exits. If cables need to cross these areas, they must be securely taped down. Failure to do so will result in an immediate shut down of the event.

Decorating Policy

In order to keep this venue in ideal condition, the following guidelines have been established.

1. All set-up requests and decorations should be approved in advance with Event Management staff.
2. Any banners or signs must be delivered to the CSI Scheduling Desk at least two days in advance to ensure that they will be hung up in time for the event. All banners must be fire-rated and have up to date burn tags. All banners must also have either grommets holes or a sleeve that can accommodate a 2" diameter pole. All banners must be under 8' tall and below 12' wide (any banners exceeding that height and/or width require review by Event Management two weeks in advance of the event to see if they can be hung).
3. Please refrain from using any adhesive tape, pushpins, or other damaging materials on the walls. The use of adhesive material that may damage surfaces is prohibited (duct tape, tacks, nails, paint, etc.). If you require portable white boards, pipe and drape or easels, please include them in the Event Management Form: <https://tinyurl.com/nuemform>
4. Decorations may not obstruct doors, hallways, staircases or fire exits.
5. If using decorative string lights, they must be equipped with LED bulbs and be UL certified. Lights cannot be hung on any fire suppression device including pipes, electrical conduits, entrance/exit doors or walkways.
6. Please ensure that after your event, the venue is returned to its original condition. Please discard all trash in waste bins and flatten any cardboard boxes. If the venue is not returned to its original condition, the organization may be charged a fee and use of the Event Management venues may be restricted for future events by that group.
7. Any violation of this policy will result in an early termination of the meeting/event.

Cash Collection/Sale of Goods Policy

No sales of any merchandise can be made unless authorized by CSI program manager (if a student group), Event Management and Public Safety two weeks in advance of the event.

1. Student groups should reference the Student Organization Resource Guide for information on Cash Collection/Sale of Goods: <https://csi.sites.northeastern.edu/fundraising/>
2. Event Sponsors may sell items or collect cash donations in Blackman and the Curry Student Center/Afterhours without the need for an NUPD detail as long as the items are \$20 or less.
3. Sales or collections in excess of the \$20 limit may be possible in the major event venues with the presence of an NUPD detail.
4. Cash collection or sales of any kind in conjunction with a large event must have an NUPD details, regardless of the cost per item.
5. The collection of funds online is only permitted using Cashnet (<https://commerce.cashnet.com/SFCSA>) however student organizations must have prior approval from the Center for Student Involvement. Please speak with your program manager.

Clean Up Policy:

Every group is expected to leave the venue clean and in good condition. If extra rooms were booked in the Curry Student Center to serve as dressing rooms/green rooms, it includes those as well. It is the responsibility of the group to dispose of any of their trash and remove any of their belongings. A group who fails to clean up will be susceptible to extra staffing charges for cleaning services as well as potential disciplinary actions/loss of privileges to book future events.

Post-Event Evacuation Procedure:

Once the area is clean, the organization hosting the event is expected to depart in a timely manner. Please discuss and confirm load out with Event Management staff before your event. Event Management assumes no responsibility for any items left in the venue after your event. Please be sure that you have collected all items.

EVENT MANAGEMENT STAFF:**SCHEDULING & OPERATIONS STAFF CONTACT INFORMATION**

(These numbers are not to be published for ticket sales)

For general questions about event details please email the Event Operations staff at eventoperations@northeastern.edu and list the venue in the subject of the email.

For Scheduling issues (including cancellations), please email cscreservations@northeastern.edu.

Terry Coronella, Senior Special Events Manager, Curry Student Center
857.330.2183 voice
t.coronella@northeastern.edu

Scott Shea, Associate Director of Operations, Curry Student Center
857-310-4380 voice
s.shea@northeastern.edu

Adam Taylor, Senior Associate Director of Operations
617.373.2633 voice
g.taylor@northeastern.edu

NU TICKET CENTER:

Ell Hall, Room 109

Recorded Ticket Information, Phone Orders:

(617) 373-4700 voice

(617) 373-2184 TTY

Email: tickets@northeastern.edu

mytickets.northeastern.edu

TICKET CENTER HOURS (DURING THE ACADEMIC YEAR)

Monday through Friday 12pm–6pm, Wednesdays 12pm-8pm

The Ticket Center will open one hour prior to show time and will remain open as necessary.

STAFF ASSOCIATED WITH EVENTS IN THE INDOOR QUAD**Media Service Technician**

Media Service Technicians oversee all technical elements of a production and work with other technical staff, such as ITS personnel and outside vendors, to ensure that the event runs as smoothly as possible. He/she sets up and tests all microphones and other AV systems in addition to running all sound systems (like CDs and iPod) and video/projection. Media Service Technicians will also assist the House Manager with handling front-of-house responsibilities to ensure events start on time. He/she must be available to move throughout the venue during an event to solve any problems that might arise.

For events where a House Manager is not hired, Media Service Technicians will also manage the front of house responsibilities for the event. These responsibilities include, but are not limited to, all aspects of crowd control, the supervision of all performers, as well as any other Event Management staff. Additionally, she/he is responsible for enforcing all fire safety rules and regulations and working with any NUPD detail officers to ensure the general safety of all attendees.

If a Media Service Technician on duty feels that any safety precautions are not being met or that performers or the organization hosting the event are not following instructions, they have the authority to shut down the event with the collaboration of others on Event Management staff.

House Manager

The House Manager coordinates all aspects of crowd control for the Front of the House. She/he trains and supervises Event Assistants and coordinates with the Media Services Technicians to decide when the performance will begin. She/he must be available to move throughout the room to solve any problems that might arise. Additionally, she/he is responsible for enforcing all fire safety rules and regulations and working with any NUPD detail officers to ensure the general safety of all attendees. As is the case with Media Service Technicians, if the House Manager feels that any safety precautions are not being met or that performers or the organization hosting the event are not following instructions, they have the authority to shut down the event with the collaboration of others on Event Management staff.

Event Assistant

Under the guidance of the House Manager or Media Service Technician, the Event Assistant staff is responsible for tearing or scanning tickets, checking wristbands, and answering attendee questions. Event Assistants are also responsible for varied tasks involved in keeping attendees safe and ensure that all requirements set forth by the Fire Marshal and the NU Division of Public Safety are fully met. These responsibilities include but not limited to maintaining clear access to all exits of the venue before, during, and after the event.

Indoor Quad Event Cost Estimate (Small Scale Event)

*This is a general estimate of costs associated with running a 4 hour event (which includes set up and break down) in the Indoor Quad. In all of our venues, our staff will arrive 30 minutes before the client is scheduled to arrive, but that could increase depending on the complexity of the event. If your event will exceed 4 hours (including the set-up, break down or rehearsal times) and need a detailed quote, or have any **other specific questions**, please contact Terry Coronella t.coronella@northeastern.edu*

Tier 1 – Event/Function with NO AV in Indoor Quad

Technical/ Costs	
x0 Media Service Technicians @ \$40/hour for minimum of 4 hours	\$0.00
TOTAL ESTIMATED COST:	\$0.00

Tier 2 – Event/Function with AV in the Indoor Quad

Technical/ Costs	
x2 Media Service Technician @ \$40/hour for minimum of 4 hours	\$320.00
TOTAL ESTIMATED COST:	\$320.00

Tier 3 – Event/Function with AV & ticketing in Indoor Quad

Front of the House Costs	
x1 House Manager @ \$30/hour for minimum of 4 hours	\$120.00
x2 Event Assistants @ \$20/hour for minimum of 4 hours	\$160.00
Technical/ Costs	
x2 Media Service Technicians @ \$30/hour for minimum of 4 hours	\$320.00
TOTAL ESTIMATED COST:	\$600.00

Basic staffing is required in the Indoor Quad for all small scale events where media is involved (microphone/AV); in the instances below, however, extra staffing charges may apply:

- If there is complex audio and a video component such as multiple video sources or multiple audio components.
- If there is a need to provide extra hospitality to guests, speakers, or talent in the Indoor Quad.
- If the event requires a police detail.
- If there are potential crowd control/capacity issues, as determined by the Event Management staff.
- If the event is a high-profile event or features high-profile speakers/talent, as determined by the Event Management staff.
- If no communication is received within two weeks regarding AV, we are required to provide technical support, and the group will be charged for staffing.

CSC Extended Hours Cost Estimate

This is a general estimate of costs associated with extending the CSC's hours of operations. These charges apply if a meeting starts earlier than one hour after the building opens or if a meeting ends later than one hour before the building closes. If you have questions about when the CSC opens or closes, please contact the Building Manager on duty at 617-593-2409 or the Operations Desk (325 CSC) at 617-373-5429.

<u>CSC Extended Hours Cost Estimate</u>	
x2 Building Managers @ \$30/hour for minimum of 4 hours	\$240.00
<i>Note: If the reservation exceeds 3 hours before/after the building opens or closes, the building can be kept open for an additional \$120/hr. If multiple groups require extended staff for any one "extended hours" session; the groups involved will share the early opening/delayed closing charges. This will be determined on a case by case basis by Event Management.</i>	
TOTAL ESTIMATED COST:	\$240.00

OTHER POTENTIAL CHARGES

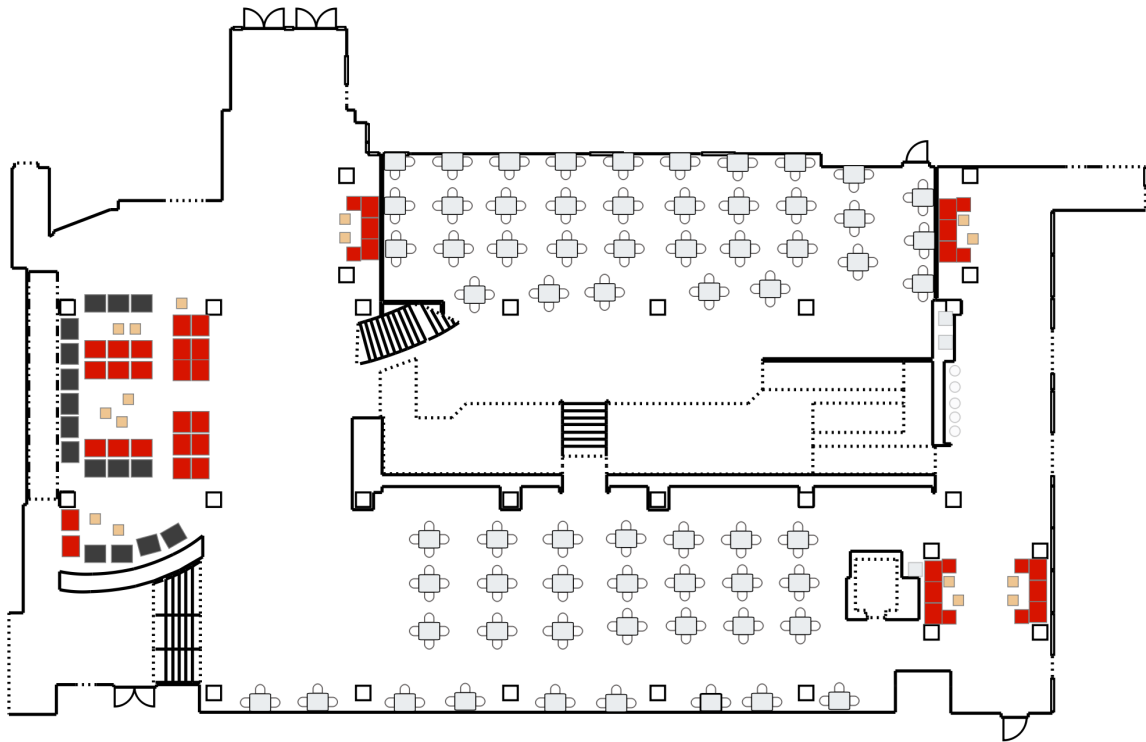
- There may be additional building services charges depending on the nature of your event. Typically, all events requiring furniture rearrangement warrant a special set-up charge of \$600 from Building Services.
- If a meeting starts earlier than one hour after the building opens or if a meeting ends later than one hour before the building closes, extended CSC operating fees will apply (\$320.00 minimum).
- These charges do not include rent (for external organizations), outside security company fees for bag checking, or NU Police detail fees.
- Please consult your Event Management contact before your event if you have any concerns regarding charges.
- If you make any changes to your event times within 2 weeks of your event, you will still be charged for the staffing of your original reservation times. Please check your reservations before this 2 week window and make sure they are correct.
- To cancel a reservation for this major event venue, a group must email cscreservations@northeastern.edu. Please provide at least two weeks' notice for such cancellations. ***If an event or AV support for an event is cancelled within two weeks of its event date, the group will be charged staffing fees. All cancellations must be in writing and submitted before 2 weeks from the event to not incur charges. For weekend events, cancellations must be made by 4pm on the Friday two weeks before the event to avoid charges.***
- If your event has 3 or more media presentations (ppt, video, etc.) it will require an extra staff member at \$30 an hour (4 hour minimum).

A four-hour minimum applies to all staff. If staff is used for more than four hours, then their hourly fees apply for the additional time they are needed.

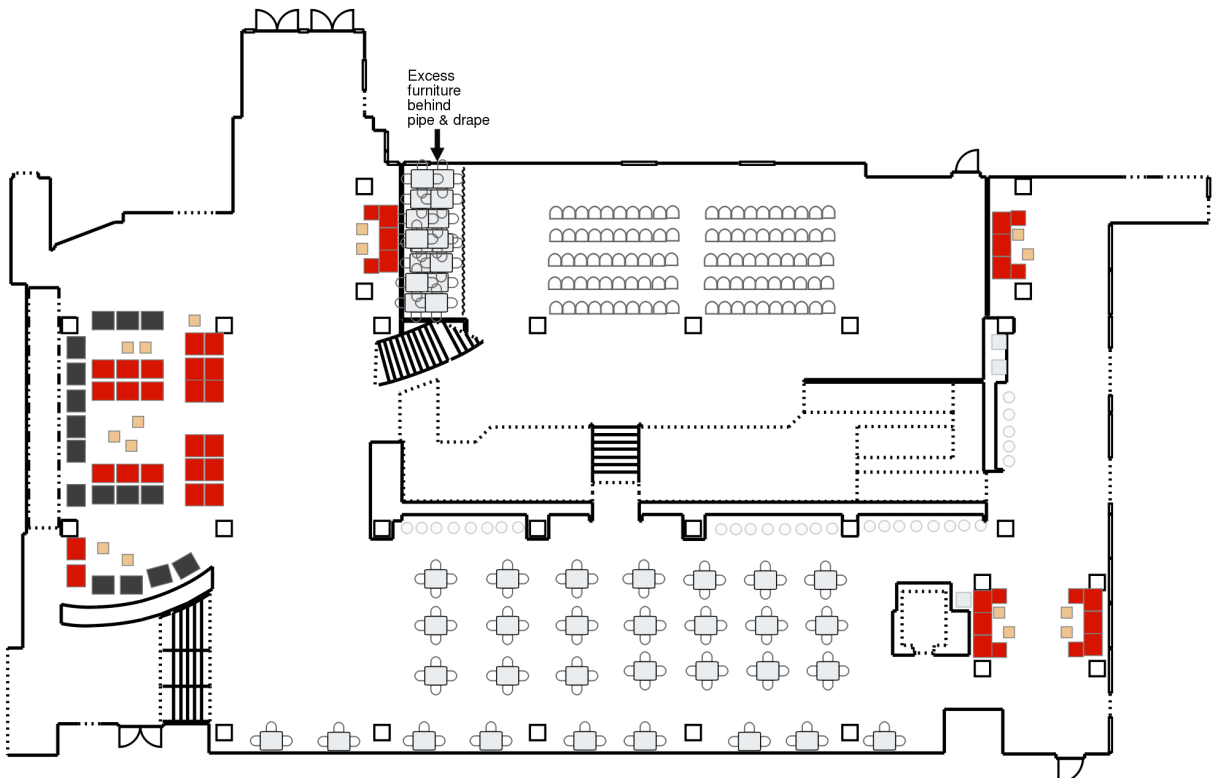
This estimate is based on preliminary information presented to the Director of Operations and is subject to change. The Event Management staff reserves the right to require extra staffing per their analysis of the event as necessary. Similarly, any extra support is always available upon the client's request with advance notice.

If you have questions or need a more detailed quote, please contact the Curry Student Center Senior Event Manager, Terry Coronella t.coronella@northeastern.edu or the Director of Operations, Jeremy Reger, j.reger@northeastern.edu. Thank you.

Indoor Quad: existing set-up



Indoor Quad Pit - Lecture Set Up



Indoor Quad - Expo Set Up

