Conference Center Policy and Procedure

1. Customer call or email is received by the Conference Center.
2. Customer is sent a Facility Request Form.
3. Facility Request Form is returned by customer; Contract Log is updated.
   NOTE: Event requests must be three weeks prior to event date. Exceptions must be approved by Director of Workforce Development (i.e. Bayheatlh, DAFB, other high profile clients).
4. Facility Request Form is entered into Astra.
5. Terry Campus Facility Request Form/Pricing Sheet is completed and estimate is generated in QuickBooks.
6. Estimate is sent to client with email noting that pricing and details are subject to change until approved by Campus Director.
7. Contract is generated using QuickBooks; State contracts include correct State Location Code and Buyer Code/Department ID in event details; Contract Log is updated.
8. Contract is emailed to Legal Office and WDCE Director for review and approval; Contract Log is updated.
9. Contract is returned by Legal with corrections and approvals; Contract Log is updated.
10. Checklist and hard copy of contract is attached to Facility Request Form, Terry Campus Facility Request Form/Pricing Sheet, Facility Estimate and any additional documentation (discount approvals from Campus Director, etc).
11. Contract is sent to Conference Services Manager for review.
12. Contract is sent to WDCE Accountant for review and signature; Contract Log is updated.
13. Contract is returned by the WDCE Accountant; Contract Log is updated.
14. Contract is sent to Campus Director’s office for signature; Contract Log is updated.
15. Contract is returned by the Campus Director’s office; Contract Log is updated.
16. Contract is emailed or faxed to client, requesting signature and payment as outlined in contract agreement, credit card payment form included; Contract Log is updated.

NOTE: No exceptions for new customers; all new customers must follow Delaware Tech deposit policies unless approved by Vice-President/Campus Director and/or College President. Exceptions for repeat customers must be approved by Director of Workforce Development and Director of Business Services.

17. Signed State contract is received from the customer; Contract Log is updated.
18. Copy of the contract is made and documented on checklist.
19. Original contract is sent to the Business Office; Contract Log is updated.
20. Signed Non-State contract and deposit is received from the customer; Contract Log is updated.

    NOTE: A deposit cannot be collected until the customer has signed and returned the rental agreement/contract.
21. Copy of the Non-State contract and payment (check) is made and documented on checklist.
22. Original Non-State contract and payment are immediately sent to the Business Office; Contract Log is updated.
23. Customer is contacted for final payment two weeks before event as stated in contract.
24. Final payment is received, documented on checklist and immediately sent to the Business Office; Contract Log updated.

Event Cancellations:

1. Written documentation will be collected from customers for cancellations.
2. Cancellations will be noted on Contract Log in the comments section and highlighted in red.