

# Terms and conditions

Audio Visual Services  
IT Service (NUIT)



By submitting this request form you automatically agree to the following terms and conditions: -

## 1.0 General information

- 1.01 **IT Service** provides videoconferencing and webinar services to Newcastle University staff in dedicated venues. **The core operating hours of the service are Monday to Friday between 0830 and 1700 (excluding bank holidays and university closure days)**
- 1.02 There is no charge to University staff using our services during core operating hours
- 1.02 We **only** manage and support events held in NUIT centrally managed venues and **not** to any other installed systems either on or off campus
- 1.03 Where Newcastle is managing the event, we will use the Zoom platform. Where events are scheduled by the remote (far) site our ability to assist with any technical issues encountered is limited, therefore deemed the responsibility of the call organiser/coordinator. To mitigate this, we recommend Newcastle book and manage the event where possible
- 1.04 We do not permit food or drink (other than bottled water) inside our dedicated venues
- 1.05 We recommend customers arrive 10-15 minutes prior to the start of their booked event to familiarise themselves with the equipment, or receive any pre-booked training from our team
- 1.06 Where a request has been made to record an event, we will send you a link with download information and retain a secure copy of the recording on our system for 90 days. Should you require the recording to be deleted earlier from our system then please inform us at [videoconferencing@ncl.ac.uk](mailto:videoconferencing@ncl.ac.uk)
- 1.07 We will attempt to accommodate pre-conference if required, subject to sufficient notice and resource availability; Please ensure **all** test information is provided to us when submitting the form

## 1.10 Bookings & cancellations

- 1.11 We will only accept requests made using the online request form on our website - <http://videoconferencing.ncl.ac.uk/dedicatedvenues/makeabooking/>
- 1.12 Once a form is submitted an acknowledgement email containing a reference number will be sent automatically. Please note that this is **not** confirmation of resource availability and customers should only consider their session booked when they receive a further confirmation email from us
- 1.13 Please ensure when making a booking that the times stated on the request form reflect the actual times of the event
- 1.14 We request at least **five** working days' notice when making a booking during core operating hours, and all requests are subject to staff and venue availability. We will attempt to accommodate short notice requests where possible but cannot guarantee in these cases
- 1.15 We require **at least** one working days' notice be provided by email to [videoconferencing@ncl.ac.uk](mailto:videoconferencing@ncl.ac.uk) in the event of a cancellation. If insufficient or no notice of cancellation is received then charges may be incurred.
- 1.16 Please ensure that **ALL** requested information in the form is provided. This is extremely important and could determine whether or not the conference can actually go ahead as planned
- 1.17 If you require your event to be recorded then this must be requested via our booking request form. It is the responsibility of the person requesting the videoconference to inform all local and remote participants that the event is being recorded and to ensure appropriate consent is been obtained in advance
- 1.18 Once an event has been scheduled and confirmed it is the responsibility of the person booking to ensure that the connection and location details are circulated to all remote and local participants

## 1.20 Charges and out-of-hours support

- 1.22 All requests that commence outside of core operating hours will likely incur labour charges, and are subject to resource availability and minimum notice period
- 1.23 We request at least ten working days' notice for technical support required outside of core operating hours. In the event of short notice requests, or in cases where we are unable to accommodate out of hours requests, we will endeavour to assist event organisers during core operating hours at a mutually convenient time
- 1.24 Should an out-of-hours event runs later than the times stated on the initial booking request then additional labour charges will be incurred, provided the technician is able to stay to cover
- 1.25 A minimum of two hours labour will be charged for technical support requests which finish later than 8pm on weekdays and a minimum of four hours will be charged during weekends and Bank Holidays