Thunderbird Event and Space Policies

Event Coordination & Coverage

Every event at Thunderbird will be assigned a Venue Coordinator*. Venue Coordinators will communicate with clients in-person or via email/zoom/phone, determine event needs, and prepare a quote. This quote will outline the spaces available and requested, services available and requested, and related costs.

Venue Coordinators will:

- Coordinate rentals and trash (unless otherwise requested)
- Prepare a layout for a review
- Set-up furniture
- Tear-down event
- Book and manage internal Thunderbird service departments (IT, A/V, B&C)
- Provide access to spaces
- Serve as the on-site operational lead during the entire event

Thunderbird does not offer event coordination for other units or external events. Event hosts should be prepared to coordinate day-of event activities on their own behalf; activities include but are not limited to: check-in, guest management, catering coordination, PowerPoint coordination and direction, etc.

Thunderbird asks that there is a primary point of contact (POC) for events. All communication should include and be managed by the POC (usually the Event Coordinator).

**Internal Thunderbird departments are expected to mange venue needs independently.*

Set-Up and Tear-Down | Access to the Venue

Set-up and tear-down is done in coordination with schedules and other events. There is no guarantee of a space being pre-set, but all attempts are made to have the venue ready no less than 2 hours in advance. If agreed ahead of time, the venue can be ready the day before, but additional fees may apply.

Access to the building is through the main doors (corner of Polk and N 1st St). Access to the Global Forum is guaranteed 1 hr in advance. Access to conference and classrooms is guaranteed 15-30 min prior to event start. Earlier access can arranged by request at cost.

Unless previously agreed, guests are expected to vacate the venue within 30 min of event end. 1-hour tear-down time is included in the venue cost.

Clients are asked to leave a venue as you found it. Trash should be in cans or bins, spills cleaned-up, and materials removed upon building exit. Please note: there is no bulk trash in this building, so we ask that cardboard boxes are broken down and placed in cans. If there is bulk recycling, a fee may be added.

Secure luggage and item storage is not available; however, spaces for holding peoples or items may be available upon request.

Mailing or storing material at TSGM prior to events is prohibited. Items mailed to Thunderbird for events will be returned to sender. There is no secure event storage available for overnight holding.

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Audio/Visual (A/V) and IT

A/V and IT requests will be outlined in the event quote. There is no guarantee of services beyond those outlined.

- Global Forum rental: 1 podium or gooseneck, 5 handheld, and 4 lapel mics; projection on the main and back screen(s); podium laptop; A/V on-call assistance
- Classroom rental: teaching station with computer; 1 handheld, and 1 lapel mic; projection on main screen(s); room speakers and mics; basic IT on-call assistance
- Conference room rental: Projection on screen(s) through Moderna system; basic IT on-call assistance

Additional Global Forum services are available at additional cost: live-streaming, multi-camera switching, recording, zoom/conferencing**. These services require technicians and availability varies. External technicians and equipment may be brought on with 3-week notice and coordination. A fee may be assessed for coordination.

A/V Deadlines and Production Information:

- Livestream: If Client providing link, livestream/webinar link must be emailed to the Event Coordinator and A/V Technician (5) days prior to event date. If Venue is providing the link, the link will be provided to the client upon request, but no less than (7) days prior to event date.
- Recording: Recordings will be rendered and sent to clients 48-72 hours post-event. Recordings will be sent via Dropbox links.
- Remote/Zoom Speakers: If a speaker or presenter will be coming in remotely, the name and email of the speaker must be sent to the Venue Coordinator and the A/V Technician (3) days before the event. The A/V Technician may request or require a test of the zoom connection at their discretion.
- If any of the above are requested, a **FINAL** Technical Run of Show should be emailed to the Venue Coordinator and the A/V Technician 48 hours prior to event start.

A technical walk-through will take place 30 minutes prior to event start (unless otherwise agreed upon).

ASU Guest Network is the preferred Wi-Fi option for guests. If you have international or government guests in a presenting role please let the Venue Coordinator know in advance to arrange access.

***TSGM has several rooms with advanced technology/services that require staffing by internal techs. Tech costs are non-negotiable with those services; they will be included in all quotes.*

Catering and Vendors

Thunderbird is contract-exclusive. ASU Aramark or Atlasta are the building provider and can be contacted here:

Arizona State University Downtown Phoenix
120 E Taylor Street, Phoenix, AZ 85004
ASUCateringDowntown@aramark.com
P: 602-496-6707
https://asu-downtown.catertrax.com/

Atlasta Catering
10021 N 19th Ave, Phoenix, AZ 85021
cuisine@atlastacatering.com
P: (602) 242-8185
https://www.atlastacatering.com/

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Catering and Vendors Cont'

Catering tables are provided at no charge, pending availability. Table requests must be made prior to event set-up. Catering linens are provided by caterers.

Alcohol is permitted in the building pending approval from the TSGM Events and Arizona State University Police Department. There is no guarantee that alcohol can be served. Events with alcohol must include an in-person walk through with a Venue Coordinator to discuss logistics.

There is no loading dock at TSGM for caterers or other vendors. Reserved or oversized parking must be coordinated 14 days in advance of event. Email the event coordinator to request reserved vendor parking.

Decoration and Noise/Music

Music must be played at a non-disruptive decibel. The intention to bring in a DJ, band, or other live music must be declared and approved 14 days prior to the event date. Loud noise is not generally permitted during work/class hours.

Taping, nailing, or tacking items on the premises is strictly prohibited. Painter's tape is allowed on the large stone columns located in the foyer and Forum. A-frames, easels, and 8x11 notice signs are available upon request.

The following items are **prohibited** in the Global Forum and other event spaces:

- Gum
- Smoke machines
- Glitter
- Slime
- Dyes/Food Coloring/Paint

Signage and Branding

All event signage must be approved in advance. Submit a signage plan or simply discuss options with your venue coordinator. Signage not previously approved may be removed at the coordinators discretion as needed.

Signage is not to be taped to thresholds or wall at any time. Digital screens are available with notice.

Events using the Thunderbird logo(s) must adhere to the brand guide. If in doubt please reach out to B&C for guidance. TGSM reserves to right to remove or correct any signage with incorrect branding.

Global Forum events include the creation/design of 1 digital ring.

> Information: The "digital ring" will be designed by Thunderbird visual creatives using digital branding/copy/images provided by the Client. The digital ring may not be created externally due to software. Every attempt will be made to replicate the vision/image requested. Proofs of design will be provided no later than 24 hours prior to event date.
>
> Deadline: Assets must be emailed to the event coordinator (7) days prior to the event date.

Thunderbird Branding & Communications is available to provide designed digital signage for additional fees.

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Parking

ASU Downtown does not have dedicated event parking and parking is not guaranteed for events. Street parking meters can be hooded through City permits.

Thunderbird recommends ASU Taylor Street Lot (475 N. 2nd Street, Phoenix, AZ 85004) for guest parking. Validation for ASU garages and garage attendants can be arranged at additional cost with notice. 2025 cost is $16/day. A parking attendant of $75/hour can be requested.

Other

The building is primarily a student-facing/classroom building. Please be prepared for student interactions/movements (and associated noise) during events. Venue Coordinators will do their best to minimize disruption, but it may happen. TSGM does not take responsibility for disruptions that fall under normal building operations.

If you are interested in inviting Thunderbird students to engage with your event, please email Travis.Leybeck@thunderbird.asu.edu.