



AV Equipment & Service Guidelines

-In Effect as of May 1, 2025-

AV Booking & Payment Processes

Before requesting AV support for your event, please ensure that you have booked space(s) for your event. For academic classes, please visit the [LSM Portal](#) to view your assigned classrooms. Instructors requiring AV support for their academic classes should use the [LSM Instructor Portal](#) to submit requests. For all other events outside of academic classes, please connect with [Campus Events](#).

Please note that booking a space does not automatically include AV support—you must also submit a separate AV support request. AV services are available only in designated University classrooms, which you can view at <https://lsm.utoronto.ca/roominfo>. To guarantee support, contact lsm.tech2u@utoronto.ca at least five business days before your event. Last-minute requests may not be accommodated.

You can review our AV Equipment & Service Pricing List to explore available services. Please note that all AV equipment must be operated by our technicians, and all equipment requests will include a service order. We reserve the right to determine the most appropriate AV solution for your event needs. AV services for activities unrelated to academic courses are offered on a cost-recovery basis. The pricing list provided does not reflect our full inventory; if you require additional or specialized technological solutions, please contact us directly at lsm.tech2u@utoronto.ca.

For large-scale events—such as those involving multiple rooms, multiple buildings, or spanning several dates—a site visit and dry run will be mandatory to ensure proper planning and support. Associated service and equipment charges will apply; please reach out to lsm.tech2u@utoronto.ca for further assistance.

Once AV support is requested, we will confirm service and provide an AV cost estimate. Please provide your FIS information prior to your event to ensure service confirmation. Billing will occur after your event through the University's internal debit transfer system, and a service order will be scheduled accordingly. We do not process invoices directly; if you require invoice payment, please coordinate your event booking through Campus Events. In this case, we will invoice Campus Events for services rendered, and they will invoice you.

We guarantee AV support during our standard operating hours. Requests for support outside of operating hours are evaluated on a case-by-case basis depending on resource availability. Please note that we do not provide AV services or access to equipment for overnight events.

After your event, if service hours exceed what was initially quoted, an updated AV quote will be issued. Otherwise, a debit memo along with a breakdown of charges will be emailed to you by the end of the month. If you wish to dispute any charges, please contact lsm.tech2u@utoronto.ca within one month of the debit memo being issued, and we will review your claim accordingly.

AV Service Modification & Cancellation Guidelines

If you have booked AV support for your event, then you are authorized to make any modifications to the scheduled service order or cancel AV support for your event.

If you need to modify or cancel your scheduled AV service order, please email us at lsm.tech2u@utoronto.ca at least 3 business days before your event. Changes or cancellations less than 3 business days of your event will incur 50% of the quoted cost. We will process a debit memo and email you the final AV charges by the end of the month.



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The type of AV support we provide for your event varies depending on your AV needs. With our in-room AV equipment, our technicians will provide login access for you to connect your device to the teaching equipment and project your content onto the screen. If your event is hybrid or requires unique AV specifications, our technicians will supplement the in-room AV technology with additional portable technologies to ensure the AV vision for your event is actualized.

Please handle all our AV equipment, whether in-room or portable, with great care. If our AV equipment is damaged or lost over the duration of your event, we reserve the right to bill you for the repair and/or replacement of the equipment.

Please refrain from bringing your own AV equipment (excluding personal items like laptops or USB drives) for use in our spaces. If a third-party AV vendor is supplying equipment as part of a service, kindly inform us in advance so we can coordinate access and ensure compatibility with our systems.

Moving beyond the standard use of in-room equipment, we will consult you via email or a call to better understand your vision for the event. Please note that we cannot consult you regarding event AV needs without your event space(s) being booked and confirmed.

For events of scale Depending on the complexity of your event AV setup we may schedule a site visit and/or a technical dry run, but please note that this service is not available for all events. This involves an on-site technician setting up equipment in the event room, with you present. Associated labour and equipment charges apply and will be included in your AV cost estimate.

While we strive to ensure the success of your event, we cannot guarantee that AV technical emergencies will not arise. All events with scheduled service orders can receive troubleshooting assistance should any technical emergency arise over the duration of the event. To access support, please press the grey intercom button on the teaching equipment or call 416-978-0423 to connect with our AV technical emergency helpline. Please note we only handle AV technical emergencies so for other issues, you will be redirected.

Responsibilities of the AV & Room Steward

By making these arrangements, you are acknowledging that you have reviewed and agree to the outlined AV service and equipment guidelines. You also agree to serve as the steward of the event space(s) and AV equipment during your event.

This involves:

- AV equipment in the booked event space(s) are in the same place as it was at the start of the event.
- Operating the in-room and delivered AV equipment based on the direction provided by our AV tech, and please call for assistance if you need support.
- Report any damage incurred to the in-room and/or delivered AV equipment to the Tech2U team.
- Ensure technical emergencies are addressed by connecting with our AV technical emergency helpline.