



AV Equipment & Service Guidelines

-In Effect as of May 1, 2024-

AV Booking & Billing Structure

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 if you book space(s) for your event, you will also be responsible for booking AV support. Moreover, we can only provide AV support in University classrooms. To view a list of University classrooms, please visit <https://lsm.utoronto.ca/roominfo>. For all events requiring AV support within these classrooms, please contact lsm.tech2u@utoronto.ca at least 10 business days prior to the event, to guarantee support. Last-minute requests might not be accommodated.

Check out our AV Equipment & Service catalogue to get an idea of the AV services and equipment we offer. Our equipment can only be operated by our technicians, so all equipment requests will include a service order. We reserve the right to determine the best AV solution for your event.

Once support is requested, we will confirm service and provide an AV cost estimate. Learning Space Management leverages the University's internal debit transfer system to process debit memos to the respective paying internal client, after the event has passed. Please provide your FIS information before the event; however, billing will occur after your event has passed. We will then schedule a service order for your event.

Please note that we do not process invoices. If you prefer invoice payment for AV support provided, please coordinate with Campus Events for booking your event space. We will then bill Campus Events for AV support provided for your event, which they can directly invoice you for.

We guarantee support for your event during our operating hours. Outside those hours, AV support is evaluated on a case-by-case basis depending on resource availability. However, we do not provide access to our AV equipment or service support for overnight events.

After your event, we will send an updated AV quote if necessary. For instance, if our AV technicians worked longer than anticipated and originally quoted for your event. Otherwise, we will process a debit memo and email you the breakdown of AV charges for your event by the end of the month.

To dispute any costs please email lsm.tech2u@utoronto.ca within one month after your debit memo has been processed. We will investigate your claim and inform you of the next steps 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 5 business days before your event. Changes or cancellations within 5 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.

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.

Depending on the complexity of your event AV setup we may schedule 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 signing this document, 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 and the furniture 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, and please call for assistance if you need support.
- Report any damage incurred to the in-room and delivered AV equipment and furniture to the Tech2U team.
- Ensure technical emergencies are addressed by connecting with our AV technical emergency helpline.

Date (DD/MM/YYYY): _____

Signature:

Name (Please Print): _____